

PRODUCT DISCLOSURE SHEET Please read this Product Disclosure Sheet before you decide to apply for the Shipping Guarantee product. Be sure to also read the terms and conditions in the Banking Facilities Letter of Offer (the “Letter”), Continuing Agreement For Documentary Credits (the “Continuing Agreement”) (which can be found at https://www.citibank.com.my/english/common/fee-charges-trade-GST.htm). Seek clarification from Citibank Berhad (the “Bank”) if you do not understand any part of this document or the general terms.	Citibank Berhad (Registration No. 199401011410 (297089-M))  SHIPPING GUARANTEE June 1, 2022						
1. What is this product about?							
A Shipping Guarantee (SG) is an indemnity document issued by the Bank to enable the customer (the Buyer/Importer) to obtain release of goods from the shipping company or its agent without the submission of the original Bills of Lading. In other words, the shipping company will release goods against the guarantee given by the Bank, i.e. the SG without the presence of original Bill of Lading. The Bank undertakes to indemnify the shipping company or its agent against all liabilities relating to the delivery of the goods under this guarantee.							
2. What do I get from this product?							
• Have the ability to obtain goods faster especially in cases of unforeseen delay in the arrival of the original Bill of Lading documents. • Defer payment until your supplier's documents have been presented via the bank. • Eliminate or reduce storage/demurrage charges.							
3. What are my obligations?							
• Indemnify the Bank against all liabilities in relation to the issuance of the SG. • You shall pay the Bank's principal and commission at the rate stipulated by the Bank on each issuance of SG from time to time and such payment shall be made upon the said issuance. • You will need to ensure that the original SG is returned by the shipping company on their receipt of the original Bill of Lading documents for cancellation; failing which, the SG will be kept in the bank books which means commission will be applied till such time that the SG is returned to the bank.							
4. What are the fees and charges I have to pay?							
<table border="1"> <thead> <tr> <th>Key Charges</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>SG Issuance Commission</td> <td>0.1% per month or part thereof (Min MYR100)</td> </tr> <tr> <td>Stamp Duties</td> <td>As per Stamp Act 1949 (As revised from time to time)</td> </tr> </tbody> </table>		Key Charges	Description	SG Issuance Commission	0.1% per month or part thereof (Min MYR100)	Stamp Duties	As per Stamp Act 1949 (As revised from time to time)
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5. What if I fail to fulfill my obligations?							
Bank's Right to Set-Off In the event of a default, you will need to pay principal, interest, charges, additional costs and expenses incurred until the SG is fully repaid. The Bank may debit or set off amounts you owe to the Bank against any credit balance(s) in any of your account(s) with the Bank.							

Late Payment Charges

Late Payment Charges at Bank's Cost of Funds + Customer Margin + 1.00% per annum will be imposed on such sum advance by the Bank to honor the SG claim and shall be computed from the date of payment until settlement.

Legal Action

Legal proceedings may be initiated against you if you fail to fulfil your obligations under the Letter, the Continuing Agreement and other agreements referred to in the Letter. In addition to the amount owing to the Bank, you may be liable to pay for all losses, costs and expenses (including legal fees) incurred by the Bank to recover the sums owed by you. Legal action against you may affect your credit rating leading to credit being more difficult or expensive for you.

6. What if I fully settle the loan before its maturity?

Not Applicable.

7. Do I need any takaful/insurance coverage?

Not Applicable.

8. Do I need a guarantor or collateral?

The Bank will evaluate this requirement based on internal credit assessment criteria including your payment capabilities and other credit considerations.

9. What are the major risks?

- The SG facility is an uncommitted facility. This means:-
 - (a) the Bank has the right, at any time at its sole discretion, not to allow you to utilize the facility;
 - (b) the Bank has the right, at any time at its sole discretion, to modify, restructure, earmark, suspend or cancel the facility.
- In the event the shipping company loses the SG, they will then need to provide a discharge letter to the Bank in order to release you from your financial obligation with the Bank.

10. What do I need to do if there are changes to my contact details?

It is important that you inform us of any change in your contact details to ensure that all correspondence reaches you in a timely manner.

You may reach out to our service team at malaysia.citiservice@citi.com for instructions to change your contact details.

11. Where can I get assistance or file a complaint?

- If you have difficulties in making payments, you should immediately contact your Relationship Manager for assistance.
- If you wish to speak to our Service representative, you may contact us at: Citi Service Malaysia
Phone: (603) 2383 1111
E-mail: malaysia.citiservice@citi.com
- If you wish to register a complaint on the products or services provided by us, you may contact us at:
Citibank Berhad
Level 45, Menara Citibank
165 Jalan Ampang
50450 Kuala Lumpur
Malaysia
Email: malaysia.citiservice@citi.com

- If your query or complaint is not satisfactorily resolved by us, you may contact Bank Negara Malaysia LINK or TELELINK at:
Block D, Bank Negara Malaysia
Jalan Dato' Onn
50480 Kuala Lumpur.
Tel : 1-300-88-5465
E-mail : bnmtelelink@bnm.gov.my

12. Where can I get further information?

If you have any enquiries, please contact us at:

Citibank Berhad
Level 45, Menara Citibank
165 Jalan Ampang
50450 Kuala Lumpur
Malaysia
[Email: malaysia.citiservice@citi.com](mailto:malaysia.citiservice@citi.com)

13. Trade Window Operating Hours: 9.30AM to 5.30PM – Monday to Friday

The information provided in this disclosure sheet is valid as at 01/06/2022.