



PM Credit Personal Loans' Terms and Conditions

1. USE OF SERVICE

1.1. The person applying for the PM Credit product (“the Applicant” or “the Customer/s”) agrees that these terms shall be binding on the Applicant and govern the use of the PM Credit.

1.2. PM Credit eligibility is as follows:

- 1.2.1. Individual Malaysian citizens aged between 18 - 60 years old.
- 1.2.2. Private Sector Employee, Government Servant, or Self-Employed

1.3. Supporting documents for PM Credit application are as follows:

For Individual Salaried Employee

- i. Completed Online Application Form.
- ii. Copy of NRIC (Both Sides).
- iii. Latest 3 months of salary slip OR EPF Statement OR Form EA OR Form B/BE with official tax receipt.
- iv. Latest 3 months of bank statement (monthly salary credited or other credited income).

For Individual Self-Employed

- i. Completed Online Application Form.
- ii. Copy of NRIC (Both Sides).
- iii. Latest form BE with official tax receipt.
- iv. Business Registration Certificate for Sole-Proprietor or Partnership.
- v. Form 9, 24, 49 for private limited company Sdn.Bhd.
- vi. Latest 3 consecutive months bank statements.

1.4. The minimum loan amount for PM Credit application is RM500.00 and the maximum is RM10,000.00.

1.5. The fixed interest rate is 1.5% per month or 18% per annum.

1.6. The minimum loan tenure is 6 months and the maximum is 2 years (24 months).

1.7. For the avoidance of doubt, the approved loan amount, interest rate, and the repayment period may not necessarily be the same as applied in the loan application as they are subject to final approval from PM Credit.



1.8. Any difference between the loan amount, interest rate, or due date, as the case may be, finally approved by PM Credit shall not affect the validity of these terms and the loan agreement.

1.9. The Applicant affirms that all information provided in the application form and the supporting documents submitted through PM Credit's website, application form, or any other accredited channels are true and correct. As such, the Applicant hereby consents that:

- 1.9.1. PM Credit will validate such submission with available information on the applicant's accounts, credit information, and/or other status checks from applicable entities, e.g., authorised Credit Reporting Agencies in Malaysia or any other regulatory institution.
- 1.9.2. The Applicant agrees that the loan application data provided can be used by PM Credit to pre-fill any of the Applicant's future loan applications.
- 1.9.3. Any incorrect information, misrepresentation, or misleading information that if provided and known will result in delay or rejection of the application.
- 1.9.4. PM Credit has the right to cancel/decline the application if a reply or feedback has not been received within the specified period of time.
- 1.9.5. PM Credit retains the sole right to approve, decline, modify, change, increase, or decrease your loan application without any liability to the Applicant.
- 1.9.6. PM Credit also has the right to offer the Applicant different loan product features or services.
- 1.9.7. PM Credit has the absolute right to retain all the provided supporting documents or information as permissible under the regulations retention period.

2. ACCEPTANCE OF APPROVED LOAN APPLICATION

2.1. Upon approval of the PM Credit application, the Applicant will be notified by email for the loan agreement process.

2.2. The validity of the approval is a maximum of 30 business days from the approval date.

2.3. You may need to re-apply for a new loan application if you fail to complete the signing process within the specified time mentioned in 2.2.

2.4. The signed stamped agreement together with the stamp certificate will be sent to your registered email address and deemed to be served upon successful transmission of the email.

3. LOAN DISBURSEMENT

3.1. All approved loan amounts will be disbursed to your Personal Saving or Current Account provided in the application form.



3.2. A processing fee of RM50.00 and 0.5% of the approved loan amount for stamp duty (as per Stamp Act 1949) will be deducted upon loan disbursement.

3.3. Any incorrect bank information provided in the application form may result in delay or rejection of electronic payment or bank transfer to your bank account.

3.4. The accuracy of the bank information is also your responsibility and PM Credit will not hold any liability for any reason of the rejection or wrong bank account number that was omitted by you.

4. LOAN REPAYMENT

4.1. Your monthly instalment amount, due date, repayment period, and first instalment commencing date will be as stipulated in the loan agreement.

4.2. Repayment methods are available via Online Banking through FPX or JomPAY.

4.3. PM Credit reserves the right of the payment allocation on each repayment without any notice to you.

4.4. A receipt for each payment will be generated and made available at your PM Credit account.

4.5. Early settlement will not have any changes on the balance principal or interest payable under your loan agreement; you are required to pay the total outstanding of the remaining instalments including any other accrued charges or/and accrued late payment interest outstanding (if any).

5. DEFAULT OF INSTALMENT

5.1. In the event of defaulted repayments, PM Credit shall be entitled to enforce or exercise any right under the loan agreement, including collections and recovery, legal action, and reporting to credit bureaus.

5.2. PM Credit may, at its own discretion, suspend or terminate any other services within the Pajak Master Group.

6. LATE PAYMENT INTEREST

6.1. In addition to the interest payable under the loan agreement, you agree to pay late payment interest at the rate of 8% per annum on any overdue instalment after the due date.

7. GOVERNING LAW



7.1. You hereby agree that you have read, understood, and agreed to be bound by these terms herein and PM Credit's Privacy Policy, which shall be read together as an entire loan agreement.

7.2. These terms herein may be varied, added to, deleted, or amended from time-to-time and will be updated on PM Credit's website and shall be governed and construed in accordance with the laws of Malaysia.

8. REFUND POLICY

8.1. All loan repayments processed through our payment gateway are final and non-refundable. This is because repayments are intended to settle your outstanding loan balance and are processed immediately upon receipt.

8.2. We understand that mistakes can happen. As such, we may consider refund requests in the following specific situations:

- **Overpayment:** If you pay more than the total amount owed on your loan.
- **Duplicate Payments:** If a technical error on our platform causes the same payment to be processed more than once.
- **Payment Errors:** If you accidentally pay the wrong account or amount due to an error that is not entirely your fault.

8.3. How to Request a Refund

If you believe you qualify for a refund under one of the exceptions listed, please contact our customer support team as soon as possible with the following details:

- Your full name and account information.
- Details of the payment (date, amount, and transaction ID).
- A clear explanation of why you are requesting a refund.

8.4. This refund policy complies with all applicable laws and regulations. If a refund is mandated by law, we will fulfill our legal obligations accordingly.

8.5 We may revise this refund policy from time to time. Any updates will be reflected in our terms and conditions, and we encourage you to review this policy periodically.

By using our payment gateway to repay your loan, you agree to abide by this refund policy.



9. CANCELLATION POLICY

9.1. Once a loan repayment is initiated and successfully processed through our payment gateway, it cannot be canceled. Repayments are applied immediately to your outstanding loan balance, and we are unable to reverse or cancel these transactions under normal circumstances.

9.2. Exceptions

We may consider cancellation requests in the following limited situations:

Processing Errors: If a repayment is processed due to a technical error on our platform (e.g., a payment is initiated without your authorization).

Pending Transactions: If a repayment is still pending (e.g., due to a delay in payment processing) and has not yet been applied to your loan balance, we may be able to cancel it upon request.

9.3. How to Request a Cancellation

If you believe your situation qualifies for a cancellation under one of the exceptions listed, please contact our customer support team immediately with the following details:

- Your full name and account information.
- Details of the payment (date, amount, and transaction ID).
- A clear explanation of why you are requesting a cancellation.