

## FAQs: Auto Financing-i

### Q1: What is this product about?

A1: Auto Financing-i is to finance new, used or reconditioned (recond) vehicles for passenger and goods carrying purposes.

### Q2: Who can apply?

A2: This product is open to all individual and company applicants.

- Individual applicants: aged 21 to 70 years old
- Company applicants: sole-proprietorship, partnerships, private limited or public listed companies

### Q3: What are the terms of financing?

A3: The maximum margin of finance is up to 90% of the seller's invoice with a payment period of up to 108 months. All terms and conditions are subject to the financing guidelines by Bank Negara Malaysia and Hong Leong Islamic Bank.

### Q4: What vehicles do you finance?

A4: We cater financing for all types of new and used vehicles; inclusive of recond vehicles.

### Q5: How long is the financing tenure?

A5: The financing tenure is up to 108 months.

### Q6: Do I need to purchase the vehicle from a specific dealer?

A6: Not required.

### Q7: What documents do I need to submit to Hong Leong Islamic Bank?

A7: You need to submit your personal and income documents (details of the required documents will be informed at the point of application submission).

### Q8: Can I have a joint applicant on the financing?

A8: Unfortunately, this is prohibited under the Hire Purchase Act. However, a guarantor can be provided if required.

### Q9: How will I know the status of my financing application?

A9: Our staff will contact you when the financing is approved. For individual applicants, [Click Here](#) to track your application.

**Q10: How do I make my monthly payments?**

A10: Payments can be made online via HLB Connect, interbank GIRO (IBG), standing instruction facility (CASA auto debit), ATMs, CDMs or at any of our Hong Leong Bank or Hong Leong Islamic Bank branches.

**Q11: How long is the financing approval good for?**

A11: Validity of the approval is subject to the validity of our Undertaking Letter to the vehicle seller.

**Q12: What happens if I settle the financing earlier than the date originally agreed upon?**

A12: For fixed Rate you are entitled to get rebate on the unexpired term charges.

No penalty fee for early settlement.

**Q13: How can I find out more about your products?**

A13: For more information on our products, you may leave your contact with us by clicking the “I’m Interested” button on the right hand side of this webpage. Alternatively, you may refer to our Product Disclosure Sheet by clicking the following links:

[Auto Financing-i Product Disclosure Sheet](#)

**Q14. Where can I get assistance and redress?**

A14.

- If you have difficulties in making payments, you should contact us earliest possible to discuss payment alternatives. You may contact us at:  
Collection Centre  
Hong Leong Bank Berhad  
Level 2, Tower A, PJ City Development,  
15A, Jalan 219, Section 51A,  
46100 Petaling Jaya  
Tel: 03-7959 1888  
E-mail:  
[HPCrControlDept@hlbb.hongleong.com.my](mailto:HPCrControlDept@hlbb.hongleong.com.my)
- “Agensi Kaunseling dan Pengurusan Kredit” has been established by Bank Negara Malaysia to provide free services on money management, credit counselling, financial education and debt restructuring for individuals”.
- For further information, kindly contact AKPK at:  
Level 5 and 6, Menara Aras Jaya (formerly known as Menara Bumiputera Commerce),  
Jalan Raja Laut, 50350 Kuala Lumpur.  
Tel: +603-2616 7766  
Website: [akpk.org.my/contact-us](http://akpk.org.my/contact-us)
- POWER! (Pengurusan Wang Ringgit Anda) Programme, offered by AKPK, promotes prudent money management and financial discipline to individual customers. To register and for further information, kindly call 03-2616 7766 or visit the website at [akpk.org.my/contact-us](http://akpk.org.my/contact-us)
- For any enquiries, you may contact us at:

Contact Centre: 03-7626 8899 E-mail: [HLOnline@hlbb.hongleong.com.my](mailto:HLOnline@hlbb.hongleong.com.my)

- To make a complaint on products or services offered, you may contact us at: Customer Advocacy  
Level 13A, Menara Hong Leong, No 6, Jalan Damanlela, Bukit Damansara, 50490 Kuala Lumpur.  
Phone: 03-7626 8821 / 03-7626 8802 / 03-7626 8812  
E-mail: [customerservice@hlbb.hongleong.com.my](mailto:customerservice@hlbb.hongleong.com.my)
- If your query or complaint is not satisfactorily resolved by us, you may contact BNMLINK at  
4th Floor, Podium Bangunan AICB, No.10, Jalan Dato' Onn, 50480 Kuala Lumpur.  
Tel: 1-300-88-5465 or +603-2174-1717 (for overseas calls) Fax: 032174 1515.  
Web: [bnm.gov.my/BNMLINK](http://bnm.gov.my/BNMLINK)