

## FAQs: Property Financing-i

**Q: What properties do Hong Leong Islamic Bank Berhad finance?**

**A:** We finance residential properties under the Hong Leong Islamic Housing Financing and commercial properties under the Hong Leong Islamic Shop Financing.

**Q: What is the margin of financing for Property Financing?**

**A:** Up to 90% on the purchase price or open market value, whichever is lower and it is subject to eligibility.

**Q: Can I apply for a combination of term financing plus cashline?**

**A:** No, cashline is not available at the moment.

**Q: What benefits can Hong Leong Islamic Property Financing provide?**

**A:** Hong Leong Islamic Property Financing allows flexibility of making extra payment on your property financing without prior notice, to enable savings on profit payment. It also allows you to withdraw the prepaid amount or part thereof whenever you need it after full disbursement of your financing.

**Q: What documents do I need to submit?**

**A:** You are required to furnish your personal and income documents upon application.

**Q: Can I have a joint-applicant on the financing?**

**A:** Yes.

**Q: How long is the approval good for?**

**A:** Approval is good for 14 days from date of the Offer Letter. However, Hong Leong Islamic Bank Berhad reserves the right to withdraw the financing approval and / or to vary the financing terms and conditions with prior notice to customer.

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

**A:** Payments can be made by standing instruction, cash, cheque at any of the Hong Leong / Hong Leong Islamic Bank branches nationwide or also via Internet Banking ([www.hongleongconnect.my](http://www.hongleongconnect.my)).

**Q: Is there an auto debit payment option?**

**A:** Yes, successful applicants need to open a Hong Leong Islamic Bank Saving Account / Current Account and maintain a Standing Instruction (SI) for automatic monthly payments.

**Q: How long does it take to process a financing?**

**A:** 2 to 3 days upon receiving of full documents.

**Q: What is Mortgage Reducing Term Takaful (MRTT)?**

**A:** A takaful plan to protect the customer for the financing sum or outstanding financing in case of death or total permanent disability. The sum covered under MRTT reduces over the term of takaful.

**Q: What is Mortgage Level Term Takaful (MLTT)?**

**A:** A takaful plan to protect the customer for the financing sum or outstanding financing in case of death or total permanent disability. The sum covered under MLTT remains the same during the term of the takaful.

**Q: Can I finance my Mortgage Reducing Term Takaful (MRTT) or Mortgage Level Term Takaful (MLTT) contribution?**

**A:** Yes, you can either pay cash or add in the financing amount but it is subject to a maximum of up to 5% of the property value or purchase price of the property, whichever is lower.

*The above is subject to terms and conditions.*

## **Q. Where can I get assistance and redress?**

A.

- If you have any difficulties in making payments, you should contact us earliest possible to discuss payment alternatives. You may contact our Consumer Collection Centre at:  
Level 2, PJ City Development,  
No. 15A, Jalan 219, Section 51A,  
46100 Petaling Jaya, Selangor  
Tel: +603-7959 1888  
Fax: +603-7873 8228  
Email: [MCC2@hlbb.hongleong.com.my](mailto:MCC2@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)