

## Frequently Asked Questions (FAQ) – SME InstaBiz Financing

### Product Information

No.	Question	Answer
1.	What are the eligibility requirements to apply the loan?	SMEs must meet the following requirements: - <ul style="list-style-type: none"> <li>- A valid CIMB Online Banking account with BizChannel@CIMB</li> <li>- Sole-Proprietorship / Partnership / Sdn Bhd with valid SSM registration</li> <li>- Minimum 2 years in operation</li> </ul>
2.	One of our business owner is non-Malaysian. Is our business still eligible for the loan?	No. The business must be 100% owned by Malaysian to meet the product's eligibility.
3.	What is the facility type offered?	The facility type available is Term Loan only.
4.	Our company is registered with SSM as "Limited Company (Berhad)" and is classified as SME by meeting the SME Definition. Is our company eligible for the loan?	No. This product is targeted on SMEs registered with SSM as Sole Proprietorship, Partnership and Private Limited Company (Sdn Bhd) only.
5.	How much can we borrow?	The loan amount is minimum RM1,000 and up to maximum RM30,000. However, it is still subject to our Bank's credit evaluation.
6.	How long is the loan tenure allowed?	The loan tenure is minimum 3 months and up to 18 months. However, it is still subject to our Bank's credit evaluation.
7.	What is the collaterals required to get the loan?	No collateral is required. However, the Partners / Directors / Shareholders are required to provide Joint and Several Guarantee for the said loan application.
8.	What are the documents required for loan application and how do we submit the documents?	There is no mandatory documents required. However, you may choose to upload bank statements of your Business Current Account(s) maintained with other Banks to strengthen your loan application.
9.	Is there any minimum lock-in period and early settlement cost imposed for this product?	No. There is no lock-in period and early settlement cost imposed. You may make early settlement to repay your loan in full without any early settlement cost incurred.
10.	Our business currently maintaining a Business Current Account with CIMB but we are not the CIMB Online Banking user. Can we still apply for the loan?	No. The loan application must be submitted via BizChannel@CIMB. Your business is required to have the valid BizChannel@CIMB login access to proceed with this online application.
11.	We need financing to purchase property. Is this product meet our financing purpose?	No. This financing product is meant for working capital financing purpose only.

### Application Process

No.	Question	Answer
1.	Where to start the loan application?	You have to log in to your business's CIMB Online Banking account. The steps are as follows: - 1) For BizChannel@CIMB: Click " <b>Business Loan</b> " > " <b>Apply Now</b> "
2.	How does the application process work?	All you need to do is to complete the online application form and upload the bank statements (if any). Once the loan application has been approved, you may proceed with the loan acceptance.
3.	How long does the application take to complete for submission?	The application process is simple and only takes a few minutes to complete the online application form.
4.	How long will it take for my loan to be approved?	The credit evaluation process usually takes up to 30 minutes. However, if any further verifications are required for your application, it may take up to 2 business days.
5.	How do we check the status of our loan application?	You can check the loan application status via your CIMB Online Banking. The steps are as follows: - 1) For BizChannel@CIMB: Click " <b>Business Loan</b> " > " <b>Loan Status</b> "
6.	How do we resume our loan application?	You may resume your loan application via your CIMB Online Banking. The steps are as follows: - 1) For BizChannel@CIMB: Click " <b>Business Loan</b> " > " <b>Loan Status</b> " > Select your loan application and click " <b>Resume</b> "
7.	How would we know if the loan application has been approved?	You will be notified via both SMS and Email through your registered phone number and email address with us.
8.	Once the loan is approved, how long does it take to receive funds and where is the funds disbursed to?	The funds will be disbursed to your selected CIMB Business Current Account within a day from the point of completion of your loan acceptance. However, the loan disbursement process may take up to 2 business days subject to the system stability.
9.	Can we apply more than one application at a time?	No. Only one application is allowed at a time for the same business entity.
10.	Does the Joint and Several Guarantee need to be witnessed? Who can witness the signing of the said document?	Yes. The Joint and Several Guarantee must be witnessed by either Commissioner of Oath OR Notary Public.
11.	We have a few queries need further clarifications. Where can we get the assistance from?	BizChannel@CIMB customers may contact our Business Call Centre for further assistance. The contact number is available in CIMB Bank Website ( <a href="http://www.cimb.com.my">www.cimb.com.my</a> ) > " <b>Contact Us</b> " section.
12.	Is the 6 months automatic moratorium program applicable to this product?	No. It is not applicable to this product. You may contact our Call Centre to enquire for other CIMB financing product with moratorium option.