

Frequently Asked Questions (FAQs)

1.	Q	I received a notification from the Bank regarding the improvement to the terms and conditions. What is the purpose of this?
	A	The Bank is applying the principles of fair treatment to all financial consumers in the housing loan/financing contracts by enhancing the reasonableness and transparency of the terms and conditions.
2.	Q	Is the improvement in the terms and conditions applicable to both conventional and Islamic products?
	A	Yes.
3.	Q	How does this improvement benefit me as a customer of the Bank?
	A	Customers will get a better understanding on the improved terms and conditions which emphasizes on plain language, disclosure transparency and sufficient notification made to ensure consumer's interests are adequately safeguarded.
4.	Q	When will the improved terms and conditions take effect?
	A	The improved terms and conditions for Housing Loan/Home Financing contracts will be effective from 28 August 2019. The effective dates for other products will be notified in due course.
5.	Q	Am I required to sign a new or supplementary documents related to the improved terms and conditions?
	A	No, all existing terms and conditions remain unchanged but the fair treatment will be observed based on the principles of improved terms and conditions.
6.	Q	Does this impact my existing contract?
	A	There will be no changes on the existing terms and conditions of your loan/financing contract.
7.	Q	Can I get a copy of the improved terms and conditions?
	A	Customer can request for a copy of the improved terms and conditions via email. Please call our Contact Centre at 03-2178 8888 or email to customercare@ambankgroup.com .
8.	Q	Do I have to pay any additional fees, charges or stamping fee arising from the improved terms and conditions?
	A	No, there are no additional fees and charges.
9.	Q	If I have any queries in the future, who should I call?
	A	You may refer to our Contact Centre at 03-2178 8888 or email to customercare@ambankgroup.com .