



Service request turnaround time (TAT) applicable for Retail Loans effective from 10th Feb 2022

Type of Service Request	Servicing TAT
Statement of account	14 working days
Loan amortization table	3 working days
Income tax certificate for current financial year	3 working days
Income tax certificate for previous financial year	3 working days
List of original property documents	21 working days
Conversion of Rate of Interest	7 working days
Photocopy of original property documents	7 working days
Loan prepayment letter	10 working days
Handover of property papers of loan (after closure of loan)	14 working days

Note: For some of the service requests, applicable fee or charge would be payable by customer. Please refer 'Schedule of Charges' for applicable fee or charge payable towards respective service request. This turnaround time schedule is subject to change at company's discretion.

Also, due to the unprecedented circumstances and the impact on our staff resources due to this pandemic, you may experience some delay. We sincerely apologise for the inconvenience and distress this may cause. We will do our best to support our customers through these uncertain times.