

## **GHL SME Loans - Frequently Asked Questions (FAQs)**

### **1. What is this product about?**

This is a micro financing facility, offered to businesses under sole, partnerships and corporations.

### **2. What do I get from this product?**

- Financing amount ranging from PHP 10,000.00 to PHP 1,000,000.00 (based on credit assessment)
- Financing tenure up to twelve (12) months (based on customer eligibility criteria)
- Interest rate as low as 2% per month depending on customer eligibility criteria

### **3. Do I need a guarantor or collateral?**

No guarantor or collateral required.

### **4. Is there any fee or charges involved?**

There is a one-time processing fee to be deducted from loan proceeds. Furthermore, the stamp duties connected with the financing will be borne by the Borrower.

### **5. Where can I apply for this product?**

The application of this product is handled via GHL's Sales Team. The product is currently offered to eligible and active GHL Group Merchants via invitation. GHL Philippines Financing Services, Inc. may revise these criteria in the future.

### **6. Can I have more than one (1) active financing account?**

No. You can only have one (1) active financing account until full payments have been made to the account. GHL Philippines Financing Services Inc. may revise this criterion in the future.

### **7. What if I fail to fulfill my obligations?**

- If you fail to pay the Loan within the period stated, the lender is entitled to charge default interest of 5% per month on the unpaid sum calculated from the due date until the date of full repayment.
- GHL Philippines Financing Services Inc. reserves the right to take legal action and all costs incurred will be borne by the Borrower. This legal

action will influence your credit rating and may lead to difficulties in your future financing applications.

**8. What if I fully settle the financing before its maturity?**

GHL Philippines Financing Services Inc. at its own discretion may grant rebate to Customers where there is:

- Early settlement or early settlement of the Facility; or
- Settlement of the original financing contract due to financing restructuring exercise; or
- Settlement by Customer in case of default; or
- Settlement by Customer in the event of termination or cancellation of financing before the maturity date.

**9. What do I need to do if there are changes to my contact details?**

It is important that you inform us of any changes in your contact details to ensure all correspondence reaches you in a timely manner. Please write to us at [ph\\_helpdesk@ghl.com](mailto:ph_helpdesk@ghl.com) or call at +632-7744-9445.

**10. What if I have any inquiry or require assistance on my financing?**

Please write or contact us at the following details:

- Email: [ph\\_helpdesk@ghl.com](mailto:ph_helpdesk@ghl.com)
- Phone: +632-7744-9445

**11. Why should I pick micro-financing with GHL?**

Choosing GHL as your micro-financing partner will entitle you to the below:

- Interest as low as 2% per-month (24% per annum)
- Minimal late payment charges
- Micro-size repayment amount
- Flexible repayment with no prepayment penalty
- Minimal documentary requirement

**12. Why GHL when I can get cheaper rates from Bank Loans?**

GHL is here to provide value-added services to our merchants including loans to supplement their working capital requirement. GHL will require very minimal documents as we know our merchants well to assess their creditworthiness. However, we encourage merchants to continue the relationship with banks as they are the core financier while GHL is here to bridge your working capital gap.

**13. Can I request for restructuring of repayment schedule if I'm facing cash flow issue?**

Yes. You may do so by contacting your account manager or email [ph\\_creditunit@ghl.com](mailto:ph_creditunit@ghl.com) on your request. We will review your request and contact you for more information if necessary and inform you on the outcome.

**14. Can I apply for higher loan amount?**

The approved loan amount is based on your previous transaction records with GHL hence if your transaction record improves, we will be able to offer higher loan amounts. You may also approach your account manager and provide additional information such as bank statements and financial statements to apply for higher loan amount.

**15. When can I receive my loan amount?**

You will receive your loan within 5-7 working days from the date of loan approval.

**16. Can I change my loan amount after I signed my loan application?**

Loan amount is pre-approved based on your credit worthiness and transaction records with GHL. It can be changed before the loan agreement is executed if the required loan amount is lower than the approved amount.

**17. How do I pay back my loan?**

We will deduct the repayment from the settlement proceeds on a daily basis. However, if the settlement is insufficient to repay the loan, we will contact merchant to transfer the funds to GHL account.

**18. Where can I view my loan repayment progress?**

You can access GHL's Lending Self-Service Portal. You will receive the link via email.

**19. How do I know you have deducted my loan installment?**

It will be reflected in your GHL POS Terminal Statement of Account (SOA) and the Lending Self-Service Portal.

**20. What do I do if my loan installments do not tally with my own calculations?**

Please email [ph\\_creditunit@ghl.com](mailto:ph_creditunit@ghl.com).

**21. Is there a Monthly Loan Statement I can refer to?**

You can download from GHL's Lending Self-Service Portal.

**22. Will I receive my loan agreement and how do I get it?**

You will get it via email or download from GHL's Lending Self-Service Portal.



**23. I forgot my loan details such as total loan amount, installment amount, tenure, etc., who can help me?**

You can view your loan details from GHL's Lending Self-Service Portal.