

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

### 1. What is this product about?

This is an SME Financing solution, offered to all businesses including sole proprietor, 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.
- Financing tenure up to twelve (12) months.
- Interest rate as low as 2% per month.

### 3. Do I need to provide collateral?

No collateral is required.

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

The stamp duty will be borne by the Borrower. Furthermore, there is also a one-off processing fee to be deducted from the loan amount during disbursement.

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

The application of this product is handled by our GHL Sales Team. The product is currently offered to eligible and active GHL Merchants only.

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

No. You can only have one (1) active financing account until full repayments have been made to that account.

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

- If you fail to pay the Loan within the stipulated period stated, GHL is entitled to charge a late payment fee of 5% per month on the unpaid amount 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 a 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 SME Financing with GHL?**

Choosing GHL as your SME Financing partner will entitle you to the below:

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

#### **12. Why choose GHL SME Loan when I can get cheaper rates from bank loans?**

GHL is here to provide value-added services to our merchants including loans to complement their working capital requirement. GHL requires 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 issues?**

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 of the outcome.

**14. Can I apply for a higher loan amount than offered?**

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 a higher loan amount.

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

You will receive your loan within 2 working days from the date of loan acceptance.

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

Loan amount is approved based on your credit worthiness and transaction history with GHL. It cannot be changed once you have accepted the loan offer.

**17. How do I repay my loan?**

We will deduct the repayment from the settlement proceeds on a daily basis. However, if the sales settlement is insufficient to repay the loan, we will contact you to do a bank transfer directly to GHL's account.

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

You can access the GHL Lending Self-Service Portal. You will receive the link to the portal via email after loan disbursement.

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

Installment deductions will be reflected in your GHL POS Terminal Statement of Account (SOA) and at 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 statements from GHL Lending Self-Service Portal.

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

You will receive your loan agreement via email. Alternatively, you can download a copy from GHL 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 Lending Self-Service Portal.