

(Read this Product Disclosure Sheet before you decide to take up GLoan. Be sure to also read the general terms and conditions).

1. What is this product about?

GLoan is a cash loan facility offered through GCash that provides qualified customers with access to quick and flexible financial solutions. Users can borrow a predetermined amount and receive the funds directly in their GCash wallet within 24 hours of successful application.

Upon approval, customers can use the loan to cover various financial needs, such as:

1. Bill payments
2. Emergency expenses
3. Travel and leisure
4. Special occasions
5. Educational needs
6. Debt consolidation
7. General expenses

Borrowers are expected to repay the loan, including interest and any applicable fees, on a monthly basis as per the agreed repayment terms.

Eligibility criteria for GLoan:

- Individuals only
- Age requirement: Applicant must be at least 21 years old and no older than 65 at the time of loan maturity
- Citizenship: Applicant must be a Filipino citizen
- Applicant's GCash account must be Fully Verified

Required ID for application:

- Any one (1) of the following valid government-issued IDs:
 - Driver's License
 - Philippine Passport
 - Postal ID
 - SSS ID (with Date of Birth)
 - Unified Multi-Purpose ID (UMID)
 - Voter's (COMELEC) ID Card
 - National Professional ID Card (PRC ID)
 - Philippine Identification System ID (PhilSys ID)
 - Printed ePhilID (Digital PhilSys ID)

2. What do I get from this product?

- **Loan Amount:** Borrow between PHP 1,000 to PHP 125,000 based on your eligibility and GScore¹.
- **Loan Tenor:** Flexible repayment terms ranging from 5 to 24 months (5, 6, 9, 12, 15, 18, and 24 months)
- **Interest Rate:** Fixed interest rate ranging from **1.59% to 6.99% per month**, depending on your credit profile and selected repayment term.

- **Processing Fee:** A one-time **3% fee** of the loan amount, deducted upfront from the disbursed amount.

Calculation for Monthly Installment: The monthly repayment amount is computed using the following formula:

Monthly Installment = $\frac{P \times I \times N}{1 - (1 + I)^{-n}}$, where:

- **P** = Approved Loan Amount
- **I** = Monthly Interest Rate
- **N** = Loan Term in Years
- **n** = Loan Term in Months

Fees and Penalties:

- **Late Payment Fee:** A penalty of **1% of the loan amount plus 0.15% of the outstanding balance per day** is applied for delayed payments.
- **Total Repayment Amount:** The final repayment amount includes the principal loan amount, interest, and any additional fees, if applicable.

Note: ¹ GScore is an overall trust score or rating from using GCash. It increases depending on how much a customer pays their dues on time, uses QR payment or online / E-commerce payment. However, having GScore is not a guarantee of loan approval.

3. What are my obligations?

Payment Obligations and Consequences

1. **Payment Responsibility:** You are obliged to pay the outstanding balance mentioned in the billing before or on the due date. If you fail to do so, you will be charged a late payment fee. GLoan imposes a late payment fee of 1% of the loan amount plus 0.15% of the outstanding balance per day until the full payment is made.
2. **Non-Payment Consequences:** Failure to pay the full outstanding amount (including interest and fee charges) on time may result in late fees, impact your credit standing, and limit your eligibility for future GLoan offers. Additionally, reminders or follow-ups may be escalated through partner collection agencies.

Early Repayment Policy

3. **Early Repayment and Interest Refund:** Early repayment happens when a customer attempts to repay the full loan amount before the final due date. GLoan allows for early repayment and provides an interest cashback for unused months. If the loan is fully paid at least one month before the last due date, the cashback amount will be credited to the customer's GCash wallet within 14 business days. An SMS notification will also be sent to confirm the refund.

4. What fees and charges do I have to pay?

Fees and charges tabulated below are part of the fees and charges.

Fees and Charges	Type	Amount	Remarks
Documentary Stamp Tax	PHP 1.50 per PHP 200 loan	Applicable for Term Loan only	Computed and deducted upfront.
Processing Fee	3% of loan amount	Deducted upfront from the total loan	Applies to all loans.
Late Payment Fee (Fixed Fee)	1% of unpaid installment due	Charged for missed payments	Charged for overdue payments.
Late Payment Fee (Daily Interest)	0.15% of outstanding balance per day	Applied daily until the overdue amount is fully paid	Continues until the overdue balance is resolved.

Any payment you make shall be applied as follows:

1. Late fees, if any
2. Interest charges
3. Principal

5. What if I fail to fulfill my obligations?

In the event of default on your obligations of your credit facilities with CIMB Bank Philippines, CIMB Bank may cancel your credit facility. Also, the Bank has the right to demand repayment of all sums owed by the Applicant to the Bank in respect of other facilities granted by the Bank.

Late charges of 5% of the outstanding due or PHP50 per month, whichever is higher, will apply if any due amount is not paid accordingly.

The Bank may, by giving seven (7) calendar days' notice to the Applicant, declare that the loan or any part thereof which remains unreleased be suspended, withdrawn or terminated and that the outstanding balance, together with the interest, be payable to CIMB Bank Philippines after seven (7) calendar days from the bank's notice. The Bank has the right to offset any unpaid due amount from customer's deposit accounts in CIMB Bank (if any).

Likewise, the Bank, on its own or through other duly authorized representatives, third parties or entities, may take legal actions against you in case of your failure to fulfill your loan obligations with CIMB Bank.

6. Do I need a guarantor or collateral?

No collateral or guarantor is needed.

7. What are the key terms and conditions?

Please refer to the Terms and Conditions [here](#). Copy of this document will be shared with you upon approval of your loan application.

8. What are the risks involved?

You may experience the typical risks associated with conducting a loan transaction with any other banking institution. If you don't manage your debts properly, the unpaid amount may lead you to a larger debt due to fees.

You must notify us immediately after finding out that your details have been compromised in order for us to block your account.

If you want to seek for assistance due to any materialized risks, you may contact us via the contact details below.

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

It is important that your contact details remain updated at all times to ensure that you never miss out on any correspondence from us. You can update your personal details via CIMB Bank mobile application anytime, anywhere.

10. Where can I get further information?

Contact Us:

Speak with our Customer Care Team available from 6:00AM to 10:00PM daily: Just dial #CIMB (#2462) on your phone! Local calls are toll-free for Globe, Smart, and PLDT subscribers nationwide. You can also reach us on our landline, just dial +632-8924-2462.

Help Center: Open your CIMB Bank PH app and raise a Give Us Feedback form in the Help Center section of the app. FAQ and Tutorials are also available in the Help Center section of the app.

11. Who should I contact for further information or to file a complaint?

If you wish to file any complaints, you may contact our Customer Service Officers through following channels: Speak with our Customer Care Team available from 6:00AM to 10:00PM daily: Just dial #CIMB (#2462) on your phone! Local calls are toll-free for Globe, Smart, and PLDT subscribers nationwide. You can also reach us on our landline, just dial +632-8924-2462. CIMB Bank Philippines Inc. is regulated by the Bangko Sentral ng Pilipinas. Help Center: Open your CIMB Bank PH app and raise a Give Us Feedback form in the Help Center section of the app. FAQ and Tutorials are also available in the Help Center section of the app.

a) If our handling of your query or complaint is not satisfactory to you, you may contact Bangko Sentral ng Pilipinas LINK or TELELINK at:

Address : Consumer Assistance Desk,
Ground Floor Multi-Storey Bldg.,
BSP Complex
Telephone : (+632) 8708-7087
Fax : (+632) 8708-7088
Email : consumeraffairs@bsp.gov.ph

12. Other CIMB Bank products available via CIMB Bank mobile application:

Please refer to www.cimbbank.com.ph for the full list of features and benefits.