



**Circular No 067/2025
Dated 3 Mar 2025**

To Members of the Malaysian Bar

Bank Contact Information for Requesting Redemption Sums

Following a meeting with the Association of Banks in Malaysia (“ABM”), the Bar Council Conveyancing Practice Committee (“CPC”) highlighted challenges faced by Members when following up with banks on the issuance of redemption statements and the need for specific contacts for this purpose. This is the response we received:

Follow up with the branch providing the loan:

(1) Public Bank Berhad (“PBB”)

The telephone number of PBB branches is retrievable from the bank’s website at <https://www.pbebank.com/en/branch-locator>

(2) United Overseas Bank (Malaysia) Bhd

The other member banks have provided their respective contacts:

(1) Affin Bank Berhad

Email: fcad.redemptionsettlement@affingroup.com

(2) Alliance Bank Malaysia Berhad

Email: gca-redemption@alliancefg.com

(3) AmBank (M) Berhad

The redemption team can be reached at 03-7452 7878.

Email: credit-admin-redemption-epf-refund@ambankgroup.com

(4) CIMB Bank Berhad

For Retail Segment, email csa-redemption@cimb.com.

For Commercial Segment (Business Banking and SME), email csa.settlementeb@cimb.com.

(5) Hong Leong Bank Berhad

Retail Segment — Performing Loan

The issuance of redemption statement is handled by Mortgage Centres, and the written request should be directed respectively to:

- Klang Valley Mortgage Centre (for Central Region and East Malaysia)
Address: Level 3, Tower A, PJ City Development, 15A, Jalan 219, Section 51A, 46100 Petaling Jaya
- Johor Bahru Mortgage Centre (for Southern Region)
Address: 5th Floor, Wisma Tiong Hua, No 8, Jalan Keris, Taman Sri Tebrau, 80050 Johor Bahru, Johor Darul Takzim
- Prai Mortgage Centre (for Northern Region)
Address: 9 & 10, 2nd Floor, Jalan Todak 2, Pusat Bandar Seberang Jaya, 13700 Seberang Jaya, Prai

The request and follow up for issuance of redemption statement / redemption sum should be directed to the same Mortgage Centre where the first request was sent.

Retail Segment — Non-Performing Loan

The issuance of redemption statement is handled by the Consumer Collections Department for accounts under four months in arrears (“4MIA”) and above.

The redemption statement can be requested in two ways:

- Customers may submit their request at the nearest branch by filling out the Service Request (“SR”) Form; or
- Appointed solicitors may write to the bank’s dedicated email address (mortgageRD@hlbb.hongleong.com.my), attention to “Mortgage IL/Write off Redemption & Discharge (HLB)” and attach the request letter / documents to the bank accordingly.

Corporate Segment — Performing Loan

The request for the issuance of redemption sum for business and commercial lending should be directed to email addresses below:

- West Malaysia: hlbbpicraredemptionteam@hlbb.hongleong.com.my
- Sarawak: crakcg@hlbb.hongleong.com.my
- Sabah: crakku@hlbb.hongleong.com.my

Corporate Segment — Non-Performing Loan

The request and follow up for issuance of redemption statement / redemption sum should be directed to hlbb-rmd@hlbb.hongleong.com.my.

(6) HSBC Bank Malaysia Berhad

Email: cspadvisory@hsbc.com.my

Other matters:

Disbursement

- Confirmation to Drawdown (“CTD”)
- Snag Rectification
- Letter of Undertaking
- Waiver of Private Caveat

- Letter of Consent to Pentadbir Tanah / Pendaftar Hakmilik (for property in Peninsular Malaysia only)

Email: rbwm_credit_services@hsbc.com.my

PA Execution

- Execution of Security Documents (for property in Peninsular only)

Email: cmu.pa.execution@hsbc.com.my

Management of Security Documents

- Request for Temporary withdrawal of Security Document
- Submission of Security Document
- Updates on outstanding Security Document

Email: cmu.rosd@hsbc.com.my

Redemption

- Redemption Statement
- Liquidation of loan / facility

Email: cspadvisory@hsbc.com.my

Discharge

- Release of Security Document upon loan / facility liquidation
- Execution of 16N/DRR

Email: cmu.retail.discharge@hsbc.com.my

General queries on:

- Letter of Offer
- Legal Bills
- Loan / financing drawdown
- Redemption

Email: cspadvisory@hsbc.com.my

(7) Malayan Banking Berhad

Segments	Credit Administration Centres ("CAC")	Group Email Addresses
Consumer	CACC Bukit Jelutong	cacbj_settlement1@maybank.com
	CAC Sabah	cacsbh_settlement@maybank.com.my
	CAC Sarawak	cacswk_settlement@maybank.com.m y
Commercial	CACC KL	cackl_settlement@maybank.com
	CAC Sabah	cacsbh_settlement@maybank.com.my
	CAC Sarawak	<a href="mailto:cacswk_settlement@maybank.com.m
y">cacswk_settlement@maybank.com.m y

(8) OCBC Bank Malaysia Berhad

For residential property loan financing, please email
loanopsmy_redemption@ocbc.com

For commercial property loan financing, please email
CCAMYHelpDesk@ocbc.com

(9) RHB Bank Berhad

Customers can appoint a solicitor to request for Redemption Statement and to send the complete request form, together with customer authorisation letter (1st party), to the Centre at Bangi and East Malaysia at following addresses:

- RHB Bank Berhad
Credit Operations Division
Level 3 & 5 Operations & Training Block
RHB Complex Bangi
No 8 Jalan Institusi Kawasan Institusi
Bandar Baru Bangi/Sungai Merab
43000 Selangor
- RHB Bank Berhad
East Malaysia Credit Operations
Lot 368, 1st & 2nd Floor
Jalan Kulas
93400 Kuching
Sarawak

(10) Standard Chartered Bank Malaysia Berhad

Please do not follow up with the loan servicing branch. All redemption requests should be made to the following address:

Crystal Plaza, Level 1, Lobby 2,
Jalan 51A/223 Seksyen 51A, Petaling Jaya,
46100 Selangor Darul Ehsan.

We hope that the information above will assist Members when dealing with this particular issue.

Should you have any enquiries, please contact us at conveyancing@malaysianbar.org.my.

Thank you.

Kamala Mahlini and Zemilah bt Mohd Noor
Co-Chairpersons
Conveyancing Practice Committee