

CLIENT'S CHARTER

Strategic Investment Division is responsible for managing Government financing/guarantees, financial services and capital market policies, and development fund incentive programs.

Towards achieving this goal, we promise to:

No.	Activities		Period of Time
1.	Every grant of Federal Government funding to State Governments, companies, statutory bodies and other bodies will be processed within the following period for complete documents received:	i. Approval to provide financing	30 days
		ii. Preparation and approval of documentation	30 days
		iii. Financing withdrawal	14 working days
2.	Granting approval to agency applications for borrowing		14 days from receipt of complete documents
3.	Approval process for providing guarantees on financing by Government agencies and companies		90 days from receipt of complete documents
4.	Process of certification and approval of the drafting/amendment of acts and subsidiary legislation from Bank Negara Malaysia and the Securities Commission Malaysia to the Minister of Finance		60 days from receipt of complete documents
5.	Process for approving proposed new terms and conditions/improvements to terms and conditions for new/existing development fund incentive programs to the Minister of Finance within 30 days		30 days from receipt of complete documents
6.	Payment instructions for development fund incentive claims within seven (7) working days from the approval's date.		7 working days from the approval's date