

Ref : MXM / MEMO / CREDIT CONTROL / 2018-01

Date : 19th June 2018

Attn : All MXM Agency Leaders, Membership Advisors, Branches and Service Centers

C.C. : Mr. Sam Tang - Chief Operating Officer

Ms. Ho Chai Lee - Assistant General Manager

Heads Of Value Units

Re : **Direct Bank-In of Initial Payment For New Cases Opting For Payment Through
Monthly Standing Instructions (MSI) Using Credit Card / Debit Card**

Further to MXM Memo MXM / MEMO / MARKETING / 2017-01 dated 6th March 2017, kindly be reminded that NO cheque or cash will be accepted for new cases opting for payment through Monthly Standing Instructions (MSI) using Credit Card / Debit Card, whether the cash or cheque is banked in (including bank transfer), or submitted over counter.

It has been resolved that to enforce the memo any initial payment banked-in directly will be rejected and is to be refunded.

The processing branch or MSCs will be required to submit memo for refund of the banked-in payment. In the event of cases processed by Front Desk, application for refund must be prepared by Front Desk.

In addition the branch, MSC or Front Desk will need to inform the agent accordingly so that application can be resubmitted according to MXM policy.

The above shall take immediate effect.

For more information, please do not hesitate to contact us at **03-7721 2814** or email to **collections@mxm.com.my**.

Thank you.

Credit Control Unit