

Appendix BC-2
Caps on Fees and Charges for Standard Services Provided Individuals
Applicable to Financing Companies From 01/May/2018

Credit Facilities		
Item	Service Provided	Maximum Permissible Fee
General Fees	Liability, credit facility outstanding balance/balance certificates	Once a year-Free More than once a year-BD10 Liability letter addressed to Supreme Council for Women or Ministries or for social housing purpose-Free
	Release letter	Within 6 months of the loan/credit facility closure-Free After 6 months of the loan/credit facility closure-BD5
	Valuations, insurance costs, and government fees, including registration, notarization, release of title deed, etc.	Third party services - As billed by the relevant third party In-House Valuations – CBB’s prior written approval must be obtained for the fees
	Early settlement fees and/or partial settlement of a credit facility	For consumer loans 1% of the outstanding credit facility amount or BD100 whichever is lower; For residential mortgage credit facilities, 0.75% of the outstanding loan amount or BD200 whichever is lower The ceilings on the fees have a retroactive effect i.e. covering existing and new credit facilities
	Postponement of Installment	If offered by the licensee-No fee is permitted If requested by the customer, BD10 per postponement

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Debit/Credit Cards		
Item	Service Provided	Maximum Permissible Fee
Credit Cards	Insurance charges	The equivalent of the amount charged to the licensee by the insurance provider
	Card replacement in case of loss-based on customer request	BD5
	PIN replacement in case forgotten-based on customer request	BD2
	Card and/or PIN replacement decided by the licensee (i.e. to enhance security measures)	Free
	International usage charges	3%, all inclusive

*Please refer to the following Paragraphs in the Business Conduct Module (Module BC) of the CBB Rulebook Volumes 5 for Financing Companies on other services provided to individuals:

- BC-3.5.1 (Credit Check Reports)
- BC-3.6.1 (Transaction Advice)