

Still p(r)aying for loan release letter

LATELY PTPTN has been in the news. First, it was about loan defaulters. Then, it was about the inactive portal and the conversion to Ujrah. Lately, it has been about future loans involving only study fees.

Now, I would like to highlight the plight suffered by those who have been servicing their loans faithfully over the years. We pay administration fees but those administering the accounts do not seem to do a thorough job.

I have updated my address and thus far, I have received only five updates pertaining to my account. Lately, I haven't received anything.

I checked my account online in December 2010 and the loan balance was RM229.41. In January,

I checked the balance via SMS and the balance stated was RM426.83. I have paid RM197.42 per month since Dec 1, 2000, and until November 2011, I had paid for 132 months. Thus, by my calculation, I have overpaid.

I have called to enquire about my actual loan balance and how to go about securing a letter of release. I was told by the lady who answered my call that she was unable to explain why the amounts differ via different channels.

She advised me to submit an application for an updated statement and a letter from my employer confirming my payments.

Isn't this redundant as PTPTN is supposed to have records of my payments? How else are they to

know if one has defaulted if there is no proper record-keeping?

Anyway, I submitted the things required on July 20 via Pos Laju. Until today, I have not received any news whatsoever from PTPTN.

I am now facing a dilemma as until I secure a letter of release regarding my loan, my employer will have to continue deducting the loan repayment monthly and submit it to LHDN.

So far, PTPTN has been complaining about the attitude of those who should pay and yet do not pay. How about being fair to those who pay and are still paying?

**LHDN/PTPTN.97/02/0134,
George Town.**



PRESS STATEMENT
NATIONAL HIGHER EDUCATION FUND CORPORATION
(PTPTN)

STILL PRAYING FOR LOAN RELEASE LETTER

We refer to “Still Praying for Loan Release Letter” dated 11 November 2011.

We wish to inform that PTPTN had received the complaint and action had been taken to resolve the said matter. The release letter had been produced by PTPTN and sent to the borrower at the particular address. As the borrower is currently on unpaid leave from work, PTPTN had not received any payment through the salary deduction from borrower since July 2011.

Thus, borrower will be contacted on 14 November 2011 to clarify the issue and confirmation on the release letter. PTPTN would like to take this opportunity to thank the borrower for commitment towards settling PTPTN loan. For further explanation, please do not hesitate to contact me at 03 – 2098 3712 / 3940/5008.

Thank you.

Rina Abd Rahman
Public Relation Officer
National Higher Education Fund Corporation