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PTPTN must get its house in order first

I AM dissatisfied with the services rendered by the PTPTN customer service.

I received PTPTN funds and completed my degree studies last October. I'm now waiting for the letter from PTPTN so that I can start repaying my loan.

Every time I called PTPTN and asked about the amount I had to settle, I received different answers.

Once, a lady I spoke to told me to download the *Borang Permohonan*

Baki Pinjaman Individu from the PTPTN portal and to fill it up and fax it back.

I did that but two weeks later, I called and was told that I needed to fax it again as they didn't get my earlier fax, and to call again to tell them when I send this document.

Till now I have not had a reply either via email or phone.

Calling PTPTN is an exercise in patience. The whole day the line is engaged or the phone keeps

on ringing – at least four minutes – and is subsequently cut off.

If this is the kind of service PTPTN provides, then I'm not surprised at the large number of students who haven't paid their loans yet.

I am pretty sure that there are other people who experienced the same things I encountered and are waiting for PTPTN to call them.

FED-UP STUDENT,
Sri Kembangan, Selangor.



PRESS STATEMENT

NATIONAL HIGHER EDUCATION FUND CORPORATION (PTPTN)

PTPTN MUST GET ITS HOUSE IN ORDER FIRST

We refer to the publications by Fed – Up Student, Sri Kembangan, Selangor in The Star dated 12th June 2011.

All borrowers are encouraged to start their loan repayment as soon as they complete their studies, without waiting for notice or instruction from PTPTN. An estimated installment amount is stated in the PTPTN loan agreement. Repayment made within 6 months after completion of studies or termination of loan will not be charged with administration cost.

Borrowers are also encouraged to fully settle their loan. We wish to inform that under the current policy, borrowers who make full settlement will be enjoying the administration cost of 1% except those who are facing legal action or breach of loan contract. Borrowers who intend to make early full settlement are required to fill up the "Borang Permohonan Baki Pinjaman" to ensure that the settlement amount paid is accurate in order to avoid any dispute in the future. However, for those who intend to pay monthly installments, payments can be made through various channels. For further information regarding loan repayments, borrowers are advised to visit PTPTN website at www.ptptn.gov.my.

We would like to express our appreciation to the borrower for the commitment towards settling his PTPTN loan. Please provide us with further details by contacting us at 03 - 2098 3712 or 03 – 2098 5008.

Thank you.

Rina binti Abd Rahman

Public Relation Officer, PTPTN