

THE STAR
23 SEPTEMBER 2010 (JUMAAT)
M/S 57

Disappointed over poor dept service

I AM a PTPTN borrower. My application to convert my loan to *Ujrah*, the Islamic loan system, was rejected as I did not make my earlier payments promptly.

The reasons for this were that my PTPTN reminders were sent to my hometown, where my parents did not know what to do and I did not have an income as I enrolled for an IT course under the Selangor Human Resource Department that paid an allowance RM500.

I went to the PTPTN office and informed them of the situation and I even withdrew a few thousand ringgit from my EPF to pay the outstanding amount. Since then, I have been a good paymaster.

I am disappointed that my appeal was rejected.

KALA,
Kuala Lumpur.



PRESS STATEMENT
NATIONAL HIGHER EDUCATION FUND CORPORATION
(PTPTN)

DISAPPOINTED OVER POOR DEPT SERVICE

We refer to the publication by KALA, Kuala Lumpur in The Star dated 23 September 2011.

We wish to inform that all existing borrowers are eligible to convert the 3% and 5% PTPTN loan to the 1% Ujah financing except borrowers in the following categories:

- i. Borrowers who are under legal action or summons;
- ii. Borrowers who breach earlier loan agreements such as loan cancellation/ academic failures/ do not complete their studies or obtaining another sponsorship; and
- iii. Borrowers who have obtained exemptions for having graduated with first class honors.

PTPTN borrowers are also required to update their latest correspondence address and contact numbers should there be any changes so that they will not miss any notices sent by PTPTN.

PTPTN would also like to express appreciation to KALA, Kuala Lumpur for the commitment to convert to 1% Ujah. However, since personal particulars are not disclosed, PTPTN is unable to check on the actual reasons for rejection. Accordingly, KALA, Kuala Lumpur is advised to contact PTPTN at 03 - 2098 3712 or 03 – 2098 5008. Borrowers can also refer to PTPTN website at www.ptptn.gov.my for further information regarding 1% Ujah.

Thank you.

Rina Abd Rahman
Public Relation Officer
National Higher Education Fund Corporation