

## Refund Policy

### Direct Lending DirectCare Financing

Direct Lending Sdn. Bhd. (Company Registration No.: 201601007201) (“Direct Lending”)

Effective Date: 10 March 2026

#### 1. Definitions

In this Refund Policy, the following terms shall have the meanings set out below:

- a) “Refund” refers to the full reversal or adjustment of a transaction amount under your DirectCare Financing plan, following a confirmed cancellation or return processed by the Merchant through Direct Lending. A Refund does not refer to the return of goods or cancellation of services by the Merchant, which is governed solely by the Merchant’s own terms and policies.
- b) “Partial Refund” refers to a reversal or adjustment of part of the original transaction amount, where the Merchant confirms that only a portion of the goods or services is being cancelled or returned.
- c) “Merchant” refers to the service provider or business from which you have purchased goods or services using DirectCare Financing. The choice of Merchant is made by you, and Direct Lending does not endorse, guarantee, or assume responsibility for the Merchant’s products, services, or conduct.

#### 2. Overview

This Refund Policy applies to transactions financed under Direct Lending DirectCare Financing only and does not apply to other products or services offered by Direct Lending. Direct Lending provides financing services only and is not the provider of the goods or services purchased from Merchant.

Direct Lending reserves the right to update or amend this Refund Policy from time to time where necessary. Any changes will take effect once the revised policy is published on our website.

#### 3. Merchant First

All Refund, cancellation, and dispute requests must be raised with the Merchant in the first instance. If the Merchant does not respond within fourteen (14) days of your request, you may escalate the matter to Direct Lending by contacting our customer support with proof of your initial request to the Merchant.

#### **4. When a Refund May Be Processed**

A Refund will only be processed if:

- a) the Merchant submits a refund request (or confirmation) to Direct Lending through the agreed process; and
- b) Direct Lending completes its verification and approves the Refund.

#### **5. How Refunds Are Applied**

Where a Refund is approved, subject to Direct Lending's verification and approval:

- a) the refunded amount will first be applied to reduce/settle any outstanding amount under your DirectCare Financing plan (including any unpaid instalments, if applicable); and
- b) if there is any remaining surplus after settlement, it will be refunded to your registered bank account within fourteen (14) business days of approval, subject to verification.

#### **6. Partial Refunds**

Where a Merchant processes a Partial Refund, the refunded amount will be applied to reduce your outstanding balance under the DirectCare Financing plan. Your remaining instalment schedule will be adjusted to reflect the reduced balance, and you will continue to make payments on the revised amount. The terms of this policy apply equally to Partial Refunds.

#### **7. Payments During Review**

While a refund request is under review, you must continue to make payments according to your repayment schedule. Any adjustment will be made after the Refund is approved and processed. If the Refund is subsequently approved, any overpayment made during the review period will be adjusted or refunded to you accordingly.

#### **8. Overpayment / Excess Collection**

If Direct Lending receives payment exceeding your outstanding balance (e.g., duplicate payment or excess payment), Direct Lending may:

- a) apply the excess to any outstanding amount due; and
- b) refund any remaining surplus to you after verification.

## **9. Refund Timeline**

After Direct Lending's internal approval, Direct Lending will process the Refund within 7-14 business days. The time taken for the funds to reflect may depend on your bank/payment channel.

## **10. Right to Decline**

Direct Lending reserves the right to decline, suspend, or restrict any Refund request where it reasonably believes the request involves fraud, misuse, or is inconsistent with the applicable financing terms. Without limiting the foregoing, this includes where: (a) there is evidence of collusion with the Merchant; (b) the claim is a duplicate of a previous request; (c) the service or goods have been fully rendered and accepted by the customer; or (d) the customer has received a direct refund from the Merchant outside of this process.

## **11. Shariah Compliance**

Where a Refund results in an early settlement of your DirectCare Financing plan, any rebate (ibra') on the unearned portion of the financing charges shall be at Direct Lending's discretion, in accordance with Shariah principles.

## **12. Direct Refund by Merchant**

If a Merchant refunds you directly (e.g. by cash, bank transfer, or any means other than through Direct Lending's process), your instalment obligations under the DirectCare Financing plan remain in full force. To have a Refund applied to your financing plan, it must be processed through Direct Lending in accordance with this policy.

## **13. Merchant Non-Cooperation**

Direct Lending is a financing provider and acts as a payment option for your convenience. The selection of the Merchant is made by you, and Direct Lending does not guarantee, endorse, or assume any responsibility for the Merchant's products, services, conduct, or continued operations.

If a Merchant is unresponsive, has ceased operations, or otherwise fails to cooperate with a refund request, your instalment obligations under the DirectCare Financing plan remain in effect. Your recourse in respect of the goods or services is directly against the Merchant.

Direct Lending may, at its sole discretion, assist in facilitating communication with the Merchant on your behalf, but is under no obligation to do so and shall not be liable for any loss arising from the Merchant's failure to provide the goods or services.

#### **14. Cancellation Before Disbursement**

If you wish to cancel your DirectCare Financing plan after signing the financing agreement and making your first payment, but before Direct Lending has disbursed the financing amount to the Merchant, you may request a cancellation by contacting Direct Lending's customer support.

If the cancellation is approved:

- a) your first payment will be refunded to you, less any applicable administrative or processing fee as set out in your financing agreement or Direct Lending's schedule of charges; and
- b) your financing plan will be terminated and no further instalments will be due.

Once the financing amount has been disbursed to the Merchant, this section no longer applies and any Refund must follow the process set out in this policy.

#### **15. Questions and Disputes**

If you have questions about Refunds under Direct Lending DirectCare Financing, you may contact Direct Lending through the customer support channels listed on our website. If you are dissatisfied with the outcome of a refund request, you may submit a written appeal to Direct Lending within fourteen (14) days of the decision by emailing our customer support team. Direct Lending will review your appeal and respond within fourteen (14) business days.