

KOD ETIKA BAGI PEMEGANG PERMIT ATAS PEROLEHAN SEMULA

1. a) pemegang permit harus memiliki kad permit EPS yang sah dan memastikan permit masih dalam tempoh sahlaku masa menjalankan aktiviti pengambilan semula kenderaan atau barangan.
b) pemegang permit yang terlibat semasa aktiviti pengambilan semula kenderaan atau barangan haruslah pada bilangan yang minima.
c) perolehan semula hanya boleh dijalankan setiap hari pada pukul 9 pagi hingga 9 malam sahaja.
2. Pemegang permit harus mendapat keizinan daripada penyewa sebelum memasuki premis persendirian. Pencerobohan ke atas premis persendirian tidak dibenarkan kecuali dengan perintah mahkamah.
3. Pemegang permit haruslah berketerampilan kemas dan mengamalkan sikap profesionalisme semasa menjalan aktiviti pengambilan semula kenderaan atau barangan.
4. Pemegang permit adalah **dilarang** menggunakan segala bentuk **kekerasan** sewaktu proses pengambilan semula dijalankan.
5. Sewaktu proses pengambilan semula dijalankan, pemegang permit harus:
 - a) mempamerkan Permit EPS, Kad Pengenalan dan menyatakan lokasi pemunya yang akan menerima barang yang diambil semula.
 - b) memberi masa yang munasabah kepada penyewa untuk memeriksa dan mengeluarkan barang peribadi kepunyaan penyewa.
 - c) mengambil gambar dalam dan luar kenderaan atau barangan untuk diserahkan kepada pemunya.
 - d) mengeluarkan senarai inventori tentang kenderaan atas barangan semasa proses pengambilan semula dijalankan.

CODE OF ETHICS FOR PERMIT HOLDER ON REPOSSESSION

1. a) permit holders must ensure that they are in possession of current and valid permit during the course of carrying out repossession work.
b) as far as possible the number of authorised permit holders performing repossession activities must be minimized unless circumstances warrant any additional assistance.
c) repossession work can only be carried out daily from 9 am to 9 pm.
2. Permit holders issued with a repossession order by owner should only gain entry into premises with the knowledge and consent of the occupant. Trespassing into private property is not allowed without a court order obtained by the owner.
3. Permit holders issued with a repossession order by the owner should be well mannered and dressed decently. They should ensure the practice of professionalism and dignity in carrying out their work.
4. The use of “strong arm tactics” of any kind is strictly prohibited in the performance of their work.
5. At the time of repossession, the permit holders should :
 - a) produce his permit, national registration card and give a standard notice to the hirer informing him of the address and telephone number of the legal owner and the authorised officers he/she can contact immediately to resolve any problem.
 - b) give a reasonable time to the hirer to inspect the motor vehicle or goods and remove his personal items and belongings.
 - c) take photographs of the interior and exterior of the motor vehicle or goods and provide such photographs to the legal owner.
 - d) cause to be issued an inventory list to state the status and the condition of the repossessed motor vehicle or goods.

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6. Proses pengambilan semula perlu dilakukan dengan kehadiran penyewa atau sesiapa yang berkenaan terhadap kenderaan atau barangan tersebut.
7. Pemegang permit haruslah membuat laporan polis dalam tempoh 24 jam selepas proses pengambilan semula dijalankan. Pengecualian hanya diberi bagi situasi tertentu, dimana tempoh masa dilanjutkan tidak lebih 48 jam.
8. Pemegang permit adalah terikat dengan segala undang-undang, peraturan, terma dan syarat, kod etika dan garis panduan yang telah ditetapkan oleh pegawai bagi menjalankan aktiviti pengambilan semula.
9. Pemegang permit hendaklah sentiasa peka dengan sebarang Kod Etika dan Garis Panduan yang dikeluarkan oleh Pengawal dari semasa ke semasa.

- 1 -

CODE OF ETHICS FOR PERMIT HOLDER ON REPOSSESSION

6. As far as possible repossession should be undertaken in the presence of the hirer or any person authorised to use that motor vehicle or goods.
7. A police report on the repossession should be lodged as soon as practicable and preferably within 24 hours but in exceptional circumstances, not later than 48 hours from the time of repossession.
8. Permit holders issued with a repossession order by owner should at all times act in accordance with the laws, regulations, terms and conditions, code of ethics and guidelines issued by the Controller in the performance of their repossession activities.
9. Permit holders should also observe any other Code of Ethics or Guidelines issued from time to time by the Controller.

- 2 -