

<p><b>PRODUCT DISCLOSURE SHEET</b></p> <p><b>IMPORTANT:</b> Please read this Product Disclosure Sheet before you decide to accept Automatic Balance Conversion (ABC) Program. Please ensure that you also read the general Terms and Conditions.</p>	<p style="text-align: center;"><b>BANK RAKYAT</b></p> <p style="text-align: center;"><b>Automatic Balance Conversion (ABC) Program</b> <b>Bank Rakyat Credit Card-i</b></p> <p>Date :</p>
<p><b>1. What is Automatic Balance Conversion (ABC) Program?</b></p>	
<p>Automatic Balance Conversion Program (ABC) is a program that allows Bank Rakyat to automatically converts the cardholder's principal outstanding balance (retails <b>AND</b> cash withdrawals) into 36 months monthly instalments with a profit rate of 13% per annum @ 1.08% per month. This program is <b>ONLY</b> offered to <b>SELECTED</b> credit cardholders (will be referred as "Cardholders" after this) based on criteria stated the Terms and Conditions of ABC program. Bank Rakyat will notify the eligible Cardholders through SMS, email or any other communications channels that deemed appropriate by Bank Rakyat.</p> <p>Eligibility criteria:</p> <ul style="list-style-type: none"> <li>➤ Malaysian citizen.</li> <li>➤ Annual income is <b>NOT EXCEED</b> RM60,000 per year or RM5,000 per month (based on latest annual income in Bank Rakyat record).</li> <li>➤ Consistent revolver in the past 12 months period; and</li> <li>➤ Average repayment is 10% or less from total outstanding balance for the past 12 months period.</li> <li>➤ Minimum current outstanding balance (retail and cash withdrawal) is RM1,000.</li> <li>➤ Credit Card-i Account <b>MUST</b> in <b>ACTIVE and NON-DELINQUENT</b> status during ABC program is offered.</li> <li>➤ Bank Rakyat staff is <b>NOT ENTITLED</b> to join this ABC program.</li> </ul> <p>You may choose to opt-out from this program within 30 days from the date of SMS offering received for the ABC program. However, for the first-time conversion, Cardholder will be given another 30 days cooling-off period to opt-out from the ABC program. For more information about Automatic Balance Conversion program (ABC) and Terms and Conditions, please visit <a href="http://www.bankrakyat.com.my">www.bankrakyat.com.my</a></p>	
<p><b>2. What do I get from this program?</b></p>	
<p>By participating in this program, you will enjoy the following benefits:</p> <ul style="list-style-type: none"> <li>➤ <b>Profit rate of 13% per annum or 1.08% per month.</b></li> <li>➤ Conversion of principal outstanding balance (retail transaction <b>AND</b> cash withdrawal) to <b>monthly instalment of 36 months.</b></li> <li>➤ <b>No processing fee</b> for ABC program registration.</li> <li>➤ <b>No penalty</b> for early settlement.</li> </ul>	
<p><b>3. What are my obligation?</b></p>	
<p>Cardholders are responsible to ensure to pay <b>FULL</b> the ABC monthly instalment under ABC program which is part of minimum monthly payment as per stated in the monthly Credit Card-i statement. Fail to pay the minimum monthly payment, will be charged with compensation charge (Ta'widh) and profit rate as per stated in Application Form and Product Disclosure Sheet.</p> <p>The monthly minimum payment composition is comprising of :</p> <ul style="list-style-type: none"> <li>➤ 5% from outstanding balance (comprising of retail transactions, balance transfer (without instalment), cash withdrawal, profit charges, Card Service Tax, annual fee (if any), additional taxes imposed (if any) and other fees (if any) <b>AND</b></li> <li>➤ Monthly instalments plans (contracted FLEXI, EPP, balance transfer and any other instalment from time to time) subscribed <b>AFTER 31<sup>st</sup> MAY 2020 AND</b></li> <li>➤ The contracted monthly term financing instalment for Automatic Balance Conversion (ABC) if any <b>AND</b></li> <li>➤ Unpaid monthly minimum payment <b>AND</b></li> <li>➤ Utilization amount in excess of the financing limit</li> </ul> <p style="text-align: center;"><b>OR</b></p> <p style="text-align: center;">A minimum payment of RM50 from the outstanding balance, whichever is higher.</p>	
<p><b>4. What are the fees and charges I have to pay?</b></p>	
<p><b>NO</b> processing fee or penalty for early settlement under ABC program.</p>	
<p><b>5. What if I fail to fulfil my obligations?</b></p>	
<p>Cardholders will be charged with compensation charge (Ta'widh) of 1% from total monthly outstanding balance, minimum RM10 and maximum of RM100 whichever is lower if no payment received on the forth (4<sup>th</sup>) day after the due date or payment made is less than the total minimum payment stated in the monthly Credit Card-i statement.</p>	

If Cardholders did not make any payment or payment less than the minimum monthly payment stated in the Credit Card-i monthly statement within 3 consecutive months, ABC program will be cancelled automatically. Principal balance under ABC program will be charged with profit charge according to current profit rate tier as per stated in the Application Form and Product Disclosure Sheet.

**6. What if I fully settle the balances before its maturity?**

- There is no additional charge if full payment made before the tenure of instalment payment end. However, Cardholders need to call Bank Rakyat Card Centre at 03-2693 6880 for full settlement under ABC program.
- The Bank shall provide rebate (Ibra') on the total balance deferred profits / profit not accrued.
- The amount of early settlement is as per the formula below:

$$\text{Early Settlement Amount} = \text{Outstanding Selling Price} - \text{Ibra}' + \text{Late Payment Charges (if any)}$$

Where,

$$\text{Ibra}' = \text{Deferred Profit} + \text{Undisbursed Principal (if any)} - \text{Other Charges (if any)}$$

**7. What are the major risks?**

- The monthly instalment of ABC program is part of monthly minimum payment due and must be paid in full on or before your statement due date as stated in the monthly Credit Card-i statement.
- The compensation charge (Ta'widh) of 1% from total monthly outstanding balance, minimum RM10 and maximum of RM100 whichever is lower, will be charged if no payment received on the forth (4<sup>th</sup>) day after the due date or payment made is less than the stated minimum payment in monthly Credit Card-i statement.

**8. What do I need to do if there are changes to my contact details?**

You should contact the Bank Rakyat at 03-2693 6880 (24 hours) promptly to ensure that any information will be channelled effectively.

**9. Where can I get assistance for further information?**

a) Should you require additional information, please visit our website at [www.bankrakyat.com.my](http://www.bankrakyat.com.my) or you can contact any of Bank Rakyat's branches nationwide.

b) Any inquiries can be channelled to:

- Bank Rakyat Card Centre : 03-2693 6880 (24 hours)
- Bank Rakyat Call Centre : 1-300-80-5454 / International line : +603-5526 9000
  - Monday to Sunday : 24 hours
  - 7:30 am to 9:30 pm - Available for all inquiries
  - 9:30 pm to 7:30 am - Available only to check application status, internet banking and report lost card.
  - E-mail : [telerakyat@bankrakyat.com.my](mailto:telerakyat@bankrakyat.com.my)

c) Any complaints can be reported to:

- Bank Rakyat Card Centre : 03-2693 6880 (24 hour)  
03-2692 4600 (Lost / Stolen Card)
- Bank Rakyat Call Centre : 1-300-80-5454 / International line : +603-5526 9000
  - Monday to Sunday : 24 hours
  - 7:30 am to 9:30 pm - Available for all inquiries
  - 9:30 pm to 7:30 am - Available only to check application status, internet banking and report lost card.
  - E-mail : [telerakyat@bankrakyat.com.my](mailto:telerakyat@bankrakyat.com.my)

or,

sent a complaint to : Public Complaints Bureau Unit,  
Customer Service, 9<sup>th</sup> Floor  
Tower 1, Bank Rakyat Twin Tower  
No. 33, Jalan Rakyat, KL Sentral  
50470 Kuala Lumpur  
or email to [aduan@bankrakyat.com.my](mailto:aduan@bankrakyat.com.my)



Your Bank of Choice

or,

contact Bank Negara Malaysia  
LINK or TELELINK at

:

Blok D, Bank Negara Malaysia,  
Jalan Dato' Onn, 50480 Kuala Lumpur  
Tel : 1-300-88-5465  
No. Faks : 03-2174 1515  
or email to: bnmtelink@bnm.gov.my

**IMPORTANT NOTE!**

**LEGAL ACTION MAY BE TAKEN AGAINST YOU IF YOU DO NOT KEEP UP PAYMENT FOR OUTSTANDING FINANCING INSTALMENT UNDER AUTOMATIC BALANCE CONVERSION PROGRAM.**