



## FREQUENTLY ASKED QUESTIONS (FAQs) AUTO BALANCE CONVERSION PROGRAMME

### 1. What is Auto Balance Conversion Programme?

Auto Balance Conversion Programme (“Programme”) is a credit card/-i programme offered to BSN Credit Cardmembers who meet the eligibility criteria to automatically convert their outstanding balances into smaller instalment at a lower rate.

If your statement balance is **RM1,000 or more**, it will be converted into a 36-month instalment plan at 7.1% per annum (flat rate) equivalent to 13% per annum (effective profit/interest charge).

You may choose to opt-out from this Programme. Please refer to Q7 if you wish to do so.

### 2. What are the benefits of ABC Programme?

Benefits of Programme are:

- Lower profit/interest charges compared to the normal credit card/-i rates.
- Hassle free-conversion, you will be auto-enrolled into ABC Programme and your outstanding balance will be converted to a monthly instalment plan at a lower profit/interest charge.
- No processing fee on the conversion.
- No early termination fee – you can settle the instalment early without extra charges.
- Flexibility to opt-out from each conversion offer.

### 3. How do I qualify for ABC Programme?

You are eligible for the Auto Balance Conversion if you meet the following eligibility criteria:

- a) Malaysian citizen;
- b) Monthly income of RM5,000 or less, based on BSN’s latest records;
- c) Average payment ratio over the past 12 months is 10% or less (Payment ratio = Total payment over the last 12 months/total statement balance over the last 12 months);
- d) Cardmember’s BSN Visa/Mastercard Credit Card/-i account (“Account”) is active and not delinquent; and
- e) The Cardmember has a minimum of RM1,000 outstanding balance on the Account statement.

The Cardmember’s eligibility will be assessed annually.

### 4. How do I enroll for ABC Programme?

You will be automatically enrolled into this programme upon meeting the eligibility criteria every 12 months. You will be notified via short messaging service (“SMS”) and choose to opt-out if you do not wish to participate.

### 5. How does Auto Balance Conversion work and when does conversion happen?

- You’ll receive an SMS once you’re enrolled.
- BSN will check your statement balance on your statement date.
- If your balance is RM1,000 or more, it will be converted into a 36-month instalment plan at 13% effective profit/interest charge. Your monthly payment will be reflected in your credit card/-i statement.

For ease of understanding, please refer to the below table on the conversion flow.

Activity	Date
Enrollment date	8 January
SMS notification (enrollment & opt-out option)	9 January
Conversion Date	8 February
SMS notification (conversion)	9 February

**6. What if I don't meet the RM1,000 minimum or eligibility criteria?**

Auto Balance Conversion will not happen. BSN will reassess your eligibility in the following 12 month.

**7. How do I opt-out of the Programme?**

You can choose to opt-out from ABC programme by contacting BSN Contact Centre at 03-2613 1900 within the time frame stated in the SMS notification.

**8. Can I cancel my instalment payment plan after the balance conversion?**

Yes, you may cancel your plan **within 30 days** from the date of the conversion without any termination fee. This is only applicable for the 1st time conversion. If you cancel the instalment plan after the 30 days cooling-off period, you will have to repay the Auto Balance Conversion amount in full.

For subsequent conversions, if you choose to cancel the instalment plan after it has commenced, you will have to pay the outstanding balance in full prior to the request of cancellation.

To cancel your Auto Balance Conversion instalment payment plan, you may email [customercare@bsn.com.my](mailto:customercare@bsn.com.my) or contact BSN Contact Centre at 03-2613 1900.

**9. What if I decide to fully settle the Auto Balance Conversion plan before its maturity?**

Yes, you can settle the Auto Balance Conversion instalment plan anytime without any early termination fee by contacting BSN Contact Centre at 03-2613 1900 or e-mail to [customercare@bsn.com.my](mailto:customercare@bsn.com.my).

In making early settlement, you must pay the whole balance of the Auto Balance Conversion instalment amount which includes the outstanding principal and profit/interest charge in full.

**10. What are my monthly obligations upon a successful Auto Balance Conversion?**

Auto Balance Conversion monthly instalment amount must be paid in full every month. The effective profit/interest charge is 13% p.a. and the tenure is 36 months. The first instalment (comprising of principal and profit/interest charge) payable will be reflected in the subsequent credit card/i statement.

**11. What if I fail to fulfill my monthly payment obligations?**

If you fail to pay your monthly instalment in full on or before the payment due date, the prevailing profit/interest charges and Ta'widh (compensation charge on late payment) / Late Payment Charge shall be imposed in accordance with terms and conditions of the BSN's Visa/Mastercard Cardmember Agreement which is available on BSN's website ([www.bsn.com.my](http://www.bsn.com.my)).

If you are unable to pay your monthly Auto Balance Conversion instalment plan in full for 3 consecutive months, your instalment will be cancelled and you will need to pay the outstanding amount in full.

**12. What will happen to my credit card/-i facility limit upon successful Auto Balance Conversion?**

Upon successful Auto Balance Conversion, the amount converted will be booked on your existing credit card/-i facility limit. Each monthly instalment you repay will incrementally restore your available facility limit or in full once the Auto Balance Conversion is fully repaid.

**13. Can I choose the tenure period of this programme?**

No. The Programme is fixed for 36 months.

**14. What will happen if I upgrade/downgrade my existing card?**

Your Auto Balance Conversion instalment plan will be transferred to your new card after card upgrading/downgrading. You will need to activate the new card to enable transfer of the Auto Balance Conversion instalment plan.

**15. What will happen if I convert my existing card?**

**a) From BSN Credit Card (conventional) to BSN Al-Aiman Credit Card (Islamic)**

You are required to settle the Auto Balance Conversion instalment plan in full before converting your BSN Credit Card (conventional) to BSN Al-Aiman Credit Card (Islamic).

**b) From BSN Al-Aiman Credit Card (Islamic) to BSN Credit Card (conventional)**

You are required to settle the Auto Balance Conversion instalment plan in full before converting your BSN Al-Aiman Credit Card (Islamic) to BSN Credit Card (conventional).

**16. What will happen if I cancel my credit card/-i?**

Upon cancellation of your card, your Auto Balance Conversion instalment payment plan will be terminated and you will have to repay the total outstanding principal in full.