

PRODUCT DISCLOSURE SHEET



BANK SIMPANAN NASIONAL

(Please read this Product Disclosure Sheet before you decide to take up the BSN Credit Card. Be sure also to read the general terms and conditions. Seek clarification from Bank Simpanan Nasional if you do not understand any part of this document or the general terms).

PRODUCT: BSN CREDIT CARD

DATE : _____
(To be filled in by Sales / Branch Representative)

1. What is this product about?

The BSN Credit Card comes with a line of credit granted by us to you and where any amount of the credit utilized by you which has not been settled in full on or before the due date, the unsettled amount will be subject to finance charges. For more information on BSN Credit Cards, please visit www.bsn.com.my

The minimum income requirements for new BSN Credit Cardholders are as follows:

Credit Card Type	Minimum Income
BSN Classic Visa/Mastercard Credit Card	RM24,000.00 per annum
BSN Gold Visa/Mastercard Credit Card	RM36,000.00 per annum
BSN Platinum Visa/Mastercard Credit Card	RM48,000.00 per annum
BSN-Teachers Mastercard Gold Credit Card	RM24,000.00 per annum
BSN G-Card Visa Credit Card	RM24,000.00 per annum
BSN AIAFAM Visa Platinum Credit Card	RM32,000.00 per annum

In place of proof of income, you can pledge your Sijil Simpanan Premium (SSP)/ BSN Term Deposit. The minimum pledge amount is RM4,000 and may vary subject to the card type. The application will be subject to approval and the Bank shall determine the approved credit limit at its sole discretion. A stamp duty of RM5 per every RM1,000 approved credit limit will be imposed and charged to your credit card account. Other terms and conditions apply.

2. What do I get from this product?

• Credit Limit

Each BSN Credit Card credit limit will be determined based on applicant's annual income, individual credit assessment and the type of credit card applied for. Subject to BSN's discretion as it deems fit, the respective credit limit for each Credit Card are as follows:

Credit Card Type	Credit Limit	BSN SSP/BSN Term Deposit pledging
BSN Classic Visa/Mastercard Credit Card	Shall be determined based on your credit assessment	Credit limit shall be determined based on maximum 95% of the pledged amount.
BSN Gold Visa/Mastercard Credit Card		
BSN Platinum Visa/Mastercard Credit Card		
BSN Teachers Mastercard Gold Credit Card		
BSN G-Card Visa Credit Card		
AIAFAM Visa Platinum Credit Card		

Note: If your annual income is RM36,000 or less, the credit limit shall be not more than 2 times of your monthly income.

3. What are my obligations?

• Minimum Monthly Payment

5% of Current Balance* + 100% monthly instalment (if any) ** + 100% past due amount (if any) + amount exceeded credit limit (if any) OR RM50 whichever is higher.

* Current Balance = Service tax + retail transaction (if any) + cash advance amount (if any) + finance charges/management fee and/or late payment charges and any other applicable fee and charges (if any).

**Applicable to new BSN Balance Transfer Programme, BSN EasyCash Plan, BSN 0% EasyPay Plan, BSN Instalment-Pay Plan, Auto Balance Conversion (ABC) and other instalment plans available from time to time approved from 2 October 2019 onwards.

• Finance Charges Free Period (not applicable to Balance Transfer, EasyCash or Cash Advances)

For retail transactions – 20 days from the statement date, if all retail transactions of the previous month are fully paid by the payment due date. Otherwise finance charges on retail transactions will be calculated from the posting date of the transaction.

• Credit Card Usage Liability

As the Principal Cardholder, you are also liable for all transactions incurred by the Supplementary Cardholder(s). You must ensure that you take all reasonable steps and precautions to keep the Credit Card and PIN secured at all times, These include (but are not limited to) NOT:

- i. disclosing your Credit Card details or PIN to any other person.
- ii. writing down your PIN on the Credit Card, or on anything kept in close proximity with the Credit Card, which could be lost or stolen with the Credit Card or on anything and anywhere which could be understood by any other person as the PIN to your Credit Card.
- iii. using a PIN selected from your birth date, identity card, passport, driving license or contact numbers.
- iv. allowing the Credit Card to be out-of-sight.
- v. allowing any person to use the Credit Card and/or PIN.

You must notify us:

- i. immediately upon receiving an SMS transaction alert if the transaction was unauthorized; or
 - ii. as soon as reasonably practicable after having discovered that the Credit Card is lost, stolen, an unauthorized transaction had occurred and/or there has been a disclosure of your PIN; or
 - iii. immediately of any change in the cardholder's contact number.
- You must use the Credit Card responsibly, including not using the Credit Card for unlawful activity.
 - You must check the account statement and report any discrepancy without undue delay.
 - You must abide by the terms and conditions for the use of the Credit Card at www.bsn.com.my

4. What are the fees and charges I have to pay?

Fees and Charges	Description
Annual Fee	<ul style="list-style-type: none"> • Principal Credit Card – Free For Life • Supplementary Credit Card – Free For Life
Cash Advance Fee	5% or a minimum of RM10 whichever is higher will be levied on the withdrawn amount.
Credit Card Replacement Fee	First time replacement shall be free of charge. RM50 will be charged for second and subsequent replacement issued.
Sales Draft Retrieval Fee	<ul style="list-style-type: none"> • Original sales draft – RM15 per copy • Photocopy of sales draft – RM5 per copy
Additional Credit Card Statement Request Fee	RM5 per monthly statement.
Overseas Transactions Conversion Fee	Transactions conducted outside Malaysia will be converted to Ringgit Malaysia on the date the transaction is received and/or processed. The exchange rate may differ from the rate charged on the date of transaction due to market fluctuation. Exchange rate will be based on the rate determined by Visa International/ Mastercard Worldwide plus an administration cost of 1% plus any transaction fee charged by Visa International/ Mastercard Worldwide.
Sales And Services Tax (SST)	<ul style="list-style-type: none"> • Principal Credit Card – RM25 per card per year • Supplementary Credit Card – RM25 per card per year
Other Fees and Charges (if any)	Shall be imposed by BSN from time to time for the services and facilities rendered to the Cardholder with 21 days' notice prior to the effective date of implementation.

* All fees and charges imposed on your Credit Card Account excluding the Late Payment Charges and Finance charge on retail/ cash advance transactions are subject to any taxes imposed or will be imposed by the Government of Malaysia or any other competent authority in Malaysia based on the prevailing rate

- **Finance Charges:**

- i. **Retail Purchases**

Finance Charges will be imposed on the outstanding retail transaction balance that is not paid after the payment due date. The Finance Charges will be calculated from the day the transactions were posted until full payment is received and credited in the Credit Card Account based on the following rates:

Condition	Government	Private	TeachersCard	G-Card	AIAFAM Visa Platinum
	Classic/Gold	Platinum			
Tier I Cardholders who promptly settle their minimum payment due for 12 consecutive months	11% p.a.	13.5% p.a.	8.88% p.a.	8.88% p.a.	13.5% p.a.
Tier II Cardholders who promptly settle their minimum payment due for 10 months or more in a 12 month cycle	13.5% p.a.	16% p.a.	9.99% p.a.	13 % p.a.	16% p.a.
Tier III Cardholders who do not fall within the above categories	17.5% p.a.	17.5% p.a.	14% p.a.	17.5% p.a.	17.5% p.a.

To enjoy lower finance charges for retail transactions, you should make at least 10 prompt payments in the last 12 months.

ii. **Cash Advance**

Finance Charges will be imposed at the rate of 1.5% per month, which is equivalent to 18% per annum and calculated on a daily basis from the date the Cash Advance is made until full payment is received and credited into the Credit Card Account. You can withdraw up to 75% of the available credit limit.

5. What if I fail to fulfil my obligations?

- **Late Payment Charges**

A minimum of RM10 or 1% of total outstanding balance as at statement date (whichever is higher), up to a maximum amount of RM100.

- **Right to set-off**

BSN has the right, with notice, to combine or consolidate all or any of your accounts with BSN to set-off or transfer the monies to pay off the outstanding balance of your Credit Card at any time.

- **Liability for Unauthorized Transactions**

You must always use reasonable precautions to prevent the loss of your Credit Card. If your Credit Card is lost or stolen, you must notify us immediately, followed by a written confirmation together with a copy of police report no later than seven (7) days from the occurrence of the event.

You will be liable for PIN-based unauthorized transactions if you have:

- acted fraudulently, or
- delayed in notifying us as soon as reasonably practicable after having discovered the loss or unauthorized use of your Credit Card, or
- voluntarily disclosed the PIN to another person, or
- recorded the PIN on the Credit Card or on anything kept in close proximity with the Credit Card.

You will be liable for unauthorized transactions which require signature verification or with a contactless card, if you have:

- acted fraudulently, or
- delayed in notifying us as soon as reasonably practicable after having discovered the loss or unauthorized use of your Credit Card, or
- left your Credit Card or an item containing your Credit Card unattended in places visible and accessible to others, or
- voluntarily allowed another person to use your Credit Card.

If you fail to abide by the terms and conditions of the BSN Credit Card, we have the right to terminate your Credit Card and the whole outstanding balance shall be immediately due and payable to BSN.

6. What are the major risks?

- If you pay only the minimum amount due, the interest charges and the time taken to settle the full amount will increase. Think about your repayment capacity when charging to BSN Credit Card.
- If you use your Credit Card to make repayment for other financing, it may cost you more.
- The finance charges imposed on the outstanding balance for this Credit Card is based on a tiered pricing structure in accordance with your repayment history.
- To avoid finance charges being imposed, all Cardholders who have subscribed to a “zero interest” monthly payment

plan are required to make payment of the monthly installment specified by the Bank at the time the Installment Payment Plan is entered into ("Monthly Installment") in full. In the event a Cardholder opts to only pay the minimum amount of five percent (5%) of the outstanding balance under the Installment Payment Plan ("Outstanding Balance") or Ringgit Malaysia Fifty (RM50), whichever is higher, instead of the Monthly Installment in full, the finance charges shall apply.

- If you have problems paying for your BSN Credit Card balances, contact us early to discuss repayment alternatives.
- You should notify us immediately after having found your BSN Credit Card is lost or stolen.
- If we detect any unusual or suspicious activity on your Credit Card Account, we may temporarily suspend your credit privileges until such activity is verified.
- We are entitled to, with notice, recall or withdraw all other credit facilities that you have with us in the event of default of Credit Card or if you are in breach of any of the BSN Credit Card Terms and Conditions.

7. What if I fully settle the balance before its maturity? (For BSN Balance Transfer Programme, BSN EasyCash, BSN 0% Easy Pay Plan and BSN Instalment Pay Plan)

You will not be charged with any early exit penalty should you fully settle the BSN Balance Transfer Programme, BSN Easy Cash, BSN 0% Easy Pay Plan and BSN Installment Pay Plan before its maturity. However, you will be charged the whole total amount owed to BSN, which includes the outstanding principal and interest amount as the final payment.

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

It is important that you inform us promptly of any change in your business or residential address and contact number to ensure that all correspondence reaches you in a timely manner.

9. Where can I get assistance and further information?

- i. Should you require additional information or enquiry on BSN Credit Card, please visit our website at www.mybsn.com.my or write to:

Card Business & CRM Department,
Bank Simpanan Nasional,
Ground Floor, Block A,
117 Jalan Ampang,
50450 Kuala Lumpur.
Telephone: 1300-88-1900
Fax: : 03-2688 0888
Email: : customercare@bsn.com.my

- ii. If your query or complaint is not satisfactorily resolved by us, you may contact Bank Negara Malaysia LINK or TELELINK at:

Block D, Bank Negara Malaysia,
Jalan Dato' Onn,
50480 Kuala Lumpur.
Telephone: 1-300-88-5465
Fax: : 03-2174 1515
Email : bnmtelelink@bnm.gov.my

- iii. Alternatively, you may seek the services of Agensi Kaunseling Dan Pengurusan Kredit (AKPK), an agency established by Bank Negara Malaysia (BNM) to provide free services on money management, credit counseling, financial education and debt restructuring for individuals. You can contact AKPK at:-

Tingkat 8, Maju Junction Mall,
1001, Jalan Sultan Ismail,
50250 Kuala Lumpur
Telephone : 03-26167766
Email : enquiry@akpk.org.my

IMPORTANT NOTICE: LEGAL ACTION MAY BE TAKEN AGAINST YOU IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR CREDIT CARD BALANCES