

**PRODUCT DISCLOSURE SHEET****BANK SIMPANAN NASIONAL**

(Please read this Product Disclosure Sheet before you decide to take up the BSN Visa Cash Back Credit Card. Be sure to also 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 VISA CASH BACK CREDIT CARD**

DATE : \_\_\_\_\_

(To be filled in by Sales / Branch Representative)

**1. What is this product about?**

The BSN Visa Cash Back Credit Card is a card that rewards you with cash back on both local and overseas retail purchases. This 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 the BSN Visa Cash Back Credit Card, please visit [www.bsn.com.my](http://www.bsn.com.my)

The minimum income requirement for the BSN Visa Cash Back Credit Card is RM48,000 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 types. 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?**

- Cash Back**

The cash back earned will be credited monthly to the BSN Visa Cash Back Credit Card Account.

Tier	Total Monthly Spend Amount	Cash back				
		Local Spend				Overseas Spend (Non - RM Currency)
		Groceries	Dining	Petrol	Other Retail Spend	
1	RM999.99 and below	0.2%	0.2%	0.2%	0.2%	1.0%
2	RM1,000.00 to RM2,999.99	1.0%	1.0%	1.0%	0.2%	1.0%
3	RM3,000.00 and above	5.0%	5.0%	5.0%	0.2%	1.0%
<b>Total Cash back Capping Per Month</b>		<b>RM15 per category per month</b>			<b>No Capping</b>	

Note:

The following transactions are **NOT TAKEN** into account in the accumulation of cash back amount:

- Cash type transaction including but not limited to Cash Advance transactions, BSN Balance Transfer Programme and BSN EasyCash Plan;
- Quasi Cash transactions (example: betting and/or gaming transactions);
- Fees and charges including but not limited to charges for cash withdrawals and cash payments, annual fees, interest, disputed transactions, government charges and any other kind of charges and penalties;
- Instalment conversion transactions including but not limited to BSN Instalment-Pay Plan and BSN 0% EasyPay Plan;
- Fund transfers (from or to BSN's account whether by BSN or third party);
- Disputed transactions that are subsequently reversed from the account of the Cardholder; and
- All payment transactions related with government, taxes, donation and charity.

- Travel Insurance Coverage**

Travel insurance coverage of up to RM300,000 when you charge your travel tickets in full to your BSN Visa Cash Back Credit Card.

- Credit Limit**

To be determined based on an applicant's annual income and individual credit assessment. Subject to BSN's discretion as it deems fit.

**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**

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.

*Note: Finance charges free period is not applicable to BSN Balance Transfer Programme, BSN EasyCash Plan or Cash Advance*

• **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 BSN Visa Cash Back 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; and
- 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](http://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"> <li>• Principal Credit Card – Free For Life</li> <li>• Supplementary Credit Card – Free For Life</li> </ul>
Cash Advance Service Fee	5% or a minimum of RM10 whichever is higher will be levied on the withdrawn amount.
Card Replacement Fee	First-time replacement shall be free of charge. RM50 will be charged for the second and subsequent replacements issued.
Sales Draft Retrieval Fee	<ul style="list-style-type: none"> <li>• Original sales draft – RM15 per copy</li> <li>• Photocopy of sales draft – RM5 per copy</li> </ul>
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 fluctuations. Exchange rate will be based on the rate determined by Visa International plus an administration cost of 1% plus any transaction fee charged by Visa International.
Sales And Services Tax (SST)	<ul style="list-style-type: none"> <li>• Principal Credit Card – RM25 annually per card</li> <li>• Supplementary Credit Card – RM25 annually per card</li> </ul>
*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 Charges 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:

Conditions	Finance Charges
<b>Tier I</b> Cardholders who promptly settle their minimum payment due for 12 consecutive months	15% per annum
<b>Tier II</b> Cardholders who promptly settle their minimum payment due for 10 months or more in a 12 month cycle	17% per annum
<b>Tier III</b> Cardholders who do not fall within the above categories	18% per annum

*\* 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**

If any, 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 the 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 liable for:

- i. PIN-based unauthorized transactions if you have:

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

- ii. unauthorized transactions which require signature verification or with a contactless card, if you have:

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

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

- We are entitled to, with notice, to recall or withdraw all other facilities that you have with us in the event of default on the BSN Visa Cash Back Credit Card or if you are in breach of any of the BSN Visa Cash Back Credit Card Terms and Conditions.

## 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 the finance charges being imposed, all Cardholder who have subscribed to a “zero interest” monthly payment plan are required to make payment of the monthly instalment specified by the Bank at the time the Instalment Payment Plan is entered into (“Monthly Instalment”) in full. In the event a Cardholder opts to only pay the minimum amount of five percent (5%) of the outstanding balance under the Instalment Payment Plan (“Outstanding Balance”) or Ringgit Malaysia Fifty (RM50), whichever is higher, instead of the Monthly Instalment 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 out 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.

## 7. 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. To update the contact details, you may reach us via one of the following channels:

Telephone : 1800-22-0800

Fax: : 03-2688 0888

Email: : [customercare@bsn.com.my](mailto:customercare@bsn.com.my)

## 8. Where can I get assistance and further information?

- i. Should you require additional information or enquiry on BSN Visa Cash Back Credit Card, please visit our website at [www.bsn.com.my](http://www.bsn.com.my) or write to:  
  
Cards Business & CRM Department,  
Bank Simpanan Nasional,  
Ground Floor, Block A,  
117 Jalan Ampang,  
50450 Kuala Lumpur.  
Telephone : 1800-22-0800  
Fax: : 03-2688 0888  
Email: : [customercare@bsn.com.my](mailto: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 : [bnmtelexlink@bnm.gov.my](mailto:bnmtelexlink@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 counselling, 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](mailto: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**