



**Terms & Conditions: BSN Auto Balance Conversion**  
*(To be read together with the BSN Credit Card Agreement)*

The BSN Auto Balance Conversion Programme (“the Programme”) Terms and Conditions are made available to Principal Visa/Mastercard Credit Cardholders (“the Cardholder”) of Bank Simpanan Nasional (“BSN”) who meet the eligibility criteria. The Programme will automatically convert the Cardholder’s outstanding balances into a 36 months monthly instalment.

**Eligibility**

1. The Programme is only applicable to the Cardholder who meet the following eligibility criteria:
  - i. Nationality: Malaysian
  - ii. Monthly income = not exceeding RM5,000 (as per the latest income in BSN’s record)
  - iii. Average payment ratio = not exceeding 10% in past 12 months  
(Payment ratio = Total payment over last 12 months / total statement balance over last 12 months)
  - iv. Minimum statement balance = more than RM1,000
  - v. Card account is current and not delinquent
2. The Cardholder eligibility will be assessed annually.
3. The eligible Cardholder will receive a short messaging service (“SMS”) notifying them on their eligibility to participate in this Programme and has the right to be excluded from this Programme by choosing to opt-out. The Cardholder is deemed to have accepted / consented to be a participant of this programme if they do not reply to the SMS notification to be excluded from the programme.
4. The Cardholder may opt-out from the Programme by replying to the SMS within the time frame stated in the SMS.

Sample of SMS:

**ABCOUT<space>12-digit IC No<space>last 4-digit card no** and send to **66300** before DD/MM/YY.

Upon receiving the SMS Opt-out from the Cardholder, BSN will not proceed with the conversion of the total outstanding statement balance to the Programme.

**Auto Balance Conversion Amount**

5. The minimum outstanding balance (“Auto Balance Conversion Amount”) for this Programme is Ringgit Malaysia One Thousand (RM1,000) per conversion.
6. The Auto Balance Conversion Amount will be converted into instalment plan (“Auto Balance Conversion Monthly Instalment”) over payment period of 36 months (“Auto Balance Conversion Tenure”) with an effective interest rate of 13% per annum (“Auto Balance Conversion Interest”).
7. The Cardholder is given a 30 days cooling-off period to opt-out for the first-time conversion. If the Cardholder chooses to cancel their first-time conversion within the 30 days of the cooling-off period, the Auto Balance Conversion Amount will be reversed back into their Account and normal applicable finance charges will apply.
8. If the Cardholder cancels the instalment plan after the 30 days cooling-off period, the Cardholder will have to repay the outstanding principal balance in full. For subsequent conversions, if the Cardholder chooses to cancel the instalment plan after it has commenced, the Cardholder will have to pay the outstanding principal balance in full prior to the request of cancellation.
9. The Cardholder’s account will be automatically registered and converted to the Programme every 12 months upon meeting the eligibility criteria.
10. The Cardholder will receive an SMS upon the successful conversion stating the Auto Balance Conversion Amount.

## **Account**

11. Upon the commencement of the Programme, the Auto Balance Conversion Monthly Instalment (which covers the principal portion and interest portion during the Auto Balance Conversion Tenure) will be reflected in the Cardholder's credit card account ("Account") statement.
12. The Auto Balance Conversion Monthly Instalment will be billed to the Cardholder's Account on the next statement of account date.
13. The Auto Balance Conversion Monthly Instalment forms part of the Cardholder's minimum payment due and will be reflected in the Cardholder's Account statement. The Auto Balance Conversion Monthly Instalment shall be payable in full on or before the payment due date. In the event the Auto Balance Conversion Monthly Instalment is not paid in full by the payment due date, the prevailing finance charges and late payment charge shall be imposed in accordance with terms and conditions of the BSN's Cardholder Agreement.
14. The Auto Balance Conversion Monthly Instalment amount is fixed. Any pre-payment or excess payment will not reduce the outstanding principal amount or the subsequent Auto Balance Conversion Monthly Instalment and will only be treated as advance payment.

## **Credit Limit**

15. The approved Auto Balance Conversion Amount is part of the total available credit limit for all Cardholder's BSN credit card account(s), including the supplementary credit card account(s) and it is towards reducing the Cardholder's available credit card limit. The available credit card limit will be progressively restored and made available for use by the amount of the principal portion of each Auto Balance Conversion Monthly Instalment paid and to the extent that actual payment is received by BSN.

## **Finance Charge**

16. BSN shall impose finance charge on the Cardholder's outstanding balance that is not paid after the payment due date subject to the finance charges rates stipulated in BSN's Credit Card Product Disclosure Sheet. The finance charge will be calculated from the day the transactions were posted until full payment is received and credited in the Card Account.

## **Late Payment Charge**

17. In the event of any delay in payment of any sum due and payable to BSN herein, the Cardholder shall be liable to pay to BSN a late payment charge of one percent (1%) of the total outstanding balance, (subject to a minimum of RM10.00 and maximum of RM75.00) or at any rate as may be approved by Bank Negara Malaysia from time to time. This late payment charge shall be payable before, as well as after any court order or judgment is recorded. BSN shall however grant the Cardholder a grace period of four (4) calendar days after payment due date if the payment due date falls on a weekend or a public holiday.

## **No Happy Points or Cash Rebates**

18. Cardholders shall not be entitled to any BSN Happy Points or cash rebates in respect of their participation in the Programme.

## **Cancellation and Full Payment**

19. In the event the Cardholder wish to make full settlement or cancellation of the Auto Balance Conversion Programme, the whole outstanding principal balance of the Auto Balance Conversion Instalment Amount will be charged to the Cardholder's account. All such outstanding principal balance of the Auto Balance Conversion Instalment Amount will be shown in the Cardholder's Account monthly statement and the Cardholder shall pay same in accordance with the provisions of the Cardholder Agreement failing which, the Bank shall be entitled to exercise its right under the Cardholder Agreement. The Cardholder shall forthwith settle all balances due upon the cancellation. To make full settlement or cancellation for the Auto Balance Conversion Amount before the maturing date, please email the request to [customercare@bsn.com.my](mailto:customercare@bsn.com.my) or contact BSN Contact Centre at 1300 88 1900.
20. Regardless of whether an event of default has occurred, the bank shall be entitled at its absolute discretion at any time without having to assign any reason to the Cardholder to terminate the BSN Auto Balance Conversion Programme made available to the Cardholder whereupon all outstanding principal balance of the Auto Balance

Conversion Monthly Instalment shall immediately become due and payable upon the Bank's demand of the same. All such outstanding principal balance of the Auto Balance Conversion Monthly Instalment will be shown in the Cardholder's Account monthly statement and the Cardholder shall pay the same in accordance with the provisions of the Cardholder Agreement.

### **Right to Decide**

21. BSN's decision on all matters relating to the Programme including but not limited to the Cardholder's eligibility and/or approval and/or rejection of the Programme shall be final and binding on all Cardholder and no further correspondence and/or appeal to dispute BSN's decision shall be entertained.

### **General Terms and Conditions**

22. By participating in the Programme, the Cardholder is deemed to have read and understood the terms and conditions of the Programme herein specified. These terms and conditions are in addition to the Cardholder Agreement, which regulates the provision of credit card facilities by BSN to the Cardholder. In the event of inconsistency between these terms and conditions and the Cardholder Agreement, these terms and conditions shall prevail in so far as they apply to the Programme.
23. BSN reserves the rights to vary, change, amend, delete or add to these terms and conditions herein from time to time by notification to the Cardholder at least 21 days prior to such amendment and they shall become effective on such date as BSN may elect to adopt. At the discretion of BSN, notice of such additions or modifications or amendments may be affected by any one of the following means of communication:-
  - i. by dispatching the same to the Cardholder by courier or hand;
  - ii. by posting a notice in the premises of BSN or its Branch offices stating such changes and its effective date of change;
  - iii. by way of a single publication in one or more newspaper of the BSN's choice of such changes and its effective date of change;
  - iv. by posting an insertion in the Statement of Account of such changes and its effective date of change;
  - v. by posting a notice of such changes and its effective date of change to the Cardholder by way of an ordinary or registered post; or
  - vi. by sending notice of such changes and its effective date of change by SMS or electronic mail to the Cardholder; or
  - vii. by posting the notice of such changes and its effective date of change on BSN website.

Communication to the Cardholder by any one of the above mode of communication shall be deemed to have been received by or communicated to the Cardholder and in the case where notice of the amendment is dispatched to the Cardholder by courier or hand on the day of delivery. Such changes will apply on the effective date specified by BSN and will apply to all Outstanding Balance in the Card Account. Retention or use of the Card after the effective date of any change of terms and conditions shall be deemed to constitute acceptance of such changes without reservation by the Cardholder.

24. These terms and conditions shall be governed by and construed in accordance with the laws of Malaysia.
25. All expressions in these terms and conditions shall have the same meanings as set out in the Cardholder Terms and Conditions except where the context otherwise requires or where it is expressly stated to the contrary.

The information provided in this Terms and Conditions is effective starting from October 2019.