

PRODUCT DISCLOSURE SHEET

(Please read this Product Disclosure Sheet before you decide to accept the Auto Balance Conversion Programme. 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).



BANK SIMPANAN NASIONAL

Product:
AUTO BALANCE CONVERSION - BSN CREDIT CARD

Date: _____

1. What is this product about?

BSN Auto Balance Conversion programme is a credit card programme offered only to eligible BSN Credit Cardholders who meet the eligibility criteria to automatically convert the outstanding balances into smaller instalments at a lower interest rate. The programme is aimed to promote prudent financial management among eligible/selected Cardholders.

Eligible criteria:

- i. Nationality: Malaysian
- ii. Monthly income = not exceeding RM5,000 (as per your latest record with BSN)
- 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

You may choose to opt-out of this programme within 30 days cooling-off period from the date of conversion. This cooling-off period only applies to the first time conversion. For more information on Auto Balance Conversion, please visit www.mybsn.com.my.

2. What do I get from this product?

By participating in this programme, you will enjoy the following benefits:

- **Lower interest rate** compared to the normal finance charges on your credit card outstanding balances.

Effective Interest Rate	13% per annum
Tenure	36 months (3 years)

- **Hassle free conversion** – your outstanding statement balances will be converted upon meeting eligibility criteria (annual assessment).
- **No processing fee** on the conversion.
- **No termination fee** – flexibility to settle your instalment plan earlier without additional fee incurred.
- **Flexibility to opt-out** from each conversion offer.

3. What are my obligations?

- **Monthly instalment payment (“Auto Balance Conversion Monthly Instalment”)**

The cardholder must make the Auto Balance Conversion Monthly Instalment in **FULL** by the payment due date of each month.

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

There are no fees and charges incurred during conversion. In the event Cardholder defaults in the instalment payment, late payment charge and finance charges will be imposed.

5. What if I fail to fulfil my obligations?

- **Late Payment Charge**
A minimum of RM10 or 1% of total outstanding balance as at statement date (whichever is higher), up to a maximum amount of RM75.
- **Finance Charge**
Normal finance charges as per existing tier rate will be charged on the remaining unpaid balances on the payment due date until the monthly instalment is paid in full.
- **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.

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

You may at any time do full settlement of the outstanding balance under this programme without any early termination fee. You are required to pay the total outstanding principal in full under Auto Balance Conversion.

7. What are the major risks?

- Auto Balance Conversion Monthly Instalment must be paid in full on or before due date stated in the credit card statement and forms part of your minimum payment due. Think about your repayment capacity when charging the credit card.
- The late payment charge and finance charges will be imposed on remaining unpaid balances if you do not pay the monthly instalment in full each month.

If you have problems paying for your BSN Credit Card balances, contact us early to discuss repayment alternatives.

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 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 : 1300-88-1900
Fax : 03-2688 0888
Email : customercare@bsn.com.my

9. Where can I get assistance and further information?

- i. Should you require additional information or enquiry, 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 NOTE: LEGAL ACTION MAY BE TAKEN AGAINST YOU IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR BSN AUTO BALANCE CONVERSION

The information provided in this Product Disclosure Sheet is effective starting from October 2019.