



FREQUENTLY ASKED QUESTIONS (FAQs) AUTO BALANCE CONVERSION PROGRAMME

1. What is Auto Balance Conversion Programme?

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

If your outstanding statement balance meets a minimum amount of RM1,000, it will be converted into an instalment plan at 7.1% per annum (flat rate) equivalent to 13% per annum (effective finance charge) for 36 months.

Alternatively, 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 ABC Programme are:

- Lower interest rate compared to the normal finance charges on your credit card outstanding balances.
- 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 interest rate.
- No processing fee on the conversion to a monthly instalment plan.
- No termination fee. Flexibility to settle your instalment plan earlier without incurring additional fees.
- Flexibility to opt-out from each conversion offer.

3. How do I qualify for ABC Programme?

You are eligible for the ABC Programme if you meet the following eligibility criteria:

- a) Nationality: Malaysian;
- b) Monthly income not exceeding RM5,000 (as per your latest income in BSN’s record);
- c) Average payment ratio not exceeding 10% within the past 12 months;
(Payment ratio: Total payment over the last 12 months / total statement balance over the last 12 months)
- d) Minimum outstanding statement balance of more than RM1,000; and
- e) Cardholder’s credit card account is current and not delinquent.

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. Eligible Cardholders will be notified via short messaging service (“SMS”).

Eligible Cardholders can choose to exclude from ABC Programme by choosing to opt-out.

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

- Your Auto Balance Conversion will start upon successful enrollment which will be communicated to you via SMS notification to your registered mobile number with BSN.
- The outstanding balance on your credit card statement will be reviewed on your statement date to verify it meets the minimum criteria for conversion.
- If your outstanding statement balance (excluding payment made) meets the criteria of a minimum of RM1,000, it will be converted into an instalment plan at 13% p.a. for 36 months.
- Your monthly payment will be reflected on your credit card 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 do not meet the minimum threshold of RM1,000 statement balance or eligibility criteria in the assessment month?

Auto Balance Conversion will not happen. The re-assessment will happen in the following 12 month.

7. How do I opt-out from ABC Programme?

You can choose to opt-out from ABC programme by contacting BSN Contact Centre at 1300 88 1900 within the time frame stated in the notification SMS.

8. Can I cancel my 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 first-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 for cancellation. To cancel your Auto Balance Conversion instalment payment plan, you may contact BSN Contact Centre at 1300 88 1900.

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

You may at any time do early settlement of the Auto Balance Conversion instalment plan without any early termination fee by contacting BSN Contact Centre at 1300 88 1900 or e-mail to customercare@bsn.com.my.

In making an early settlement, you must pay the whole balance of the Auto Balance Conversion instalment amount which includes the outstanding principal and interest 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 interest rate is 13% p.a. and the tenure is 36 months. The first instalment (comprising of principal and interest) payable will be reflected in the subsequent credit card statement.

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

If you fail to pay your monthly instalment 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 Visa/Mastercard Cardholder Agreement which is available on BSN's website (www.bsn.com.my).

If you are unable to pay your monthly Auto Balance Conversion instalment plan in full for 2 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 limit upon successful Auto Balance Conversion?**
Upon successful Auto Balance Conversion, the amount converted will be booked on your existing credit card limit. Each monthly instalment you repay will incrementally restore your available credit limit or in full once the Auto Balance Conversion is fully repaid.
- 13. Can I choose the tenure period of this programme?**
No. The ABC Programme is only available 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 AI-Aiman Credit Card (Islamic)**
You are required to early settle the Auto Balance Conversion instalment plan in full before converting your BSN Credit Card (conventional) to BSN AI-Aiman Credit Card (Islamic).
- b) From BSN AI-Aiman Credit Card (Islamic) to BSN Credit Card (conventional)**
You are required to early settle the Auto Balance Conversion instalment plan in full before converting your BSN AI-Aiman Credit Card (Islamic) to BSN Credit Card (conventional).
- 16. What will happen if I cancel my credit card?**
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.