

PRODUCT DISCLOSURE SHEET

Important: Please read this Product Disclosure Sheet (PDS) before you decide to take up the BSN Visa Cash Back Credit Card. Be sure to also read the terms and conditions in the BSN Visa / Mastercard Cardholder Agreement which are available on www.bsn.com.my. Seek clarification from Bank Simpanan Nasional (BSN) if you do not understand any part of this PDS or the BSN Visa/Mastercard Cardholder Agreement.

**BANK SIMPANAN NASIONAL****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 ("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 utilised 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

Subject to the terms and conditions of the BSN Visa/Mastercard Cardholder Agreement:

- Eligibility to obtain a Credit Card is subject to a minimum income of RM48,000 per year. 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.

2. What do I get from this product?**a) 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%
Total Cash Back Capping Per Month		RM15 per category per month			No Capping	

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 Cardmember;
- Prepaid reload, top up to e-wallet or other card stored credit;
- All payment transactions related with government, taxes, donation and charity; and
- Payments via JomPAY and Financial Process Exchange (FPX).

b) 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.

c) 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
Tier I Cardholders who promptly settle their minimum payment due for 12 consecutive months	15% per annum
Tier II Cardholders who promptly settle their minimum payment due for 10 months or more in a 12 month cycle	17% per annum
Tier III 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.

d) No Annual Fee

Enjoy no annual fee for principal and supplementary cardholders for life (no conditions attached).

e) Travel Insurance Coverage

Travel insurance coverage of up to RM300,000 when you pay the full fare of a plane ticket using a BSN Credit Card.

f) Use of BSN Credit Card for toll-related transactions

BSN Credit Card is auto enabled to pay for toll-related transactions by tapping the BSN Credit Card on the payment terminal. Option for toll payment method using BSN Credit Card will be initiated by Touch n' Go Group with delayed payment authorization, potentially resulting in differences between the toll charges' date and time and the actual transaction date and time.

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 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) Programme and other instalment plans available from time to time approved from 2 October 2019 onwards.

• Grace Period - 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 unauthorised; or
- ii. as soon as reasonably practicable after having discovered that the Credit Card is lost, stolen, an unauthorised 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
- If you are a Principal Credit Cardholder, you are responsible for all transactions made by Supplementary Credit Cardholders.

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 – Waived For Life • Supplementary Credit Card – Waived For Life
Cash Advance Fee	5% of the amount withdrawn or a minimum of RM10, whichever is higher will be charged to Credit Card account on each Cash Advance transaction made.
Credit Card Replacement Fee	First time replacement shall be waived. 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 annually per card • Supplementary Credit Card – RM25 annually per card
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.*

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 Unauthorised 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 unauthorised transactions if you have:
 - i. acted fraudulently, or
 - ii. delayed in notifying us as soon as reasonably practicable after having discovered the loss or unauthorised use of your Credit Card, or
 - iii. voluntarily disclosed the PIN to another person, or
 - iv. recorded the PIN on the Credit Card or on anything kept in close proximity with the Credit Card.

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

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

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

Legal action will be taken if you fail to respond to reminder notices and legal cost will be borne by you (if applicable). Legal action against you may affect your credit rating leading to credit being more difficult or expensive to you.

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 payment capacity when charging to BSN Credit Card.
- If you use your Credit Card to make payment 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 to 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 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 payment 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 Instalment 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.bsn.com.my or write to:
Card & Merchant Business 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 BNMLINK at:

BNMLINK

Jabatan Komunikasi Korporat,

Bank Negara Malaysia,

P.O.Box 10922,

50929 Kuala Lumpur.

Telephone : 1-300-88-5465 (Operating hours: Monday – Friday, 9.00 am – 5.00 pm)

eLink (Web form): <https://telelink.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 : 03-2616 7766

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

The information provided in this Product Disclosure Sheet is valid as at June 2024.