

Important Notice

Revisions to AmBank Credit Cards Cardholder Agreement effective 2nd October 2019

Dear Valued Cardholders,

Effective 2nd October 2019, the Cardholder Agreement will be revised as follows:

Clause 4.2 Making Payment

Before 2 nd October 2019	From 2 nd October 2019 onwards
(e) Payments made by the Cardholder to the Card Account will be used to pay off Card Service Tax first and remaining will be used to pay off outstanding amounts that attract the highest finance charges rate.	(e) Payments made by the Cardholder to the Card Account will be used to pay off Card Service Tax and any Tax first, followed by Cash Advance, QuickCash, Monthly Instalments and revolving balance(s) attracting the highest interest rate to the lowest interest rate (and in the case of same interest rate, the order will start from the earliest to the latest transaction date). Payment received will be applied towards settlement of the outstanding finance charges (or interest) followed by outstanding principal balance and fees and charges.

Clause 5 Fees and Charges

Before 2 nd October 2019	From 2 nd October 2019 onwards
iii. <i>Interest Charge</i> . This is a finance charge on the balance outstanding in the Card Account. The charge is based at the prescribed rate calculated on a daily rest basis in accordance to the Cardholder's payment record under 3 scenarios ("Tiered Finance Charge") as set out in the Schedule of Fees & Charges in Appendix 1. The Tiered Finance Charge does not apply to: (1) Cash Advance (2) QuickCash program.	iii. <i>Interest Charge</i> . This is a finance charge on the balance outstanding in the Card Account. The charge is based at the prescribed rate calculated on a daily rest basis in accordance to the Cardholder's payment record under 3 scenarios ("Tiered Finance Charge") as set out in the Schedule of Fees & Charges in Appendix 1. The Tiered Finance Charge does apply to all except (1) Cash Advance (2) QuickCash program (3) Late Payment Charges

Appendix 1

(in reference to Clause 5.1 (a) of this Agreement)

SCHEDULE OF FEES AND CHARGES

AmBank Cards : AmBank Visa Infinite, AmBank World Mastercard, AmBank Visa Signature, AmBank UnionPay Platinum, AmBank Platinum Card & Gold Card, CARz Platinum & Gold Card, AmBank Cosway Platinum & Gold Mastercard, AmBank BonusLink Visa Signature, Platinum & Gold

M-Cards : AmBank M-Signature Card, AmBank M-Platinum Card, AmBank M-Gold Card

Others : TRUE by AmBank Visa Credit Card

Item	Before 2 nd October 2019	From 2 nd October 2019 onwards
	AmBank Cards / M-Cards / TRUE by AmBank Visa Credit Card (TRUE Card)	
Minimum Monthly Payment	5% of the outstanding balance Or minimum of RM50, whichever is higher.	i. 5% of *outstanding balance (if any); *outstanding balance refers to retail transactions (if any) + Cash Advance (if any) + finance charges and fees (if any); ii. 100% Monthly Instalments (if any) (including monthly instalments for Auto Balance Conversion, Balance Transfer, QuickCash, Flexi Payment Plan, Easy Payment Plan and other instalment plans available from time to time); iii. 100% past due amount (if any); iv. 100% of any overlimit amount (refers to amount which exceeds the Prescribed Credit Limit or the Assigned Credit Limit) Or minimum of RM50, whichever is higher.
Tiered Finance Charges*	*Note: Charges do not apply to Cash Advance and Quick Cash Programme a) 1.25% per month or 15% per annum only if you have promptly settled your Minimum Payment Due for 12 consecutive months; b) 1.42% per month or 17% per annum only if you have promptly settled your Minimum Payment Due for at least 10 months in a 12-month cycle; or c) 1.50% per month or 18% per annum if your payment record is not within (a) or (b) above.	*Note: Charges apply to all except Cash Advance and QuickCash Programme and Late Payment Charges

Frequently Asked Questions

1. Q: How will this change on finance charging and payment allocation impact my existing credit card balance?

A: If you do not have any carried forward balance in your credit card account, there will be no impact to your existing credit card account. You will continue to enjoy a minimum of 20 days interest free period from the posting date of all credit card transactions.

If you do have carried forward balances on your credit card account, we will apply finance charges at the prevailing rate on all finance charges and all fees (exclude late payment charge). This means that any unpaid billed monthly statement amount will accrue interest on finance charges and all fees (exclude late payment charge) until the date full payment is received for the amount.

Illustration on Finance Charges:

Customer A falls under tier finance categories Tier 1* with carried forward statement balance of RM2,886.25 and the minimum payment is RM652.56 from 2nd October 2019 (*Before 2nd October 2019 the minimum payment is RM144.32*)

Item	Total Outstanding Balance (RM)	Breakdown			Interest Rate per month	Finance Charges (RM)	
		Principal (RM)	Interest (RM)	Fees (RM)		Before 2 nd October 2019	From 2 nd October 2019
Monthly Instalment (i.e. Balance Transfer)	500.00	400.00	100.00		1.25%	$400.00 \times 1.25\% = 5.00$	$500.00 \times 1.25\% = 6.25$
Cash Advance/ QuickCash instalment	1597.50	1500.00	22.50	75.00	1.50%	$1500.00 \times 1.50\% = 22.50$	$1597.50 \times 1.50\% = 23.96$
Retail	303.75	300.00	3.75		1.25%	$300.00 \times 1.25\% = 3.75$	$303.75 \times 1.25\% = 3.79$
Annual Fee	450.00			450.00	1.25%	$0.00 \times 1.25\% = 0.00$	$450.00 \times 1.25\% = 5.62$
Late Payment Charges	10.00			10.00	0.00%	$0.00 \times 1.25\% = 0.00$	$0.00 \times 1.25\% = 0.00$
Total	2886.25					31.25	39.62

* Please note that your billed instalment amount is treated as a normal charge to your credit card and any unpaid amounts will be subject to finance charges (please refer to tiered finance charges on how finance charges are determined for your credit card).

2. Q: Why is the change being made?

A: To encourage Cardholders to make full payment to their credit card every month on or before the payment due date in order to avoid finance charges.

Important Notice v1.2

Revisions to AmBank Islamic Credit Cards Cardholder Agreement effective 2nd October 2019

Dear Valued Cardholders,

Effective 2nd October 2019, the Cardholder Agreement will be revised as follows:

Clause 4.2 Making Payment

Before 2 nd October 2019	From 2 nd October 2019 onwards
(e) Payments made by the Cardholder to the Card Account will be used to pay off Card Service Tax first and remaining will be used to pay off outstanding amounts that attract the highest Management Fee rate.	(e) Payments made by the Cardholder to the Card Account will be used to pay off Card Service Tax and any Tax first, followed by Cash Advance, QuickCash, and Monthly Instalments and revolving balance(s) attracting the highest Management Fee rate to the lowest Management Fee rate (the order will start from the earliest to the latest transaction date). Payment received will be applied towards settlement of the outstanding Management Fee followed by outstanding principal balance and fees and charges.

Clause 5 Fee and Charges

Before 2 nd October 2019	From 2 nd October 2019 onwards
iii. <i>Management Fee.</i> The Fixed Management Fee (FMF) will be dependent on the Card type. The management fee may be increased or decreased from time to time. Such varied amount shall be binding on and payable by the Cardholder from such dates as may be determined by the Bank. Notwithstanding the Fixed Management Fee (FMF), each Card will be charged an Actual Management Fee (AMF) which is based on Cardholder's balance outstanding in the Card Account. The management fee is based at the prescribed rate calculated on a daily rest basis in	iii. <i>Management Fee.</i> The Fixed Management Fee (FMF) will be dependent on the Card type. The Management Fee may be increased or decreased from time to time. Such varied amount shall be binding on and payable by the Cardholder from such dates as may be determined by the Bank. Notwithstanding the Fixed Management Fee (FMF), each Card will be charged an Actual Management Fee (AMF) which is based on Cardholder's balance outstanding in the Card Account. The management fee is based at the prescribed rate calculated on a daily rest

<p>accordance to the Cardholder’s payment record under 3 scenarios (“Tiered Management Fee”) as set out in the Schedule of Fees & Charges in Appendix 1. The Tiered Management Fee does not apply to: (1) Cash Advance (2) QuickCash program.</p> <p><i>Ibra’ (Rebate)</i> -Notwithstanding the Bank’s entitlement to charge the Fixed Management Fee (FMF) in full, the Bank may, at any time or from time to time, grant to the Cardholder a rebate on the Fixed Management Fee, the amount of which will be determined and calculated at the absolute discretion of the Bank. Without prejudice to such discretion, the amount of the <i>ibra’</i> if granted will be determined: (a) based on the difference between the FMF and AMF at the relevant Statement Date; and (b) where the AMF charged on the current outstanding balance is lower than FMF.</p>	<p>basis in accordance to the Cardholder’s payment record under 3 scenarios (“Tiered Management Fee”) as set out in the Schedule of Fees & Charges in Appendix 1. The Tiered Management Fee does not apply to: (1) Cash Advance (2) QuickCash program.</p> <p><i>Ibra’ (Rebate)</i> - Notwithstanding the Bank’s entitlement to charge the Fixed Management Fee (FMF) in full, the Bank may, at any time or from time to time, grant to the Cardholder a rebate on the Fixed Management Fee, the amount of which will be determined and calculated at the absolute discretion of the Bank. Without prejudice to such discretion, the amount of the <i>ibra’</i> if granted will be determined: (a) based on the difference between the FMF and AMF at the relevant Statement Date; and (b) where the AMF charged on the outstanding balance is lower than FMF.</p>
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Appendix 1		
(in reference to Clause 5.1 (a) of this Agreement)		
SCHEDULE OF FEES AND CHARGES (applicable for all AmBank Islamic Credit Cards)		
(AmBank Islamic World Mastercard Card-i, AmBank Islamic Visa Infinite Card-i, AmBank Islamic Visa Signature Card-i, AmBank Islamic CARz Card-i, AmBank Islamic Al-Taslif Card-i)		
Item	Before 2 nd October 2019	From 2 nd October 2019 onwards
	AmBank Islamic Credit Cards	
Minimum Monthly Payment	5% of the outstanding balance Or minimum of RM50, whichever is higher.	<ul style="list-style-type: none"> i. 5% of *outstanding balance (if any); *outstanding balance refers to retail transactions (if any) + Cash Advance (if any) + Fees (if any); and ii. 100% Monthly Instalments (if any) (including monthly instalments for Auto Balance Conversion, Balance Transfer, QuickCash, Flexi Payment Plan, Easy Payment Plan and other instalment plans available from time to time); and iii. 100% past due amount (if any); and

		iv. 100% of any excess limit amount (refers to amount which exceeds the Prescribed Credit Limit or the Assigned Credit Limit) Or minimum of RM50, whichever is higher; (or full outstanding balance if below RM50)
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Illustration on Management Fee:

Item	Total Outstanding Balance (RM)	Breakdown			Management Fee per month	Management Fee (RM)	
		Principal (RM)	Management Fee (RM)	Fees (RM)		Before 2 nd October 2019	From 2 nd October 2019
Card Service Tax	25.00	25.00			0.00%	-	-
Monthly Instalment (i.e Balance Transfer)	500.00	400.00	100.00		1.25%	$400.00 \times 1.25\% = 5.00$	$400.00 \times 1.25\% = 5.00$
Cash Advance/ QuickCash instalment	1597.50	1500.00	22.50	75.00	1.50%	$1500.00 \times 1.50\% = 22.50$	$1500.00 \times 1.50\% = 22.50$
Retail	303.75	300.00	3.75		1.25%	$300.00 \times 1.25\% = 3.75$	$300.00 \times 1.25\% = 3.75$
Annual Fee	450.00			450.00	0.00%	-	-
Late Payment Charges	10.00			10.00	0.00%	-	-
Total	2886.25					31.25	31.25

* Please note that your billed instalment amount is treated as a normal charge to your credit card and any unpaid amounts will be subject to Management Fee (please refer to tiered Management Fee to determine for your credit card).