

Balance Conversion into 6-Months Deferment Programme

Terms and Conditions as of 1 March 2021 will take effect from 15 June 2021.

REMINDER: The Eligible Cardholder (as defined below) is hereby reminded to read and understand the terms and conditions below which is available at www.ambank.com.my. If you do not understand any of the terms and conditions, kindly seek clarification from the Bank's authorised representative.

The terms and conditions herein are in addition to and are to be read together with the terms and conditions governing the use of credit cards/credit card-i ("**Cardholder Agreement**") issued by AmBank (M) Berhad 196901000166 (8515-D) ("**AmBank**") and AmBank Islamic Berhad 199401009897 (295576-U) ("**AmBank Islamic**") respectively (collectively known as the "**Bank**").

1. The term Deferment Programme refers to the '**Balance Conversion into 6-Months Deferment Programme**' organised by the Bank in accordance with the terms and conditions stipulated herein. For the avoidance of doubt, for credit card-i, balance conversion under the Deferment Programme is not to be construed as converting the credit card-i to a different financing facility.
2. The Deferment Programme allows Eligible Cardholders to convert their credit card/credit card-i outstanding balances into instalments over thirty-six (36) months ("**Conversion Tenure**") under the same revolving facility. The Eligible Cardholders will enjoy a deferment of payment up to six (6) months from the point of enrolment ("**Deferment Period**"). For the avoidance of doubt, there is no conversion of the type of facility under the programme.
3. This Deferment Programme shall run from **1 March 2021 to 31 December 2021** ("**Programme Period**").

Eligible Cardholder

4. The Deferment Programme is available to cardholders holding AmBank credit card/AmBank Islamic credit card-i which is in current active status ("**Eligible Cardholder**").
5. Eligible Cardholders may choose to opt-in for the Deferment Programme during the Deferment Programme Period by:
 - (a) Calling AmBank Contact Centre at +603 2178 8888; or
 - (b) Applying via AmOnline.

Outstanding Balance to be Converted

6. The minimum outstanding statement balance eligible for the conversion into the Deferment Programme is Ringgit Malaysia One Thousand (RM1,000).
7. For Eligible Cardholders holding an AmBank credit card who have an existing 'Balance Conversion' programme with a 3-month or 6-month deferment period (provided that the deferment period has ended), their existing 'Balance Conversion' programme will be accelerated and the outstanding balance will be converted into a new Balance Conversion under the Deferment Programme. These include the outstanding principal, billed interest balances and any new statement balances of the credit card account including any billed instalment payment plans, balance transfers, auto balance conversion programme, fees and finance charges.

Example A:

Eligible Cardholder A has an existing 'Balance Conversion' programme with the below outstanding balances:

- Outstanding Principal Balance from existing 'Balance Conversion' programme: RM6,867.02
- Outstanding Billed Interest Balance from existing 'Balance Conversion' programme: RM73.56

Eligible Cardholder A has also performed retail transactions of RM1,000 and incurred finance charges of RM50 in his latest statement.

When Eligible Cardholder A opt-in for this Deferment Programme, his existing 'Balance Conversion' programme will be accelerated. A new Balance Conversion with 6-Months Deferment will be enrolled for the amount of RM7,990.58.

8. For Eligible Cardholders holding an AmBank Islamic credit card-i who have an existing 'Balance Conversion' programme with a 3-month or 6-month deferment period (provided that the deferment period has ended), their existing 'Balance Conversion' programme will be accelerated and the outstanding balance will be converted into a new Balance Conversion under the Deferment Programme. These include the outstanding principal and any new statement balances of the credit card-i account including any billed instalment payment plans, balance transfers, auto balance conversion programme but excluding management fees and late payment charges.

Example B:

Eligible Cardholder B has an existing 'Balance Conversion' programme with the below outstanding balances:

- Outstanding Principal Balance from existing 'Balance Conversion' programme: RM6,867.02
- Outstanding Billed Management Fee Balance from existing 'Balance Conversion' programme: RM73.56

Eligible Cardholder B has also performed retail transactions of RM1,000 and has incurred management fees of RM50 in his latest statement.

When Eligible Cardholder B opt-in for this Deferment Programme, his existing Balance Conversion Financing will be accelerated. A new Balance Conversion Financing with 6-Months Deferment will be enrolled for the amount of RM7,867.02.

9. For Eligible Cardholders holding an AmBank credit card, only statement balances of the credit card account will be converted, these include any billed instalment payment plans, balance transfers, auto balance conversion programme, fees and finance charges.
10. For Eligible Cardholders holding AmBank Islamic credit card-i, only the principal amount in the statement balance of the credit card account-i; excluding management fee and late payment charges, will be converted into the Deferment Programme. Eligible Cardholders will need to continue to pay the unconverted management fee and late payment charge in their credit card-i account.

Conversion Amount

11. Upon the enrolment of the Deferment Programme, the eligible outstanding balances for credit card/credit card-i per Clauses 6 to 10 ("**Conversion Amount**") will be converted to a thirty-six

(36) fixed monthly instalments (“**Monthly Instalments**”) under the Deferment Programme and the Monthly Instalments comprising the principal portion and finance charges/management fee portion will be reflected in the Eligible Cardholder’s credit card/credit card-i statement after the Deferment period.

12. There will only be a one-time conversion allowed for the outstanding statement balances to be converted i.e. Eligible Cardholders will only have one Balance Conversion at a time during the Deferment Programme period.
13. Upon successful conversion, the Eligible Cardholders may refer to the monthly statement for the details of the Conversion Amount.

Account

14. If the Eligible Cardholder elects to cancel their request for conversion, the Conversion Amount will be reversed back into their credit card/credit card-i account and the usual applicable finance charges/management fee will be chargeable as if the conversion did not take place.
15. The Monthly Instalment is a fixed amount and shall be payable in full on or before the payment due date. If the Monthly Instalment is not paid in full, late payment charge will be charged and shall be payable in full on the payment due date as stated in the next statement.
16. Any early settlement or excess payment of the Monthly Instalments will not reduce the outstanding principal amount and will be treated as **advance payment**.

Finance Charge/ Management Fee

17. The finance charge/management fee on the Conversion Amount will be charged at the effective/management fee rate of thirteen percent (13%) under this Deferment Programme. The finance charges/management fees will be charged to the Eligible Cardholder’s credit card/credit card-i account and calculated from the date first posted in the statement until full payment is received. Such finance charges/management fee accrued shall be payable in full on the payment due date stated in the next statement.

Credit Limit

18. The Conversion Amount is taken from the total available credit limit for all the Eligible Cardholder’s credit card/credit card-i account(s), including his/her supplementary credit card/credit card-i account(s) and any monies owing thereunder will reduce the Eligible Cardholder’s available credit card/credit card-i limit. The Eligible Cardholder’s available credit card/credit card-i limit will be restored progressively pursuant to the payment of the principal amount under each Monthly Instalment.
19. The Eligible Cardholder may continue to use their credit card/credit card-i subject to the available credit limit after taking into account the Conversion Amount.

Deferment

20. During the deferment period, the Eligible Cardholder need not make any early settlement payment on the Balance Conversion monthly Instalment or any finance charge/management fee

charged on the Balance Conversion ONLY. Any outstanding balances not eligible to be converted into the Deferment Programme will still be payable during the Deferment Period.

21. The accrued finance charge/management fee incurred during the Deferment Period will be charged to the Eligible Cardholder credit card/credit card-i account after the Deferment Period and the first Monthly Instalment amount under the credit card/i with Deferment Programme will commence until the Conversion Tenure of thirty-six (36) months.

Early Settlement

22. The Eligible Cardholder may choose to settle the outstanding balances under the Deferment Programme before the expiry of the Conversion Tenure by calling AmBank Contact Centre at +603 2178 8888. In making the early settlement the Eligible Cardholder may choose to pay the total outstanding balance or the minimum payment of the Conversion Amount (i.e. monthly instalments due comprising of the total principal amount excluding the remaining interest charges/management fee yet to be billed) owing under the Eligible Cardholder's Account. For credit card-i, this is considered as *ibra'* (rebate) given to the Eligible Cardholder on the unbilled management fee.
23. There will be no early settlement fee or penalty /compensation charged in the event Eligible Cardholder settles the Conversion Amount ahead of the Conversion Tenure.

Right to Decide and Reject

24. The Bank's decision on all matters relating to the Deferment Programme including but not limited to the eligibility of the Eligible Cardholder and/or approval and/or rejection of the conversion for the Deferment Programme shall be final and binding on all Eligible Cardholders unless there is a manifest error committed by the Bank.
25. If the Eligible Cardholder is enrolled into the Deferment Programme but the Bank subsequently discovers that the Eligible Cardholder was not eligible or has breached any of the terms and conditions herein or any of the Terms and Conditions or does not have enough credit limit under the credit card/ credit card-i account, the Bank reserves the right to revoke the conversion and cancel the Cardholder's enrolment under the Deferment Programme and the Conversion Amount will be reversed back into the Eligible Cardholder's account as if the conversion did not take place and the usual applicable finance charges/management fee will be chargeable.

Event of Default

26. In addition to and not in derogation of any events which constitute a default in the Card Agreement, each of the following events shall constitute an Event of Default where the occurrence of such an event, to the Bank's right to demand payment of all or any part of the outstanding charges and/or the Deferment Programme's monthly instalments and the monies due thereunder, the Bank shall be entitled to exercise all the remedies made available to it under the Cardholder Agreement or under the law in general. Event of Default shall include:
 - (a) if the Cardholder defaults in any of his / her obligations stated herein or under the Card Agreement and/or;
 - (b) if the Cardholder defaulted in the payment of the monthly instalment, Deferment Programme interest / management fee and/or any sums due there under or under the Card account and/or;
 - (c) if the Deferment Programme shall be terminated by the Bank and/or;

- (d) if these Terms and Conditions herein or any part hereof shall at any time for any reason cease to be in full force and effect or valid or shall be declared void, repudiated or frustrated and/or;
 - (e) if it becomes impossible or unlawful for the Bank to make available or continue to make available the Deferment Programme to the Cardholder due to any regulatory order, law or government instructions and/or;
 - (f) if there shall occur any circumstances of any nature which in the Bank's opinion may cause the Bank to be unable to make available or continue to make available the Deferment Programme to the Cardholder and/or;
 - (g) the Card is cancelled, or the account is terminated either by the Cardholder or the Bank
27. If the Eligible Cardholder fails to make his Monthly Payments for three (3) consecutive months regardless of whether an event of default has occurred, the Bank shall be entitled to terminate the Deferment Programme made available to the Eligible Cardholder, whereupon the total principal amount of the Conversion Amount owing together with the applicable finance charges/accrued management fee, accrued interests (not applicable for credit card-i), late payment charges and all balances outstanding under the Eligible Cardholder's Account will become due and payable immediately.
28. Without prejudice to Clause 25, if the Eligible Cardholder is in breach of any terms and/or conditions of the Cardholder Agreement or these terms and conditions or in the event of termination of the credit card/credit card-i for whatsoever reason, all monies due and owing under the Deferment Programme comprising of the total principal amount of the Conversion Amount owing together with the applicable finance charges/accrued management fee, accrued interests (not applicable for credit card-i) and late payment charges will immediately become due and payable by the Cardholder.

General Terms and Conditions

29. The Bank may cancel, terminate or suspend the Deferment Programme by giving five (5) working days prior notice to the Eligible Cardholder and the Bank shall not be liable for any claim, losses or damages suffered by the Cardholders as a result of the cancellation, termination or suspension by the Bank save for those claim, losses or damages that were directly attributable to the Bank's gross negligence, wilful default or fraud.
30. The Bank may vary, amend, delete or add to any of these terms and conditions herein at any time by giving the Eligible Cardholder five (5) working days prior notice ("**Prior Notice**") and the duly amended terms and conditions shall become effective on such date as the Bank may determine and specify in the notice.
31. The Bank shall, at any time, have the right and discretion to cancel, terminate or suspend the Deferment Programme with Prior Notice. Any notice to be given by the Bank shall be posted in the Bank's official website at www.ambank.com.my or its branches, and any such notice shall be deemed given when so posted at its official website or its branches, whichever is earlier.
32. The terms and conditions herein are in addition to and supplement the terms and conditions stated in the Cardholders' Terms and Conditions. In the event of any inconsistency between the terms and conditions herein and the Cardholders' Terms and Conditions, the terms and conditions herein shall prevail.

33. To the extent permitted by law, the Bank shall not be liable to the Eligible Cardholder(s) when any Force Majeure event occurs. “**Force Majeure**” refers to any unforeseen events and/or circumstances not within the reasonable control of the Bank, which the Bank is unable to prevent, avoid or remove such as any fire, earthquake, flood, epidemic, accident, explosion, casualty, lockout, riot, civil disturbance, act of public enemy, natural catastrophe, embargo, war or act of God.
34. The Bank shall not be liable to the Eligible Cardholder or any party for any loss or damage of whatsoever nature suffered by the Eligible Cardholder or any party such as loss of income, profits or goodwill, direct or indirect, incidental, consequential, exemplary, punitive or special damages of any party) howsoever arising, in relation to the participation or non-participation in the Deferment Programme unless the same is caused directly by the Bank wilful default or gross negligence.
35. For any assistance, the Eligible Cardholder may contact the following for assistance and redress:
- i. If you have difficulties in making payment, you should contact us earliest possible to discuss payment alternatives. You may contact us at:
Contact Centre Tel: +603 2178 8888, Fax: +603 2171 3171
or visit: www.ambank.com.my
 - ii. Alternatively, you may seek the services of *Agensi Kaunseling dan Pengurusan Kredit* (AKPK), an agency established by Bank Negara Malaysia 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
Tel: +603 2616 7766 Email: enquiry@akpk.org.my
 - iii. If you have any complaints on the products or services provided by us, you may contact us at:
Contact Centre Tel: +603 2178 8888, Fax: +603 2171 3171
Or visit: www.ambank.com.my
 - iv. 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
Tel: 1300 88 5465, Fax: +603 2174 1515, Email: bnmtelelink@bnm.gov.my