



Terms and Conditions for Credit Card/-i in relation to the 6 months' Payment Deferment for Relief Balance Conversion (RBC) Monthly Instalment ("RBC Deferment").

This Terms and Conditions was first published on 1 April 2020 (Version 1), updated on 22 June 2020 (Version 2), updated on 9 June 2021 (Version 3) and updated latest on 7 July 2021 (Version 4)

1. HSBC Bank Malaysia Berhad (Company No. 198401015221 (127776-V) (HSBC Bank) and HSBC Amanah Malaysia Berhad (Company No 200801006421 (807705-X) (HSBC Amanah) both will be referred to collectively as ("**Bank**", "**We**", "**Our**" or "**Us**").
2. These Terms and Conditions are applicable to You if You apply and are successfully granted a 6-month payment deferment of the RBC Monthly Instalments ("**Deferment**" or "**RBC Deferment**").
3. "**You**" or "**Your**" refers to customers whose Outstanding Balances/-i have been converted to Conversion Amount under the RBC Programme Terms and Conditions.
4. The Deferment is not automatic and is by one-time application only for each credit card/-i by calling 03- 83215400 (General).
5. The Deferment is subject to HSBC's assessment and approval as determined by HSBC. Status of the Deferment approval will be notified to the Eligible Cardholders.
6. By applying for the Deferment, You agree not to cancel the credit card/-i during the Deferment Period.
7. Please take note that the total amount payable for Your RBC over the extended tenure/ maturity will be higher if You opt for Deferment.

Deferment Application:

8. (a) You can apply for Deferment from 1 April 2020 to 31 December 2020 ("**Deferment 1**") except if You are B40/M40 category (in which the last date to apply is 30 June 2021 as mentioned in clause 9(a) below).

(b) You can apply for Deferment from 1 June 2021 to 6 July 2021 ("**Deferment 2**") if You or Your spouse are B40 category and suffered loss of employment due to the pandemic.

(c) You can apply for Deferment from 7 July 2021 ("**Deferment 3**") if: (i) You do not have any existing RBC Deferment programme which is still running, (ii) Your credit card/-i is not in arrears exceeding 90 days as at the time of application, AND (iii) Your current Outstanding Balances of a HSBC Bank/HSBC Amanah credit card/-i is at least RM1,000 at the time of application. Note: Deferment 1, Deferment 2 and Deferment 3 will each and collectively be referred to as "**Deferment**".

9. (a) **For Deferment 1:** If You are classified under B40/M40 category registered in the Bantuan Sara Hidup (BSH)/Bantuan Prihatin Rakyat (BPR)/Bantuan Prihatin Nasional (BPN) database, the last date to apply for Deferment 1 is 30 June 2021. To find out whether you are registered for BSH/BPR/BPN, you may check your status via <https://bsh.hasil.gov.my>, <https://bpn.hasil.gov.my> and <https://bpr.hasil.gov.my>
- (b) **For Deferment 2:** If You or Your spouse are classified under B40 category registered in the Bantuan Sara Hidup (BSH)/Bantuan Prihatin Rakyat (BPR)/Bantuan Prihatin Nasional (BPN) database and are affected by loss of employment due to the pandemic, the last date to apply for Deferment 2 is 6 July 2021. To find out whether you are registered for BSH/BPR/BPN, you may check your status via <https://bsh.hasil.gov.my>, <https://bpn.hasil.gov.my> and <https://bpr.hasil.gov.my>
- (c) **For Deferment 3:** Deferment 3 is available to all our customers who fulfil the criteria mentioned in clause 8(c) above. The application period for Deferment 3 is from 7 July 2021.

Deferment Period:

10. (a) For Deferment 1, the 6-month Deferment period will start upon Our approval provided that the 6-month Deferment Period shall not end later than 31 Dec 2021 ("**Deferment 1 Period**").
- (b) For Deferment 2, the 6-month Deferment period will start upon Our approval provided that the 6-month Deferment Period shall not end later than 31 Jan 2022 ("**Deferment 2 Period**").
- (c) For Deferment 3, the 6-month Deferment period will start upon Our approval of your application. ("**Deferment 3 Period**").

Note: Deferment 1 Period, Deferment 2 Period and Deferment 3 Period will each and collectively be referred to as "**Deferment Period**".

Deferment Details:

11. (a) If Your RBC Monthly Instalment has not commenced, the Deferment includes the unbilled principal Conversion Amount only under the RBC Programme.
- (b) If Your RBC Monthly Instalment has commenced, the Deferment includes the unbilled principal Conversion Amount under the RBC Programme and any outstanding balances in Your credit card/-i as of the processing date, the sum of which will be Your new Conversion Amount of Your RBC Programme,
- (c) Please note that RBC Monthly Instalment(s) which are already billed (if any) must be paid in full by the due date as notified in Your card statement; otherwise tiered finance charge/ management fee will be charged in accordance with the Card Agreement, which forms part of the Universal Terms & Conditions ("UTC")
- (d) Likewise, if You have any other amount billed in Your card statement for Your usage of the credit card/-i (which is not RBC) after the Deferment takes effect, Our usual Cardholder Agreement terms apply.

12. During the 6 months Deferment, Your existing credit card/-i instalment plan(s) apart from RBC (if any) remain and the monthly instalment(s) under these instalment plan(s) will continue to be billed together with any additional utilization of the credit card/-i (if any) and You are required to pay Your Minimum Monthly Payment due amount as usual.

13. Upon Our approval of Deferment, You are subjected to the following terms and conditions:

a. During the Deferment Period:

- i. You shall not be required to pay RBC Monthly Instalments
- ii. The interest/management fee arising from the RBC Monthly Instalment will accrue at 13% p.a. Interest/management fee but will not be compounded during the Deferment Period (i.e. no interest/management fee to be charged on the accrued interest/management during Deferment Period)
- iii. Any overpayment i.e. if You paid more than your statement balance during the 6 months Deferment Period, the excess payment will reduce the principal of the RBC Conversion Amount that are yet to be billed. This means that any excess payment is not a credit balance in Your credit card/-i account during the Deferment Period.
- iv. If You wish to fully settle the RBC during Deferment Period, You may do so by calling Our contact center and you are required to pay the full principal RBC amount. Interest/management fee will accrue up to the day of posting of settlement payment and the accrued interest/management fee will be billed post Deferment Period.

b. Post Deferment Period:

- i. The RBC Monthly Instalments will resume to be billed from the 7th month onwards and form part of the Minimum Monthly Payment in the credit card/-i statement;
- ii. For HSBC Bank customers:
 - The total sum of 6 months' accrued interest will reflect in your next card statement post deferment period ended.
 - The accrued interest will be compounded and the HSBC Bank RBC Monthly Instalment will resume from 7th month onwards. The new monthly instalment will be calculated based on the sum of 6 months' accrued interest and the unbilled Conversion Amount after deduction of any excess payment described in Clause 13(a)(iii) above (if any) at 13%p.a. interest over a tenure of 36 months from the resumption .
- iii. For HSBC Amanah customers:
 - The total sum of 6 months' accrued management fee will reflect in your next credit card statement post the deferment period ended.
 - The accrued management fee will not be compounded. The RBC Monthly instalments amount will be recalculated based on the unbilled Conversion Amount after deduction of any excess payment described in Clause 13(a)(iii) (if any) at 13% p.a. management fee over a tenure of 36 months. The management fee accrued during the 6-month Deferment will be billed on the 7th month and form part of the Minimum Monthly Payment in the credit card-i statement.
- iv. When the RBC instalment resume after Deferment Period, any overpayment does not reduce the principal RBC Conversion Amount but will be reflected as credit balance.

c. Example:

- i. Statement date: 15th of every month
- ii. RBC deferment approved: 20th July 2021
- iii. RBC deferment period: 20th July 2021 until 20th Jan 2022 (6 months)
- iv. Accrued Interest/Management fee will start to calculate from the date of RBC deferment is approved (20th July 2021) until the next cycle after the 6 months' deferment ended (15th Feb 2022)
- v. Accrued Interest/Management Fee will reflect on 15th Feb 2022 statement
- vi. RBC monthly instalment resume on 15th March 2022 statement

General Terms and Conditions

14. All other terms and condition appearing in the RBC Programme Terms and Conditions for Credit Card/-i as may stipulated from time to time by the Bank shall apply. In the event of inconsistency between these Terms and Conditions and the RBC Programme Terms and Conditions for Credit Card/-i, these Terms and Conditions shall prevail in so far as they apply to this Deferment.
15. We reserve the right to vary, delete or add to any of these Terms and Conditions with 3 days prior notice, or longer notice period if applicable, due to changes in law or regulations or changes to our business, technology, services or facilities we use. We do not know all the reasons why a change may be needed in future, but if we do make any change(s) for any reasons, we will make sure that the change(s) are reasonable and promptly notified to you.
16. HSBC's decision on all matters relating to the Deferment is final and binding.