



HSBC Relief Balance Conversion Programme (“RBC Programme”) Terms and Conditions for Credit Card/-i

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. This Terms and Conditions is applicable for conversion of credit card/-i Balances into instalment plan.
2. 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 as (“**We**”, “**Our**”, “**HSBC**”).

The HSBC Relief Balance Conversion Programme is made available to all Primary Cardholders (“**You**”, “**Your**” or “**Eligible Cardholders**”)

RBC Programme application period:

3. (a) RBC 1 programme application period is between 1 April 2020 to 31 December 2020 and not applicable if You are B40 category and affected by loss of employment or reduction in income due to the pandemic.
- (b) RBC 2 programme application period is between 1 June 2021 to 6 July 2021 . 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 or reduction in income due to the pandemic (“**RBC 2 Eligible Customers**”). To find out whether you are registered for BSH/BPR/BPN, you may check your status via <https://bsh.hasil.gov.my> , <https://bpr.hasil.gov.my> and <https://bpn.hasil.gov.my>
- (c) RBC 3 programme application period is from 7 July 2021 and You can apply 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 date 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 (“**RBC 3 Eligible Customers**”).

Note: RBC 1, RBC 2 and RBC 3 will each and collectively be referred to as “**RBC Programme**”.

Enrolment Eligibility:

4. The enrolment of RBC Programme is by application:
 - (a) Applicable if Your credit card/-i is not in arrears exceeding 90days as at the date of application and Outstanding Balance/-i (as defined in clause 6 & 7) is at least RM1,000.
 - (b) You can apply for RBC Programme by calling in to 03-83215400 (General). You can enroll for RBC Programme for 1(ONE) time only during the RBC Programme period except for RBC 2 Eligible Customers (refer also to Clause 9A below) and RBC 3 Eligible Customers (refer to Clause 9B below)
 - (c) If You have more than one card, You can enrol the RBC Programme as long as the account satisfy the criteria specify in clause 4(a) and (b).

5. For enrolment on 1st April 2020 only:

Applicable Eligible Cardholders' credit card/-i that were in default between 60-89 days as at 1st April 2020 was automatically enrolled in this RBC Programme for 1(ONE) time only for each credit card/-i. These terms and conditions shall apply to You unless you have opted out from the enrolment.

Conversion amount, Interest Rate/Management Fee and Tenure:

6. For HSBC Bank credit cardholders, all outstanding statement balances including fees and charges (if any) ("**Outstanding Balances**") will be converted to monthly instalment.
7. For HSBC Amanah credit cardholders, only the outstanding principal statement balances excluding management fee (if any) ("**Outstanding Balances-i**") will be converted to monthly instalment.
8. Outstanding Balances/-i **exclude** overlimit amount and any unbilled instalment amount from your existing credit card/-i instalment plan(s) (if you have any). This means any unbilled instalment amount will not be converted under RBC and will continue to be billed as usual.
9. Upon approval to RBC Programme, Outstanding Balances/-i will be converted to 36 months' instalment ("**Conversion Tenure**") at effective interest rate /management fee rate of 13% p.a (**Conversion Amount**).
- 9A. For RBC 2 Eligible Customers Only: If you have an existing RBC Programme and You successfully apply for a new RBC Programme, We will cancel your existing RBC Programme, and convert your unbilled principal Conversion Amount of the existing RBC Programme together with your Outstanding Balances/-i to a new RBC Programme of the same Conversion Tenure and rate (as mentioned in Clause 9 above). The converted amount will be your new Conversion Amount.
- 9B. For RBC 3 Eligible Customers Only: If you have existing RBC Programme and would like to apply for another RBC Programme, a new RBC Programme will be approved where your Outstanding Balances/-i will be converted into same Conversion Tenure and rate (in accordance with Clauses 6 to 11). Your existing RBC Programme will not be cancelled and will be billed as usual.
10. The Conversion Amount will be taking all Outstanding Balances/-i as of the processing date.

11. For the purpose of this RBC Programme, the “Processing Date” for Eligible Cardholders, the application will be processed within 5 days from application receipt date.
12. Eligible Cardholders are required to pay the minimum monthly payment as stated in your latest credit card/-i statement as usual before your application of RBC Programme is approved. Failure to pay by the payment due date will result in applicable tiered Finance Charge/Management Fee and Late Payment Charges to be levied on the applicable HSBC/HSBC Amanah Credit card/-i.
13. Eligible Cardholders will receive SMS upon successful conversion which will contain the Conversion Amount. If you did not receive the SMS, then the conversion is deemed as unsuccessful.

Monthly Instalment & Minimum Monthly Payment

14. The Conversion Amount is payable by fixed monthly instalment (which include both principal and interest/management fee during the Conversion Tenure. (**“Monthly Instalment”**)).
15. The Monthly Instalment amount must be paid in full every month which will be reflected in cardholder’s statement of account as part of minimum monthly payment. Failure to pay by the payment due date will result in applicable tiered Finance Charge/Management Fee and Late Payment fee to be levied on the applicable HSBC/HSBC Amanah Credit card/-i account in accordance with the Cardholder Agreement, which forms part of the Universal Terms & Conditions (**“UTC”**).
16. The unbilled principal Conversion Amount shall immediately become due and payable if:
 - (i) RBC is cancelled or early settled;
 - (ii) Default in payment of Monthly Instalment for over 90 days;
 - (iii) Credit Card/-i is cancelled or terminated.

and the applicable tiered Finance Charges/Management Fee will be charged in accordance with the Card agreement, which forms part of the UTC.

Note: If you have multiple RBC Programmes, any default in payment of Monthly Instalments for over 90 days will result in termination of all RBC Programmes, and the unbilled principal Conversion Amount under the RBC Programmes shall immediately become due and payable.

Credit Limit & Usage of Card

17. The Conversion Amount will reduce the total available credit limit accordingly.
18. The Eligible Cardholders can continue to use their credit card/-i up to the available credit limit as long as Eligible Cardholders do not default on the Minimum Monthly Payment(s). The Credit Card/-i limit will be restored progressively upon the Monthly Instalment is paid.

Cancellation/ Early Settlement:

19. Eligible Cardholders may request to early settle the RBC Programme before its maturity without any termination fee by calling HSBC via the contact center number stated at the back of the HSBC/HSBC Amanah Credit Card/-i.
20. Upon our approval of the early settlement, all billed but unpaid Conversion Amount and unbilled principal Conversion Amount shall immediately become due and Eligible Cardholders have option to pay either in full or minimum payment as per your statement. Failure to pay by the payment due date will result in applicable tiered Finance Charge/Management Fee and Late Payment Charges to be levied on the applicable HSBC/HSBC Amanah Credit card/-i.

Deferment by Application:

21. At any time during the RBC programme period, Eligible Cardholders who successfully applied for or are automatically enrolled in the RBC Programme are eligible to **apply** for payment deferment of Monthly Instalment ("**Deferment**") for a period of 6 months.

Note:

- Please note that the Deferment is not automatic and is by one-time application only for each credit card/-i.

- For RBC 1, application for Deferment can be made up to Dec 31, 2020.

- For RBC 2, application for Deferment can be made if You are B40 category who are affected by loss of employment due to the pandemic.

- For RBC 3, application for Deferment can be made up from 7 July 2021 onwards as long as You do not have an existing RBC Deferment programme and satisfy the enrolment eligibility criteria stated in clause 3(c) above.

22. 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.
23. The RBC Deferment Terms and Conditions in relation to the 6 months' payment deferment for Relief Balance Conversion (RBC) Monthly Instalment shall apply.

Rewards Points, Cash Back, Air Miles

24. The Conversion Amount will not be eligible for Rewards Points, Cash Back or Airmiles.

General Terms and Conditions

25. All other terms and condition appearing in HSBC's UTC of which the Cardholder Agreement is part of, and as may stipulated from time to time by HSBC shall apply. In the event of inconsistency between these Terms and Conditions and the UTC, these Terms and Conditions shall prevail in so far as they apply to this RBC Programme.
26. HSBC reserves the right as its absolute discretion to vary, delete or add to any of these Terms and Conditions with 3 days' prior notice. These Terms and Conditions, as the same may be amended from time to time, shall prevail over any provisions or representations contained in any other promotional materials advertising this RBC Programme.
27. HSBC's decision on all matters relating to RBC Programme is final and binding.