

## FAQs on our RBC Programme and RBC Deferment for all individual customers (For Credit Card/-i only)

*[In line with joint press release by The Association of Banks in Malaysia (ABM) and Association of Islamic Banking and Financial Institutions Malaysia (AIBIM) and the announcement by the Prime Minister of Malaysia on PEMULIH package on 28 June 2021)*

If you have applied for RBC Programme and/or RBC Deferment between 1 June 2021 to 6 July 2021, please refer to the FAQs published on 9 June 2021.

This FAQs is first published on 7 July 2021 (version 1.0).

- Who is eligible for the programmes?**

Effective from 7 July 2021, our two programmes: (1) **Relief Balance Conversion programme (“RBC Programme”)** and (2) **RBC Deferment programme (“RBC Deferment”)**, which provide payment assistance to our credit card/-i customers will be extended to all **individual customers** who fulfil the criteria below:

You can apply for RBC Programme or RBC Deferment from 7 July 2021 onwards if you satisfy the following criteria: -

  - You do not have an existing RBC Deferment which is still running,
  - Your credit card/-i is not in arrears exceeding 90 days as at the date of application , AND
  - Your current Outstanding Balances of a HSBC Bank/HSBC Amanah credit card/-i is at least RM1,000 at the time of Your application.

If You apply for RBC Deferment, You are either having an existing RBC Programme; or in the event if You do not have an existing RBC Programme, this means that by applying for RBC Deferment, you are applying for both RBC Programme and RBC Deferment at once.
- What is Relief Balance Conversion (RBC Programme) benefits and feature?**

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

  - RBC Programme is an instalment plan to convert your credit card outstanding balances/-i into monthly instalment with an effective interest rate/management fee of 13%p.a. (equivalent to 7.1% p.a. flat interest rate/management fee) over 36 months’ tenure (“Conversion Amount”).
  - Upon conversion, you shall pay your RBC monthly instalment by the due date stated in your next credit card/-i statement.
  - The outstanding balances that converted (“Outstanding Balances/-i”) into monthly instalment under RBC Conversion Amount:
    - (a) For HSBC credit cardholders, include all fees and charges (if any)
    - (b) For HSBC Amanah credit cardholders, only the outstanding principal balance exclude management fee (if any).
  - The 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.

3.	What is Deferment of Relief Balance Conversion (RBC Deferment) benefits and features?	<p><b>Terms and Conditions for Credit Card/-i in relation to the 6 months' Payment Deferment for Relief Balance Conversion (RBC) Monthly Instalment ("RBC Deferment") apply</b></p> <ul style="list-style-type: none"> <li>▪ It is a temporary deferment of RBC payment for 6 months whereby during the 6 months' deferment period, credit cardholders under RBC Programme do not need to make any payment for their RBC monthly instalments.</li> <li>▪ Interest/management fee arising from monthly payment will accrue at 13% p.a. but not compounded during the Deferment Period (i.e. no interest/management fee to be charged on the accrued interest/management fee).</li> <li>▪ Only the RBC Conversion Amount is eligible for the deferment. Any unbilled instalment amount of your existing credit card/-i instalment plan(s) (if you have any) that is not converted under RBC will continue to be billed together with any additional utilisation of the credit card/-i. Hence, you shall continue to pay your Minimum Monthly Payment amount as usual.</li> <li>▪ Post deferment period the RBC monthly instalments will resume and form part of the Minimum Monthly Payment in the subsequent credit card/-i statement.</li> </ul>
4.	How do I participate in the programme?	<p>Eligible customers may apply for the eligible programme by calling our Contact Centre:</p> <p style="padding-left: 40px;">General - 603 8321 5400/ 1300 88 1388 Premier - 603 8321 5222/ 1300 88 9393 Amanah - 603 8321 5200/ 1300 80 2626</p> <p><b>IMPORTANT: Please read and agree to our Terms and Conditions for <a href="#">RBC Programme</a> and <a href="#">RBC Deferment</a> before submitting your request.</b></p> <p><b>By submitting your request for RBC Programme or RBC Deferment, you are deemed to have read and agreed to the respective Terms and Conditions applicable to you, and you confirm that you are eligible for the respective programme.</b></p>
8.	How does the Deferment affect my interest/management fee payment after the 6-month period? Is there any increase in monthly payments, or longer tenure?	<p>Please note that the total amount payable for your RBC over the extended tenure/ maturity will be higher if you choose to continue with the deferment. For HSBC Amanah Credit Card-i, the higher total amount payable takes into account the total actual management fee charged throughout the extended tenure/maturity. As such, you should carefully assess whether you really need the temporary financial relief and whether you can afford to continue with your regular payments before deciding whether to remain or opt out of this deferment.</p>
9.	If I have existing RBC programme, can I still apply?	<p>Yes, as long as you satisfy the eligibility criteria of RBC programme.</p> <p>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/-l will be converted into monthly instalment at 13%p.a. effective interest rate/management fee (equivalent to 7.1%p.a. flat interest rate/management fee) over 36 month's tenure. Your existing RBC Programme and other instalment plan (if any) will remain. This means any unbilled instalment amount will not be converted to new RBC programme and will continue to be billed as usual.</p> <p>If you have existing RBC Programme and would like to apply for RBC Deferment, the Deferment includes the unbilled principal Conversion Amount under RBC Programme and any Outstanding Balances in Your credit card/-i.</p>

10.	If I have existing RBC Deferment programme, can I still apply?	<p>No. If you have existing RBC Deferment which is still running, you are not eligible for another RBC Programme and RBC Deferment.</p> <p>Please wait for your existing RBC Deferment to come to an end before you apply for another RBC Programme and RBC Deferment, subject to the eligibility criteria mentioned in Item 1 above.</p>
10.	Will I incur any fees for applying to this RBC Programme or RBC Deferment?	No. The bank will not be imposing any fees or charges for this programme.
11.	If I opt for RBC Programme or RBC Deferment, can I still use my credit card?	Yes, you can continue to use the credit card/-i if the available credit card/-i limit.
12.	Would my CCRIS record be affected if I choose to take up RBC Programme or RBC Deferment?	No. There will be no negative implications to your CCRIS record.

We are constantly updating our FAQs, please check back here as we add on more answers to the questions that you might have. Thank you.