



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

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 (“**HSBC**”).

The HSBC Relief Balance Conversion Programme (“**RBC Programme**”) is made available to all Primary Cardholders (“**Eligible Cardholders**”)

RBC Programme period:

3. The RBC programme period is between 1 April 2020 to 31 December 2020.

Enrolment :

4. The enrolment of RBC Programme is by application :
 - a. Applicable if Eligible Cardholders’ credit card/-i is not in default or in default less than 90 days and account with Outstanding Balance/-i (as defined in clause 4 & 5) of at least RM1,000.
 - b. Please refer to our public website on how to enroll.
 - c. Eligible Cardholders can enroll for RBC Programme 1(ONE) time only during the RBC Programme period.
 - d. If Eligible Cardholders have more than one card, Cardholders can enrol the RBC Programme 1(ONE) time for each credit card/-i as long as the account satisfy the criteria specify in clause 4(i)a.
5. 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 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** 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**).
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 7 working dates 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 shall be levied on such amount due and payable as per provided for in the UTC.

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. Application for Deferment can be made up to Dec 31, 2020.

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.