

## **INTERNET**

### **AFFINBANK PREFERRED CREDIT CARD PROGRAMME** **Frequently Asked Questions (FAQ)**

**Q1 What is the AFFINBANK Preferred Credit Card Programme?**

A1 The AFFINBANK Preferred Credit Card Programme provides the Lowest Finance Charges in the market at 9.99% p.a. and 0% Interest Balance Transfer for 12 months\*.

*\* Terms & conditions apply*

**Q2 When is this effective?**

A2 The 0% Interest Balance Transfer is effective immediately. The Finance Charge of 9.99% p.a. shall be effective from 31<sup>st</sup> August 2007 for existing cardmembers. For new cardmembers, it is effective immediately.

**Q3 When will this Programme commence?**

A3 Applications received from 4<sup>th</sup> July 2007 onwards shall be eligible under this Programme.

**Q4. Is this a promotion campaign?**

A4 No, it is not a promotion campaign. It's an ongoing Programme.

**Q5 Do I need to pay card annual fees?**

A5 No. annual fees shall be waived for life for a new cardmember. Request from existing cardmember to waive annual fees shall be considered on a case to case basis.

**Q6 Who is eligible for the AFFINBANK Preferred Credit Card Programme?**

A6 Existing and new AFFINBANK credit cardmembers are eligible, subject to terms and conditions.

**Q7. What is the entry requirement?**

- A7.
1. The minimum age for the Principal applicant is 21 years and for Supplementary applicant is 18 years.
  2. The minimum annual income is RM 36,000 for Gold card and RM 18,000 for Classic card
  3. The minimum annual income for BHPetrol card is RM 24,000.
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**Q8 What credit cards can I apply under the AFFINBANK Preferred Credit Card Programme?**

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1. AFFINBANK MasterCard Gold
2. AFFINBANK Visa Gold
3. AFFINBANK MasterCard Touch n' Go Gold
4. AFFINBANK MasterCard Classic
5. AFFINBANK Visa Classic
6. AFFINBANK MasterCard Touch n' Go Classic
7. AFFINBANK BHPetrol MasterCard Touch & Fuel PayPass
8. AFFINBANK OPA Gold MasterCard

**Q9 How can I enjoy the 9.99% p.a. finance charge?**

- A9
1. You must make at least the minimum payment by the payment due date, i.e. keep your card account current.

If you make the minimum payment after the payment due date or default in making your minimum payment, you will not enjoy the 9.99% p.a. finance charge. The standard finance charge of 18% p.a. for Generic Card, 15% p.a. for BHPetrol Card .

**Q10 What are the requirements for the 0% Interest Balance Transfer?**

- A10
1. The minimum transfer amount is RM1,000.
  2. The maximum transfer amount shall not exceed 60% of the approved credit limit for new cardmember and available credit limit for existing cardmember.
  2. The cardmember is to continue making payment to his/her other credit card account until he/she is advised on the approval of the credit card.
  3. AFFINBANK shall not be held liable for any overdue payments or interest incurred.
  4. AFFINBANK reserves the right to decline the Balance Transfer request.
  5. Balance Transfer is allowed only once from up to 3 different Banks' credit card accounts.

**Q11 When will the 0% Interest Balance Transfer for 12 months start?**

- A11
- The 0% Interest Balance Transfer will take effect from the date of transfer from credit card/charge card balances with other banks to your AFFINBANK credit card account.

**Q12. When do I need to make payment to my Balance Transfer Account?**

- A12.
- You need to pay a minimum payment of 5% of the outstanding balance in your Balance Transfer Account by the payment due date.

**Q13. What happens if I default in making the monthly minimum payment?**

- A13.
- You shall be charged a late payment charge of minimum RM10 or 1% of the total outstanding balance up to a maximum of RM100.

**Q14. Will there be any charges imposed for the 0% Interest Balance Transfer?**

A14. Yes. The charges imposed are:

1. Administrative Fee - RM30 or 3%, whichever is higher (upon approval)
2. Early Settlement Fee - RM250

**Q15. What happens if I am unable to settle the Balance Transfer by the 12 months?**

Q15. The total outstanding balance in the Balance Transfer account will be transferred to the main principal retail account and subject to finance charge.

**Q16. What is the interest rate charged on the outstanding balance in my Balance Transfer account after the 12 months?**

A16. You shall be charged an interest at a rate of 9.99% p.a. provided you keep your card account current. If you default in making the minimum payment by the payment due date, you shall be charged 18% p.a. for generic cardmember, 15% p.a. for BHPetrol cardmember .

**Q17. If I have an existing BHP Balance Transfer, can I convert it to this Programme?**

A17. No, you are not allowed to convert. However, you can apply for the 12 months 0% Interest Balance Transfer if you have the available credit limit in your card account.

**Q18. How do I make my payment for Credit Card and Balance Transfer?**

A18. Cash or cheque payment can be made at the Cash Deposit Machine, Cheque Deposit Machine, payment transfer via ATM and payment at branches over the counter.

**Q19. How do I segregate the balance transfer account payment and retail account payment?**

A19. The required payment to be made for Balance Transfer Account and Retail Transaction Account is listed in the credit card statement of account. For cheque payment, you may issue one cheque for both payments. You must write your name, card number (Balance Transfer Account and Retail Transaction Account) and the amount on the reverse of your cheque.

**Q20. What if I make payment without the credit card statement?**

Q20. Please call our Call Centre at 03-5522 3000 for payment details.

**Q21. Are there any changes to the existing AFFINBANK credit card features and benefits?**

A21. Yes, there are changes on the existing AFFINBANK credit card features and benefits as follows:

1. In line with Bank Negara's guidelines, late payment charges will be imposed effective from 31<sup>st</sup> August 2007, as follows:
  - Minimum RM10 or 1% of the Total Outstanding Balance up to a maximum of RM100 from the current late payment charge of minimum RM5 or 1% of Minimum Payment Due, whichever is higher
  - For cardmembers who rollover their outstanding balance (i.e. pay less than the full payment), interest on new purchases shall be charged from posting date, i.e. from the day the transaction is posted into the card account. Previously, interest on new purchases is charged from payment due date.
2. AFFIN Rebate on total interest charged will be discontinued with the introduction of the AFFINBANK Preferred Credit Card Programme.

All other Terms and Conditions as per card types remain unchanged.

**Q22. Do BHPetrol Cardmembers need to spend RM 2,400 for waiver of Annual fees?**

A22. No, under the AFFINBANK Preferred Credit Card Programme there are no conditions attached.

**Q23. If Cardmembers do not use their card, will there be any penalty?**

A23. No penalty shall be imposed.

**Q24. Where can I get more details of the AFFINBANK Preferred Credit Card Programme?**

A24. Please contact our Call Centre at 03-5522 3000 or visit our website at [www.affinbank.com.my](http://www.affinbank.com.my).