

Frequently Asked Questions (FAQs)

Q1: What is Auto Balance Conversion (ABC)?

Auto Balance Conversion is a credit card programme available to eligible cardmembers to automatically convert the outstanding balances into smaller instalments if the eligibility criteria are met. If your outstanding statement balance meets a minimum amount of RM1,000, it will be converted into an instalment plan at 13% p.a. for 36 months.

Q2: How do I qualify for Auto Balance Conversion?

You are eligible for the Auto Balance Conversion upon meeting the following eligibility criteria:

- i. Malaysian; and
- ii. Annual income of not exceeding RM60,000 per annum (as per Cardmember’s record with RHB); and
- iii. Average payment ratio for the previous 12 months does not exceed 10% and is calculated as follows; and
Pay ratio = Total payment (12 months)/Total statement balance (12 months)
- iv. Consistent revolver over the past 12 months; and
- v. Card account is current and not delinquent

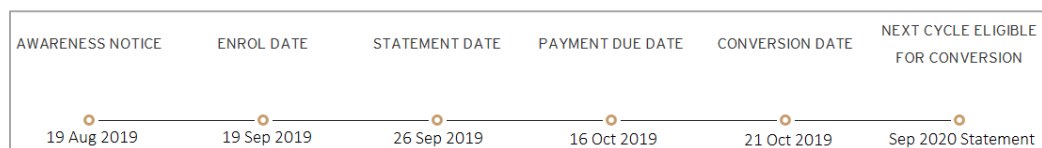
Note: Eligibility will be assessed annually.

Q3: How do I enrol for the Auto Balance Conversion?

You will be automatically enrolled into the Programme upon meeting the eligibility criteria (as stated in Q2) every 12 months.

Q4: How does Auto Balance Conversion works and when does conversion happen?

- Auto Balance Conversion will start upon successful enrollment which will be communicated to you via Short Messaging System (“SMS”) to your registered mobile number from the Bank.
- Cardmember’s credit card statement balance will be assessed based on the criteria set in Q2 on the 25th day from your statement date.
- If the outstanding statement balance meets the criteria of minimum balance requirement of RM1,000, it will be converted into this Programme.
- The credit card outstanding balance will be converted into an instalment plan at 13% p.a. for 36 months.
- Cardmember is given 30 days of cooling-off period to opt-out from this Programme before the conversion commences.



Example on the overall process for Auto Balance Conversion

- Q5: What if I do not meet the eligibility criteria in the assessment month?**
The Auto Balance Conversion will not happen. The re-assessment will take place in the following month.
- Q6: What is the transaction type that eligible for Auto Balance Conversion?**
It is applicable to all types of retail and cash transactions.
- Q7: Can I opt-out from this Programme?**
Yes. You can opt-out from this Programme by replying RHBE to the short messaging system ("SMS") sent by RHB or call RHB Customer Care Centre.
- Q8: Can I cancel my plan post balance conversion?**
Yes.
- You can cancel your instalment payment plan **within 30 days** from the date of conversion without any termination fee and interest. (for first conversion only)
 - If you cancel your instalment plan **after 30 days** of the conversion date, you will have to repay the outstanding principal amount in full.
 - Any cancellation of this Programme, the conversion amount will be reversed back into your credit card account and the usual applicable finance charges will be imposed.
- Q9: What if I fully settle the Auto Balance Conversion Plan before its maturity?**
You may at any time early settle the Auto Balance Conversion instalment amount without any early termination fee. You are required to pay the total outstanding unpaid principal in full.
- Q10: What are my monthly obligations upon a successful Auto Balance Conversion?**
The Auto Balance Conversion instalment amount must be paid in full every month. The monthly instalment amount will be calculated from the date when the conversion happens using a reducing balance payment method. The effective interest rate is 13% p.a. and the tenure is 36 months. The first instalment (comprising of principal and interest) payable will be reflected in the subsequent credit card statement.
- Q11: What if I fail to fulfill my monthly payment obligations?**
If you fail to pay your monthly instalments by the due date, Finance Charge as per existing interest tier and Late Charge will be levied at 1% of the total outstanding balance as at your statement date or a minimum of RM10, whichever is higher up to maximum of RM100.
- Q12: What will happen to my credit card limit upon a successful Auto Balance Conversion?**
Upon successful Auto Balance Conversion, the amount converted will be booked on your existing credit card limit. Each monthly instalment you repay will incrementally restore your available credit limit or in full once the Auto Balance Conversion is fully repaid.
- Q13: Can I change the tenure period of this Programme?**
No. The Auto Balance Conversion Programme is only available for 36 months.

Q14: Will I be rewarded with Rewards Points or Cash Back for the Auto Balance Conversion Programme?

No. Reward Points and Cash Back will not be awarded under this Programme.

Q15: What will happen if I cancel my card?

Upon cancellation of your card, your Auto Balance Conversion instalment will be terminated and you will have to repay the total outstanding principal in full.