



TERMS AND CONDITIONS

RHB BANK AUTO BALANCE CONVERSION PROGRAMME

1. RHB Bank Berhad (Company No. 6171-M) will be referred to as “RHB” or “the Bank”.

DEFINITIONS AND INTERPRETATION

“**Auto Balance Conversion**” means an auto balance conversion for eligible Cardmember by converting the outstanding balances in respect of a Card into a term loan.

“**Auto Balance Conversion Amount**” means the eligible Cardmember(s) Outstanding Balances.

“**Auto Balance Monthly Instalment**” means the fixed monthly instalment which inclusive of principal portion and interest portion of the monthly instalment payment of Auto Balance Conversion.

“**Auto Balance Conversion Tenure**” means 36 months from Auto Balance Conversion date.

“**Card**” means any VISA Card or MasterCard Card issued by RHB Bank to a Cardmember and shall unless otherwise provided include a supplementary card (if any) and shall where the context so permits include any or more of such cards.

“**Cardmember**” means a person who has applied for and is issued with a Card bearing his name and shall unless otherwise provided include a supplementary cardmember (if any) and shall where the context so permits include any one or more of such persons

“**Outstanding Balances**” means the balances appearing in the Cardmember’s statement of account or monthly statement, (excluding instalment amounts payable under other instalment plans, such as RHB Smart Instalment Plan, CashXcess and all other instalment plans available from time to time, if any), past due amount(s) and other charges. For the avoidance of any doubt, any retail spend, overseas spend, online transactions, auto-billing or recurrent transactions and cash transactions on the Cardmember’s Card(s) are included.

ELIGIBILITY

2. The RHB Auto Balance Conversion (“ABC”) Programme (the “Programme”) is available to the Cardmember of RHB who has been contacted by RHB to participate in the Programme.
3. Cardmember of RHB Business Card, RHB Purchasing Card, RHB Corporate Card & RHB Credit Cards (staff tagging) issued by RHB is not eligible to this Programme.
4. The Programme is offered to eligible Cardmember (“Eligible Cardmember”) who falls under the below criteria:-
 - (i) Malaysian; and
 - (ii) Having an annual income of not exceeding RM60,000 per annum; and
 - (iii) Average payment ratio for the previous 12 months does not exceed 10% and is calculated as follows; and
$$\text{Pay ratio} = \frac{\text{Total payment (12 months)}}{\text{Total statement balance (12 months)}}$$
 - (iv) Consistent revolver over the past 12 months (i.e. no full payment made on the Outstanding Balances over the past 12 consecutive months)
5. The Programme is only applicable for total outstanding balances that are charged to RHB credit card(s) including the supplementary card(s). The minimum ABC amount required under this Programme is Ringgit Malaysia One Thousand (RM1,000) per conversion.



6. Eligible Cardmember will be offered with the ABC by receiving a Short Message Service (“SMS”) notification on their auto enrolment of this Programme.
7. Cardmember has an option to opt-out from the Programme by replying ‘RHBE’ to the SMS. Upon RHB receiving the SMS reply from Eligible Cardmember, RHB will not proceed with conversion of the total outstanding balance to the Programme. Cardmember are deemed to have accepted and consented to be a participant of this Programme if Cardmember do not reply to the SMS notification to be excluded from the Programme.
8. The conversion of the outstanding balance of supplementary card(s) to the Programme is subject to the consent of the principal Cardmember being obtained via SMS.
9. If the outstanding amount of the Eligible Cardmember is less than Ringgit Malaysia One Thousand (RM1,000) upon the expiry of 30 days of cooling period, then the Bank will not proceed with such conversion. The re-assessment will take place in the following month to check again on the eligibility to this Programme.

PROGRAMME CONDITIONS

10. ABC is a term loan converted from the outstanding balance of the credit card displayed in the RHB Card monthly statement.
11. The Outstanding Balances will be converted to a 36 months term loan with an effective interest rate (“EIR”) of 13% per annum.
12. Each eligible Cardmember will be auto converted to the Programme in every twelve (12) months upon meeting the eligibility criteria.
13. Cardmember will receive a SMS upon successful conversion which will also inform the Cardmember of the conversion amount.
14. The conversion amount payable by fixed monthly instalments during the tenure covers the principal portion and interest portion of the monthly instalment payable amount which will be reflected in the Cardmember’s credit card account statement.
15. The ABC Monthly Instalment amount is calculated based on the method illustrated in the example shown below. Each ABC Monthly Instalment will be billed to Cardmember’s credit card account and Cardmember have to make the ABC Monthly Instalment payment in full by the payment due date of each month.

Conversion Amount (RM)	10,000
Conversion Tenure (months)	36
Effective Interest Rate (%)	13
ABC Monthly Instalment (RM)	336.94
Total Interest (RM)	2,129.82
Total Principal & Interest (RM)	8,086.55

No.	Outstanding Principal Amount (RM)	Principal Amount	Monthly Interest (RM)	ABC Monthly Instalment (RM)	Closing Balance (RM)
1	10,000.00	228.61	108.33	336.94	9,771.39
2	9,771.39	231.08	105.86	336.94	9,540.31
3	9,540.31	233.59	103.35	336.94	9,306.72
4	9,306.72	236.12	100.82	336.94	9,070.61
5	9,070.61	238.67	98.26	336.94	8,831.93

6	8,831.93	241.26	95.68	336.94	8,590.67
7	8,590.67	243.87	93.07	336.94	8,346.80
8	8,346.80	246.52	90.42	336.94	8,100.28
9	8,100.28	249.19	87.75	336.94	7,851.10
10	7,851.10	251.89	85.05	336.94	7,599.21
11	7,599.21	254.61	82.32	336.94	7,344.60
12	7,344.60	257.37	79.57	336.94	7,087.22
13	7,087.22	260.16	76.78	336.94	6,827.06
14	6,827.06	262.98	73.96	336.94	6,564.08
15	6,564.08	265.83	71.11	336.94	6,298.25
16	6,298.25	268.71	68.23	336.94	6,029.55
17	6,029.55	271.62	65.32	336.94	5,757.93
18	5,757.93	274.56	62.38	336.94	5,483.36
19	5,483.36	277.54	59.40	336.94	5,205.83
20	5,205.83	280.54	56.40	336.94	4,925.28
21	4,925.28	283.58	53.36	336.94	4,641.70
22	4,641.70	286.65	50.29	336.94	4,355.05
23	4,355.05	289.76	47.18	336.94	4,065.29
24	4,065.29	292.90	44.04	336.94	3,772.39
25	3,772.39	296.07	40.87	336.94	3,476.32
26	3,476.32	299.28	37.66	336.94	3,177.04
27	3,177.04	302.52	34.42	336.94	2,874.52
28	2,874.52	305.80	31.14	336.94	2,568.72
29	2,568.72	309.11	27.83	336.94	2,259.61
30	2,259.61	312.46	24.48	336.94	1,947.14
31	1,947.14	315.85	21.09	336.94	1,631.30
32	1,631.30	319.27	17.67	336.94	1,312.03
33	1,312.03	322.73	14.21	336.94	989.31
34	989.31	326.22	10.72	336.94	663.08
35	663.08	329.76	7.18	336.94	333.33
36	333.33	333.33	3.61	336.94	(0.00)

Note: The above Monthly Instalment payment amount is for illustration purpose. The actual monthly instalment might be different from the above illustration.

16. The ABC Monthly Instalment will be billed to the Cardmember's account commencing on the immediate next statement of account date following the Programme having been implemented for the Cardmember.
17. Upon approval for the ABC, the Cardmember(s) are deemed to be responsible in servicing the Monthly Instalment amount.
18. The ABC Monthly Instalment forms part of the Cardmember's minimum payment due and will be reflected in the Cardmember's statement. The ABC Monthly Instalment due shall be payable in full on or before the payment due date. In the event the ABC Monthly Instalment amount is not paid in full by the payment due date as specified in the monthly credit card statement, the prevailing finance charges and late payment fee shall be charged on the Total Payment Due, in accordance with the terms and conditions of RHB Bank Berhad VISA / MasterCard Cardmember(s) Agreement or also known as "Cardmember Agreement").
19. In cases where the Cardmember does not pay the ABC Monthly Instalment amount in full, the Cardmember will be liable for the finance charges of the outstanding amount. Such finance charges will be calculated in accordance with Clause 12.1 (c) of Cardmember Agreement.
20. For any cancellation of your participation in the Programme or early settlement of the outstanding balance under the Programme before the expiry of the Auto Balance Conversion Tenure,



Cardmember are required to contact RHB Bank's Customer Care Centre at 03-9206 8118 and giving thirty (30) days notice. Cardmember(s) are required to pay RHB Bank the total outstanding balance of the Auto Balance Conversion Amount (i.e. monthly instalments due including total principal amount, interest, late charges and finance charges) owing under the Cardmember's account.

21. In the event there is a dispute in respect of the transactions which forms part of the ABC Conversion Amount, the ABC Conversion Amount will remain the same and any refunds made to the Cardmember pursuant to the disputed transaction will be credited to the Cardmember's Account and treated by the bank as advance payment.
22. The ABC Monthly Instalment amount is fixed. Any pre-payment or excess payment will not reduce the outstanding principal amount or the subsequent ABC Monthly Instalment and will only be treated by RHB as advance payment.
23. The eligible Cardmember is given a 30-days of cooling-off period for the first ABC conversion exercise without incurring any penalty for the cancellation of the conversion. For subsequent conversion exercises, the eligible Cardmember (s) are given the option to opt-out the ABC Programme before the conversion commences.
24. If the eligible Cardmember choose to cancel the first time conversion, the conversion amount will be reversed into their account and the usual applicable finance charges will be chargeable as if the conversion did not take place.
25. Reward Points and Cash Back will not be awarded under this Programme, unless stated otherwise.

GENERAL TERMS AND CONDITIONS

26. RHB may cancel or suspend the Programme any time or from time to time with notice or reference to the Cardmember and without assigning any reason therefor.
27. These terms and conditions are in addition to the provisions of the Cardmember's Agreement and in the event of any inconsistency between these terms and conditions and the provisions of the Cardmember's Agreement, these terms and conditions shall prevail in so far as they apply to the Service.
28. RHB may amend or alter these terms and conditions from time to time with notice for a period of not less than twenty one (21) calendar days, and such amendments and alterations shall be effective and binding on the Cardmember with effect from the date of the amendments or alterations. In the event of any dispute relating to these terms and conditions, the determination and decision of RHB shall be final, binding and conclusive.
29. Other terms and conditions as stipulated in the RHB Cardmember's Agreement apply.
30. RHB may cancel or suspend the Programme anytime with sufficient prior notice to the Cardmember(s).
31. Cardmember(s) agree that RHB's decision on all matters relating to the Programme shall be final, conclusive and binding against them. The decision is made based on the Programme mechanics. If there is any further dispute, please refer to RHB Customer Care Centre at 03-9206 8118 or the Ombudsman for Financial Services (OFS).