Commodity Murabahah Multi Currency Account-i (CMMCA-i) Gold Investment

Frequently Asked Questions (FAQs)

QUESTION	ANSWER
What is Commodity Murabahah Multi Currency Account-i (CMMCA-i) Gold Investment?	CMMCA-i Gold Investment is a Shariah-compliant gold investment product offered by RHB Islamic Bank Berhad (the Bank). The product allows the customer to buy, sell and hold gold in a digital form through their RHB Islamic Commodity Murabahah Multi Currency Account-i (CMMCA-i) account. The customer may also choose to redeem/convert their gold holdings in their account into physical gold, subject to the applicable terms and conditions. CMMCA-i Gold Investment is designed to provide the customer with a convenient and flexible way to participate in the gold market through the Bank. The customer can buy and sell gold based on the prevailing gold price quoted by the Bank via the Bank branches.
Who can use the CMMCA-i Gold Investment?	The customers who are eligible to open up a CMMCA-i account will also be eligible to use the CMMCA-i Gold Investment. Eligible customers are as below: • Individual with minimum age requirement of 18 years old. • SME; and • corporate customers The customer must own a CMMCA-i account for the holding of gold (GLI) and any RHB Ringgit Malaysia Current Account/-i and Saving Account/-i (CASA/-i) account to facilitate gold buy and sell transactions.
What are the applicable Shariah contracts?	***Wakalah:*** It refers to a contract where a party as principal (muwakkil) authorizes another party as his agent (wakil) to perform a particular task on matters that may be delegated, with or without imposition of a fee. The customer will appoint the Bank as the agent to purchase or sell the gold on his behalf on spot basis, to request on behalf of the customer for physical delivery of gold from external party (known as "Service Provider") and appoint the Service Provider to safely keep the gold purchased. ***Bai' al-sarf*:** It refers to a contract of exchange of money for money of the same or different type. The customer will exchange Ringgit Malaysia (RM) with the gold, and vice versa, via the Bank as agent. ***Wadiah*:** It refers to a contract where an asset is placed with another party for safekeeping. Gold purchased by the customer will be kept by the appointed vendor for a certain agreed period as determined by the

<table>
<tr><th>QUESTION</th><th>ANSWER</th></tr>
<tr><td></td><td>customer. The customers may also anytime withdraw the gold and take home the physical gold.

Al Ujrah al Musammat:
Specified fee as determined by the Service Provider that needs to be agreed by both contracting parties. This approach on specified fee is commonly accepted in the industry</td></tr>
<tr><td>Is CMMCA-i Gold Investment covered under Perbadanan Insuran Deposit Malaysia (PIDM)?</td><td>No, this product it is not covered under PIDM.</td></tr>
<tr><td>What is the minimum amount of gold investment?</td><td>Minimum investment:<table><tr><td>Individual</td><td>Min of 0.1g</td></tr><tr><td>Company</td><td>Min of 50g</td></tr></table>Subsequent purchase minimum of 0.01g.</td></tr>
<tr><td>What is the currency to purchase the gold?</td><td>Gold purchases are made in Ringgit Malaysia (RM), based on the Bank’s applicable gold selling price.</td></tr>
<tr><td>Who owns the gold that the customer bought?</td><td>The customer owns the gold purchased, with the Bank facilitating the transaction and safekeeping arrangement.</td></tr>
<tr><td>How is the quality of the gold ensured?</td><td>The purity of gold is 999.9</td></tr>
<tr><td>Could the customer convert/ redeem the gold purchased into physical gold?</td><td>Yes. The customers may redeem their gold holdings for physical gold, subject to the applicable terms and conditions and payment of the relevant service fee.</td></tr>
<tr><td>What is the minimum amount gold denomination?
(for conversion/ redemption to physical gold)?</td><td>For conversion / redemption purposes, the available minimum amount for gold denomination is 0.5gram.
Besides that, there are also other available amount of gold denominations such as 1gram, 2.5gram, 5gram, 10gram, 20gram, 50gram, 100gram, 4.25gram (1 dinar) and 21.25gram (5 dinar).</td></tr>
<tr><td>How can the customer request for conversion / redemption to physical gold?</td><td>• The customer may make a request at any of the Bank branches for conversion of minimum 0.5 gram of gold.
• The physical gold delivery will be arranged accordingly via the Bank Service Provider as stipulated in the respective terms and conditions.
• Conversion/Redemption fees imposed by the Bank’s Service Providers will be applied as stipulated in the respective terms and conditions.</td></tr>
<tr><td>How can the customer enquire on status of delivery of their physical gold?</td><td>• The customer may enquire from any of the Bank Branches on the delivery status; or
• The customer may check via RHB Online Banking and RHB Mobile Banking once the service is made available (to be announced)</td></tr>
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How can the customer enquire or complaint on any missing physical gold bars, alleged fraudulent gold bars and/or damage physical gold bars?	• The customer can contact the RHB Customer Contact Centre (CCC) at 03-92068118.
Is there any fees and charges applicable to this product?	• The fees and charges are only applicable for conversion/redemption and delivery request of physical gold transactions. • Please refer to our website for further details on the applicable fees and charges : https://www.rhbgroup.com/others/service-charges/index.html.
What are the benefits of CMMCA-i Gold Investment?	• Shariah-compliant gold investment – Provides an avenue to invest in gold based on approved Shariah principles and contracts. • Convenient gold investment – the customers can buy and sell gold through the Bank branches, RHB Online Banking (coming soon) and RHB Mobile Banking (coming soon). **Note:** RHB Online Banking and RHB Mobile Banking will be announced once available. Start with a small amount – Individual the customers can start with a minimum initial purchase of 0.1 gram, with subsequent purchases in multiples of 0.01 gram. • Flexibility to convert to cash – the customers can sell their gold holdings when they wish, subject to the applicable Bank's buying price. • Option to redeem physical gold – the customers can take physical delivery of the gold purchased, subject to the applicable denominations, terms and fees. • A good investment alternative - diversified investment other than foreign currencies, the customer can avenue to build up personal gold portfolio, which is affordable compared to investment in gold jewelry with workmanship cost embedded.
Is the return on the CMMCA-i Gold Investment guaranteed?	Return on the CMMCA-i Gold Investment is not guaranteed and subject to gold price fluctuation.
What are trading hours to perform CMMCA-i Gold Investment -i transactions?	The trading hours to buy and sell gold are **8:30 a.m. to 11:59 p.m. (Malaysian Time), 7 days a week, including public holidays.**
Is there a daily maximum limit for the customers to purchase/sell?	The maximum limit to purchase/sell the gold is 2,000 grams per transaction.
Does the customer need to maintain a minimum CMMCA-i	No minimum balance required for CMMCA-i Gold Investment.

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Gold Investment balance in the CMMCA-i Gold Investment?	
How to view the transactions details?	The customer will be provided with a monthly statement on their CMMCA-i Gold Investment transactions.
What is the investment tenure for CMMCA-i Gold Investment-i?	There is no fixed investment tenure for CMMCA-i Gold Investment. The customers may hold their gold investment for as long as they wish, subject to the applicable terms and conditions.
How can customer enquire on the CMMCA-i Gold Investment Product Information?	• The customer may refer to the RHB Banking Group corporate website at https://www.rhbgroup.com/index.html; or • The customer may contact the RHB Customer Contact Centre (CCC) at 03-92068118.