

FREQUENTLY ASKED QUESTIONS (“FAQ”)

A. OVERVIEW	
1. What is GST?	Also known as the Goods & Services Tax, GST is a multi-stage consumption tax on goods and services which will be replacing the existing sales and service tax. The GST rate is fixed at 6 (%) per cent.
2. Is there a possibility that the GST rate will be changed in the future?	Yes, there is a possibility. It is subject to change as may be imposed by the Malaysian Government from time to time.
3. When will GST be effective from?	GST will be implemented nationwide, effective 1st April 2015.
4. How does GST work?	GST is imposed on most business transactions which takes place in Malaysia. It is collected on the value added at each stage of the supply distribution chain. GST is also imposed on imported goods and some imported services. Only businesses registered under GST can charge and collect GST on behalf of Customs.
5. Will the GST amount charged be shown on receipts/ tax invoices?	Yes, the receipts/ tax invoices will display the GST amount charged.
6. Will RHB's GST registration number be displayed to its customers?	Yes, RHB's GST registration number will be displayed to its customers. The public may also access the Taxpayers' Access Point (TAP) in the Customs GST Portal (www.customs.gov.my).
7. Are all businesses required to be registered under GST?	Only businesses with an annual taxable turnover exceeding RM 500,000 are liable to be registered under GST. Businesses having an annual taxable turnover of less than the RM500,000 threshold can apply for voluntary registration.
B. BANKING FEES AND CHARGES	
8. How is GST calculated?	The GST rate of 6% is calculated based on the type of fees charged.
9. Is there any minimum or maximum amount for GST charges?	No, there is no minimum or maximum amount. The GST rate is fixed at 6% on the value of fee charged to customer.
10. Can the GST be waived in any circumstance?	<ul style="list-style-type: none"> • Where the fee is waived upfront by RHB, GST will not be charged (GST is not applicable). • Where the fee has already been charged by RHB and subsequently waived, RHB will refund the fee and the corresponding GST (if applicable).
11. If certain fees have been waived, will the GST on those fees be waived as well?	<ul style="list-style-type: none"> • If the fee has been waived upfront, GST will not be applicable. • If the fee has already been charged and subsequently waived, GST is applicable and the refund will be reflected in a credit note.
12. Is the Government Service Tax for credit cards still applicable when GST is implemented?	No, the Government Service Tax for credit cards will be abolished and replaced with GST at 6%. The 6% GST will be imposed on the annual fees of credit cards.
13. Is there a difference on GST treatment between Conventional and Islamic products/ services?	No, there is no difference between the GST treatments for Conventional and Islamic products/ services.
14. Are interest (profit) and Islamic products exempted from GST?	<ul style="list-style-type: none"> • Only interest (profit) is an exempt supply. • Islamic fees (except for ujra fee for Islamic credit card) and charges are still subject to GST, similar to Conventional banking products.
15. Would there be GST on the MEPS fee charged upon cash withdrawal?	Yes, there will be GST on the MEPS fee.
16. Is stamp duty subject to GST?	No, stamp duty is not subject to GST. This charge is regulatory in nature and therefore, is an out of scope supply.

17. Are late charges subject to GST?	No, any penalty fees and charges being imposed to compensate for loss, damages or to penalise the customers for not meeting certain requirements or conditions are not subject to GST.
18. Will I be charged GST at the point of loan disbursement?	<ul style="list-style-type: none"> • Yes, GST is charged on fees imposed such as processing fee or facility fee charged at the point of loan disbursement. • There is no GST charged on interest. • There is also no GST on commitment fee and late payment penalty as these are out of scope supplies.
19. Is there GST if I request for a new debit/ ATM card?	<ul style="list-style-type: none"> • Yes, there will be GST as there is a fee charged by the bank to issue a new debit/ ATM card. • GST is charged on any fees or charges that are charged to the customer.
20. Will an account enquiry via various channels (e.g. IBK/ ATM/ Branch) be charged with GST?	There is no GST imposed so long as there is no service charge imposed on the enquiries made by customers.
21. Will a cash withdrawal/ cash transfer via various channels (e.g. IBK/ ATM/ Branch) be charged with GST?	<ul style="list-style-type: none"> • There is no GST for cash withdrawals and transfers performed within RHB Bank accounts as there is no service fee charged by RHB on those transactions. • However, there are service fees charged for inter-bank cash withdrawals and transfers. (e.g. IBG/ MEPS fees), hence, there will be GST on those service fees charged.
22. Will there be GST charged if I perform a funds transfer to other non-RHB banks (e.g. interbank GIRO)?	Yes, if a fee is charged for the funds transfer, there will be GST on the fee charged.
23. Will the GST charges be differentiated in customer statements/ account and online banking displays?	Yes, the GST charges will be transparent to customers, and will be disclosed/ shown separately from the fee charged.
24. Will the GST charges be shown for online transactions in my RHB Now account?	Yes, the GST charges will be displayed for online transactions in RHB Now.
25. Why does GST appear in my banking documents?	<ul style="list-style-type: none"> • The GST that appears in your banking documents is actually the Goods and Services Tax (“GST”). • RHB will be GST ready on 22 March 2015, but GST will not be charged as yet. • The GST shown should be at 0% or RM0.00 from 22 March to 31 March 2015. GST @ 6% will only be charged from 1 April 2015 onwards, where applicable.
26. Will there be a scheduled maintenance in view of GST?	<ul style="list-style-type: none"> • Yes, there will be a scheduled maintenance for all our banking channels (i.e. ATM/ CDM, internet, mobile and phone banking) on 21 & 28 March and 1 April 2015. • The detailed maintenance schedule will be updated on the respective banking channels’ display before the actual maintenance period. • To minimise any disruption, we suggest that if you do need to make any transactions via our banking channels, that you access your accounts outside of these dates.
27. Will I be charged GST before 1 April 2015?	<ul style="list-style-type: none"> • No, RHB will not charge GST before 1 April 2015. GST will only be charged from 1 April 2015 onwards, where applicable.