



ALLIANCE BANK

# Product Disclosure Sheet

Note: A copy of this Product Disclosure Sheet is also available at [www.alliancebank.com.my](http://www.alliancebank.com.my)  
REF: PDS/ENG/001/OCT2020

| PRODUCT DISCLOSURE SHEET   |   | Alliance Bank Malaysia Berhad<br>(ABMB)  |
|--|---|--|
| Kindly read this Product Disclosure Sheet before you decide to take up any Alliance Bank Malaysia Berhad (“Alliance Bank”) Credit Cards. Please be sure to also read the general Terms and Conditions.   |   | Alliance Bank Credit Cards<br>01 October 2020  |
| 1. What is this product about?   |   |  |
| <ul style="list-style-type: none"> <li>The Alliance Bank Credit Card (“Card”) is an unsecured facility that comes with a line of credit granted by us to you and where any amount of the credit utilised by you thereunder has not been settled in full on or before the due date, the unsettled amount will be subject to finance charges.</li> </ul> |   |  |
| 2. What do I get from this product?  |   |  |
| <ul style="list-style-type: none"> <li>You will be assigned a credit limit that is determined at the sole discretion of Alliance Bank, based on your income and the type of Card applied.</li> </ul>   |   |  |
| <ul style="list-style-type: none"> <li><b>Finance charges:</b></li> </ul>  |   |  |
| Retail purchase<br>Cash Advance  | (a) All Alliance Bank Credit Cards  | Tier 1 – 15% per annum: Cardmembers who promptly settle their minimum payment amount due for 12 consecutive months.<br>Tier 2 – 17% per annum: Cardmembers who promptly settle their minimum payment amount due for 10 months or more in 12 consecutive months.<br>Tier 3 – 18% per annum: Cardmembers who do not fall within the above categories.<br><br>To enjoy lower finance charges for retail transactions, you should make at least 10 prompt payments for the last 12 months. |
|  | You:nique Rates Credit Card   | 9% per annum: Cardmembers who promptly settle their minimum payment amount due for 12 consecutive months will continue to enjoy lowered interest rate at 9% p.a.<br>BNM tiered interest rates will prevail for Cardmembers who do not meet the above criteria.   |
| Cash Advance   | Finance charge for cash withdrawal is <b>18% per annum of outstanding</b> amount excluding late payment penalty charges and tax calculated on daily basis from transaction date until full repayment date. The cash withdrawal limit is up to <b>80% of the Cardmember’s prescribed credit limit</b> subject however to: <ul style="list-style-type: none"> <li>(i) the applicable daily withdrawal limit of any ATM of Alliance Bank or of any other bank or institution with whom Alliance Bank has an arrangement(s) for the use of the ATM of the said bank or institution in the case of cash withdrawal through an ATM; and</li> <li>(ii) the cash withdrawal at any one time not causing the aggregate outstanding balance of the Cardmember’s obligation to Alliance Bank to exceed the Cardmember’s prescribed credit limit.</li> </ul> <i>Note: For Business Platinum Card (Product code: 590 only), it is up to 75% of the Cardmember’s prescribed credit limit.</i> |  |
| Balance Transfer/ Fast Cash  | If the payment is not received in full or before payment due date, then the prevailing finance charge of 18% p.a. shall be levied on the remaining monthly outstanding balance from the due date until the date of full settlement.<br><br>Cardmember shall make a minimum repayment of 5% of the monthly outstanding amount or RM50, whichever is higher in the event the plan subscribed by the Cardmember does not have a fixed monthly instalment amount.   |  |
| <ul style="list-style-type: none"> <li><b>Cash Back</b><br/>The Alliance Bank Cash Back Programme (“The Cash Back Programme”) is subject to the following Terms and Conditions (“The Cash Back Programme’s Terms”) and to the Alliance Bank Cardholder Agreement.</li> </ul>   |   |  |

- a) The Cash Back Programme is applicable to Alliance Bank You:nique Rebates and Business Platinum (Product Code: 590 only) Credit Cards only.
- b) The Cash Back Programme awards Cardmembers with Cash Back ("Cash Back") on retail purchases (except for Cash Advance, Balance Transfer, Fast Cash, Fees and Charges such as Finance Charges, Late Charges, Annual Fees imposed by the Bank, Reversed, Disputed Split and/or Void Transactions) that are posted in the Bank's system at the rates and/or tiers determined by the Bank.
- c) The following Cash Back rates and tiers apply to the respective Cardmember's monthly spending range ("Range")

| You:nique Rebates |       |                 |
|-------------------|-------|-----------------|
| Tier              | Rates | Range (RM)      |
| 1                 | 0%    | 0-1,000         |
| 2                 | 1.20% | 1,001- 2,000    |
| 3                 | 3.00% | 2,001 – 3,000   |
| 4                 | 0.30% | More than 3,000 |

| Business Platinum (Product Code: 590 only) |       |                   |
|--|-------|-------------------|
| Tier                                       | Rates | Range (RM)        |
| 1  | 0.20% | 0-15,000          |
| 2  | 0.50% | 15,001 - 100,000  |
| 3  | 0.80% | 100,001 – 200,000 |
| 4  | 1.25% | 200,001 – 300,000 |

- d) Cash Back will not be awarded for retail spending RM300,001 and above for Alliance Bank Business Platinum Credit Card (Product Code: 590 only).
- e) Cash Back will be credited to the Principal Cardmember's Credit Card Account in the following month's Statement of Account in respect of their Card(s) and is based on spending incurred by both the Principal and/or Supplementary Cardmember(s).
- f) Cash Back is non-transferable and cannot be exchanged for cash.
- g) Alliance Bank reserves the right to vary, add or delete The Cash Back Programme's Terms herein at any time with prior notice to the Cardmember and/or to discontinue or cancel The Cash Back Programme at its absolute discretion.
- h) The Cash Back Programme's Terms herein should be read in conjunction with the Alliance Bank Cardholder Agreement.

• **Timeless Bonus Points (TBP)**

The Alliance Bank ("Bank") Rewards for Alliance Classic, Gold, Visa Platinum, MasterCard Platinum, Visa Infinite and You:nique Rewards Card ("The Rewards Programme") is subject to the following Terms and Conditions ("The Rewards Programmes' Terms"). The Rewards Programme's Terms herein should be read in conjunction with the Timeless Rewards' Terms and Conditions and the Alliance Bank Visa/MasterCard Card Agreement.

- a) The Rewards Programme is applicable to Alliance Bank Generic (non co-branded) Classic, Gold, Visa Platinum, MasterCard Platinum, Visa Infinite and You:nique Credit Cards ("Cards") only.
- b) The Rewards Programme awards Cardmembers with Timeless Bonus Points ("TBP") on retail purchases (except for Cash Advance, Balance Transfer, Fast Cash, Fees and Charges such as Finance Charges, Late Charges, Annual Fees imposed by the Bank, Reversed, Disputed Split and/or Void Transactions) at the rates and/or tiers determined by the Bank.
- c) TBP is awarded for every Ringgit Malaysia transacted i.e. RM1 = 1TBP
- d) TBP will not be awarded for petrol and government agency transactions.
- e) TBP will be credited to the Principal Cardmember's Card account in the following month's Statement of Account and is based on spending incurred by both the Principal and/ or Supplementary Cardmember(s).
- f) TBP is non-transferable and cannot be exchanged for cash.
- g) Alliance Bank reserves the right to vary, add or delete The Rewards Programme's Terms herein at any time with prior notice to the Cardmember and/ or to discontinue or cancel The Rewards Programme at its absolute discretion.

• With effect from **1 October 2020**, the details of Visa Infinite's Rewards Programme will be revised as follows:

| Card Type(s)  | Rewards Programme Before 1 October 2020 | Rewards Programme After 1 October 2020 | Categories                                       |
|---------------|---|--|--|
| Visa Infinite | -                                       | 8x TBP                                 | eCommerce  |
|               | -                                       | 8x TBP                                 | eWallet Top-Up                                   |
|               | 1x TBP                                  | 5x TBP                                 | Groceries  |
|               | 1x TBP                                  | 1x TBP                                 | Dining, Entertainment, Auto-Billing, Contactless |
|               | 1x TBP                                  | 1x TBP                                 | Domestic Transactions                            |
|               | 5x TBP                                  | 5x TBP                                 | Overseas Transactions                            |
| Visa Platinum | -                                       | 8x TBP                                 | eCommerce  |
|               | -                                       | 8x TBP                                 | eWallet Top-Up                                   |
|               | 1x TBP                                  | 1x TBP                                 | Dining, Entertainment, Auto-Billing, Contactless |
|               | 1x TBP                                  | 1x TBP                                 | Domestic Transactions                            |
|               | 3x TBP                                  | 3x TBP                                 | Overseas Transactions                            |

### 3. What are my obligations?

- **Minimum monthly repayment:** 5% of outstanding balance or RM50, whichever is higher.  
\*Note: The total amount of the contracted monthly installment of any Instalment Payment Plan (IPP), Flexi Payment Plan (FPP), Balance Transfer Plan and Fast Cash Plan signed up from 2 October 2019 onwards will be included into the Credit Card Minimum Monthly Repayment.
- **Interest Free Period:** If you fully pay all amounts owed on time, you will enjoy 20 days finance charges free period from the date of the Statement of Account.
- If you do not pay in full and on time, finance charges on the retail transactions will be calculated from the posting date of the respective transactions.
- No interest free period to Balance Transfer or Cash Advances.
- As the Principal Cardmember, you are liable to all transactions incurred by the Supplementary Cardmember.

### 4. What are the fees and charges I have to pay?

| Fees and Charges  | Description         |   |               |  |               |
|---|---------------------|---|---------------|--|---------------|
|   | Card Type           | Visa (RM)                               |               | MasterCard (RM)                                    |               |
|   |                     | Principal                               | Supplementary | Principal  | Supplementary |
| <b>Annual Fee</b><br>(First year waived)  | Visa Infinite       | 438                                     | Waived        |  |               |
|   | Visa Platinum       | 120                                     | Waived        |  |               |
|   | MasterCard Platinum |   |               | 438  | Waived        |
|   | Business Platinum   |   |               | 438  | 188           |
|   | You:nique           |   |               | 148  | 30            |
|   | Gold                | 148                                     | 30            | 148  | 30            |
|   | Classic             | 68                                      | 20            | 68   | 20            |
|   | Visa Basic          | 20                                      | 10            |  |               |
| <b>Annual Fee Waiver &amp; Conditions</b><br><br>(Without Home Financing Facility in Alliance Bank) | Card Type           | Condition 1:<br>Minimum spend per annum |               | Condition 2:<br>Minimum number of swipes per annum |               |
|   | Visa Infinite       | RM12,000                                |               | -  |               |
|   | Visa Platinum       | -                                       |               | 12   |               |
|   | MasterCard Platinum | RM5,000                                 |               | 12   |               |
|   | Business Platinum   | RM5,000                                 |               | 12   |               |
|   | You:nique           | RM5,000                                 |               | 12   |               |
|   | Gold                | RM5,000                                 |               | 12   |               |
|   | Classic             | RM5,000                                 |               | 12   |               |
| Visa Basic  | RM5,000             |   | 12            |  |               |

Note:

- Lifetime Annual Fee Waiver without spending conditions applies to Alliance Privilege (Visa Infinite and Platinum only) and Alliance Personal Members (Platinum only)

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| <b>Annual Fee Waiver &amp; Conditions</b><br><br>(With Home Financing Facility in Alliance Bank) | <ul style="list-style-type: none"> <li>• Annual fee waiver offered to the customers throughout the tenure of the loan provided the loan(s) is/ are active.</li> <li>• You must maintain a performing Home Financing with us at all times and upon acceptance of our Alliance Bank Credit Card, you agree to be bound by the Alliance Bank Credit Card Agreement (a copy will be sent together with your Credit Card).</li> <li>• In the event your Home Financing is classified as a Non Performing Loan, or your Home Financing is fully settled or redeemed, the Bank may at its sole discretion cancel the Credit Card or charge you the annual fees accordingly, i.e. you will no longer be entitled to the annual fee waiver.</li> </ul> |
| <b>Cash Advance Fee</b>  | <ul style="list-style-type: none"> <li>• 5% of the amount advanced or a minimum of RM15.00, whichever is higher.</li> <li>• Cash Advance withdrawal up to 80% of the credit limit of your Card</li> </ul> <p>Note: For Business Platinum Card (Product Code: 590 only), it is up to 75% of the Cardmember's prescribed credit limit</p>   |
| <b>Card Replacement Fee</b>  | RM15 per Visa Basic Card<br>RM50 per Card for all other Credit Cards  |

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| <b>Sales Draft Retrieval Fee</b>            | Visa Basic: RM5.00 per copy<br>Others: RM 20.00 per copy   |
| <b>Additional Statement Request Fee</b>     | RM5.00 per copy  |
| <b>Overseas Transactions Conversion Fee</b> | Transactions made in foreign currency shall be converted to Ringgit Malaysia at the conversion rate and charges as determined by MasterCard or Visa and shall be inclusive of 1% foreign exchange conversion spread by Alliance Bank |
| <b>Overlimit Fee</b>                        | Not Applicable   |
| <b>Courier Charges</b>                      | RM5.50 for Peninsular Malaysia<br>RM15.40 or actual for Singapore/East Malaysia  |
| <b>Service Tax</b>                          | RM25 for Principal Card<br>RM25 for Supplementary card<br>Please refer to the Fees and Charges on our website for the latest update:<br><a href="https://www.alliancebank.com.my">https://www.alliancebank.com.my</a>                |

#### 5. What if I fail to fulfil my obligations?

##### a) Late payment penalty charges:

- Minimum RM10 or 1% of total principal outstanding balance due, whichever higher up to a maximum of RM100.

##### b) Right to set-off:

- We have the right to set-off any credit balance in any one or more of your accounts maintained with us against any or all outstanding balances in respect of your Card.

##### c) Liability for unauthorised transactions:

- You would not be liable for card-present unauthorised transactions which require PIN verification or signature verification or the use of a contactless Credit Card, PROVIDED YOU HAVE NOT:
  - acted fraudulently;
  - delayed in notifying Alliance Bank as soon as reasonably practicable after having discovered the loss or unauthorised use of your Card;
  - voluntarily disclosed the PIN to another person or any third party;
  - recorded the PIN on your Card or on anything kept in close proximity with the Card;
  - left the Card or an item containing the Card unattended in places visible and accessible to others; or
  - voluntarily allowed another person to use your Card.

d) For the avoidance of doubt, you are expected to exercise due care in safeguarding the Card even at place of your residence.

e) You shall notify Alliance Bank immediately upon receiving short message service (SMS) transaction alert if the transaction was unauthorized.

f) If you fail to abide by the terms and conditions of the credit card, we have the right to terminate your Card.

#### 6. What if I fully settle the remaining balance of the Balance Transfer or Fast Cash instalments before its maturity?

- No Exit Fee will be charged if you settle the remaining balance of the Balance Transfer or Fast Cash instalments before its maturity date.

#### 7. What are the major risks?

- By paying the minimum monthly repayment, the interest amount and time taken to settle the full amount will increase. Think about your repayment capacity when charging your Card.
- If you use your Card to make repayment for other financing, it may cost you more.

- The finance charges imposed on the outstanding balance for your Card is based on a tiered pricing structure in accordance to your repayment history.
- If you have problems paying for your Card balances, contact us early to discuss repayment alternatives.
- You should notify us immediately after having found that your Card is lost, stolen, unauthorised transactions had occurred.

#### 8. What do I need to do if there are changes to my contact details?

- It is important that you inform us of any changes in your contact details to ensure that all correspondences and transaction alerts reach you in a timely manner.
- You can either call Alliance Bank Contact Centre at 03-5516 9988 or visit any Alliance Bank branch to update your contact details.

#### 9. Where can I get assistance and redress?

- If you have difficulties in making repayments, you should contact us at the earliest possible to discuss repayment alternatives. You may contact us at:

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|---|---|
| <p><b>Alliance Bank Collection Department</b><br/>Address : 3 Alliance, Level 1,<br/>3, Jalan SS15/2A,<br/>47500 Subang Jaya, Selangor.</p> | <p>Tel. : 03-5516 9288<br/>Fax : 03-5516 9388<br/>Email : <a href="mailto:collectioncreditcard@alliancefg.com">collectioncreditcard@alliancefg.com</a><br/>Website : <a href="http://www.alliancebank.com.my">www.alliancebank.com.my</a></p> |
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- Alternatively, you may seek the services of **Agensi Kaunseling dan Pengurusan Kredit (AKPK)**, an agency established by Bank Negara Malaysia to provide free services on money management, credit counselling and debt restructuring for individuals. You can contact AKPK at:

|   |  |
|---|--|
| <p>Address : Tingkat 8, Maju Junction Mall<br/>1001, Jalan Sultan Ismail,<br/>50250 Kuala Lumpur.</p> | <p>Tel. : 03-2616 7766<br/>Email : <a href="mailto:enquiry@akpk.org.my">enquiry@akpk.org.my</a><br/>Website : <a href="http://www.akpk.org.my">www.akpk.org.my</a></p> |
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- You may also join the “Pengurusan Wang Ringgit Anda” (POWER) Programme offered by AKPK that promotes financial discipline and prudent financial management. For further information or to register, please contact AKPK at 03-2616 7766 or visit the website at [www.akpk.org.my](http://www.akpk.org.my).

If you wish to complain on the products or services provided by us, you may contact us at:

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| <p><b>Alliance Bank Contact Centre</b><br/>Address : 3 Alliance, Level 1,<br/>3, Jalan SS15/2A,<br/>47500 Subang Jaya, Selangor.</p> | <p>Tel. : 03-5516 9288<br/>Fax : 03-5516 9388<br/>Email : <a href="mailto:collectioncreditcard@alliancefg.com">collectioncreditcard@alliancefg.com</a><br/>Website : <a href="http://www.alliancebank.com.my">www.alliancebank.com.my</a></p> |
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- If your query or complaint is not satisfactorily resolved by us, you may contact Bank Negara Malaysia LINK or TELELINK or Ombudsman for Financial Services (OFS) at:

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|---|---|
| <p>Address : Block D, Bank Negara Malaysia<br/>Jalan Dato' Onn, 50480 Kuala Lumpur.</p> | <p>Tel. : 1-300-88-5465<br/>Fax : 03-2174 1515<br/>Email : <a href="mailto:bnmtelelink@bnm.gov.my">bnmtelelink@bnm.gov.my</a></p> |
|---|---|

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|--|--|
| <p><b>Ombudsman for Financial Services</b><br/>Address : Level 14, Menara Takaful Malaysia<br/>No.4, Jalan Sultan Sulaiman<br/>50000 Kuala Lumpur.</p> | <p>Tel. : 03-2272 2811<br/>Fax : 03-2272 1577<br/>Email : <a href="mailto:enquiry@ofs.org.my">enquiry@ofs.org.my</a></p> |
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#### 10. Where can I get further information?

- Should you require additional information on credit cards, please refer to the banking info booklet on 'Credit Cards', available at all our branches and the [www.bankinginfo.com.my](http://www.bankinginfo.com.my) website. If you have any enquiries, please contact us at:

|  |   |
|--|---|
| Address : Alliance Bank Contact Centre,<br>3 Alliance, Level 1,<br>3, Jalan SS15/2A,<br>47500 Subang Jaya, Selangor. | Tel. : 03-5516 9988<br>Fax : 03-5621 5624<br>Email : <a href="mailto:info@alliancefg.com">info@alliancefg.com</a><br>Website : <a href="http://www.alliancebank.com.my">www.alliancebank.com.my</a> |
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#### 11. Other credit cards available

- Please refer to the table under item 4 herein above.

**IMPORTANT NOTE: LEGAL ACTION MAY BE TAKEN AGAINST YOU IF YOU DO NOT MAKE PROMPT REPAYMENTS ON YOUR CREDIT CARD BALANCES**

The information provided in this Disclosure Sheet is valid as at 01 October 2020.