

Frequently Asked Questions (FAQ)

No	Question	Answer												
1.	What is Dynamic Currency Conversion (DCC)?	The Dynamic Currency Conversion (DCC) is a service provided by some overseas merchants or ATMs to provide a choice to pay or withdraw cash in Ringgit Malaysia (RM) for your overseas purchases or ATM cash withdrawal.												
2.	What happens when I choose to transact via DCC?	<p>When you authorize the merchant to transact via DCC, the merchant will convert the purchase amount into RM at the merchant terminal on the spot (at the point of sale). This purchase will be transacted in RM and your card/current or current account-i/savings or savings account-i will be debited in RM instead of the foreign currency.</p> <p>The merchant receipt will display the converted RM amount and the foreign exchange rate imposed by the merchant.</p> <p>Please note that the exchange rate used by the merchant is often higher than the exchange rate determined by VISA/Mastercard when you choose to pay in foreign currency instead.</p>												
3.	Can I choose not to perform my transaction via DCC?	Yes. This service is an option provided by some overseas merchants and not mandatory. However, some merchants might have automatically selected DCC service for your transaction. If you do not wish to proceed for that transaction, you can ask for the transaction to be cancelled and re-done in the currency of the country you are in without the DCC.												
4.	How is the DCC fee computed?	<p>The DCC fee is computed based on 1% on the amount transacted in RM.</p> <p>Example: A cardholder travels to Singapore and decided to purchase a pair of shoes worth SGD1,000 at Happy Shoes Outlet, Singapore. For convenience, the cardholder opted for DCC service and paid using credit card. The merchant proceeded with the DCC transaction and imposed an exchange rate (inclusive of mark-up) of SGD1 = RM3.05. The final transaction amount to be charged to the cardholder's card is RM3,050.00. The DCC fee is 1% of RM3,050.00, which is RM30.50.</p>												
5.	When will the DCC fee be charged?	<p>The DCC fee of 1% will be shown in the cardholder's next monthly statement.</p> <p>Referring to the example under item 4 above, the transaction and fee will be shown in the cardholder's next monthly credit card statement, as illustrated below:</p> <table border="1"> <thead> <tr> <th>Transaction Date</th> <th>Posting Date</th> <th>Transaction Description</th> <th>Local Amount (RM)</th> </tr> </thead> <tbody> <tr> <td>20 SEP</td> <td>21 SEP</td> <td>Happy Shoes Outlet Singapore SIN</td> <td>3,050.00</td> </tr> <tr> <td>20 SEP</td> <td>20 SEP</td> <td>DCC FEE 1.0%</td> <td>30.50</td> </tr> </tbody> </table>	Transaction Date	Posting Date	Transaction Description	Local Amount (RM)	20 SEP	21 SEP	Happy Shoes Outlet Singapore SIN	3,050.00	20 SEP	20 SEP	DCC FEE 1.0%	30.50
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