

## Frequently Asked Questions on Relief Conversion Plan for Credit Cards, in line with Loan Deferment Program

(Version 6 April 2020)

No	Question	Answer
1	Are credit cards eligible for the automatic moratorium?	No. The automatic moratorium is not applicable to credit cards.
2	How is HLB helping credit card customers during the COVID-19 pandemic?	<p>We will be offering our credit card customers the option to convert their outstanding balances into term loans through the Credit Card Relief Conversion Plan (<b>Conversion Plan</b>).</p> <p>Customers have the option to opt-in for a 36-months instalment plan at an effective interest rate of 13% p.a. (Flat interest rate 7.1% p.a.)</p> <p>For customers who are unable to meet the minimum monthly repayment for 3 consecutive months, we will automatically convert their credit card outstanding balances into the Conversion Plan. The Bank will inform and advise these customers on their monthly instalments.</p>
3	What is Relief Conversion Plan (Conversion Plan)?	Conversion Plan is a credit card relief program open to all HLB credit card customers to have the option to convert their outstanding balances into smaller instalments at an effective interest rate of 13% p.a. for 36 months (Flat interest rate 7.1% p.a.), helping cardholders to better manage their monthly commitments during this period.
4	Am I eligible for Conversion Plan?	<p>Yes, all Hong Leong Bank Credit Cardholders are eligible for Conversion Plan following these criteria:</p> <p>a) Nationality: Malaysian b) Outstanding balances: More than or equal to RM1,000</p>
5	How do I opt-in / apply for the Conversion Plan?	<p><b>Effective 1 April 2020</b>, Hong Leong Credit Primary Cardholders can apply for the Conversion:</p> <ul style="list-style-type: none"> <li>• Via Hong Leong Connect Online Banking. Simply log in and go to Apply &gt; Credit Card Services &gt; Relief Conversion Plan or;</li> <li>• Call our Customer Service Hotline at 603-7626 8899 from 9.00am to 6.00pm, Monday to Saturday or</li> <li>• Call our Collection Helpline at 603-7959 1888 from 8.45am to 5.45pm, Monday to Thursday &amp; 8.45am to 4.45pm for Friday or;</li> <li>• Email to CollsCustomerFeedback@hlbb.hongleong.com.my</li> </ul> <p>Note: No documents are required.</p>
6	When can I apply for the Conversion Plan?	<p>Customers can apply for the Conversion Plan from April 1, 2020 until December 31, 2020 (conversion period).</p> <p>Note: Each principal card is only entitled for 1 Conversion Plan during the moratorium period, between 1 April 2020 to 31 Dec 2020.</p>
7.	I had previously converted my outstanding balance via Auto Balance Conversion Plan (ABC), Can I convert my current outstanding balance into Conversion Plan?	<p>Yes, you are eligible to convert your current outstanding balance into a new Conversion Plan.</p> <p>Note: The current outstanding balance does not include any transactions which is not billed into your credit card account.</p>

8	I have Balance Transfer Account(s). Can I convert the outstanding balances in those Account(s) into Conversion Plan?	No, you can only convert the outstanding balances in your Principal Credit Card into Conversion Plan. This refers to the Credit Card(s) accounts which your spend transactions are reflected.												
9	I have instalment plans (eg. Flexi Payment Plan or Call-for-Cash) which is still on-going. Can I convert that entire outstanding balance including the instalment plans into Conversion Plan?	<p>No, you can only convert the current monthly instalment amount and other outstanding amount that is already billed in your credit card account.</p> <p>Example:</p> <table border="0"> <tr> <td>Call-for-Cash outstanding balance</td> <td>: RM 10,000</td> </tr> <tr> <td>Monthly Instalment</td> <td>: RM 1,000</td> </tr> <tr> <td>Call-for-Cash monthly instalment remaining</td> <td>: 10 of 12 months</td> </tr> </table> <p>Current outstanding Balance:</p> <table border="0"> <tr> <td>- Retail Spend</td> <td>: RM 10,000</td> </tr> <tr> <td>- Call for Cash instalment 2/12</td> <td>: RM 1,000</td> </tr> <tr> <td><b>Total Outstanding Balance for Conversion</b></td> <td><b>: RM 11,000</b></td> </tr> </table> <p>Note: the remaining outstanding balance of the Call-for-Cash that is yet to be billed is not eligible for Conversion Plan. The monthly instalment of RM 1,000 will continue to be billed in your upcoming statements and payment must be paid accordingly</p>	Call-for-Cash outstanding balance	: RM 10,000	Monthly Instalment	: RM 1,000	Call-for-Cash monthly instalment remaining	: 10 of 12 months	- Retail Spend	: RM 10,000	- Call for Cash instalment 2/12	: RM 1,000	<b>Total Outstanding Balance for Conversion</b>	<b>: RM 11,000</b>
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10	Can I request for Deferment on Credit Cards Payment?	<p>No, you cannot request for deferment on your Credit Card payment. However, you can request deferment for the Conversion Plan monthly instalment only.</p> <p>When you apply for the Conversion Plan, you will need to inform us that you want to defer the monthly instalment.</p> <p>The deferment of Conversion Plan monthly instalments will be available for up to 6 months until 30 September 2020. The number of months deferred will be dependent on when (the month) you have applied successfully for Conversion Plan.</p> <p>Example: If your Conversion Plan was approved on June 1 2020, the deferment will be for 4 months only.</p> <p>Important: Application of Conversion Plan with deferment of monthly instalment, can apply by:</p> <ul style="list-style-type: none"> <li>• Calling our Customer Service Hotline at 603-7626 8899 from 9.00am to 6.00pm, Monday to Saturday or</li> <li>• Calling our Collection Helpline at 603-7959 1888 from 8.45am to 5.45pm, Monday to Thursday &amp; 8.45am to 4.45pm for Friday or;</li> <li>• Emailing to CollsCustomerFeedback@hlbb.hongleong.com.my</li> </ul>												
11	I have opt-in / apply for the Conversion Plan, when will the conversion happen?	<p>It will take up to 3 working days for your outstanding balances to be converted into the Conversion Plan.</p> <p>Once converted, the instalment will be reflected in your next credit card statement.</p>												

12	Would my CCRIS be impacted if I opt-in for this Conversion Plan?	No, as long as the minimum payment has been paid by the relevant due date.
13	What will happen to my credit card limit upon a successful Conversion Plan application?	Upon the successful Conversion Plan application, the amount converted will form reduce your existing card limit accordingly. Each monthly instalment you repay will incrementally restore your available credit limit. You can continue to use the credit card provided that you have available credit limit.
14	What happens if I fully settle the Conversion Plan before its maturity?	You may settle the Conversion Plan outstanding balance at any time without any early termination fee. The remaining instalments will be charged in full and will appear in your next credit card statement.
15	What if I fail to fulfil my monthly repayment obligations?	If you fail to pay your monthly instalments by the due date, a Finance Charge (FC) as per existing tier rate and Late Payment Charge (LPC) will be levied at 1% of the total outstanding balance as at your statement date or a minimum of RM10, whichever is higher up to a maximum of RM100.
16	Can I change the tenure period of the Conversion?	No. The Conversion Plan is only available for a maximum tenure of 36 months.
17	What will happen if I cancel my card?	Upon cancellation of your card, your Conversion Plan instalment will be terminated and you will have to repay the total outstanding principal in full.
18	I was retrenched in March 2020. I am very worried that I will not be able to meet my credit card monthly obligations for the month of April 2020. Do I qualify to convert my outstanding balances into Conversion Plan?	<p>Yes, you can apply for the Conversion Plan.</p> <p>You can apply for the Conversion Plan by:</p> <ul style="list-style-type: none"> <li>• Calling our Customer Service Hotline at 603-7626 8899 from 9.00am to 6.00pm, Monday to Saturday or</li> <li>• Calling our Collection Helpline at 603-7959 1888 from 8.45am to 5.45pm, Monday to Thursday &amp; 8.45am to 4.45pm for Friday or;</li> <li>• Email to CollsCustomerFeedback@hlbb.hongleong.com.my</li> </ul> <p>Note that even if you did not apply for the Conversion Plan whilst unable to meet the minimum monthly repayment on your credit card for 3 consecutive months, the Bank will automatically convert the balance outstanding into a 36 months instalment loan at an effective interest rate of 13% p.a. for you. (Flat interest rate 7.1% p.a.). This is to help you manage your monthly commitments during this period.</p>
19	If I have a monthly salary of about RM5,500, will I qualify for the automatic conversion of credit card balances into Conversion Plan?	<p>Everyone is eligible for the Conversion Plan as long as you meet the requirement stated in Question (4). Therefore, there is no requirement related to income.</p> <p>HLB will automatically convert the outstanding credit card balances to Conversion Plan for cardholders who are unable to meet the minimum monthly repayment consecutively for the last 3 months, regardless of the income levels of the cardholders.</p>
20	If my credit card outstanding balance is converted to a term loan through the Conversion Plan or I request for the Conversion Plan, and have opted for payment deferment, can I still use my credit card?	<p>Yes, you can continue to use the credit card up to the remaining credit limit after taking into account the outstanding balance that was converted into the Conversion Plan.</p> <p>The outstanding balance that was converted into a 36 months term loan is treated as part of the credit card limit. In addition, the monthly Conversion Plan instalments will then form as part of the minimum monthly repayment amount on the credit card.</p>

21	I have two credit cards; can I select which card to convert my outstanding balance to a term loan through Conversion Plan?	Yes, you are able to select any card to convert or you have the option to convert both credit cards outstanding balances.
22	My account is currently 5 months overdue, can I opt in for convert the outstanding balances into Conversion Plan?	Sorry, you are not eligible to convert your credit card balance into Conversion Plan. However, if you would like to discuss for any other payment plans, you may contact/email our Consumer Collection Centre as mentioned in Question 5 above.
23	If my credit card balances has been converted into Conversion Plan, would I still eligible to apply any new financing from Banks during this period?	Yes. You are still eligible to submit any new application for financing after your conversion to Conversion Plan but it is subject to your affordability and to be assessed by the bank accordingly.

You can contact us to discuss any of these items via the contact details provided hereunder:

1. **For general enquiries on HLB/HLISB Loans/Financing Moratorium/Deferment Programs:**  
HLB Customer Hotline: 603-7626 8899 (9.00am – 6.00pm, Mon-Sat, until the end of MCO)  
Email: [HLonline@hlbb.hongleong.com.my](mailto:HLonline@hlbb.hongleong.com.my)
2. **For Bank Negara Malaysia Special Relief Fund for SME Affected by Covid-19:**  
HLB Customer Hotline: 603-7626 8899 (9.00am – 6.00pm, Mon-Sat, until the end of MCO)  
Email: [sme@hlbb.hongleong.com.my](mailto:sme@hlbb.hongleong.com.my)
3. **For request to lower your instalment payment amount due after the Moratorium Period:**  
HLB Customer Collections: 603-7959 1888 (8.45am – 5.45pm, Mon-Fri)  
Email: [CollsCustomerFeedback@hlbb.hongleong.com.my](mailto:CollsCustomerFeedback@hlbb.hongleong.com.my)
4. **For requests to maintain repayments/payments unchanged during the Moratorium Period:**  
HLB Customer Hotline: 603-7626 8899 (9.00am – 6.00pm, Mon-Sat, until the end of MCO)  
Email: [HLonline@hlbb.hongleong.com.my](mailto:HLonline@hlbb.hongleong.com.my)

Thank you for kind patience and cooperation.

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