

HLB HOLIYAY 2022: FLEXI PAYMENT PLAN CAMPAIGN

Last updated on 22 August 2022

CAMPAIGN PERIOD**22 AUGUST 2022 – 23 NOVEMBER 2022****CAMPAIGN MECHANICS**

Receive a SMS from HLB when you spend accumulated retail transactions of Ringgit Malaysia Five Hundred (RM500) and above inclusive of any retail transactions for travel and flights category and overseas retail transactions in foreign currency with your HLB Visa Credit Card and be eligible to convert your retail transactions into Hong Leong Bank Berhad (“**HLB**”) Flexi Payment Plan (“**FPP**”) for a tenure of twelve (12) months.

Minimum FPP Amount	FPP Flat Interest Rate	FPP Tenure	FPP Effective Interest Rate (“EIR”)
RM500	0% p.a.	12 months	0% p.a.

STEPS TO ENROL FOR FLEXI PAYMENT PLAN

- Step 1:** Spend accumulated Ringgit Malaysia Five Hundred (RM500) and above inclusive of any retail transactions for travel and flights as well as overseas transactions in foreign currency with your HLB Visa Credit Card.
- Step 2:** Receive a SMS from HLB.
- Step 3:** Reply to the SMS with the keyword “**HOLIYAY**”.
- Step 4:** You will receive a notice of application confirmation via SMS.
- Step 5:** Check your HLB Connect App/HLB Connect Online Banking to view your FPP after ten (10) working days.

Please see the following pages for the full campaign details and terms & conditions.

HLB HOLIYAY 2022: FLEXI PAYMENT PLAN CAMPAIGN

Last updated on 22 August 2022

CAMPAIGN PERIOD

The Hong Leong Bank Berhad's (193401000023 (97141-X)) ("HLB") "**HLB Holiyay 2022: Flexi Payment Plan Campaign**" ("**Campaign**") commences on **22 August 2022** at 00:01:00 hours (12:01 a.m.) and ends on **23 November 2022** at 23:59:59 hours (11:59 p.m.), inclusive of both dates ("**Campaign Period**"), unless specified herein or notified otherwise.

TERMS & CONDITIONS

The following sets out the terms and conditions applicable to the Campaign ("**T&Cs**"):

CAMPAIGN ELIGIBILITY

1. The Campaign is open to all new and existing principal cardholders of HLB Visa credit cards ("**Credit Card**") of the following criteria ("**Eligible Cardholders**"):
 - (a) who have received an invitation via Short Message Service ("**SMS**");
 - (b) who have performed the Eligible Retail Transactions as stated below during the Campaign Period;
 - (c) who have submitted the Flexi Payment Plan ("**FPP**") application; and
 - (d) whose Credit Card accounts are in good standing and/or not in delinquent.

For the avoidance of doubt, "**Eligible Retail Transactions**" is defined as:

- (i) Any retail spend under the MCC listed below transacted locally and internationally; and

Spend Category	Merchant Category Code (MCC)
Travel	From 3501 – 3999, 4722, 4723, 5962 & 7011
Flights	From 3000 – 3301, 4511 & 4582

- (ii) Any overseas retail spend transacted in foreign currency i.e. any currency except Malaysian Ringgit.

2. The following shall NOT be eligible for the Campaign:
 - (a) HLB Visa cardholders whose Credit Cards are not issued in Malaysia;
 - (b) HLB Visa AirAsia credit cardholders;
 - (c) HLB Visa cardholders whose Credit Card accounts are inactive, or who are in breach of any T&Cs at any time during the Campaign Period;
 - (d) HLB Visa cardholders whose Credit Cards are invalid or cancelled at any time during the Campaign Period;
 - (e) HLB Visa cardholders who have committed or are suspected of committing any fraudulent, unlawful or wrongful acts in relation to any of the facilities granted by HLB; or
 - (f) HLB Visa cardholders who have been declared bankrupt (pursuant to a petition by either banks or by any third party) or are subject to any bankruptcy proceedings at any time prior to, during or after the Campaign Period.

CAMPAIGN MECHANICS & PARTICIPATION CRITERIA

3. Eligible Cardholders who have received the invitation via SMS may participate by replying to the SMS within the timeline stated in the SMS invitation. By replying to the SMS and fulfilling the HLB FPP application process, the Eligible Retail Transactions (as defined under Clause 1) amount, which must not be less than Ringgit Malaysia Five Hundred (RM500) ("**Minimum FPP Amount**"), will be converted into an instalment plan at the FPP Flat Interest Rate and the FPP Tenure as set out in Table 1 below.

Table 1

FPP Tenure	Minimum FPP Amount	FPP Flat Interest Rate	FPP Effective Interest Rate ("EIR")
12 months	RM500	0% p.a.	0% p.a.

4. For the purpose of the Campaign:
- (a) the Eligible Retail Transactions must not have passed its payment due date at the point of the FPP conversion and Eligible Cardholders must not make any payment before applying for the FPP;
 - (b) FPP is applicable to all Eligible Retail Transactions which have been posted to the Eligible Cardholders' Credit Card account and/or billed to the respective Credit Card monthly statement except for the following:
 - (i) any retail spend transacted online in foreign currency i.e. any currency except Malaysian Ringgit;
 - (ii) instalments amount payable under other HLB Credit Card programme, such as Balance Transfer, Balance Transfer One-Time Fee, Extended Payment Plan, Quick Cash One-Time Fee, Quick Cash Monthly Interest, etc.
 - (iii) cash advance and card forward balance;
 - (iv) any retail spend by recurring payment or auto-billing;
 - (v) refunded, disputed, unsuccessful, reversed, unauthorised, fraudulent or unlawful transactions; and
 - (vi) any form of services or miscellaneous fees, including finance charges and fees such as credit card annual fee, late payment charges and government service tax imposed by HLB as indicated in HLB's Cardholder Agreement.

For the avoidance of doubt, the Eligible Retail Transactions made by supplementary credit cardholders under the same principal credit cardholder's accounts will also be included in the computation of the Credit Cards eligibility for the FPP conversion.

5. HLB shall not be liable and responsible for any failure or delay in the submission and/or processing of the sales transactions by Visa International Incorporated, Merchant establishments, or any party in which may result in the Eligible Cardholders being omitted from the Campaign.
6. The Eligible Cardholders shall not be entitled to any rewards points or cash rebates for the FPP programme.
7. The Eligible Cardholders will be notified by SMS based on the contact numbers captured in HLB's system once their applications have been approved.
8. The amount approved by HLB pursuant to the Campaign shall be called "**FPP Approved Amount**". The FPP Approved Amount is subject to the existing available prescribed card limit assigned to the Eligible Cardholders.
9. If HLB approves an Eligible Cardholder's application, upon approval, the corresponding amount of the Eligible Cardholders' existing available credit limit will be reduced to the extent of the FPP Approved Amount. The available credit limit will be progressively restored on a monthly basis when the Eligible Cardholders repay the FPP Monthly Instalment (defined under Clause 10) according to the FPP Tenure as set out in Table 1 above. HLB shall not be liable for any Credit Card transactions rejected by merchants due to insufficient credit limit arising therefrom.
10. During the FPP Tenure, the Eligible Cardholders shall repay the FPP Approved Amount by way of equal monthly instalments ("**FPP Monthly Instalment**") which will be billed to the Eligible Cardholders' Credit Card account on monthly basis until the FPP Tenure is completed. Neither the FPP Tenure nor the FPP Monthly Instalment may be changed and the FPP is non-transferable to any third party.

11. The **FPP Interest Amount** will be calculated based on the following formula:

$$\frac{FPP \text{ Approved Amount} \times FPP \text{ Tenure} \times FPP \text{ Flat Interest Rate}}{12}$$

12. The **FPP Monthly Instalment** will be calculated based on the following formula and shall be billed to the Eligible Cardholders' Credit Card account on a monthly basis until the FPP Tenure is completed.

$$\frac{FPP \text{ Approved Amount} + FPP \text{ Interest Amount}}{FPP \text{ Tenure}}$$

Illustration for FPP Monthly Instalment Calculation

Example

FPP Approved Amount: Ringgit Malaysia Three Thousand (RM3,000)

FPP Tenure: Twelve (12) months

Corresponding FPP Flat Interest Rate: 0% p.a.

Based on this example, the FPP Monthly Instalment payable over twelve (12) months will be Ringgit Malaysia Two Hundred Fifty (RM250).

13. The Eligible Cardholders must pay the fixed FPP Monthly Instalment in full, which is part of the monthly minimum payment as stated in the Credit Card monthly statement by the due date. "**Minimum Payment**" is defined as:
- 5% of the outstanding balance in the Credit Card account billed to the respective Credit Card monthly statement in addition to the FPP Monthly Instalment payable; or
 - Ringgit Malaysia Fifty (RM50),
whichever is higher.

For the avoidance of doubt, "**Outstanding Balance**" means the outstanding balance due including fees, accrued interest, finance charges and other charges.

If the Eligible Cardholders default in paying the Minimum Payment by the due date, additional late payment fee will be charged on the Outstanding Balance as stated in the HLB's Cardholder Agreement available at HLB's website at www.hlb.com.my ("**HLB's Website**").

14. Upon occurrence of any of the following events:
- the Eligible Cardholders breach any of the T&Cs and/or the prevailing terms and conditions of the Cardholder Agreement;
 - the Eligible Cardholders' Credit Card accounts are in defaults for ninety (90) days and above; and/or
 - the Eligible Cardholders' Credit Card accounts are cancelled or terminated before the expiry of the FPP Tenure due to any reason whatsoever,

the Outstanding Balance of the FPP Approved Amount shall immediately become due and payable and the Eligible Cardholders shall forthwith settle the Outstanding Balance of the FPP Approved Amount. Otherwise, the Outstanding Balance of the FPP Approved Amount will be charged with an interest based on Tiered Pricing Structure as stated in HLB's Cardholder Agreement shall be levied.

15. If the Eligible Cardholders intend to fully settle the Outstanding Balance of the FPP Approved Amount before the expiry of the FPP Tenure, one (1) month's prior notice must be given to HLB and the Eligible Cardholders shall continue to pay the FPP monthly instalment, until the settlement amount is billed to the Eligible Cardholders and reflected on the following month Credit Card statement.

GENERAL

16. By participating in the Campaign, the Eligible Cardholders agree:
- (a) that they have read, understood, accepted and agreed to be bound by the T&Cs herein and the general terms and conditions of the HLB's Cardholder Agreement available at HLB's website;
 - (b) that all records of transactions captured by HLB's system for the purpose of the Campaign are final;
 - (c) that HLB's decision on all matters relating to the Campaign shall be final, conclusive and binding on all the Eligible Cardholders;
 - (d) to access HLB's Website at regular intervals to view the T&Cs of the Campaign to ensure that they keep up-to-date with any changes or variations to the T&Cs; and
 - (e) authorise HLB to disclose their personal data i.e., correspondence/email addresses and/or contact numbers to authorised third party service provider, e.g., Compugraphic Media Sdn Bhd (200001002485 (505090-W)), Infobip Asia Pacific Sdn Bhd (201001014145 (898379-U)) and/or DCATALYST Sdn Bhd (200801017996 (819292-U)) as HLB deems fit for the purpose of sending SMS for the Campaign.
 - (f) to provide their latest and accurate contact details i.e., mobile number to HLB. HLB shall not be held responsible/liable in the event HLB is unable to contact the Eligible Cardholders, if applicable, due to the inaccurate/invalid mobile number provided by the Eligible Cardholders or the SMS is unable to be delivered due to any reason whatsoever; and
 - (g) to be liable and shall personally bear all applicable taxes, government fees or any other charges that may be levied against them under applicable laws, if any, in relation to their participation in the Campaign.
17. HLB reserves the right to:
- (a) disqualify any Eligible Cardholders who have performed the Eligible Retail Transactions in a manner or pattern which HLB deems to be abnormal, irregular and/or is indicative of an attempt to obtain an unfair advantage over other Eligible Cardholders;
 - (b) forfeit and/or claw back the FPP where there is reversal of Eligible Retail Transactions, as applicable, or termination of the Credit Card during the Campaign Period and/or at the point of awarding the FPP Flat Interest Rate or non-compliance to the T&Cs herein; and
 - (c) add, delete or amend the T&Cs contained herein, either wholly or in part, or to terminate the Campaign at any time, by way of posting on HLB's Website or in any other methods which HLB deems suitable with prior notice.
18. HLB shall not be liable and responsible for any failure or delay in the submission and/or processing of the Eligible Retail Transaction by VISA, Mastercard International, merchant establishments, or any party in which may result in the Eligible Cardholders being omitted from the Campaign.
19. In addition to the terms stipulated above, Eligible Cardholders agree that general terms and conditions in the HLB's Cardholder Agreement shall be read together with the T&Cs herein as an entire agreement. In the event of any discrepancies between these T&Cs and general terms and conditions contained in the HLB's Cardholder Agreement, the specific T&Cs herein shall prevail to the extent of such discrepancies.
20. In the event of any discrepancies between these T&Cs herein as compared to the advertising, promotional, publicity and other materials relating to or in connection with the Campaign, the final T&Cs on HLB's Website shall prevail.
21. The T&Cs herein shall be governed by and construed in accordance with the laws of Malaysia and the Eligible Cardholders agree to submit to the exclusive jurisdiction of the Courts of Malaysia.

If you have any enquiries regarding the terms and conditions, please email us at hlonline@hlbb.hongleong.com.my.

PRODUCT DISCLOSURE SHEET

Read this Product Disclosure Sheet before you decide to take up the Flexi Payment Plan

Be sure to also read the general terms and conditions.


**HLB Holiyay 2022
Flexi Payment Plan Campaign**

Date:

Last updated on 22 August 2022

1. What is this product about?

The HLB Holiyay 2022: Flexi Payment Plan Campaign (“**Campaign**”) is open to all new and existing principal cardholders of Hong Leong Bank (“**HLB**”) Visa Credit Cards who received an invitation via Short Message Service (“**SMS**”) from HLB. The Flexi Payment Plan (“**FPP**”) allows you to repay retail transactions which has been posted to your Credit Card account and/or billed to the respective Credit Card monthly statement, by way of monthly instalments over a prescribed tenure.

2. What do I get from this product?

You can convert your Visa Credit Card retail transactions and spread the payment into monthly instalments.

Below is the FPP plan available for the Campaign:

FPP Tenure	FPP Flat Interest Rate	FPP Effective Interest Rate	Eligibility
12 months	0% p.a.	0% p.a.	(i) Perform the Eligible Retail Transactions with a minimum accumulated amount of Ringgit Malaysia Five Hundred (RM500) during the Campaign Period; (ii) Respond to the SMS from HLB within the stipulated timeline in the SMS; and (iii) Submit the FPP application.

Notes:

- The above FPP Flat Interest rate is valid from 22 August 2022 until 23 November 2022 only.
- The Eligible Retail Transactions billed to the Credit Card monthly statement must not have been paid or passed its payment due date at the point of the FPP conversion.
- No rewards points or cash rebate will be awarded for FPP programme.

3. What are my obligations?

You are required to pay the full FPP monthly instalment amount in addition to the minimum payment of 5% of the outstanding balance in the Credit Card account or Ringgit Malaysia Fifty (RM50), whichever is higher, by the statement due date. The total outstanding balance of the FPP approved amount must be fully settled before the expiry of the FPP tenure.

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

For the full list of fees and charges, please visit our website www.hlb.com.my/cc1 or scan here:


5. What if I fail to fulfil my obligations?

The FPP flat interest rate will be retracted if you fail to make payment and your Credit Card account is in default for ninety (90) days and above. An interest based on Tiered Pricing Structure as stated in HLB's Cardholder Agreement will be charged on the remaining FPP outstanding balance on a daily basis until full repayment.

A late payment fee as stated in HLB's Cardholder Agreement will be charged.

Right to set-off: HLB may at its own discretion by giving seven (7) calendar days' notice, set-off any credit balance in your accounts maintained with HLB against any outstanding balance from the FPP amount.

6. What if I fully settle the balance before its maturity?

At least one (1) month's notice shall be given to HLB should you wish to early settle the remaining FPP outstanding balance without incurring any fees.

7. What are the major risks?

- (a) You are required to pay the FPP monthly instalment in addition to the 5% monthly minimum payment due on the outstanding balance in the Credit Card account by the statement due date. Think about your repayment capacity before applying for the FPP programme.
- (b) In the event your Credit Card account is cancelled or terminated before the expiry of the FPP tenure for the approved FPP application, or breach any of the FPP terms and conditions as well as the prevailing terms and conditions of the HLB's Cardholder Agreement, you shall forthwith settle the remaining FPP outstanding balance. Otherwise, the outstanding balance will be charged with an interest rate based on Tiered Pricing Structure on a daily basis until full repayment.

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

HLB must be informed of any changes to your contact details such as email address, mailing address and telephone numbers as soon as possible to ensure all correspondences reach you on a timely manner. You may call HLB Contact Centre at 03-7626 8899 to make the changes. For HLB Online customers, please log on to HLB Connect Online Banking and select "Setting" followed by "Update Contact Info".

9. Where can I get further information?

- (a) For the latest information contained in this Product Disclosure Sheet and full terms & conditions of our products, please visit www.hlb.com.my ("**HLB's Website**"). In the event of any discrepancies, the latest information and terms & conditions on HLB's Website shall prevail.
- (b) If you have any enquiries regarding the Campaign terms and conditions, please email us at hlonline@hlbb.hongleong.com.my or call 03-7626 8899
- (c) If you have difficulties in making repayments:
 - (i) Contact us earliest possible to discuss repayment alternatives. You may contact HLB **Consumer Collections Department** at Hong Leong Bank Berhad, Level 2, Tower A, PJ City Development, 15A, Jalan 219, Section 51A, Petaling Jaya, 46100 Selangor. Tel: 03-7959 1888 Fax: 03-7873 5555.
Email: HLBB-CreditControl*TL@hlbb.hongleong.com.my;
 - (ii) 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, financial education and debt restructuring for individuals. You can contact AKPK at Level 5 and 6, Menara Bumiputera Commerce, Jalan Raja Laut, 50350 Kuala Lumpur. Tel: 03-2616 7766. Email: enquiry@akpk.org.my; or
 - (iii) Find out more about **POWER!** (Pengurusan Wang Ringgit Anda) Programme, offered by AKPK, promotes prudent money management and financial discipline to individual borrowers. To register and for further information, kindly call 03-2616 7766 or visit the website at www.akpk.org.my.
- (d) To make a complaint on products or services offered, you may contact HLB **Customer Advocacy** at Level 13A, Menara Hong Leong, No. 6, Jalan Damanlela, Bukit Damansara, 50490 Kuala Lumpur. Phone: 03-7626 8801/03-7626 8802/03-7626 8812.

Email: customerservice@hlbb.hongleong.com.my.

- (e) If your query or complaint is not satisfactorily resolved by us, you may contact **Bank Negara Malaysia** LINK or TELELINK at Block D, Bank Negara Malaysia, Jalan Dato' Onn, 50480 Kuala Lumpur. Tel: 1-300-88-5465 Fax: 03-2174 1515. Email: bnmtelelink@bnm.gov.my.

10. Other credit card products available

More exciting privileges that come with our Credit Cards:

- (i) Auto Balance Conversion (ABC)
- (ii) Balance Transfer
- (iii) Balance Transfer One-Time Fee
- (iv) Extended Payment Plan (EPP)
- (v) Quick Cash Monthly Interest
- (vi) Quick Cash One-Time Fee
- (vii) Relief Conversion Plan (RCP)
- (viii) Touch'n Go Zing Card

IMPORTANT NOTE: LEGAL ACTION MAY BE TAKEN AGAINST YOU IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR FLEXI PAYMENT PLAN BALANCE.

The information provided in this sheet is valid as at 22 August 2022.