

HONG LEONG SUTERA PLATINUM CREDIT CARD TERMS & CONDITIONS (Versi Bahasa Malaysia)

Last updated 23 April 2026

These Hong Leong Sutera Platinum Credit Card ("**Sutera Card**") Terms and Conditions ("**T&Cs**") are to be read together with the Hong Leong Bank Berhad's ("**HLB**") Cardholder Agreement ("**the Agreement**"). Save and except for the variations set out below, all the terms and conditions of the Agreement shall apply. In the event of any discrepancy or inconsistency between the terms and conditions of the Agreement and these T&Cs, these T&Cs shall prevail in so far as they are applicable to the Sutera Card. By accepting the Sutera Card, the Cardholder (as defined herein) agrees to be bound by these T&Cs and terms and conditions of the Agreement.

PRODUCT FEATURES**1. Definitions**

- (a) "**Cardholder**" means the individual named on the Card whether "**Principal Cardholder**" and/or "**Supplementary Cardholder**" unless stated otherwise;
- (b) "**Principal Cardholder**" means the primary Cardholder to whom the Card is issued by HLB;
- (c) "**HLB Connect App**" means Hong Leong Bank Connect Mobile Banking Application; and
- (d) "**QR Pay Transaction**" means retail transactions made via the HLB Connect App using the HLB QR Pay feature.

2. Sutera Card Rewards Programme ("Programme**")**

- (a) The Cardholder is eligible to participate in the Programme and earn the following HLB Reward Points based on the prescribed Spend Category and Eligible Merchant Category Codes ("**MCC**"), Merchants and/or Transactions as set out in Table 1 below:

Table 1

Spend Category	Eligible Merchant Category Codes (MCC), Merchants and/or Transactions	HLB Reward Points Multiplier (for each RM1 spent)
Online Spend	• Lazada • Shopee • Grab • Foodpanda • Touch 'N Go • MYEG • Spotify • Netflix • Apple Music	8X

	Note: Applicable to e-wallet reload and food delivery transactions for the above listed merchants only	
Groceries, Pharmacies & Essentials	- MCC: 5411 - All grocery stores including Giant, Cold Storage, Jaya Grocer, Mercato, etc. - MCC: 5912 - All drug stores and pharmacies including Guardian, Watsons, Caring Pharmacy, etc. - Selected convenience stores - MyNews and 7Eleven	8X
Dining	MCC: 5811/5812/5814 - All dining outlets Examples of merchants: Serai, McDonald's, Secret Recipe etc.	8X
Overseas	Any non-MYR retail transactions, regardless of location	8X
Others	All other <u>Eligible Retail Transactions</u> (as defined below)	1X

(b) "Eligible Retail Transactions" means any retail purchase transaction made locally or overseas, including online transactions, other than the listed Eligible Merchant Category Codes ("MCC") and/or merchants in Table 1 above, which are charged to the Sutera Card (both Principal and Supplementary Sutera Cards). The list is not exhaustive but shall

EXCLUDE:

- (i) Government and JomPay related transactions;
- (ii) FPX transactions
- (iii) Cash-type transactions including but not limited to Cash Advances and Balance Transfers;
- (iv) Quick Cash transactions;
- (v) fees and charges including but not limited to charges for cash withdrawals and cash payments, annual fees, interest and/or finance charges, disputed transactions, government charges such as taxes and any other kind of charges and penalties;
- (vi) fund transfers (from or to HLB's account whether by HLB or third party);
- (vii) disputed transactions that are subsequently reversed from the account of the Cardholder;
- (viii) QR Pay Transactions made via the HLB Connect App; and/or
- (ix) DuitNow AutoDebit.

Transactions that fall under Clauses 2(b)(i) to (ix) above will not be entitled to any HLB Reward Points.

- (c) For the Flexible Payment Plan ("FPP"), the HLB Reward Points will be rewarded based on the transaction amount and the Spend Categories in Table 1. No further

HLB Reward Points will be rewarded on the monthly instalment amount as per the tenure agreed.

- (d) For the Extended Payment Plan (“**EPP**”), the HLB Reward Points will be rewarded based on the monthly instalment amount i.e., one (1) HLB Reward Point for every Ringgit Malaysia One (RM1) of the monthly instalment amount irrespective of the Spend Categories.
- (e) All HLB Reward Points will be awarded on the posting date.
- (f) The assignment of MCC for each merchant is subject to classification by the respective merchants’ acquiring banks (“**Merchant Acquiring Bank**”) based on their discretion and it is the responsibility of the relevant Merchant Acquiring Bank to assign the correct MCC and MCC description. Save for damages arising directly from HLB’s willful default and gross negligence, HLB shall not be liable for any non-entitlement of HLB Reward Points where such non-entitlement is caused by the Merchant Acquiring Bank or circumstances beyond HLB’s reasonable control.
- (g) All HLB Reward Points issuance and redemption are subject to Hong Leong Club Rewards Catalogue Terms and Conditions which are made available at www.hlb.com.my/rewards.

3. **Annual Fee**

The Annual Fee will be levied as follows:

Principal Cardholder	RM120
Supplementary Cardholder	RM60

The annual fee will be waived when the Cardholders use the Sutera Card with a minimum of Ringgit Malaysia Fifteen Thousand (RM15,000) retail spent in a year. For the avoidance of doubt, all government and/or JomPAY related transactions will contribute towards the annual retail spend, however, these transactions will not entitle to any HLB Reward Points.

4. **Product Features Variation**

- (a) HLB shall be entitled to amend, vary or alter any of the product features for the Sutera Card or withdraw the Sutera Card when required, with prior notice to the Cardholder and such amendments shall be effective on such date that HLB may elect to adopt. Subsequently, HLB may mail directly to the Cardholder or notify in the mass media or posting up a notice in HLB’s banking hall or HLB’s website at www.hlb.com.my or any method which HLB deems practical for such additions, modifications or amendments of the product features
- (b) The T&Cs in this document shall be governed by and construed in accordance with the laws of Malaysia and the Cardholder agrees to submit to the exclusive jurisdiction of the Courts of Malaysia.

5. Interpretation

- (a) Unless the context otherwise requires, capitalized words and expressions shall have the same meaning as defined in the Agreement unless specifically defined in these T&Cs.
- (b) Words referring to the male gender shall include the female and/or neuter gender and vice versa.
- (c) Words referring to the singular number shall include the plural number and vice versa.

If you have any enquiries regarding the terms and conditions and/or require a copy of the Bahasa Malaysia version, you may seek clarification from our staff who attended to you. Alternatively, please email us at hlonline@hlbb.hongleong.com.my or call 03-76268899.