



# ALLIANCE BANK

Alliance Bank Malaysia Berhad (88103-W)

## PRODUCT DISCLOSURE SHEET FOR AUTO BALANCE CONVERSION

Kindly read this Product Disclosure Sheet before you decide to take up any Alliance Bank Malaysia Berhad (“Alliance Bank”) Credit Card. Please be sure to also read the general Terms and Conditions.

### 1. What is this product about?

- Subject to you being eligible, Alliance Bank Auto Balance Conversion Programme (“Auto Balance Conversion”) automatically converts the outstanding balances on your credit card to a term loan repayable by monthly instalments.
- You will be eligible if you earn not more than RM60,000 per annum and if you are a consistent revolver over the past 12 months (i.e. you have not made any full payment of your credit card bill over the past 12 months) and over the past 12 months your average repayment is not more than 10% of your outstanding balances.
- The outstanding balances that are eligible for conversion are your outstanding statement balances (excluding monies due under other any Alliance Bank instalment and this amount must be at least Ringgit Malaysia One Thousand (RM1, 000).
- If you are a first-time participant in the Auto Balance Conversion exercise, you have a thirty (30) days cooling-off period to contact us to cancel it after implementation of the conversion and upon cancellation. The converted amount will be reversed back into your credit card account and the usual applicable finance charges will be chargeable.
- Once you have been enrolled into and already participating in the Auto Balance Conversion, we will assess your eligibility for further automatic enrollment 12 months after we last assessed you. If upon re-assessment you are determined to be eligible we will automatically enrol you into the Auto Balance Conversion in respect of your eligible new outstanding balances.

You may however opt out from Auto Balance Conversion by informing us at 03-55169988.

### 2. What do I get from this product?

You will enjoy lower interest rates once the outstanding balances on your Alliance Bank credit card are converted into affordable monthly repayment instalments. The interest rate charged for this product is as follows:

Effective Interest Rate (%)	13% per annum
Tenure	36 months

### 3. What are my obligations?

Your monthly instalment payment amount (“Conversion Monthly Payment”) under the Auto Balance Conversion is calculated based on the method illustrated in the example below. Each Conversion Monthly Payment will be billed to your Credit Card account and you will have to make the Conversion Monthly Payment in full by the payment due date of each month.

The illustration below shows how the principal and the interest attributable to Conversion Monthly Payment are arrived at:

Conversion Amount	RM15,000
Conversion Tenure	36 months
Conversion Charges (Effective Interest Rate)	13% per annum
Conversion Monthly Payment	RM505.42*
Total Interest	RM3,195
Total Principal & Interest	RM18,195

\*Note: The Conversion Monthly Payment for the first month may vary due to rounding of the interest/principal amount

The Conversion Monthly Payment amount is fixed. Any pre-payment or excess payment will not reduce the outstanding principal amount or the subsequent Conversion Monthly Payment and will only be treated by Alliance Bank as an advance payment.

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

We will not charge any processing fee if we implement the Auto Balance Conversion on your account. No early settlement fee will be imposed if you pay the outstanding amounts due to us before maturity.

**5. What if I fail to fulfill my obligations?**

- Finance Charges:
  - Alliance Bank shall impose finance charges of 18% per annum on any unpaid monies due and remaining unpaid to Alliance Bank after its relevant due date calculated on a daily balance basis and capitalized on each payment due date. Such finance charges accrued shall be payable in full by the following payment due date stated in the credit card statement.
- Late Payment Charges:
  - If the Conversion Monthly Payment is not repaid in full by the payment due date stated in the credit card statement of each month, a late payment charge of 1% on the outstanding balance of the Conversion Monthly Payment (subject to a minimum of RM10.00 and maximum of RM100.00) will also be charged after the due date and such late payment charge shall be payable in full on the following due date.
- 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.
- Event of Default:
  - If you fail to pay your Conversion Monthly Payments for 3 consecutive months, Alliance Bank shall be entitled at its discretion at any time to terminate the Auto Balance Conversion made available to you, whereupon all monies comprising of the total principal of the amount converted which remains outstanding together with the applicable finance charges, accrued interest charges, late payment charges and the balance of all other monies due and owing under your credit card account will be due and payable immediately, and we will be entitled to demand for the full amount from you.

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

There are no lock-in periods or early settlement fees for Auto Balance Conversion. You may perform an early settlement of the total outstanding amount before the expiry of the tenure of the relevant term loan, by calling our Contact Centre and providing us with at least thirty (30) days prior notice. For early settlement, you are required to pay Alliance Bank the total outstanding balance owing (inclusive of monthly instalments due i.e. the total principal amount, interest charges, late charges and finance charges)

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

The Conversion Monthly Payment must be paid in full on or before the payment due date stated in the credit card statement and forms part of your minimum payment due. Think about your repayment capacity when charging the credit card. The finance charges will be imposed on any unpaid monies due and remaining unpaid under the Auto Balance Conversion by each payment due date stated in the credit card statement. If you have any problems paying for any monies due under the Auto Balance Conversion by the payment due date stated in credit card statement, you may contact us in advance to discuss repayment alternatives.

**8. Am I entitled to Rewards Points or Cash Rebates?**

You will not be entitled to any Rewards Points or Cash Rebates for balances converted under this Auto Balance Conversion.

**9. 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 reach you in a timely manner. You can either call Alliance Bank Contact Centre at 03-55169988 or visit any Alliance Bank branch to update your contact details.

**10. 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:

**Alliance Bank Collection Department**

Address : 3 Alliance, Level 2  
3, Jalan SS15/2A  
47500 Subang Jaya, Selangor  
Tel No. : 03-5516 9288  
Fax No. : 03-5516 9388  
Email : [collectionscard@alliancefg.com](mailto:collectionscard@alliancefg.com)  
Website : [www.alliancebank.com.my](http://www.alliancebank.com.my)

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:

Address : Tingkat 8, Maju Junction Mall  
1001, Jalan Sultan Ismail, 50250 Kuala Lumpur  
Tel No. : 03-2616 7766  
Email : [enquiry@akpk.org.my](mailto:enquiry@akpk.org.my)  
Website : [www.akpk.org.my](http://www.akpk.org.my)

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:

**Alliance Bank Contact Centre**

Address : 3 Alliance, Level 1  
3, Jalan SS15/2A  
47500 Subang Jaya, Selangor  
Tel No. : 03-5516 9988

Fax No. : 03-5621 5624  
Email : [info@alliancefg.com](mailto:info@alliancefg.com)  
Website : [www.alliancebank.com.my](http://www.alliancebank.com.my)

If your query or complaint is not satisfactorily resolved by us, you may contact Bank Negara Malaysia LINK or TELELINK at:

Address : Block D, Bank Negara Malaysia  
Jalan Dato' Onn, 50480 Kuala Lumpur  
Tel No. : 1-300-88-5465  
Fax No. : 03-2174 1515  
Email : [bnmtelelink@bnm.gov.my](mailto:bnmtelelink@bnm.gov.my)

**11. Where can I get further information?**

Should you require additional information pertaining to Auto Balance Conversion, please visit <https://www.autobalconvert.com.my> or call our Alliance Bank Contact Centre at 03-55169988.

**12. Other credit card products available:**

Please refer to Alliance Bank website at [www.alliancebank.com.my](http://www.alliancebank.com.my)

**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 effective 1 November 2019.