PRODUCT DISCLOSURE SHEET

IMPORTANT : Please read this Product Disclosure Sheet before you decide to take Bank Rakyat Credit Card-i. Please ensure that you also read the general Terms and Conditions.

BANK RAKYAT

Bank Rakyat Credit Card-i

Date :

1. What is Bank Rakyat Credit Card-i?

This is a MasterCard Credit Card-i, with a financing limit granted by us to you where if the financing limit which has been utilized but has not been fully settled before the due date will be subject to profit charges.

2. What is the Shariah concept applicable?

The financing facilities are under the Shariah principles of Murabahah (by adopting Tawarruq practice) where based on Wa'd from customers, the Bank will purchase commodities from commodity suppliers and subsequently sell commodities to customers based on Murabahah contract at selling price (commodity cost with profit) by deferred and then, as a customer agent, the Bank sells it to third party buyers in cash. Cash proceeds from these third party buyers will be deposited in the dedicated account to enable customers to make transactions for the purchase of goods or other services.

3. What do I get from Bank Rakyat Credit Card-i?

a) The Financing Limit for Bank Rakyat Credit Card-i will be determined based on the applicant's annual income. The financing limit is subject to Bank Rakyat's absolute discretion, with the following minimum limit :

Card Type	Minimum Limit (RM)	Annual Income (RM)
Platinum	20,000	> 60,000
Rakyat Xclusive MasterCard	20,000	> 60,000
Gold	1,000	> 36,000
Muslimah	3,000	> 24,000
Jit Sin Alumni	3,000	> 36,000
Platinum Explorer	3,000	> 60,000
Platinum Xclusive Explorer	50,0000	> 60,000
PDRM Gold	1,000	> 24,000
PDRM Platinum	3,000	> 24,000
KOSPERA	3,000	> 24,000
Cikgu Sejati	3,000	> 24,000

- MasterCard Rakyat Xclusive Credit Card-i & Platinum Xclusive Explorer Credit Card-i – Special edition card offered to Bank Rakyat Xclusive members.
- Jit Sin Alumni Credit Card-i – Special edition card offered to alumni members of Jit Sin High School.
- PDRM Credit Card-i – Special edition card offered to Royal Malaysia Police (RMP) personnel and RMP non-management personnel
- KOSPERA Credit Card-i – Special edition card offered to member of Koperasi Suruhanjaya Pencegahan Rasuah Malaysia Berhad.
- Cikgu Sejati Credit Card-i - Special edition card offered to teachers under the Ministry of Education Malaysia (MOE).

ADDITIONAL INFORMATION :

1. Applicant who earns:
   - ≤RM36,000 per annum - the cardholder can only hold credit cards from a maximum of two issuers and the maximum financing limit extended to the cardholder shall be two times his monthly income per issuer. This is applicable to both an existing and new cardholder.
   - >RM36,000 per annum - financing limit is based on financing assessment on limit eligibility.
2. Applicants who are unable to provide proof of income document, you must open Bank Rakyat Term Deposit-i Account and place a total amount of deposit which will be equivalent to the total Credit Card-i financing limit applied. The deposit in the Term Deposit-i Account shall be maintained for as long as the Credit Card-i is active.

b) LOW annual profit rate under the Bank Rakyat Credit Card-i Tiered Pricing Structures:

	Annual Profit Rate	Criteria	Tier
Retail	13.5%	Non-Bank Rakyat Member	Tier 1: Minimum payment received before or on the Payment Due Date for 9 consecutive months.
	13.0%	Bank Rakyat Member	
	17.0%	Non-Bank Rakyat Member	Tier 2: Minimum payment received before or on the Payment Due Date for 6 months or more within 9 months period.
	15.5%	Bank Rakyat Member	
	18.0%	Non-Bank Rakyat Member	Tier 3: Does not meet the above conditions for Tier 1 and Tier 2.
	17.0%	Bank Rakyat Member	
Cash Withdrawal	18.0%	Cash withdrawal rate is calculated daily from the date of the transaction until the date of full payment.	
Balance Transfer	0.25% per month or 3% per annum	First three (3) months	
	1.125% per month or 13.5% per annum	Fourth (4^{th}) month until the total amount transfer is fully settled.	

<u>Note :</u> To enjoy lower annual profit rates, you need to make payments for at least 9 consecutive months over a 12 months period.

c) Annual profit rate offer for government servants and employees of Government Link Company (GLC):

Type of Transaction	Tier	Annual Profit Rate	Entitlement Requirement	Entitlement Tenure
Retail	Tier 1	8%	Total outstanding balance >30% from financing limit **AND** N**OT** exceed 60 days delinquent.	THREE (3) YEARS from the FIRST statement issued after the enrollment date.
	Tier 2	9%	Total outstanding balance is 10% - 30% from financing limit **AND NOT** exceed 60 days delinquent.	
	Tier 3	10%	Total outstanding balance <10% **AND NOT** exceed 60 days delinquent.	
Cash Withdrawal	-	18%	-	-
Balance Transfer	**First Three (3) Months**			
	-	3%	-	-
	Fourth (4^{th}) Months Onwards			
	Tier 1	8%	> 30% from financing limit	Until fully settled.
	Tier 2	9%	10% - 30% from financing limit	
	Tier 3	10%	< 10% from financing limit	

<u>IMPORTANT:</u>

1. In the event cardholders credit card-i account delinquent for more than 60 days for **RETAIL** transactions, the above annual profit rate offering will be **REVOKED** automatically. Cardholders will be charged with existing annual profit rate Tier at Tier 2 which 15.5% for Bank Rakyat Members, 17% for Non-Bank Rakyat Members and 9% for Bank Rakyat staffs.

2. The profit rate offer is valid for approved applications until 31 August 2024. The approved applications starting 1 September 2024 will be subject to profit rates based on the current Tiered pricing structure.

d) Cash withdrawal :

Maximum cash withdrawal limit via counter / ATM is based on the limit of cash withdrawal at the counter / ATM or based on the Schedule / Tier below :

Tier	Criteria	Annual Profit Rate (Retail Transaction)	Maximum Withdrawal Limit
Tier 1	Bank Rakyat Member	13.0%	100%
	Non-Bank Rakyat Member	13.5%	
Tier 2	Bank Rakyat Member	15.5%	75%
	Non-Bank Rakyat Member	17.0%	
Tier 3	Bank Rakyat Member	17.0%	50%
	Non-Bank Rakyat Member	18.0%	

Note : Percentage (%) of the permissible maximum withdrawal limit is based on the specified financing limit.

e) Rakyat Rebate.
Rakyat Rebate schedule as per below:

Items	Year 1	Year 2	Year 3
Auto debit facility	0.5%	0.5%	0.5%
Good paymaster	1.0%	1.0%	1.5%
Other financing facilities at Bank Rakyat	0.5%	1.0%	1.0%
Total Rebate (Rakyat Rebate)	**2.0%**	**2.5%**	**3.0%**

Profit rebate earned from Rakyat Rebate will be offset against principal outstanding balance on statement date.

f) Rakyat Rewards
- 1 point is given to cardholder every RM10 spent. The point would then be converted to for cash at the rate of RM0.10 per 10 points.
- Rakyat Rewards validity period is confined to 3 years. The rewards earned by cardholders on any date of any month are valid until the end of the same month, for the next 3 years.

g) FREE Group Family Takaful Coverage and 'Khairat Kematian' (RM1,000). Coverages includes guaranteed financing payment of outstanding finances accrued through Credit Card-i usage.
* Maximum age limit for Takaful coverage is 64 years old on the date of the event (death/TPD).
* Maximum amount for Takaful Coverage is up to RM300,000 (subject to takaful approval).

<u>Additional benefits for Bank Rakyat Platinum Explorer & Platinum Xclusive Explorer :</u>

a) 5% Cashback on airlines AND hotels bookings*

<u>*NOTE :</u>
- ➢ 5% cash back is **CAPPED** at maximum amount of RM1,000 per annum.
- ➢ Subject to *Merchant Category Code* (MCC) that have been determined by Bank **ONLY**.
- ➢ The amount is a total combination of usage by Principal and Supplementary cardholders.
- ➢ **NOT** for commercial used.

b) **FREE** access to Plaza Premium Lounge :

<u>* NOTE :</u>
- ➢ Three (3) times access per year.
- ➢ Three (3) times access is allocate for each Principal and Supplementary Cardholders.
- ➢ Three (3) times access will not be carried forward to the following year.
- ➢ The accessibility will be refreshed on yearly basis.
- ➢ VALID at Plaza Premium Lounge nationwide.

✓ **<u>Bank Rakyat Platinum Xclusive Explorer</u>** :
- ➢ Five (5) times access per year.
- ➢ Five (5) times access is allocate for each Principal and Supplementary Cardholders.
- ➢ Five (5) times access will not be carried forward to the following year.
- ➢ The accessibility will be refreshed on yearly basis.
- ➢ VALID at Plaza Premium Lounge nationwide.

<u>* IMPORTANT :</u>
1) Free access offered at Plaza Premium Lounge is LIMITED to HALAL food and beverages ONLY. Bank shall not be held responsible for any NON-HALAL food and beverages consumed by cardholders that are meant to be served for NON-MUSLIM customers.
2) Access and lounge facilities of Plaza Premium Lounge is subject to any rules and regulations set by Plaza Premium Lounge Management Limited from time to time.

Additional benefits for Bank Rakyat PDRM Credit Card-i :

a) Special cash withdrawal fee at 1.5% or minimum RM15 (whichever is higher) for ATM/Bank Rakyat Counter.
Note: Fee for withdrawal at other bank's ATM/Counter to remain.

Additional benefits for Bank Rakyat Cikgu Sejati Credit Card-i :

a) 5% cashback on any transactions at petrol stations, bookstores, hotels, and stationery stores nationwide *

*** NOTE**:
- 5% cashback is LIMITED to RM50 per month or RM600 per year.
- Subject to the Merchant Category Code (MCC) set by the Bank ONLY.
- This amount is a Combination of usage from the Primary and Supplementary cardholders.
- **CANNOT** be used for business purposes.

4. What is my obligation?

Minimum Monthly Payment = (A) + (B) + (C) + (D) + (E) **OR RM50**, whichever is higher	The monthly minimum payment composition is comprising of : A) 5% from outstanding balance (comprising of retail transactions, balance transfer (without instalment), cash withdrawal, profit charges, Card Service Tax, annual fee (if any), additional taxes imposed (if any) and other fees (if any) **AND** B) Monthly instalments plans (contracted FLEXI, EPP, balance transfer and any other instalment from time to time) subscribed after **31st MAY 2020 AND** C) The contracted monthly term financing instalment for Automatic Balance Conversion (ABC) if any **AND** D) Unpaid monthly minimum payment **AND** E) Utilization amount in excess of the financing limit **OR** • A minimum payment of RM50 from the outstanding balance, whichever is higher.
Grace Period of Profit Charge	• For retail transactions *-20 days from the date of the transaction, only if you pay full the outstanding balance before or on the due date. • If you do not pay in full before or on the due date, profit charges will be calculated from the date the transaction is debited. * Not applicable to Balance Transfer and Cash Withdrawal.

- As a principal cardholder, you are liable to all transactions incurred by the supplementary cardholders.

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

<table>
<tr><th>Fees and Charges</th><th>Description</th></tr>
<tr><td>1. Annual Fee</td><td>
<table>
<tr><th>Card Type</th><th>Primary (RM)</th><th>Supplementary (RM)</th></tr>
<tr><td>Platinum</td><td>388</td><td>150</td></tr>
<tr><td>Rakyat Xclusive MasterCard</td><td>388</td><td>150</td></tr>
<tr><td>Jit Sin Alumni</td><td>388</td><td>150</td></tr>
<tr><td>Platinum Xclusive Explorer</td><td>388</td><td>150</td></tr>
</table>
<u>Note:</u> The annual fee is WAIVED for the first year. Annual fees are also waived for the second year and onwards, provided that at least one (1) usage in a year.
<table>
<tr><th>Card Type</th><th>Primary (RM)</th><th>Supplementary (RM)</th></tr>
<tr><td>Platinum Explorer</td><td>388</td><td>150</td></tr>
<tr><td>Gold</td><td>150</td><td>80</td></tr>
<tr><td>Muslimah</td><td>388</td><td>150</td></tr>
<tr><td>PDRM Gold</td><td>150</td><td>80</td></tr>
<tr><td>PDRM Platinum</td><td>388</td><td>150</td></tr>
<tr><td>KOSPERA</td><td>388</td><td>150</td></tr>
<tr><td>Cikgu Sejati</td><td>388</td><td>150</td></tr>
</table>
Note: Currently, the annual fee is WAIVED.
</td></tr>
<tr><td>2. Cash Withdrawal Fee</td><td>
a) Cash withdrawal via Bank Rakyat ATM or counter, will be charged a fee of 3% on the total cash withdrawal amount or RM20 whichever is higher.

b) Cash withdrawal via other bank ATM or counters, a 5% fee will be charged on the total cash withdrawal amount, or RM 20 whichever is higher.

The cash withdrawal service fee schedule is as below:
<table>
<tr><th>Channels</th><th>Cash Withdrawal amount</th><th>Fee</th></tr>
<tr><td rowspan="2">Bank Rakyat's ATM / counter</td><td>Up to RM666</td><td>RM20</td></tr>
<tr><td>Exceeding RM666</td><td>3% of cash withdrawal amount</td></tr>
<tr><td rowspan="2">Others Bank's ATM / counter</td><td>Up to RM400</td><td>RM20</td></tr>
<tr><td>Exceeding RM400</td><td>5% of cash withdrawal amount</td></tr>
</table>
</td></tr>
<tr><td>3. Copy of Card Monthly Statement Request</td><td>RM5.00 will be charged for each requested copy of Card Monthly Statement.</td></tr>
<tr><td>4. Sales Draft Request</td><td>a) RM5.00 will be charged for each <u>photocopy</u> of Sales Draft.
b) RM15.00 for each <u>original</u> copy of the Sales Draft.</td></tr>
<tr><td>5. Card Replacement</td><td>RM50 for every replacement of Bank Rakyat Credit Card-i.</td></tr>
<tr><td>6. Overseas Transaction</td><td>The currency conversion for overseas transaction are determined by MasterCard International on the date the transactions are received and/or processed by Bank Rakyat.</td></tr>
<tr><td>7. Over Limit Excess</td><td>None</td></tr>
<tr><td>8. Service Tax (Credit Card-i)</td><td>
<table>
<tr><th>Primary (RM)</th><th>Supplementary (RM)</th></tr>
<tr><td>25.00</td><td>25.00</td></tr>
</table>
</td></tr>
</table>

6. What if I fail to full fill my obligations?

a) Compensation Charge (Ta'widh) of 1% from the total outstanding balance if no payment received on the fourth (4th) day after the due date or payment made is less than the stated minimum payment (subject to minimum charge of RM10 and maximum charge of RM100). This charge is not compounded.

b) The Bank reserves the right to transfer any credit balance in any of your Bank Rakyat accounts to pay any outstanding Credit Card-i account by giving notice of seven (7) calendar days in advance.

c) If you fail to report the loss/stolen of the card IMMEDIATELY, you will be liable for any unauthorized transactions through the usage of the card.

d) You will be liable for card-present unauthorized transactions which require PIN verification if you have :
- acted fraudulently;
- delayed in notifying Bank Rakyat Card Centre as soon as reasonably practicable after having discovered the loss/stolen or unauthorized use of the Credit Card-i;
- voluntarily disclosed the PIN to another person; or
- recorded your PIN on the Credit Card-i or on anything kept in close proximity with your Credit Card-i.

e) You will be liable for unauthorized transactions which require signature verification or with contactless card, if you have:
- acted fraudulently;
- delayed in notifying Bank Rakyat Card Centre as soon as reasonably practicable after having discovered the loss/stolen or unauthorized use of Credit Card-i;
- left your Credit Card-i or item containing your Credit Card-i unattended, in places visible and accessible to others;
- voluntarily allowed another person to use your Credit Card-i.

Note : IMMEDIATELY means loss/stolen or unauthorised PIN disclosure is notified to the Bank within TWO (2) hours from the time of the incident.

f) The Bank Rakyat Credit Card-i and or any services offered by the Bank may be cancelled within a reasonable time after written notice has been issued by the Bank to the Cardholder if it is found that the Cardholder is using the Credit Card-i for any unlawful activity including money laundering and/or purposes that are contrary to Shariah principles. Upon termination of the Card, all outstanding gains and other related charges shall be paid immediately to Bank Rakyat.

g) The supplementary cards will also be cancelled immediately upon request of the principal cardholder or not.

h) The Bank reserves the right to cancel your Credit Card-i if you fail to comply with Bank Rakyat's Credit Card-i Terms and Conditions.

7. What if I fully settle the balance before it's maturity? (For Balance Transfer/Easy Payment Plan)

There is no "lock-in period" for Balance Transfer and Easy Payment Plan (EPP) program. Thus, there is no charge on early settlement.

8. What are the major risks?

a) If you pay only the minimum monthly payments, the profit charge and the time taken to settle all outstanding balances will increase. Full payment at the due date will avoid any charge and Compensation Charge (Ta'widh).

b) If you use your Credit Card-i to make payment for other financing, it may increase your costs.

c) If you have problems paying for your Credit Card-i, contact us to discuss alternate financing instalment / payment.

d) You are also responsible for informing the Bank immediately upon receipt of a short message service (SMS) notification, if the transaction is invalid.

9. What do I need to do if there are changes of my information?

You should contact the Bank at 03-2693 6880 (24 hours) promptly to ensure that any information will be channelled effectively.

10. Where can I get further information about this Credit Card-i product?

a) For more information on Bank Rakyat Credit Card-i, please refer to the product brochure or visit our website at www.bankrakyat.com.my or you can contact any of Bank Rakyat's branches nationwide.

b) Any suggestions and inquiries can be channelled to:
- Bank Rakyat Card Centre : 03-2693 6880 (24 hours)
- Bank Rakyat Call Centre : 1-300-80-5454 / International line : +603-5526 9000
  - Monday to Sunday : 24 hours
    7:30 am to 9:30 pm - Available for all inquiries
    9:30 pm to 7:30 am - Available only to check application status, internet banking and report lost card.
  - E-mail : telerakyat@bankrakyat.com.my

c) Any complaints can be reported to:
- Bank Rakyat Card Centre : 03-2693 6880 (24 hour)
  03-2692 4600 (Lost / Stolen Card)
- Bank Rakyat Call Centre : 1-300-80-5454 / International line : +603-5526 9000
  - Monday to Sunday : 24 hours
    7:30 am to 9:30 pm - Available for all inquiries
    9:30 pm to 7:30 am - Available only to check application status, internet banking and report lost card.
  - E-mail : telerakyat@bankrakyat.com.my

or,

sent a complaint to : Public Complaints Bureau Unit,
Customer Service, 9th Floor
Tower 1, Bank Rakyat Twin Tower

		No. 33, Jalan Rakyat, KL Sentral 50470 Kuala Lumpur or email to aduan@bankrakyat.com.my
or, contact Bank Negara Malaysia LINK or TELELINK at	:	Blok D, Bank Negara Malaysia, Jalan Dato' Onn, 50480 Kuala Lumpur Tel : 1-300-88-5465 No. Faks : 03-2174 1515 or email to: bnmtelelink@bnm.gov.my

d) While abroad, please report to any issuing bank of MasterCard or MasterCard Travel International Service Centre for assistance.

11.Other Bank Rakyat Credit Card-i:

- **As per item 3 (a)**

IMPORTANT NOTE!

a) LEGAL ACTIONS WILL BE TAKEN AGAINST YOU IF YOU DO NOT PAY YOUR CREDIT CARD-i.
b) GOLD & CLASSIC CREDIT CARD-i HAS BEEN APPROVED BY SHARIAH COMMITTEE ON 29th MARCH 2007.
c) PLATINUM CREDIT CARD-i PRODUCT HAS BEEN APPROVED BY SHARIAH COMMITTEE MEMBER ON 19th SEPTEMBER 2013.
d) MUSLIMAH CREDIT CARD-i PRODUCT HAS BEEN APPROVED BY SHARIAH COMMITTEE ON 01st DECEMBER 2015.
e) JIT SIN ALUMNI CREDIT CARD-i PRODUCT HAS BEEN APPROVED BY SHARIAH COMMITTEE ON 6th MARCH 2019.
f) PLATINUM EXPLORER CREDIT CARD-i PRODUCT HAS BEEN APPROVED BY SHARIAH COMMITTEE ON 3rd DECEMBER 2018.
g) PLATINUM XCLUSIVE EXPLORER CREDIT CARD-i PRODUCT HAS BEEN APPROVED BY SHARIAH COMMITTEE ON 18 MAY 2022
h) THIS PRODUCT DISCLOSURE SHEET HAS BEEN READ, UNDERSTOOD AND AGREED BY THE CUSTOMER AND SHALL BE SIGNED BY CUSTOMER.