

Supplementary Credit Card Application Form

Principal Cardholder's Details

Yes, I would like to apply for a Supplementary Credit Card for my existing Hong Leong Principal(s) Card as follows:

	Card Number	Expiry Date
Principal Card 1	____ - ____ - ____ - ____	____ MM ____ YYYY
Principal Card 2	____ - ____ - ____ - ____	____ MM ____ YYYY
Principal Card 3	____ - ____ - ____ - ____	____ MM ____ YYYY

Full Name (as per NRIC/Passport)

New NRIC/Passport No.

Old NRIC No.

Mobile No.

First Supplementary Credit Card Applicant's Details

Yes! I would like to apply for a Supplementary Card for the following Principal Card(s) Principal Card 1 Principal Card 2 Principal Card 3

Dr Mr Madam Ms Others _____

Name

Name to Appear on Card (not more than 19 letters)

Gender Male Female

NRIC/Passport No.

Old NRIC No.

Permanent Resident of Other Countries No Yes

Country of Permanent Resident (PR)

Malaysia Other (Please specify) _____

Date of Birth (dd/mm/yyyy)

Race Malay Chinese Indian Pribumi Others

Nationality Malaysia Other (Please specify) _____

Reside more than 182 Days in Malaysia (per calendar year) Yes No

Passport Issued Country

Passport Issued Date

Passport Expiry Date

Relationship with Principal Card Applicant

Home Address

Postcode

City

State

Country

Email Address (mandatory)

Home Tel. No.

Mobile No.

Occupation

Employment Type

- Self-employed with Workers
- Self-employed without Workers
- Government Employee/Civil Servant
- Private Sector Employee
- Retiree/Housewife

Company Name

Office Address

Postcode

City

State

Country

Employment Sector

Industry Sector

Annual Gross Income RM

Annual Other Income RM

Credit Limit

- Supplementary Card Applicant will share 100% of my credit limit
- Assign Supplementary Card Applicant with credit limit of:

RM _____

Note: All outstanding balances or unpaid amounts in the Supplementary Card account in a particular month will be transferred to the Principal Cardholder account at the next statement date, following which the assigned credit limit will be reinstated accordingly.

Yes! I would like to apply for a Supplementary Card for the following Principal Card(s) Principal Card 1 Principal Card 2 Principal Card 3

Dr Mr Madam Ms Others _____

Name

Name to Appear on Card (not more than 19 letters)

Gender Male Female

NRIC/Passport No.

Old NRIC No.

Permanent Resident of Other Countries

No Yes

Country of Permanent Resident (PR)

Malaysia Other (Please specify) _____

Date of Birth (dd/mm/yyyy)

Race Malay Chinese Indian Pribumi Others

Nationality Malaysia Other (Please specify) _____

Reside more than 182 Days in Malaysia (per calendar year)

Yes No

Passport Issued Country

Passport Issued Date

Passport Expiry Date

Relationship with Principal Card Applicant

Home Address

Postcode

City

State

Country

Email Address (mandatory)

Home Tel. No.

Mobile No.

Occupation

Employment Type

- Self-employed with Workers
- Self-employed without Workers
- Government Employee/Civil Servant
- Private Sector Employee
- Retiree/Housewife

Company Name

Office Address

Postcode

City

State

Country

Employment Sector

Industry Sector

Annual Gross Income RM

Annual Other Income RM

Credit Limit

- Supplementary Card Applicant will share 100% of my credit limit
- Assign Supplementary Card Applicant with credit limit of:

RM _____

Note: All outstanding balances or unpaid amounts in the Supplementary Card account in a particular month will be transferred to the Principal Cardholder account at the next statement date, following which the assigned credit limit will be reinstated accordingly.

Delivery of Supplementary Credit Card(s)

Address as per Principal Cardholder's system/primary address

Declaration - please sign in the boxes provided below

I/We confirm and agree that: (a) All Information given above is true and complete; (b) Hong Leong Bank Berhad ("HLB") is authorised to verify the information from whatever sources and means that it deems appropriate; (c) I/We shall be bound by the terms and conditions of the Hong Leong Bank Cardholder Agreement, Hong Leong Bank Terms and Conditions Plus, Touch'n Go Zing Card and any other terms and conditions of the credit card applied for in this application form as may be amended from time to time; (d) My/Our application is subject to the HLB's approval; (e) My/Our personal borrowings from all sources within Malaysia do not exceed in aggregate RM200,000 (for non-Malaysians only); (f) I/We authorise and consent to HLB obtaining any other information from any sources including but not limited to the Central Credit Reference Information System ("CCRIS"), FIS, CTOS or any credit reference agency, Inland Revenue Authorities or any authorities without further notice to me/us to such extent and for such purpose as HLB may in its absolute discretion deem necessary or expedient in connection with the application, distribution and provision of products and services; (g) Where I/we have sent the credit card application form to HLB via email, I/we agree that the said scanned copy of application form shall be regarded as an original for processing purposes, containing all true and accurate particulars and that the said scanned copy of application form and all card transactions arising in relation to it shall be valid and binding on me/us but notwithstanding this, I/we will retain the original signed application form at all times and make it available to HLB upon request; (h) I/We shall be liable for any inaccuracy or misrepresentation in the said information and will remain liable for all outstanding and all losses and expense incurred by HLB due to the inaccuracy or misrepresentation in the said information.


Financial Services Act 2013 ("FSA") and BNM Guidelines on Credit Transactions and Exposures with Connected Parties ("Guidelines")

To enable HLB to comply with the FSA and the said Guidelines, I/we shall declare to HLB whether I/we am/are a connected party under the Guidelines, which includes but is not limited to, a spouse, child, parent or financial dependant of HLB's Director, Executive Officer or credit-approving/appraising/reviewing officer or in the case of a corporate/business-customer, includes an entity controlled by such above mentioned HLB's persons. If at any time I/we become a connected person, I/we must notify HLB in writing immediately. HLB reserves the right to terminate the Facility in the event I/we fail to make the appropriate or correct declaration, resulting in HLB contravening the FSA or the said Guidelines.

Right to Disclose Information

In addition to the permitted disclosures provided under Schedule 11 of the FSA, I/we hereby irrevocably authorise and permit HLB, its officers and employees to disclose and furnish all information concerning my/our credit card facilities, this application form, my/our present and future accounts and any other matters relating to me/us or my/our business and operations to:

- (a) other financial institutions granting or intending to grant any credit facilities to me/us, the Central Credit Bureau or any other central credit bureau established by Bank Negara Malaysia, Cagamas Berhad, Biro Maklumat Cek, Credit Guarantee Corporation, any other relevant authority as may be authorised by law to obtain such information or such authorities/agencies established by Bank Negara Malaysia or any agency established by the Association of Banks in Malaysia;

- (b) any current or future corporation which may be associated with or related to HLB (as defined in the Companies Act 2016), including representative and branch offices and their respective representatives as well as subsidiaries of HLB's holding company;
- (c) the security parties or any party intending to provide security in respect of my/our credit card facilities;
- (d) HLB's auditors, solicitors and/or other agents in connection with the recovery of moneys due and payable hereunder;
- (e) HLB's professional advisers, service providers, nominees, agents, contractors or third party service providers who are involved in the provision of products and services to or by HLB and its related or associated companies;
- (f) Malaysian Airlines System Berhad, Priority PASS (A.P.) Ltd and Plaza Premium Lounge Malaysia Sdn Bhd to provide the benefits of Hong Leong Infinite  / Infinite/Infinite Doctor's Edition credit card;
- (g) AirAsia Berhad to provide the benefits of AirAsia Credit Card; and
- (h) Emirates Airlines to provide the benefits of Emirates HLB Cards.

I/We hereby irrevocably consent to such disclosure and confirm that, save and except for damages arising directly from HLB's wilful default or gross negligence, HLB, its officers and employees shall be under no liability for furnishing such information or for the consequences of any reliance which may be placed on the information so furnished in accordance with this Agreement.

Representation and Warranty on Processing Personal Information

I/We hereby represent and warrant that I/we have obtained the consent of all persons named in my/our application for the Account(s) or such other document submitted to HLB in support of such application and/or their authorised representatives, including but not limited to my/our directors, shareholders, authorised signatories or such other persons as specified by HLB ("Relevant Data Subjects"), for HLB's collection, holding and use of the personal information of the Relevant Data Subjects in accordance with HLB's Privacy Notice as may be amended from time to time.

Consent and Declaration of Data Privacy

I/We hereby,

- (a) declare that all information furnished to Hong Leong Bank Berhad ("HLB") are complete, true and correct and will immediately inform HLB of any changes to the same;
- (b) confirm that I/we have read and agreed to HLB Privacy Notice* as may be varied from time to time. I/We hereby agree and authorise the disclosure of my/our name and other contact details to companies within HLBs and/or Hong Leong Financial Group Berhad's group of companies for marketing and for promotional purposes. Copies of the Privacy Notice are available upon request or from HLB's website.
*"Privacy Notice" shall mean HLB's policies and principles pertaining to the collection, use and storage of personal information of existing and prospective individuals and entities dealing with HLB as may be amended from time to time and made available at Bank's Website or in such manner as HLB deems appropriate from time to time. To read and understand more about the HLB Privacy Notice, please refer to the HLB's Website;
- (c) declare that pursuant to the Credit Reporting Agencies Act 2010 ("CRA"), I/we, the undersigned, hereby irrevocably and unconditionally authorise CTOS Data Systems Sdn Bhd, Experian Information Services (Malaysia) Sdn. Bhd (formerly known as RAM Credit Information Sdn Bhd), Credit Bureau Malaysia Sdn Bhd, FIS Data Reference Sdn Bhd, BASIS Corporation Sdn Bhd and Dun & Bradstreet Malaysia Sdn Bhd (each to be referred to herein as a "Credit Reporting Agency" and collectively, "Credit Reporting Agencies") to process and disclose any of my/our personal information, my/our company/business information (if applicable) and credit information (as defined in the CRA), including credit information where I am/we are a joint applicant or to which I am/we are or have been linked (collectively referred to as "Credit Information") and resides in the records of the Credit Reporting Agency or any information in the record

- of the Central Credit Bureau, Bank Negara Malaysia ("BNM") (including any database or system established by BNM or any other governmental or regulatory authority or body, Cagamas Berhad and/or Credit Guarantee Corporation Malaysia Berhad, Inland Revenue Authorities or any authorities at any time in such manner as HLB considers appropriate (collectively referred to as "Credit Information") to HLB for the purposes which shall include but not be limited to the ones listed in HLB's Privacy Notice which is available upon request or on HLB's websites;
- (d) declare that in connection with the Consent herein provided, I/we hereby authorise HLB to provide the relevant Credit Reporting Agency with my/our personal details and my/our company/business (if applicable), as provided below, to enable the Credit Reporting Agency to provide me/us with the relevant notification as required under the CRA;
- (e) agree and confirm that I/we shall not hold HLB liable or responsible for:
 - i. Any statement, misstatement, inaccuracy or omission of any type or manner contained in the credit information, records and/or credit reports provided to HLB by the relevant Credit Reporting Agency;
 - ii. HLB's reliance on such credit information, records and/or credit reports provided by the relevant Credit Reporting Agency to arrive at a decision in relation to my/our application for credit and credit-related or other products or services of HLB; and
 - iii. Any disclosure of my/our Credit Information by the relevant Credit Reporting Agency to any of the Credit Reporting Agency's other subscribers in connection with the credit reporting service provided.
- (f) declare that this Consent shall be without prejudice to any other clause in the agreement governing the terms of the credit and credit-related or other products or services of HLB which I/we have applied for herein and shall remain valid and binding against me/us so long as I/we remain a customer of HLB and/or an/a outsourced service provider/vendor of HLB (if applicable);
- (g) irrevocably authorize and permit HLB, its officers and employees to disclose and furnish all my/our information concerning this application, present and future accounts and any other matters relating to me/us or my/our company/business and operations (if applicable) to the persons/entities named in HLB's Privacy Notice. I/We hereby irrevocably consent to such disclosure and confirm that save and except for damages arising directly from HLB's wilful default or gross negligence, HLB, its officers and employees shall be under no liability for furnishing such information or for the consequences of any reliance which may be placed on the information so furnished in accordance herein;
- (h) consent to HLB, or any of its affiliates, including branches to share my/our information with the tax authorities for the purpose of enabling HLB, or any of its affiliates to comply with the requirements of the Foreign Account Tax Compliance Act ("FATCA") and Common Reporting Standard ("CRS") as may be stipulated by applicable laws, regulations, agreement or regulatory guidelines or directives;

Note: Customers who wish to opt-out from the sharing of their personal data within HLB's and/or Hong Leong Financial Group Berhad's group of companies for marketing and promotional purposes are required to call our Call Centre at 03-7626 8899 to register their instructions to opt-out of the said sharing.

Foreign Exchange Notices - Declaration And Undertaking

I/We further declare the information provided in this document, is true and accurate and in full compliance with the Foreign Exchange Notices. I/We shall be fully responsible for any inaccurate, untrue or incomplete information provided. I/We hereby authorise the Bank to make this information available to BNM in compliance with the Foreign Exchange Notices. I/We hereby undertake to inform the Bank of any subsequent changes to the information stated herein. I/We have been informed that the information on Foreign Exchange Notices is also available at the Bank's website for my/our references.

• For full terms & conditions, please refer to cardholder agreement terms & conditions and Hong Leong Credit Card Product Disclosure Sheet at www.hlb.com.my
 • If you have any enquiries regarding the terms and conditions, you may seek clarification from our staff who attended to you. Alternatively, please email us at hlonline@hlbb.hongleong.com.my or call 03-7626 8899.

Signature of Principal Card Applicant

x

Signature of First Supplementary Card Applicant

x

Signature of Second Supplementary Card Applicant

x

Name _____

Date / /

DD MM YYYY

Name _____

Date / /

DD MM YYYY

Name _____

Date / /

DD MM YYYY

Channel Campaign Br/Div (existing HLB code)Team Code

Attended by: Name

Staff No. (numeric only)

Staff NRIC No.

Phone No. -

Remarks/KYC/FD Pledge Recommendation:

	First Supplementary Credit Card Applicant	Second Supplementary Credit Card Applicant
Is a PEP?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> Yes
Is a RCA to a PEP?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> Yes
Was on boarding/new application done face-to-face?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> Yes
<p>(For Face-to-Face Application) I hereby confirm & attest that I have:</p> <ul style="list-style-type: none"> • Guided customer in reading the Product Disclosure Sheet (PDS) • Obtained a copy of the customer's NRIC and income documents originated from the customer • Checked customer's workplace/residential address is within 50km vicinity from the branch • Checked information below: <p> <input type="checkbox"/> Applicant's Full Name & New NRIC No. <input type="checkbox"/> Document(s) submitted <input type="checkbox"/> Employer's Name & Contact <input type="checkbox"/> Application form <input type="checkbox"/> Job Designation/NOB <input type="checkbox"/> Terms & Conditions <input type="checkbox"/> Type of Credit card applied <input type="checkbox"/> Residential/Mailing Address <input type="checkbox"/> Biometric verification passed </p>	<p>KYC confirmation & attestation done by: (Sales Personnel)</p> <p>Name:</p> <p>Date:</p> <p>Time:</p>	<p>Signature:</p>
	<p>Confirm & vetted by: (Sales/Branch Manager/CSOM)</p> <p>Name:</p> <p>Date:</p> <p>Time:</p>	<p>Signature:</p>

PRODUCT DISCLOSURE SHEET

Read this Product Disclosure Sheet before you decide to take up the Hong Leong Credit Cards ("Card"). Be sure to also read the general terms and conditions.



Credit Cards
Date:

1. What is this product about?

This is a Hong Leong Credit Card to be used primarily for the payment of goods and services. Where any amount of the credit utilized by Cardholder has not been settled in full on or before the due date, the unsettled amount will be subjected to finance charges.

2. What do I get from this product?

(i) Credit limit

A revolving credit line approved by the Bank, based on the Cardholder's eligibility.

Card type	Minimum credit limit (RM)
Travel cards	
Hong Leong Infinite <i>ℙ</i> (Visa)	100,000
Hong Leong Infinite Doctor's Edition (Visa)	12,000
Hong Leong Infinite (Visa)	45,000
Emirates HLB World Elite (Mastercard)	50,000
Emirates HLB World (Mastercard)	20,000
Emirates HLB Platinum (Mastercard)	12,000
airasia Platinum (Visa)	12,000
airasia Gold (Visa)	2,000
Cash Back cards	
WISE Gold (Visa)	2,000

Card type	Minimum credit limit (RM)
Cash Back cards	
Essential (Visa)	2,000
Reward points cards	
Sutera Platinum (Visa)	3,000
Gold (Visa)	2,000
GSC Platinum (Visa)	12,000
GSC Gold (Visa)	2,000
No-frills card	
I'm (Visa)	2,000

NOTE: Minimum income eligibility for new principal Cardholder is set at RM24,000 per annum. Cardholders who earns RM36,000 per annum or less can only hold credit cards from a maximum of two (2) issuers. The maximum credit limit extended to both new and existing Cardholders shall not exceed two (2) times of their monthly income per issuer.

- Cardholder will be subject to finance charges on all carried forward outstanding balances including interest and fees (excluding Late Payment Charges) if the Cardholder's previous statement is not fully paid on or before the payment due date.

(ii) Retail purchases

To be calculated on a daily basis after the interest free period provided the current balance of the Cardholder's previous statement is fully paid by payment due date. Otherwise, interest will be calculated on a daily basis from respective posting date. The finance charge may vary for each account based on the Cardholder's past twelve (12) months repayment behaviour as below:

Cardholder's payment behaviour	Retail interest rate
Cardholders who promptly settle their minimum payment due for twelve (12) consecutive months	15% p.a.
Cardholders who promptly settle their minimum payment due for ten (10) months or more in a twelve (12) month cycle; and	17% p.a.
Cardholders who do not fall within the above categories	18% p.a.

To enjoy lower finance charges for retail transactions, you should make at least ten (10) prompt payments in the last twelve (12) months.

(iii) Cash advance

- 18% p.a. of the outstanding amount calculated on a daily basis from transaction date until full repayment date.

NOTE: The maximum daily cash withdrawal limit is subject to the available Cash Limit of your card and the prevailing withdrawal limit of any ATM in the case of cash withdrawal made through an ATM; whichever is lower.

(iv) Balance Transfer

Rates vary depending on chosen tenure/instalment period. Please refer to Balance Transfer Product Disclosure Sheet.

- Cardholder will be entitled to:

Type of rewards	Card type												
Cashback													
<ul style="list-style-type: none"> 0.4% Cashback for all Insurance transactions For other retail transactions* <ul style="list-style-type: none"> Tier 1 - 0.4% Cashback for first RM7,000 spend Tier 2 - 1% Cashback for subsequent spend Total monthly Cashback capped at RM300 	Essential												
<ul style="list-style-type: none"> With a minimum spend of RM500: <ul style="list-style-type: none"> Enjoy 8% Cashback on Weekends and 1% on Weekdays on popular Online Spend merchants, Groceries & Essentials (including selected convenience stores), Petrol and Dining. Each category is capped at RM15 Cashback per month. Enjoy unlimited 0.25% Cashback on all other valid Retail Transactions* (excluding Online Spend, Groceries & Essentials, Petrol and Dining) Below RM500 spend, enjoy 0.25% Cashback on all valid Retail Transactions*. 	WISE												
Reward points													
All valid Retail Transactions* would be given Reward Points	Sutera Platinum/Gold/GSC												
Skywards Miles													
All valid Retail Transactions* would be awarded with Skywards Miles based on:													
World Elite <table border="0"> <tr> <td>Emirates RM4 = 2.5 Skywards Miles</td> <td>World</td> <td>Platinum</td> </tr> <tr> <td>Overseas RM4 = 1.75 Skywards Miles</td> <td>Emirates RM4 = 2 Skywards Miles</td> <td>Emirates RM4 = 1.5 Skywards Miles</td> </tr> <tr> <td>Local RM4 = 1 Skywards Miles</td> <td>Overseas RM4 = 1.5 Skywards Miles</td> <td>Overseas RM4 = 1.25 Skywards Miles</td> </tr> <tr> <td></td> <td>Local RM4 = 1 Skywards Miles</td> <td>Local RM4 = 0.5 Skywards Miles</td> </tr> </table>	Emirates RM4 = 2.5 Skywards Miles	World	Platinum	Overseas RM4 = 1.75 Skywards Miles	Emirates RM4 = 2 Skywards Miles	Emirates RM4 = 1.5 Skywards Miles	Local RM4 = 1 Skywards Miles	Overseas RM4 = 1.5 Skywards Miles	Overseas RM4 = 1.25 Skywards Miles		Local RM4 = 1 Skywards Miles	Local RM4 = 0.5 Skywards Miles	Emirates HLB
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Local RM4 = 1 Skywards Miles	Overseas RM4 = 1.5 Skywards Miles	Overseas RM4 = 1.25 Skywards Miles											
	Local RM4 = 1 Skywards Miles	Local RM4 = 0.5 Skywards Miles											

Type of rewards	Card type
MAS Enrich Miles	
All valid Retail Transactions* would be awarded with MAS Enrich Miles based on: <ul style="list-style-type: none"> • Local : RM3.5 = 1 mile • Overseas : RM2.2 = 1 mile 	Hong Leong Infinite ^{SP} / Infinite/Infinite Doctor's Edition
airasia points	
All valid Retail Transactions* would be awarded with airasia points based on: <ul style="list-style-type: none"> • airasia Transactions : RM1 = 6 airasia points (Gold & Platinum) • Overseas : RM2 = 1 airasia point (Gold & Platinum) • Local : RM3 = 1 airasia point (Platinum) RM5 = 1 airasia point (Gold) 	airasia

*Retail Transactions (both local and international) EXCLUDE all Government/JomPAY/FPX bill payment related transactions, QR Pay transactions via HLB Connect App, Cash Advances, Quasi Cash (betting and gaming related transactions), Quick Cash, Flexi Payment Plan, Auto Balance Conversion (ABC), Balance Transfers and any fees and charges.

3. What are my obligations?

Minimum monthly repayment	<ul style="list-style-type: none"> i. at least 5% of the total outstanding balance [refers to the total amount of Retail Transactions (if any), Balance Transfer amount (if any) where the Balance Transfer plan is not on instalment basis, Cash Advance amount (if any), Finance Charges and fees (if any)]; ii. 100% of Tax; iii. 100% of all contracted monthly instalment (including monthly instalments for Auto Balance Conversion, Extended Payment Plan and other instalment plans available from time to time); iv. Any unpaid Minimum Payment Due from previous month's statement, and; v. 100% of any overlimit amount (refers to amount which exceeds the Prescribed Credit Limit or the Assigned Credit Limit); OR RM50, whichever is higher (or such other percentages or amount as may be determined by the Bank from time to time) or settlement of such unpaid balance.
Interest free period for retail purchase transaction	<ul style="list-style-type: none"> • Twenty (20) days from the statement date provided the current balance of the Cardholder's previous statement is fully paid by payment due date. Otherwise, interest shall be charged on retail purchase transactions from respective posting dates. • The Principal Cardholder shall be liable for all outstanding balances incurred on the Principal and/or Supplementary Card(s). The Supplementary Cardholder shall be liable for all outstanding balances incurred on his/her Supplementary Card only.

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 fulfill my obligations?

Late payment charge

• A minimum of RM10 or 1% of the total outstanding balance as at statement date, whichever is higher, subject to a maximum of RM100.

Right to set-off

• The Bank may by giving seven (7) calendar days' notice, set-off any credit balance in your account(s) maintained with us against any outstanding balance in this Card account.

Liability for unauthorised transactions

The Cardholder would not be liable for Card-present unauthorised transactions which require PIN verification or signature verification or the use of a contact less Card, provided the Cardholders have not:

- (i) acted fraudulently;
- (ii) delayed in notifying the Bank as soon as reasonably practicable after having discovered the loss or unauthorised use of the Card;
- (iii) voluntarily disclosed the PIN to another person or any third party;
- (iv) recorded the PIN on the Card or on anything kept in close proximity with the Card;
- (v) left the Card or an item containing the card unattended in places visible and accessible to others; or
- (vi) voluntarily allowed another person to use the Card.

For the avoidance of doubt, Cardholders are expected to exercise due care in safeguarding the Card even at the Cardholder's place of residence. If you fail to abide by the terms and conditions of Card, we have the right to terminate your Card.

Cardholder's responsibilities to:

- (a) abide by the terms and conditions for the use of the Card;
- (b) take reasonable steps to keep the Card and PIN secure at all times, including at the Cardholder's place of residence. These include not:
 - i. disclosing the Card details or PIN to any other person;
 - ii. writing down the PIN on the Card, or on anything kept in close proximity with the Card;
 - iii. using a PIN selected from the Cardholder's birth date, identity card, passport, driving licence or contact numbers; and
 - iv. allowing any other person to use the Card and PIN.
- (c) notify the Bank as soon as reasonably practicable after having discovered that the Card is lost, stolen, an unauthorised transaction had occurred or the PIN may have been compromised;
- (d) notify the Bank immediately upon receiving Notifications via HLB Connect App or short message service (SMS) transaction alert if the transaction was unauthorised;
- (e) notify the Bank immediately of any change in the Cardholder's contact number;
- (f) use the Card responsibly, including not using the Card for unlawful activity; and
- (g) check the account statement and report any discrepancy without undue delay.

6. What if I fully settle the balance before its maturity? (For balance transfer or easy payment plans)

Lock-in period - Varies depending on chosen tenure/instalment period

Early settlement penalty

Balance Transfer : RM70 will be charged if the Cardholder fully settles the balance before the expiry of the chosen tenure.
(not applicable for lifetime and one-time fee plans)

Quick Cash Monthly Interest : RM25 will be charged if the Cardholder fully settles the balance before the expiry of the chosen instalment period.

7. What are the major risks?

- By paying minimum monthly repayment, it will take you longer and cost you more to settle the outstanding balance. Think about your repayment capacity when charging the Card. If you use your Card to make repayment for other financing, it may cost you more. Please feel free to contact the Bank for financial planning consultation and repayment alternatives, if necessary.
- If your Card and/or PIN is lost or stolen, or after having discovered the loss or unauthorised use of your Card, please notify the Bank immediately at HOTLINE +603 -7626 8899.

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

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

9. Where can I get further information?

- For latest information contained in this Product Disclosure Sheet and full terms & conditions of our products, please visit www.hlb.com.my. In the event of any discrepancies, the latest information and terms & conditions on the Hong Leong Bank website shall prevail.
- If you have difficulties in making repayments, you should contact us earliest possible to discuss repayment alternatives. You may contact us at:
Consumer Collections Department
Hong Leong Bank Berhad, Level 2, Tower A, PJ City Development, 15A, Jalan 219, Section 51A, Petaling Jaya, 46100 Selangor.
Tel: +603-7959 1888 E-mail: HLBB-CreditControl*TL@hlbb.hongleong.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, financial education and debt restructuring for individuals. You can contact AKPK at: Tingkat 5 and 6, Menara Bumiputra Commerce, Jalan Raja Laut, 50350 Kuala Lumpur. Tel: 03-2616 7766 E-mail: enquiry@akpk.org.my
- **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
- **For any enquiries, you may contact us at:**
Contact Centre : 03-7626 8899 E-mail : HLOnline@hlbb.hongleong.com.my
- **To make a complaint on products or services offered, you may contact us at:**
Customer Advocacy
Level 13A, Menara Hong Leong, No 6, Jalan Damanlela, Bukit Damansara, 50490 Kuala Lumpur.
Phone: 03-7626 8801/03-7626 8802/03-7626 8812 E-mail: customerservice@hlbb.hongleong.com.my
- 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: +603-2174 1515 E-mail: bnmtelelink@bnm.gov.my

10. Other Card products available

More exciting privileges that come with our Cards:

- Touch'n Go Card – the companion card that is linked to your Hong Leong Card.
It auto-reloads RM100 every time the balance in the Touch'n Go Card reaches below RM50.
- Balance Transfer (BT)
- Quick Cash One-Time Fee
- Quick Cash Monthly Interest
- Auto Balance Conversion (ABC)
- Extended Payment Plan (EPP)
- Flexi Payment Plan (FPP)

IMPORTANT NOTE: LEGAL ACTION MAY BE TAKEN AGAINST YOU IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR CARD BALANCES.

The information provided in this sheet is valid as at January 2023