

PRODUCT DISCLOSURE SHEET

Read this Product Disclosure Sheet before you decide to take out the Balance Transfer (BT). Seek clarification from your institution if you do not understand any part of this document or the terms and conditions

CITIBANK BERHAD
BALANCE TRANSFER
 December 20, 2019

1. What is Balance Transfer?

Balance Transfer (BT) allows you to transfer whole or part of your outstanding balance(s) from other banks and financial institutions principal credit card account(s) in your name to any Citibank credit card account in your name.

2. What do I get from this product?

You will be able to make flexible monthly repayments with a minimum 5% monthly repayment of total outstanding balances based on an effective interest rate of up to 8.99% p.a. for 12 months (equivalent to an interest rate of up to 0.749% monthly).

Effective interest rate (%)	Repayment period
Up to 8.99% p.a. (OR equivalent to 0.749% monthly)	12 months

The amount transferred is treated as a cash advance. You will be charged daily interest at the rate of 18% per annum or 1.5% per month on the interest due of the amount transferred from the date of approval of the BT.

The minimum outstanding balance that you can transfer is RM1, 000 and the maximum amount will be subject to your available credit limit and Citibank's discretion.

You will not be entitled to any reward points and cash rebates from the BT even though you may normally earn Rewards Points or Rebates from your credit card.

The table below illustrates the amount which you would be paying and the savings you would enjoy:

Example:

Outstanding Balances	Normal Finance Charge @18% per annum for 12 mths*	Balance Transfer at 8.99% per annum for 12 months**	
		You Pay	You SAVE
RM 4, 000	RM 594	RM 286	RM 308
RM 8, 000	RM 1, 188	RM 572	RM 616

Important notes:

* Accumulated amount of interest charges incurred in a total of 12 months based on 18%p.a. with a 5% monthly payment on due date.

** Accumulated amount of interest charges incurred in a total of 12 months based on 8.99%p.a. for 12 months.

3. What are my monthly obligations?

Minimum Monthly repayment	5% of outstanding balance of the amount transferred under Balance Transfer which is required to be paid on your payment due date
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Important notes:

*As long as you have any balance from performing Balance Transfer, you will not enjoy the 20 days interest free period on your retail transactions on your credit card.

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

No fees and charges will be incurred unless you fail to fulfill the payment obligations or early settle before maturity. Please see Notes 5 & 6 for further details.

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

If you fail to pay the minimum monthly due, then daily interest of 18% per annum OR 1.5% per month will be charged on the unpaid minimum monthly due amount. If full settlement has not been made within the repayment period, Citibank will impose finance charges of 18% per annum on the outstanding balance of the Amount Transferred.

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

Full settlement obligations	If you choose to cancel your balance transfer, full settlement has to be made.
Early settlement penalty	NONE if you fully settle the balance before its maturity.

7. What are the major risks involved?

- Please refer to no. 5 for Failure to fulfill payment obligations.
- If you have any problems paying your Balance Transfer, contact us early to discuss repayment alternatives.

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

It is important that you inform us of any change in your contact details to ensure that all correspondences reach you in a timely manner.

Please call Citiphone at 03-2383 0000 (Kuala Lumpur), 04-296 0000 (Penang), 07- 268 0000 (Johor Bahru) or 1800 82 1010 (Sabah & Sarawak) if you need to change your contact details.

9. Where can I get further information?

Call Citiphone at 03-2383 0000 (Kuala Lumpur), 04-296 0000 (Penang), 07- 268 0000 (Johor Bahru) or 1800 82 1010 (Sabah & Sarawak) anytime, any day to request for more information on Balance Transfer

OR

For full terms and conditions, visit our Citibank homepage at <http://www.citibank.com.my>

OR

For assistance and redress:

You may contact Citibank Berhad if you wish to complain on the products or services provided by us or if you have difficulties in making repayments. You should contact us earliest possible to discuss repayment alternatives.

Tel:	<ul style="list-style-type: none">• 03-2383 0000 (KL)• 04-296 0000 (Penang)• 07-268 0000 (Johor Bahru)• 1800-82-1010 (Sabah & Sarawak)
E-mail:	malaysia.customer.service@citi.com

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 counseling and debt restructuring for individuals. You can contact AKPK at:

Address:	Tingkat 8, Maju Junction Mall 1001, Jalan Sultan Ismail 50250 Kuala Lumpur
Tel :	1-800-88-2575
E-mail :	enquiry@akpk.org.my

**AKPK also manages POWER! which is a practical financial education programme designed to equip consumers with essential financial knowledge, providing consumers with the ability to make responsible financial decisions.*

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
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	50480 Kuala Lumpur.
Tel:	1-300-88-5465
Fax:	03-21741515
E-mail:	bnmtelelink@bnm.gov.my
10. Other services available on your credit card Balance Transfer Instalment Plan, Flexi Payment Plan, Balance Conversion, Cash Advance and Dial-For-Cash	

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

Citibank's Privacy Notice

Keeping personal data of individuals secure is a top priority for all of us at Citibank. Please visit us at www.citibank.com.my/privacyEng to view our Notice and Choice Principle Statement where we seek to outline how we intend to deliver all the rights and protections that you are entitled to in respect of your personal data.

In addition, in the course of your banking relationships with Citibank, personal data of individual third parties such as your mandates, authorised signatories, shareholders, directors, guarantors and parties that have provided security to secure your obligations to Citibank, may have been provided to us as well. Please inform all such third parties to visit us at the above web link to view our Notice and Choice Principle Statement.

The information provided in this Product Disclosure Sheet is valid as at 20/12/2019.