

PRODUCT DISCLOSURE SHEET

Read this Product Disclosure Sheet before you decide to take up the Relief Conversion Plan. Seek clarification from your institution if you do not understand any part of this document or the terms and conditions

CITIBANK BERHAD
Relief Conversion Plan
1 June, 2020

1. What is the Relief Conversion Plan?

The Relief Conversion Plan ("Plan") is a program available to eligible credit card cardmembers to convert their outstanding credit card balances into a monthly instalment loan. The Plan will enable your outstanding balances to be converted into a 36 months instalment plan at an Effective Interest Rate of up to 13% p.a..

There are two different enrolment methods for the Plan, which is detailed in the table below. Each card is allowed for a one-time conversion of Outstanding Balances to the Plan, regardless of the enrolment methods.

	Auto Enrolment	Opt-In Enrolment
Source	Bank initiated	Customer initiated
Eligibility	Cardmembers who missed three payments, with at least RM1,000 Outstanding Balances and have never enrolled in the Relief Conversion Plan	Cardmembers with at least RM1,000 Outstanding Balances and have never enrolled in the Relief Conversion Plan (Subject to approval)
Eligibility Period	1 April 2020 - 31 December 2020	1 April 2020 - 31 December 2020
Outstanding Balances	<ul style="list-style-type: none"> • Retail transactions • Cash transactions • Existing Balance Transfer plan <p>Note : For customers who have missed 3 consecutive payments, all unbilled principal amount from any existing cards instalments that you may have, such as Citi Easy Payment Plan, Citi Flexibill, Citi PayLite, Balance Transfer via Instalment and/or Quick Cash are regarded as due and deemed payable immediately. Hence, it will be converted under the outstanding balance as well.</p>	<ul style="list-style-type: none"> • Retail transactions • Cash transactions • Existing Balance Transfer plan <p>Existing unbilled cards instalment such as Citi Easy Payment Plan, Citi Flexibill, Citi PayLite, Balance Transfer via Instalment and Quick Cash are not eligible for conversion.</p>
Minimum convertible amount	RM1,000	RM1,000
Opt-out process	<p>You may opt-out from the Plan by calling Citi Phone or by replying Citi enrolment SMS with the relevant keyword.</p> <p>Upon successful opt out, the unbilled outstanding principal will be due and</p>	Not applicable

	payable by you along with any fees and charges imposed (if any) in accordance with the Citibank Terms and Conditions.	
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2. What do I get from this product?

Your outstanding balances will be converted to monthly instalments on your Citibank credit card.

Effective interest rate (%)	Equivalent flat interest rate (%)	Tenure (months)
Up to 13% p.a.	Up to 7.1% p.a.	36

Effective Interest Rate is calculated based on monthly reducing balance repayment method whereby as the original loan sum is repaid the interest per month reduces progressively across the tenure of the loan.

3. What are my obligations?

The monthly instalment amount will be calculated from the date of approval using a monthly reducing balance repayment method. The first month's interest will be calculated based on the Effective Interest Rate and pro-rated on a 365 days and on a 366 days basis in a leap year from the approval date to the next immediate statement cycle date and will be reflected (together with any fees or charges) along with the principal in the next immediate monthly statement. The subsequent monthly instalment shall be a fixed amount and consists of both principal and interest where the interest component of each monthly instalment is computed by: $\text{Effective Interest Rate} \times \text{outstanding principal amount} \div 12$ [months].

For the avoidance of further doubt, the first and subsequent payment/instalments forms 100% of the Monthly Minimum Payment which must be settled in full by you on or before Payment Due Date.

Upon approval, you will be charged with the Effective Interest Rate agreed upon at the date of approval throughout the tenure.

The monthly instalment amount is fixed. Any pre-payment or excess payment will not reduce the Outstanding Principal and the subsequent monthly instalment. Any such excess payment will only be treated by the Bank as advance payment of the subsequent month's instalment payment or part thereof.

You will not be entitled to any reward points and/or cash rebates from the Relief Conversion Plan.

Illustration of the Plan monthly repayment calculation:

A simple illustration on the monthly principal deduction as well as interest charged (on the

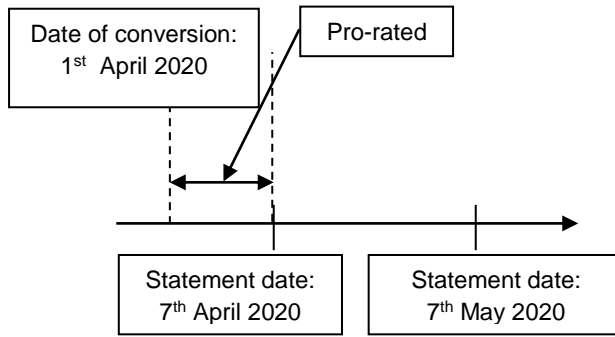
assumption that the outstanding principal amount is RM9,500 and the Effective Interest Rate is 13%) is as follows:

Month	Outstanding Principal (RM)	Relief Conversion Plan Monthly Repayment (RM)	Relief Conversion Plan Interest (RM)	Principal Repayment (RM)
1	9,500.00	237.43	20.25	217.18
2	9,282.82	320.09	100.56	219.53
3	9,063.30	320.09	98.19	221.91
4	8,841.39	320.09	95.78	224.31
5	8,617.08	320.09	93.35	226.74
6	8,390.34	320.09	90.90	229.2
7	8,161.14	320.09	88.41	231.68
8	7,929.46	320.09	85.90	234.19
9	7,695.27	320.09	83.37	236.73
10	7,458.54	320.09	80.80	239.29
11	7,219.25	320.09	78.21	241.88
12	6,977.37	320.09	75.59	244.5
13	6,732.86	320.09	72.94	247.15
14	6,485.71	320.09	70.26	249.83
15	6,235.88	320.09	67.56	252.54
16	5,983.34	320.09	64.82	255.27
17	5,728.07	320.09	62.05	258.04
18	5,470.03	320.09	59.26	260.83
19	5,209.20	320.09	56.43	263.66
20	4,945.54	320.09	53.58	266.52
21	4,679.02	320.09	50.69	269.40
22	4,409.62	320.09	47.77	272.32
23	4,137.30	320.09	44.82	275.27
24	3,862.02	320.09	41.84	278.25
25	3,583.77	320.09	38.82	281.27
26	3,302.50	320.09	35.78	284.32
27	3,018.19	320.09	32.70	287.40
28	2,730.79	320.09	29.58	290.51
29	2,440.28	320.09	26.44	293.66
30	2,146.63	320.09	23.26	296.84
31	1,849.79	320.09	20.04	300.05
32	1,549.73	320.09	16.79	303.30
33	1,246.43	320.09	13.50	306.59
34	939.84	320.09	10.18	309.91
35	629.93	320.09	6.82	313.27
36	316.66	320.09	3.43	316.66
Total		11,440.67	1,940.67	9,500.00

*Example: Statement cycle falls on the 7th of the month and your Relief Conversion Plan happens on the 1st of the month. Effective Interest Rate payable for the first month's instalment will be pro-rated calculated based on:

$$6/366 \times 13\% \times \text{RM}9,500 = \text{RM}20.25$$

During the Plan Tenure, the loan amount together with interest calculated based on Effective Interest Rate will be billed in equal monthly instalments.



Based on the above illustration, the interest charged from the date of approval (e.g. 1st April 2020) and the 1st statement date (e.g. 7th April 2020) will be pro-rated from the date of approval to the 1st statement date. The interest charged from 7th April 2020 to 7th May 2020 will be computed based on:

$$1/12 \times 13\% \times \text{RM}9,282.82 = \text{RM}100.56$$

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. Please see Notes 5 & 6 for further details.

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

If you fail to pay your instalment(s) due in full for 3 consecutive months or more, all monies due and owing under the Plan comprising of the total outstanding, monthly instalment and the total unbilled principal of the Plan together with the applicable finance charge or interest owing Plan will be due and payable, which we will be entitled to demand from you in full.

6. What if I fully settle the Relief Conversion Plan before its maturity?

Subject to Citibank's approval, you may at any time cancel your Relief Conversion Plan or elect for early settlement of the Plan Amount. Upon such cancellation or early termination, you are required to pay Citibank the total outstanding principal under the Plan immediately. There is no early termination fee.

7. What are the major risks involved?

- Please refer to no. 5 for failure to fulfill payment obligations
- If you have any problems paying, 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. You may login to Citibank Online or Citi Mobile App to update 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) to request for more information on the Relief Conversion Plan.

OR

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

OR

For assistance and redress:

You may contact us 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 (JB)• 1800-82-1010 (Sabah & Sarawak)
Fax:	03-2383 6666
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.

In addition, Bank Negara Malaysia (BNM) has introduced POWER! Pengurusan Wang Ringgit Anda program. This program provides useful information to encourage prudent money management and financial discipline. For more information or to register for the program, log on to www.akpk.org.my or call 03-2616 7766.

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:	1-300-88-5465
Fax:	03-21741515
E-mail:	bnmtelelink@bnm.gov.my

10. Other services available on your credit card

Citi Quick Cash, Balance Transfer, Balance Transfer via Instalment, Citi Paylite, Citi Flexibill and Cash Advance.

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

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 1 June 2020.