

Frequently Asked Questions

1. What is Balance Conversion Plan?

Balance Conversion Plan (BCP) allows cardholders to convert their retail purchases to monthly instalment plan. You can now apply for BCP via HSBC Malaysia Mobile Banking App too.

2. Who is eligible for Balance Conversion Plan?

BCP is open for HSBC / HSBC Amanah Principal credit cardholders. Primary credit cardholders are eligible to apply for BCP for the retail purchases transacted with their primary and supplementary card(s) transactions under their account.

3. What are the eligibility criteria to apply for Balance Conversion Plan via HSBC Malaysia Mobile Banking App?

You can apply for BCP via HSBC Malaysia Mobile Banking App if you satisfy the following eligibility criteria:

- (i) For existing-to-bank customers who has a registered HSBC Malaysia Mobile Banking App
- (ii) Active Primary credit cardholders account with no past due or over limit
- (iii) Account with eligible transactions between RM500 to RM50,000.
- (iv) Eligible transactions are defined as retail purchases (local and overseas) including online transaction and bill payment.
- (v) Transactions that are not eligible for BCP are cash advance, outstanding balances under instalment plans, any fees (HSBC Amanah)/finance charge (HSBC), and applicable tax, if any.

4. Why am I not able to view all my eligible transactions under “select transactions” in the Balance Conversion Plan page in HSBC Malaysia Mobile Banking App?

Only eligible retail transactions between RM500 to RM50,000 that have not been paid will be displayed in the Select transactions page.

5. How many retail purchase transactions can be converted into one plan via HSBC Malaysia Mobile Banking App?

You can select up to 49 transactions per instalment plan.

6. What is the minimum amount to convert into Balance Conversion Plan via HSBC Malaysia Mobile Banking App?

The retail purchase transaction shall be of minimum RM500 in a single receipt.

7. Can I check what are the BCP offers via HSBC Malaysia Mobile Banking App?

Yes. You can check the latest BCP offer available for you via HSBC Malaysia Mobile Banking App. As the offer rates and tenure may vary from time to time, please login to your HSBC Malaysia Mobile Banking App for the latest offers.

8. How long does it take to process the Balance Conversion Plan instalments via HSBC Malaysia Mobile Banking App?

Your request will be processed instantly. Once approved, you will be informed of the approved BCP plan the next working day.

9. Can I view my recent BCP instalment plan via HSBC Malaysia Mobile Banking App once it is processed?

Once BCP plan is approved it may take a while to display in HSBC Malaysia Mobile Banking App. You can view up to your latest 30 active instalment plans in HSBC Malaysia Mobile Banking App. To view all your existing instalment plans, please refer to your Credit Card/-i statements.

10. Once BCP instalment plan is created, how do I know how much I need to pay on a monthly basis?

You will receive an advice via HSBC Malaysia Mobile Banking App which contains the monthly instalment amount and interest for the tenure you've selected. Alternatively, you can refer to your Credit Card/-i statement for the required monthly instalment amount to pay which forms part of your minimum monthly payment.

11. Is there any early termination fee?

No, there will be no early termination fee.

12. Can I cancel my plan via HSBC Malaysia Mobile Banking App?

No, this functionality is currently not available via the HSBC Malaysia Mobile Banking App. Please call our contact centre at 1300 88 1388 (HSBC Bank Malaysia) or 1300 80 2626 (HSBC Amanah) for cancellation. For more information, please visit www.hsbc.com.my/bcp or www.hsbcamanah.com.my/bcp