

Amended Cardholder Agreement which forms part of the HSBC Amanah Malaysia Berhad (“HSBC Amanah”) Universal Terms and Conditions

24 Apr 2019

Dear Valued Customers,

Effective 15 May 2020, our Cardholder Agreement which forms part of the Universal Terms and Conditions for HSBC Amanah will be updated and revised as follows:

Key Changes:

1. Payment Hierarchy

Payment will be applied in the following order: to settle taxes, Cash Advance, monthly instalment for Credit Card Instalment Plan(s), Retail transactions, Balance Transfer from the highest to the lowest actual monthly management fee rate.

2. Partial Payment Treatment

When partial payment is received from cardholders, 30% of the paid amount or 30% of minimum monthly payment paid, whichever is lower, will be applied towards settlement of taxes, actual monthly management fees and other fees. Any remaining amount paid will be applied towards settlement of balances according to the payment hierarchy order above.

Illustration when Cardholder makes a partial payment:

Minimum Monthly Payment:		RM300
Payment Received from Cardholder:	(A)	RM400
(i) Payment allocation to taxes, actual monthly management fees and fees:		
30% of Minimum Monthly Payment:		RM90
30% of Payment Received:		RM120
Payment allocation to taxes, actual monthly management fees and other fees: (30% of Minimum Monthly Payment or 30% Payment received, whichever is lower)	(B)	RM90
(ii) Payment allocation to principal balances:		
Any remaining amount paid will be applied towards settlement of balances according to the payment hierarchy order above.	(C) = (A) – (B)	RM310

Detailed amendments and the clauses impacted from the abovementioned changes are reflected in the UTC May 2020 Edition as listed below.

Amendments of the sentences are as shown in strikethrough, for deletion, and highlighted, for addition.

Products/Services	Clause No.	Clauses
b. Definitions	2 1(d)	<p>Payment will be applied in the following payment hierarchy order: to settle taxes, Cash Advance, monthly instalment for Credit Card Instalment Plan(s), Retail transactions, Balance Transfer from highest to the lowest Actual Monthly Management Fee and fees (annual fee and compensation fee). Payment received will be applied towards settlement of the outstanding principal balance followed by outstanding management fees and charges</p> <p>When partial payment is received from Cardholder, 30% of the amount paid or 30% of minimum monthly payment paid, whichever is lower, will be applied towards settlement of taxes, actual monthly management fees and other fees. Any remaining amount paid will be applied towards settlement of balances in the payment hierarchy order above attracting the highest to the lowest actual monthly management fee rate.</p>

The Amended Terms & Conditions for HSBC Amanah Malaysia Berhad ("HSBC Amanah") Universal Terms & Conditions (May 2020 Edition) is available [here](#).

