

New Credit Card Guidelines Issued By Bank Negara Malaysia Frequently Asked Questions (FAQ)

We refer to the following Credit Card Guideline issued on 18 March 2011 by Bank Negara Malaysia on the new eligibility requirements to be a principal credit Cardholder.

- With effect from 1 January 2012, Cardholders earning an annual income of **RM36,000 per annum and below** is only allowed to hold credit cards from a **maximum of two (2) credit card issuers** and the maximum credit limit of the particular Cardholder shall not exceed **two times (2x)** of the Cardholder's monthly income
- In the event the Cardholder's outstanding balance exceed the maximum credit limit, the Cardholder will be given a **two (2) years grace period** to repay the amount in excess of the maximum credit limit.

For your further clarification on these new guidelines, following are the Frequently Asked Questions (FAQ) to assist you.

Q1: How will these guidelines affect existing Cardholders?

A: For existing Cardholders who are earning an annual income of RM36,000 and below, they are only allowed to hold credit cards from a maximum of 2 credit card issuers. Existing Cardholders who are earning an annual income above RM36,000 will not be affected.

Q2: When will the requirement to hold credit card from a maximum of 2 issuers take effect?

A: Existing Cardholders who currently hold more than 2 cards will have until **31 December 2011** to select their preferred card issuers.

Q3: What happens if I do not make a selection of my preferred card issuers by 31 December 2011?

A: Effective by 1st January 2012, Cardholders who still hold credit cards from more than 2 card issuers, their eligibility will be reviewed by their issuers on the anniversary date of the card. Issuers shall not extend the credit card facility to the Cardholder if the Cardholder has fulfilled the quota of maximum 2 card issuers. Hence, it is important for you to update us with your latest income information so that you can continue to enjoy the privileges that come with your AEON credit card without any interruption.

Q4: What if my latest income has increased to more than RM36,000 per annum?

A: If your latest income has increased to more than RM36,000 per annum, you are advised to provide AEON Credit Service with a copy of your latest income document before 31 December 2011 in order to enjoy uninterrupted usage of your AEON Credit Card.

Q5: What is the maximum credit limit granted to a Cardholder who is earning an annual income of RM36,000 and below?

A: According to the guidelines, the credit limit granted to a Cardholder should not exceed 2 times of the Cardholder's monthly income. For example, if your monthly income is RM3,000, the credit limit granted to you will be RM6,000 per issuer subject to maximum of 2 issuers.

Q6: What happens if I'm currently enjoying a credit limit of more than 2 times my monthly income?

A: Effective 1st January 2012, if your annual income is RM36,000 and below and your current credit limit has exceeded 2 times your monthly income, your credit limit will be adjusted accordingly. A notification of your new credit limit will be sent to you. However, if your annual income has increased to more than RM36,000, we strongly advised you to update your latest income documents with us to avoid the reduction of the credit limit to your AEON Credit Card.

Q7: What will happen if my outstanding balance has exceeded the credit limit of 2 times of the monthly income?

A: You will be given a grace period of at least 2 years to settle the outstanding balance of your credit card and there will be no over limit fee charged to your card account. However, AEON Credit Service is pleased to discuss with you on the payment options available and you are able to take advantage of our AEON iCash Personal Financing facility to assist in your payment.

Q8: How do I submit my latest income document to AEON Credit Service?

A: You can submit via the following channels:

Mail to: Customer Service Department
AEON Credit Service (M) Berhad, Level 26, Menara Olympia, No 8 Jalan Raja Chulan, 50200 Kuala Lumpur.

Fax: 03-2070 2684

Email: customer.service@aeonmalaysia.com.my

Drop off: Any AEON Credit Branch (For your convenience, you may print your EPF statement at the EPF kiosks available in our branches)

To find out more, please contact our Customer Care Hotline at 03-2719 9999.