

# Frequently Asked Questions for Auto Balance Conversion (ABC)

## Q1 What is Auto Balance Conversion?

A1 Auto Balance Conversion (ABC) is a credit card program that converts credit card balances into instalment payment plan when your credit card statement balances meet the criteria. If your balances (retail & cash transactions balance) meets a minimum amount it will be converted into a 36months instalment plan at 13% per annum (effective interest rate).

Alternatively, you may choose to opt out for this program at any time. Please refer to Q8 if you wish to do so.

## Q2 What are the benefits of Auto Balance Conversion?

A2 Benefits of Auto Balance Conversion are:

- Low Interest Rate (Effective Interest Rate 13%p.a) compared to existing interest rate (15% to 18% p.a) for your credit card outstanding balances.
- Zero Fee, there will be no processing fee and cancellation fee if full payment is made prior to maturity.
- Hassle-Free, your unpaid credit card balances will be automatically converted to 36months instalment plan at a lower rate at every 12 months.
- Flexibility, allowing you the option to opt out from future conversion.

## Q3 How do I qualify for Auto Balance Conversion?

A3 You are eligible for this program if you **meet all the criteria** listed below:

- A Malaysian nationality;
- Annual income equal or less than RM60,000 (as per your records with CIMB);
- Did not make full payment for credit card outstanding balance for the past 12 months;
- Over the past 12 months your average credit card(s) repayment is not more than 10% of your total outstanding balances.

## Q4 How do I enroll for the Auto Balance Conversion?

A4 You will be automatically enrolled into the program upon meeting the eligibility criteria every 12 months stated on Q3.

## Q5 How does Auto Balance Conversion work and when does conversion happen?

- A5
- Your Auto Balance Conversion will start upon successful enrollment which will be communicated to you via SMS notification to your registered mobile number from the Bank.
  - The outstanding balance on CIMB credit cards will be reviewed on 25<sup>th</sup> day from your statement date to verify if it meets the minimum criteria for conversion.
  - Auto Balance Conversion will occur when your CIMB credit card outstanding balance meet the minimum balance requirement of RM1,000.
  - Your outstanding balance will be converted into 36months installment plan at 13% effective interest rate (7.1% flat rate)
  - Your monthly repayment will be reflected on your credit card statement.

For ease of understanding, please refer to the image below on the conversion flow:

Activity	Date
Enrolment Date	27-Aug
SMS to you on enrolment	28-Aug
Statement Date	3-Sep
Payment Due Date	23-Sep
Conversion Date	28-Sep
SMS to you on conversion	29-Sep

## Q6 To meet the Auto Balance Conversion minimum balance, is it limited to certain type of transactions?

A6 For minimum balance for conversion, applicable to all retail and cash transactions such as cash advance.

## Q7 What if I don't meet the eligibility criteria?

A7 As part of assisting our customers to meet their financial commitment, the Bank will conduct a monthly review on customers of eligibility for Auto Balance Conversion unless customer has selected not to participate in this program.

## Q8 I wish to opt out from Auto Balance Conversion program, what will happen to my current balance conversion plan (if any)?

A8 You can choose to opt out from this program by contacting or emailing the Bank as per below. An SMS notification will be sent to your registered mobile number with the Bank to confirm that you will no longer participate in this program.

Your credit card balances will no longer be converted under the Auto Balance Conversion program once you opt out from this program.

To opt out from this program, you can :

- Call our Contact Centre; or
- Download Customer Request form which can be found at CIMB Bank Credit Card section on our website [www.cimb.com.my](http://www.cimb.com.my) and email it to [cru@cimb.com](mailto:cru@cimb.com)

For existing Auto Balance Conversion, your monthly repayment will still continue until the end of installment payment plan period. Alternatively, you can choose to make full payment to pay off your existing Auto Balance Conversion.

**Q9 Can I cancel my instalment payment plan after the balance conversion?**

A9 Yes, you cancel your instalment payment plan within 30 days from the date of conversion without any termination fee and interest for the first instalment will be reversed (if any). This is only applicable for your first time conversion.

If you cancel the instalment plan after the 30 days period, repayment of outstanding amount will be required. This is applicable for all cancellation of Auto Balance Conversion instalment plan after 30 days of conversion date.

If you cancel the instalment plan, the Conversion Amount will be reversed back into your Credit Card Account and the usual applicable finance charges will be chargeable as if the conversion did not take place.

**Q10 How do I cancel my instalment plan?**

A10 To cancel your Auto Balance Conversion instalment payment plan, you may do so by:

- Contacting CIMB Contact Centre; or
- Download Customer Request form which can be found at CIMB Bank Credit Card section on our website [www.cimb.com.my](http://www.cimb.com.my) and email it to <mailto:cru@cimb.com>

**Q11 What if I decide to fully pay off Auto Balance Conversion before its maturity?**

A11 One of the benefits of Auto Balance Conversion program is that it does not have any lock-in periods. If you wish to pay your Auto Balance Conversion instalment payment plan before the expiry, you can do so by:

Step 1: Inform the Bank by:

- Calling our Contact Centre; or
- Download Customer Request form which can be found at CIMB Bank Credit Card section on our website [www.cimb.com.my](http://www.cimb.com.my) and email it to [cru@cimb.com](mailto:cru@cimb.com)

Step 2: An update via SMS will be sent to your mobile number registered with the Bank on the following day.

Step 3: Check your credit card(s) balance in the latest credit card statement.

Step 4: Make payment before your due date to avoid any finance charges.

**Q12 How do I know what is my monthly payment when I'm enrolled into Auto Balance Conversion program?**

A12 Your monthly instalment amount will be reflected on your monthly credit card statement. Your monthly payment must be paid in full every month.

Upon successful Auto Balance Conversion, your outstanding balance will be converted in to 36months instalment payment plan and the effective interest rate that will be reflected is 13% p.a.

**Q13 What if I did not pay my Auto Balance Conversion monthly amount?**

A13 A finance charge of 18% p.a. will be applied on your monthly Auto Balance Conversion payment plan which will be reflected in the following monthly statement.

If you are unable to pay your monthly Auto Balance Conversion instalment plan for 3 months, your installment will be cancelled and you will need to pay the outstanding amount in full.

**Q14 Will I be rewarded with bonus points, bonus miles or cash rebate for the Auto Balance Conversion program?**

A14 Unfortunately, you will not be earning any bonus points, bonus miles or cash rebates for your Auto Balance Conversion instalment.

**Q15 I am not eligible, how can I enroll into the program.**

A15 You will be eligible for this program if you **meet all the criteria** listed below:

- A Malaysian nationality;
- Annual income equal or less than RM60,000 (as per your records with CIMB);
- Did not make full payment for credit card outstanding balance for the past 12 months;
- Over the past 12 months your average repayment is not more than 10% of your outstanding balances.

**Q16 What will happen to my credit card limit upon a successful Auto Balance Conversion?**

A16 The outstanding balance amount that is converted will be taken from your existing credit card limit. Each monthly instalment repaid will release your available credit limit by the amount paid every month or in full when it is fully repaid.

Month	1	2	3	4	5	6	7	8	9	10	11	12
Credit Limit	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000
ABC Amount	3,600	3,500	3,400	3,300	3,200	3,100	3,000	2,900	2,800	2,700	2,600	2,500
ABC Monthly Instalment	N/A	100	100	100	100	100	100	100	100	100	100	100
Available Credit Limit	6,400	6,500	6,600	6,700	6,800	6,900	7,000	7,100	7,200	7,300	7,400	7,500

*Note: Table above is example of how the credit limit is release back into cardholder's available limit with the assumption that there is no other transactions, no finance charges and payment made before due date.*