

Flexi-On-Balance Plus [FOB Plus] by SMS Campaign Terms and Conditions

Campaign

1. The Standard Chartered Bank Malaysia Berhad (“**SCBMB or the Bank**”) Flexi-On-Balance Plus (FOB Plus) by SMS campaign (“**Campaign**”) will run from 3 December 2018 and will end as and when the Bank decides at its sole discretion.
2. By participating in this Campaign, participants agree to be bound by all the Terms and Conditions below.
3. This Campaign Terms must be read with the respective product terms and the relevant banking agreements. If there are any inconsistencies between these terms and the relevant product terms the banking agreement these terms shall prevail limited only to the inconsistencies.

Eligibility

4. The Campaign is only open by invitation to selected principal credit cardholders holding credit cards (other than corporate cards) issued by the Bank (“**SCB Credit Cards**”), who have maintained their accounts with the Bank in good standing, without any breach of the terms and conditions or agreements, throughout the Campaign Period (“**Eligible Customers**”)

AND

Invited by the Bank through short service messaging (“**SMS**”) to participate in this Campaign

5. This Campaign is not open to supplementary credit card holders. However, the principal credit cardholder may register through SMS registration to convert outstanding balance amount from supplementary credit cards for this Flexi-On-Balance Plus (“**FOB Plus**”) SMS Campaign.

Participation

6. Eligible customers will receive an SMS message sent to their mobile number maintained in the Bank’s records inviting them to participate in this campaign.
7. If the Eligible customer is interested to convert the outstanding balance amount at the specified tenure, interest rate and monthly instalment, he/she is required to respond to the SMS by typing “FOB <space> {last 4 digits card number} to 66399” within the time period as stated in the SMS.

Example:

If Mr Z has a total outstanding balance amount RM6000, he will receive an SMS indicating the outstanding balance amount, last 4 digits card number, specific tenure, interest rate and monthly instalment, e.g. 123456. If he is interested to apply for FOB Plus by SMS campaign, he should reply SMS with “FOB 4321” to 66399.

8. To participate in this Campaign, Eligible Customers must

8.1 Successfully register by:

- (a) Sending text message via short messaging service (SMS) to 66399 as explained in Clause 10 (“SMS Registration”)
- (b) The response from Eligible Customer must be sent using the mobile number to which the offer SMS was sent to and within the validity period stated in the SMS received by each eligible customer.
- (c) SMS entries received by the Bank after the validity period will be considered invalid and void. The registration through the response SMS will be treated as the customer’s Flexi-On-Balance Plus application to the Bank for the specific transaction mentioned in the SMS.
- (d) Only the specified balances amount as stated in the SMS can be converted into Flexi-On-Balance Plus.

9. In the event the SMS registration is incomplete, a SMS will be sent to Eligible Customer’s mobile number maintained with the Bank at no cost to the customer notifying the customer to re-register via SMS. Eligible Customer must ensure the message is composed correctly in the following manner: “FOB<space>last 4 digits card number”

Example of invalid respond:

- i. Customer reply: **SCBFOB2**– incorrect format
- ii. Customer reply: **FOB 479**– incorrect format

10. The Bank’s decision on the records of the registration, application and approval dates of the Flexi-On-Balance Plus application will be final and conclusive.

11. The approval of each application is subject to the Bank’s standard approving criteria.

SMS Registration

12. Any SMS Registration must comply with the following requirements:

- (a) The SMS must be composed as follows: **FOB<space>last 4 digits card number** and send to 66399. Messages in any other format will not be accepted.
- (b) The SMS must be received by the Bank’s appointed service provider (“SMS Service Provider”) within the Campaign period. Proof of sending the SMS is not proof that the SMS has been successfully transmitted, and the SMS Service Provider’s records of receipt of SMS will be final and conclusive.
- (c) The SMS must be received by the SMS Service Provider within the SMS Registration Period according to Kuala Lumpur time.
- (d) SMS Registration is on a one-time basis only tied to the specified last 4 digits card number mentioned in the SMS.
- (e) Each SMS received by the SMS Service Provider will be automatically acknowledged by an acknowledgement SMS. However, the acknowledgement SMS is only confirmation of receipt and not confirmation of a successful registration.
- (f) Each SMS must be sent using the Eligible Customer’s mobile number registered with and maintained in the Bank’s records.
- (g) Cardholders are responsible for their own mobile operator’s network charges for the sending and receiving of any SMS.

Important Notes:

Only SMS sent via Maxis, Celcom, DiGi, U Mobile, XOX, WeBe or TuneTalk mobile operators will be accepted by the SMS Service Provider. There can be significant delays in sending or receiving of SMS. The Bank will not be responsible for any delay or failure in the sending or receiving of any SMS resulting in failed registration. No appeals on such failed registrations will be processed.

Application

13. By registering via SMS, you are deemed to have agreed to the below:
 - i. Application of Flexi-On-Balance Plus for the specified transaction amount done on specified date at the specified tenure, interest rate and monthly installment specified as stated in the SMS sent by the Bank.
14. The approved Flexi-On-Balance Plus application will be updated in the Bank's system within 7 working days from the day Eligible Customer successfully register by replying to the SMS message. An SMS will be sent by the Bank to the Successful Customer notifying that their application was successful.
15. Once the Bank has approved your application, the Bank shall open a new PLC (Private Label Card) account in your name where you must pay the full installment amount as agreed upon to this account before the payment due date each month. If you fail to make the full payment before the due date, then the prevailing finance charge of up to 18% per annum shall be imposed on the outstanding balance of the monthly installment due from the posting date until the date such sums due (including finance charges) are paid in full.
16. Upon approval of your application, the PLC Account will combine with your existing credit card account. We will debit your PLC Account with the instalments payable on a monthly basis for the duration of the FOB Plus programme. Every month, the Bank will send you a statement for the amount which you are required to pay for the FOB Plus programme.
17. Total interest is calculated by multiplying the approved FOB Plus amount with the applicable flat interest rate for the full FOB Plus term specified in SMS. However, we have the right to determine the proportion which relates to the payment of principal and the interest amount from each installment paid to us, this is to provide you with the ease of paying the same monthly installments throughout the installment period. We will calculate this proportion using the effective interest rate, on a reducing balance basis.
18. The monthly installment amount is fixed. Any pre-payment or excess payment will not reduce the outstanding principal amount or the subsequent monthly installment amount and will only be treated as advance payment.
19. If you decide to settle the outstanding balance prior to the expiry of the tenure (early settlement), you will have to settle the full remaining monthly instalments payable (comprising of both principal and interest) for the originally agreed tenure.
20. If we approve your application for this FOB Plus programme, the conversion amount approved will take up part or the whole of the existing credit limit of your card. Your credit limit remains the same, as you continue to make payments towards your instalments limit will be released to the extent of principal paid.
21. You are advised to read carefully the Product Disclosure Sheet, the Client Terms and the Credit Card terms for full terms and conditions applicable to this program, which is available on our website at www.sc.com/my

General

22. The Bank's decisions relating to this Campaign are final and binding on all eligible customers. If any matters arise which are not covered in these Terms and Conditions, they will be determined solely by the Bank.

Terms and Conditions
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23. The Bank may vary any of these Terms and Conditions and extend the Campaign Period. Any such change will be announced on any of the Bank's electronic or non-electronic communication platform (i.e: Bank website at sc.com/my or branch or SMS or EDM)
24. Eligible Cardholder(s) acknowledge and agree to access SCBMB website at regular intervals to view the Terms & Conditions and to ensure that they are kept to-date with any changes or variations to these Terms & Conditions.
25. By participating in this Campaign, all eligible customers:
 - (i) consent for the Bank to disclose their particulars to the Bank's service providers for purpose of running this Campaign;
 - (ii) Bank reserves the right to not process any request non-compliant with the Bank's internal policy. If the credit card account is closed before the SMS response is sent, the request will not be processed and considered void.
26. The Campaign and these Terms and Conditions are governed by the laws of Malaysia. The participants agree that the Courts of Malaysia have jurisdiction over all matters arising from this Campaign.