

## PRODUCT DISCLOSURE SHEET

Read this Product Disclosure Sheet before you decide to take the American Express® Business Travel Account. Be sure to also read the general terms and conditions. Seek clarification from your institution if you do not understand any part of this document or the general terms.



GST Registration No. : 000141295616

Card : American Express® Business Travel Account  
July 2015

### 1. What is this product about?

American Express® Business Travel Account is a travel solutions that provide you with added travel insurance benefits, simple time-saving ways to manage your Corporate travel costs effectively with increased spend visibility that puts you in control. It allows you to charge your Company's travel expenses through one centralized account and enables users to charge air travel expenses at your chosen travel agency directly.

It is a charge card with a line of credit granted by the Bank to your company.

#### Eligibility:

American Express® Business Travel Account

- All types of Corporations (except Sole-Proprietorship and Partnership)
- Sole Liability: The Company is solely liable for all the liabilities arising from the cards and responsible to pay for all charges

### 2. What do I get from this product?

#### a) DRIVE SAVINGS

- > Outsource the administration of an accounts payable system enabling re-engineering of workload
- > Streamline reconciliation and payment by integrating in-depth spend data files into your expense management systems
- > Remove the need to process multiple invoices and remove administrative processes
- > Improve cash flow with up to 45 calendar days interest free extended credit terms.
- > Enhance negotiations by leveraging the enhanced data received from the BTA and/or 6 standard MIS reports built to support such processes

#### b) MAXIMIZE CONTROL

- > Benefit from centralized approval, visibility and payment with a consolidated statement containing enhanced travel data
- > Easy and effective monitoring of employees' travel expenses using rich data and your own specifically defined reference fields e.g. Cost Centre Number
- > Simplify accounting a flexible solution that works with current processes & provides a single auditable source of travel spend
- > Ensure compliance by designating a specific TMC and gaining detailed travel information
- > Minimize exposure by reducing unauthorized spend (authorized personnel & travel agents only) and setting account limits

#### c) BENEFIT EMPLOYEES

- > Simplify air travel booking and expense processing
- > Remove cumbersome reimbursement and cash advance processes creating a simplified and efficient travel management process
- > Dedicated Customer Servicing at Company & Customer Level
- > Receive complimentary business travel accident cover, baggage & possessions cover
- > Safe guard travelers with American Express Global Assist

### 3. What are my obligations?

- Late payment charges will be imposed if the Company or Cardholder fails to make FULL payment on or before the due date as stated in the statement
- The Company or Cardholder should notify Maybank within 20 days from the closing date of billing period as stated on the statement of the account should there be disputes or discrepancies
- The Company or Cardholder is to take all reasonable precaution to prevent theft or abuse of the Business Travel Account. The Company or Cardholder shall notify Maybank by telephone, fax or email immediately upon discovery and confirm the same in writing to Maybank
- Interest free period: Up to 45 days from the monthly billing statement, provided there is no outstanding balance in the credit card account
- The Company or Cardholder shall oblige to pay The Malaysian Goods and Services Tax (GST) will be imposed on all fees/charges charged by Maybank to the Cardholder under this Agreement from 1 April 2015 and the Cardholder agrees to pay Maybank the GST amount as and when notified by Maybank

#### 4. What are the fees and charges I have to pay?

Annual Fee	No charge
Late Payment Charge	Flat rate of 3.5% of the total outstanding balance or minimum RM40.00, whichever is higher.
Dishonored Cheques	RM100.00
Sales draft retrieval fee	Original Sales draft at RM15.00 per copy/Photocopy of sales draft at RM5.00 per copy.
Statement request fee	RM5.00 per statement.
Overseas transaction conversion rate	All foreign charges converted by American Express apply a conversion factor of 2% to the converted amount. A charge that is made in foreign currency other than U.S Dollars will, when the conversion is done by American Express, be converted into U.S Dollars before being converted in Ringgit Malaysia.
Standard-rated	The Malaysian Goods and Services Tax (GST) will be imposed on all fees/charges charged by Maybank to the Cardholder under this Agreement from 1 April 2015 and the Cardholder agrees to pay Maybank the GST amount as and when notified by Maybank.

Please refer to the table below for list of fees and charges with Standard-rated 6% GST imposed:-

1	Annual fee
2	Card Replacement fee
3	Sales draft retrieval fee
4	Statement request fee

#### 5. What if I fail to fulfill my obligations?

- Late payment charges: 3.5% of the total retails and cash withdrawals outstanding balance or a minimum of RM40.00, whichever is higher
- Right to set off: We have the right to set-off any credit balance in your account maintained with us against any outstanding balance in this credit card account by giving 7 (seven) calendar day prior notices on our intention to set off
- Sole Liability: The Company is solely liable for all the liabilities arising from the cards; and responsible to pay all cardholder's charges
- If you fail to abide by the terms and conditions of the credit card, we have the right to terminate your card
- Maybank will suspend the usage of the card if FULL payment is not received 60 days after the previous payment due date

#### 6. What do I need to do if there are changes to my contact details?

It is important that you inform us of any change in your contact details to ensure that all correspondences reach you in a timely manner. To update your contact details, you may reach us via one of the following channels:-

- Telephone **1800 88 9559** (calling from Malaysia) or **+603-7844 3595** (calling from outside Malaysia)
- Email **corpsvc@maybank.com.my**
- Write-in attention to **Head, Customer Engagement**  
7th Floor, Menara Maybank, 100 Jalan Tun Perak, 50050 Kuala Lumpur
- Fax **+603-2026 2414**
- Any nearby Maybank Branch

#### 7. Where can I get further information?

- i. Should you require additional information or enquiry on credit card, please refer to **www.americanexpress.com.my** or **www.maybank2u.com.my** website or call **1800 88 9559**
- ii. If your query or complaint is not satisfactorily resolved by us, you may contact Bank Negara Malaysia LINK or TELELINK at **Bank Negara Malaysia, Blok D, Jalan Dato' Onn, 50480 Kuala Lumpur**  
Tel : **1300 88 5465** • mail : **bnmtelelink@bnm.gov.my**
- iii. Alternatively, you may seek the services of Agency Kaunselling dan Pengurusan Kredit (AKPK), an agency established by Bank Negara Malaysia to provide free services on money management, credit counseling and debt restructuring for individuals. You can contact AKPK at: **Tingkat 8, Maju Junction Mall, 1001, Jalan Sultan Ismail, 50250 Kuala Lumpur**  
Tel : **1800 88 2575** • email : **enquiry@akpk.org.my**

**IMPORTANT NOTE: LEGAL ACTION MAY BE TAKEN AGAINST YOU IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR CREDIT CARD BALANCES**

The information provided in this disclosure sheet is issued on 31st July 2015 and will be valid until the next periodical review.