

## 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.

Card : American Express® Business Travel Account

### 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

### 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

### 2. 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 charge card account
- The Service Tax of RM25 governed by the Service Tax Act 2018 shall be imposed on each Principal and Supplementary Credit/Charge Cards upon card issuance and card anniversary effective 1 September 2018

### 3. 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.   |
| Sales draft retrieval fee            | Original Sales draft at RM15.00 per copy.   |
| Statement request fee                | Charge Card Statement Request - Ringgit Malaysia Five (RM5.00) per copy per month (statement period within 2 years) and Ringgit Malaysia Ten (RM10.00) per copy per month (statement period beyond 2 years).  |
| 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 by American Express, be converted into U.S. Dollars before being converted in the Cardmember billing currency. |
| Service Tax                          | Principal Card: RM25 per Card<br>Note: Service tax will be imposed on each Principal and Supplementary Credit / Charge Cards upon card issuance and card anniversary.   |

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

- Late payment charges: 3.5% of the total 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 charge 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 charge 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

### 5. What are the major risk?

- Late payment charges: 3.5% of the total outstanding balance or a minimum of RM40, whichever is higher.
- If you have problems paying for your charge card balances, contact us early to discuss repayment alternatives.
- You should notify us immediately after having found that your charge card is lost or stolen.

### 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
- Any nearby Maybank Branch

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

- Should you require additional information or enquiry on charge card, please refer to [www.americanexpress.com.my](http://www.americanexpress.com.my) or [www.maybank2u.com.my](http://www.maybank2u.com.my) website or call **1800 88 9559**
- 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](mailto:bnmtelelink@bnm.gov.my)
- 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](mailto:enquiry@akpk.org.my)

### 8. Other Charge Card product available?

- American Express Corporate Green Card
- American Express Corporate Gold Card
- American Express Purchasing Card
- American Express Meeting Card

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

The information provided in this disclosure sheet is issued on December 2018 and will be valid until the next periodical review.