

Please read this Product Disclosure Sheet before applying for Merchante Money VISA Prepaid Card. Do also read the governing terms and conditions stated in over Merchante Money Visa Prepaid Card Agreement (hereinafter referred as "MMVCA") which is accessible by web link [www.merchantrademoney.com](http://www.merchantrademoney.com).

In this Product Disclosure Sheet words and expressions shall have the same assigned meanings in the MMVCA, unless the context otherwise requires.

## **PRODUCT DISCLOSURE SHEET**

### **Merchantrade Money VISA Prepaid Card**

#### **1. What is Merchante Money VISA Prepaid Card?**

Merchantrade Money VISA Prepaid Card is an electronic money (e-money) payment instrument with a multi-currency function that contains monetary value that is paid in advance by the Cardholder to enable payments for purchases, which carries the VISA payment features and issued by Merchante Asia Sdn. Bhd.

(Refer to [http://www.bnm.gov.my/index.php?ch=ps&pg=ps\\_regulatees](http://www.bnm.gov.my/index.php?ch=ps&pg=ps_regulatees))

Payments can be made with the Card for remittance, money changing and other services at Merchante branches, digital platforms and participating agents, as well as for goods and services at participating VISA merchants (Worldwide). Top-ups can be performed at all Merchante branches, participating agents, participating bank's cash deposit machines as well as at participating online banking services. Cash withdrawals can be performed at all Merchante branches, participating agents as well as at VISA Plus enabled ATMs.

The Card also carries a VISA payWave feature that allows contactless payments not exceeding RM250 daily either in a single or cumulative transaction(s).

#### **2. What are my obligations?**

You are required to ensure that there are sufficient funds in your Card Account before performing any purchase or cash withdrawal transactions. A minimum of RM20 must be maintained in your Card Account at all times.

As a Cardholder, you must ensure that your Card is kept in a safe place and that your Card's PIN is kept confidential at all times. It is not advisable to write down your PIN anywhere nor should you divulge your PIN to anyone. If you choose to write down your PIN (against our advice), you should ensure that the written PIN is always kept separate from your Card.

In the event of loss or theft of your Card or when you discover your PIN has been compromised in any way, you must immediately block your Card from unauthorised access by either (i) contacting our Customer Service Help Desk; (ii) Mobile Application which provides for "Block Card" under Card Setting Menu; or (iii) logging into Web Portal which provides for Block Card option. Simultaneously, you must notify Merchante of such compromise to your Card PIN number.

You are required to notify Merchante of any transaction that is not performed by you or any transaction that you wish to raise as a dispute, within 14 days from date of the E-Statement.

You are also responsible for ensuring that the Card issued to you is not used as an instrument of payment for any illegal or unlawful transactions, including without limitation, money

laundering and/or terrorist financing.

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

Description		Fee Charged by Merchantrade
Non-Personalised Card – Joining Fee		RM10.00
Personalised Card (with name only) – Joining Fee		RM10.00
Personalised Card (with name & photo) – Joining Fee		RM18.00
Annual Fee (first year Annual Fee is waived)		RM8.00 p.a.
Account Service Fee		RM0.00
Card Replacement Fee – Non-Personalised		RM10.00
Card Replacement Fee – Personalised (with name only)		RM10.00
Card Replacement Fee – Personalised (with name & photo)		RM18.00
Top-Up Charges	Merchantrade Branches	RM0.00
	Participating Agents	RM1.00
	Internet Banking (M2U & CIMB Clicks)	RM0.50
	Internet Banking (FPX)	RM0.00
	Internet Banking (JomPay)	RM0.00
Cash Withdrawal Charges	Merchantrade Branches	RM0.00
	Participating Agents	RM1.00
	Participating ATMs (CIMB Bank, Maybank, Affin Bank, AmBank, Alliance Bank, Bank Simpanan Nasional (BSN), Hong Leong Bank, Public Bank, RHB Bank, CitiBank and Standard Chartered Bank)	RM1.00
	International Visa Plus ATM	RM10.00
Overseas Transactions are subject to currency conversion rate determine by Visa International plus an overseas transaction service fee of 1% of the amount transacted		1% of transaction amount
Overseas Transactions supported by Multi-Currency Wallet will not be subject to currency conversation rate determine by Visa International		0% of transaction amount
Sales Draft Retrieval Fee		RM15.00 per copy
Hard Copy Statement Fee		RM2.00 per monthly Statement
Card to Card Transfer Fee		RM0.11
SMS Notification Charges		RM0.00

\*Withdrawal through ATM located overseas may be subject to additional fee for cash withdrawal which notice will be displayed at the ATM if applicable.

#### **4. What are the key terms & conditions**

- There are 2 channels to apply for the Card. i.e. 1) Face-to-Face Channel via Merchtrade branches, Merchtrade's and authorized agents; and 2) Website and/or Mobile Application. We may however introduce other channels for application of the Card from time to time (e.g. sales booths or self-service kiosk).
- Cards approved for applicants who applied for the Card via [www.merchantrademoney.com](http://www.merchantrademoney.com) will be delivered to the Cardholder's residential address.
- Minimum stored value amount of RM20.00 to be maintained in the Merchtrade Money Prepaid Card at all times for transactions using the Card.
- A pre-authorisation amount of RM200.00 is charged to the Merchtrade Money Visa Prepaid Card for petrol purchase at the outdoor pump in petrol stations. Where the pre-authorisation amount is applicable, the amount will then be reversed and the actual amount will be charge to your Merchtrade Money Visa Prepaid Card upon settlement by merchant T+3 days. Alternatively, pay with the Merchtrade Money Prepaid Card at the petrol station cashier to avoid pre-authorisation amount holding.
- A pre-authorisation amount will be reserved in the Merchtrade Money Visa Prepaid Card for hotel and Visa payWave parking transactions and will not be made available for a maximum 30 days or such other period as may be determined from time to time. The actual amount will be charge to your Merchtrade Money Visa Prepaid Card upon settlement by merchant.
- Transaction made in the 20\* Listed Currencies supported by Multi-Currency Wallet but with insufficient available balance, the value of the transaction will be processed using respective Listed Currency Wallet(s) in the following order of priority: MYR, USD, SGD, GBP, AUD, IDR, EUR, THB, YEN, SAR, CNY, TWD, HKD, KRW, INR, PHP, CAD, NZD, AED, CHF and VND at conversion rate set by Visa international.  
(\* note: Number of listed foreign currencies available may vary from time to time)
- Transaction made in a foreign currency not supported by Multi-Currency Wallet, the fund to complete the transaction will be automatically debited from your Ringgit Malaysia (MYR) Wallet at the most recent applicable conversion rate set by Visa International. If insufficient funds are held in your MYR wallet to pay for the transaction, then funds will be transferred from another wallet with an available balance to your MYR wallet at conversion rate set by Visa International.

#### **5. What if I fail to fulfil my obligations?**

If you do not have sufficient funds in your Card Account to meet the value of your transaction, the transaction will be declined.

If you fail to secure your Card and PIN, you shall be financially liable for all transactions performed and debited from your Card Account.

If you fail to notify Merchtrade immediately in the event of loss or theft of your Card, you shall be financially liable for all transactions performed and debited from your Card Account prior to the notification.

#### **6. What are the major risks?**

As indicated in the previous section, the major risks are as follows:

- (i) Failure to secure your Card and PIN at all times; and
- (ii) Failure to immediately notify Merchantrade in the event of loss or theft of your Card.

In both the above cases, you are financially liable for any transaction performed. In addition, you will not be covered by the maximum liability cap of RM250 that may be available to Cardholders who immediately notify Merchantrade upon the loss or theft of their Cards in order to enable Merchantrade to block the Card from further usage. Cardholder is liable for transactions prior to Merchantrade blocking the Card.

When you use your Card to perform an online transaction (that is, through Internet sites and portals) to purchase goods and services, you are fully liable for the transaction effected through the use of your Card information and OTP.

If you fail to notify Merchantrade in writing of any errors, discrepancies or inaccuracies of your Card transaction within 14 days from the date of the E-Statement, you may lose your right to dispute the transaction and the debit entry to your Card Account in respect of this transaction shall be deemed final and conclusive.

**7. What do I need to do if there are changes to my mobile number?**

It is very important for you to inform Merchantrade of any changes to your mobile number to ensure that all SMS messages reach you in a timely manner. Visit any Merchantrade branches to update. If you are travelling outside of Malaysia, SMS messages will only reach you if you have subscribed to and activated International Roaming on your mobile phone.

**8. Where can I get further information?**

You can obtain further information as follows:

- Call Merchantrade at +6 03 8313 8606 or 1-300-88-8606 (9am-12am daily, including weekdays and public holidays)
- Email Merchantrade at : [customerservice@merchantrademoney.com](mailto:customerservice@merchantrademoney.com)
- Visit any Merchantrade branches
- Visit our website : [www.merchantrademoney.com](http://www.merchantrademoney.com)

**9. Other Card products available?**

This is Merchantrade's only Card product as of now. We will continue to enhance features within our *Merchantrade Money VISA Prepaid Card* offering, details of which will be published on our website [www.merchantrademoney.com](http://www.merchantrademoney.com) from time to time.

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