

## PRODUCT DISCLOSURE SHEET

(Read this Product Disclosure Sheet before you decide to take up the CIMB Lazada Prepaid Mastercard. Be sure to also read the general terms and conditions)

CIMB Bank Berhad

CIMB Lazada Prepaid MasterCard

30 September 2020

### 1. What is this product about?

This is an e-money instrument, which contains a monetary value which has to be pre-loaded. The value will be deducted from the amount stored in the card whenever purchases are made. You are required to pre-load the card before making purchases. This e-money instrument is co-branded with Lazada Malaysia.

The CIMB Lazada Prepaid Mastercard Account ("**Account**") is an account that you can open online, anytime and anywhere without going into a branch, giving you immediate usage of the account. The features and limitations of this product depends on whether you open the account as an existing registered CIMB Clicks user or as a non-CIMB account holder and is set out under Product Features below. Application for the CIMB Lazada Prepaid Mastercard is to be made through CIMB Clicks whereby you will choose if you have an existing CIMB Clicks account or if you are new to CIMB Clicks.

If you have a CIMB Clicks account, you select the option 'I have a Clicks ID' and log into your CIMB Clicks account. Upon submitting your application, you will instantly be issued with a virtual card that is ready for use. A physical card will be delivered to you within two (2) weeks of your application submission.

If you do not have any banking or other accounts with the Bank and/or CIMB Islamic Bank Berhad, you must be a Malaysian citizen with a Malaysian MyKad to be eligible to apply for the Account.

To apply, you select the option 'I'm new/ Do not have a Clicks ID' and complete your CIMB Lazada Prepaid Mastercard application. You will then be required to create a CIMB Clicks account so that you may manage the Account. You will instantly be issued with a virtual card but it will not be activated until the verification process has been completed by the Bank. You will be notified on the status of the card within 2 working days.

You do not have to present any physical documents and no proof of income is required. All you need to do is to register online via the CIMB Clicks website at [www.cimbclicks.com.my](http://www.cimbclicks.com.my). Eligibility criteria to open a CIMB Lazada Prepaid Mastercard:

- Applicants must be at least 18 years old.
- Applicants must have a MyKad, an active Malaysia-registered mobile phone number and a mailing address in Malaysia.

Once your application has been approved and you are verified, your virtual account will be issued for instant use. After loading funds into the Account, it allows you to perform online purchases, pay bills and reload your mobile prepaid credit.

The Account also comes with a physical card issued by the Bank ("**Card**") for in-store purchases at all domestic and worldwide merchants that accept Mastercard. Usage of this product is for individual retail transactions. You can only own one (1) CIMB Lazada Prepaid Mastercard Account at any point in time.

Your Card comes with a feature which enables you to pay for goods and services by tapping or waving your Card at contactless readers/terminals ("**Contactless Transactions**"). Contactless Transactions not exceeding RM250 do not require your PIN number or signature. The total aggregate Contactless Transaction permitted on a daily basis is RM1,000. In the event you wish to disable Contactless Transactions or set a lower cumulative limit for Contactless Transactions on your Card, please contact us at +603 6204 7788.

### **Product Features**

- **1% Cash Rebate**  
You will receive a 1% Cash Rebate on Lazada spend
- **0.5% Cash Rebate**  
You will receive a 0.5% Cash Rebate on all other spend.
- **Exclusions**  
Transactions in the following categories are expressly excluded and cash rebate will not be granted for: -
  - i. Purchase of petrol, diesel and any other purchases made at the petrol kiosk/station;
  - ii. Cash deposit and cash withdrawal transactions;
  - iii. Fraudulent retail transactions and disputed transactions;
  - iv. Government tax, late payment charges and any fees and charges debited to the Account;
  - v. Payments to charity under designated Merchant Category Code (MCC) 8398 - Charitable and social service organisations; and
  - vi. Any government related payments under designated MCC below: -

9211	Court costs, including alimony and child support
9222	Fines
9223	Bail and bond payments
9311	Tax payments
9399	Government services
9402	Postal services –government only
9405	Intra-Government Purchases- Government only

The Bank will give you twenty-one (21) calendar days' notice if there are other types of transaction not mentioned above that will be excluded from the award of Cash Rebate.

Cash rebate will be granted for transactions charged to your CIMB Prepaid Lazada Mastercard. The cash rebate will be credited to your Account on the 25<sup>th</sup> day of the following month. You are eligible to receive the following cash rebates, subject to a maximum cash rebate of RM25 per card, per monthly statement.

- **In-store Purchase**  
The CIMB Lazada Prepaid Mastercard can be used to pay for goods and services at merchants domestically and worldwide that accept MasterCard.

- **Online Purchases**

Perform online purchases with ease via the CIMB Lazada Prepaid Mastercard.

Note: Choose “credit card” as payment mode for transactions on third party websites.

- **Discounts & Privileges**

Enjoy exclusive discounts and privileges at selected merchant partners when you pay with your CIMB Lazada Prepaid Mastercard. Full list of discounts and privileges benefit can be found at <http://www.deals.cimb.com>. Discount and Privileges are not fixed and may change.

- **Safety Measures**

For added security, SMS alerts will be sent at no cost to your mobile phone number registered with the Bank whenever the following purchase amounts are made from your CIMB Lazada Prepaid Mastercard: -

- a. Purchase amount of at least RM1 for online purchases
- b. Purchase amount of at least RM500 for point-of-sale purchases

To protect against fraud, you will receive an Authentication Code via SMS to authenticate your purchases made online.

**Features Applicable for existing registered CIMB Clicks users:**

- **Fund Transfer**

You can transfer funds to your own account or to any third party account maintained with CIMB Bank or CIMB Islamic Bank Berhad in Malaysia via CIMB Clicks by entering the recipient bank account number.

- **Cash Withdrawals**

You can withdraw cash at any CIMB ATM terminals in Malaysia or other ATMs displaying the CIRRUS name and/or logo with your CIMB Lazada Prepaid Mastercard. Your Personal Identification Number (PIN) will be delivered to your mailing address via normal mail.

- **Wallet Limit**

The CIMB Lazada Prepaid Mastercard has a maximum wallet limit of RM4,999 at any time. You shall not add or credit funds in excess of the said maximum amount into the CIMB Lazada Prepaid Mastercard.

- **Daily Transaction Limit**

The maximum daily combined retail and cash transaction limit is RM4,999.

- **Annual Purchase and Withdrawal Limit**

The total purchase and withdrawal limit is up to RM50,000 per calendar year. Once the total limit for purchases and withdrawals of RM50,000 is reached within a calendar year, you will not be able to make further purchases or withdrawals until the 1st day of the following calendar year. Eg: If you receive the Card on 1st June 2018, and spend RM50,000 by 1st November 2018, you will only get to start spending again on 1 January 2019.

**Features Applicable for non-CIMB customers or Existing CIMB customers without CIMB Clicks:**

- **Fund Transfer**

You can transfer funds to your own account maintained with CIMB Bank or CIMB Islamic Bank Berhad in Malaysia via CIMB Clicks by entering your bank account number. You will not be able to transfer funds from your CIMB Lazada Prepaid Mastercard to third party accounts.

- **Wallet Limit**

Your CIMB Lazada Prepaid Mastercard has a maximum wallet limit of RM2,999 at any time. You shall not add or credit funds in excess of the said maximum amount into the CIMB Lazada Prepaid Mastercard.

- **Daily Transaction Limit**

The maximum daily combined retail and cash transaction limit is RM2,999.

- **Cash Withdrawal**

Cash withdrawal is not permitted.

- **Annual Purchase Limit**

The total purchase limit is up to RM50,000 per calendar year. Once the total limit for purchases of RM50,000 is reached within a calendar year, you will not be able to make further purchases until the 1st day of the following calendar year. Eg: If you receive the Card on 1st June 2020, and spend RM50,000 by 1st November 2020, you will only get to start spending again on 1 January 2021

## 2. What fees and charges do I have to pay?

Description	RM
CIMB Lazada Prepaid Mastercard Annual Fee	RM9.43
Cash withdrawal at CIMB Bank ATM Network in Malaysia	Nil
Cash withdrawal at other banks' ATMs via CIRRUS ATM Network (Domestic and International)	RM10.00 per withdrawal
Account Balance Inquiry Fee via CIRRUS (Domestic and International)	RM2.00 per inquiry
Card Replacement (1 <sup>st</sup> time)	RM10.00
Card Replacement (subsequent)	RM15.00
Sales Draft retrieval	RM15.00 per copy
Fee for request of -reprint of physical statement	RM5.00 per monthly statement. (e-Statement is free of charge)
Conversion for Overseas Transactions	Conversion rate as determined by MasterCard International plus an administrative cost of 1% plus any

	transaction fee charged by MasterCard International
Transfer from CIMB Bank/CIMB Islamic Bank savings account or current account via CIMB Clicks.	Nil
CIMB Bank/CIMB Islamic Bank Cash Deposit Machine	Nil
FPX via CIMB Clicks	Nil

### 3. What are the key terms and conditions?

#### **Pre-Authorisation Amount for Petrol Transactions and Hotel Stay**

Pre-Authorisation involves withholding a specific sum from the Account where you will not be allowed to use that sum of money for the period specified in the following circumstances:

- (i) If the CIMB Lazada Prepaid Mastercard Account is used to pay for petrol transaction(s), the Bank shall withhold an amount of up to Ringgit Malaysia Two Hundred (RM 200) from the Account for a period of two (2) working days after the date of the said petrol transaction(s); and
- (ii) If the CIMB Lazada Prepaid Mastercard Account is used to pay for hotel stay, the Bank shall withhold an amount specified by the relevant hotel during check-in (or its equivalent in Ringgit Malaysia if the amount specified is in foreign currency) for a maximum of eight (8) days.

During Pre-Authorisation, the Bank may suspend payment of other transactions if there are insufficient funds in the Account.

#### **Overseas and online transactions**

All CIMB Lazada Prepaid Mastercard customers will be opted-out from conducting overseas transaction (point of sales transactions) and overseas cash withdrawal using the Card, unless you have expressly opted-in to conduct such transactions by contacting us at +603-6204 7788 or via ATM to enable such overseas (card present) transactions.

Point of sales transactions are transactions made at a merchant terminal outside Malaysia, where the CIMB Lazada Prepaid Mastercard is physically presented at the terminal at the time of processing the payment.

You are permitted to conduct online transactions for both local and overseas merchants, without having to physically present the CIMB Lazada Prepaid Mastercard. Such transactions could include but shall not be limited to phone transactions, mail order transactions and online transactions via the internet.

#### **Replacement Card**

Replacement cards can be obtained upon request by contacting us at +603-6204 7788.

### **Inactive/Dormant Account**

If there is no activity on the Account for at least 6 months, the Account will be classified dormant. Fees and charges charged to the Account will not activate the Account. You must perform a credit into the Account to reactivate it, otherwise the Bank may close the Account by giving you written notice of the same.

### **Termination and/or Suspension of Account/Card**

You may suspend or terminate the Account anytime by notifying the Bank. You may also lift the suspension anytime by notifying the Bank.

The Bank may suspend or terminate the Account if:

- (i) there is a breach of the terms and conditions;
- (ii) you become bankrupt or there is a bankruptcy petition filed against you in Court;
- (iii) you have given false, incomplete or inaccurate information to the Bank;
- (iv) you become insane or pass away;
- (v) if the Bank cannot contact you or no longer knows where you are;
- (vi) suspicious or abnormal transactions are being carried out on the Account and/or Card and the Bank is of the opinion that suspension and/or termination is reasonably required to prevent fraudulent or unauthorised transactions;
- (vii) you breach any laws or regulations in relation to the Account and/or Card;
- (viii) the Bank suspects that the Account and/or Card is being used for illegal activity or purposes;
- (ix) the Bank suspects that the Account and/or Card is being used for commercial purposes such as the purchase of goods for resale;
- (x) the Bank breaches or will breach any applicable law or regulations, internal requirements, or policies due to your domicile, nationality, residency status, tax status, or any other relevant status;
- (xi) it might become unlawful due to any law or change of any law or regulatory requirement (whether or not having the force of law); or
- (xii) any regulatory authority or other fiscal or monetary authority (whether or not having the force of law) requests the Bank to do so.

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

You are responsible for the costs incurred for all goods and services supplied by any merchant effected through the use of the CIMB Lazada Prepaid Mastercard Account and/or Card. You shall be under a duty to use utmost care, diligence and precautions to prevent the loss, theft or fraudulent use of the CIMB Lazada Prepaid Mastercard Account and/or Card and to prevent the disclosure of your CIMB Clicks User ID, Internet Banking Password, TAC, PIN or any other codes that you will use to access the CIMB Lazada Prepaid Mastercard Account and/or Card (collectively hereinafter referred to as “**passwords**”) to any other person and you shall indemnify and hold the CIMB Bank harmless against any liability for loss, damage, costs and expenses (legal or otherwise) arising from your breach of such duty. The duty to use utmost care, diligence and precautions to prevent the loss, theft or fraudulent use

of the CIMB Lazada Prepaid Mastercard Account and/or Card and to prevent the disclosure of your passwords to any other person includes: -

- never allowing anyone else to use the CIMB Lazada Prepaid Mastercard Account and/or Card
- regularly check that you still have your CIMB Lazada Prepaid Mastercard
- never writing the passwords on the CIMB Lazada Prepaid Mastercard or any item normally kept with the CIMB Lazada Prepaid Mastercard and keeping your passwords record, even if disguised, separate and well apart from your CIMB Lazada Prepaid Mastercard
- never writing the passwords in a way which can be understood by someone else
- never divulging/disclosing/telling the passwords to anyone else
- not letting the CIMB Lazada Prepaid Mastercard out of your sight.

You must notify the Bank: -

- i. verbally or in writing immediately of any loss and/or theft of the CIMB Lazada Prepaid Mastercard and/or breach, disclosure or loss of the passwords;
- ii. as soon as reasonably practicable after having discovered that the CIMB Lazada Prepaid Mastercard is lost, stolen, an unauthorized transaction had occurred or the passwords may have been compromised;
- iii. immediately upon receiving SMS transaction alert if the transaction was unauthorized; and
- iv. immediately of any change in your contact number.

You shall be and shall remain liable to the Bank for all charges incurred on or effected by the use of the CIMB Lazada Prepaid Mastercard Account and/or Card by any person prior to your written or verbal notification of the theft and/or loss of the CIMB Lazada Prepaid Mastercard and/or disclosure of passwords of the Account. For the avoidance of doubt, you will be liable for:-

- i. PIN-based unauthorised transactions, if you have:-
  - a. acted fraudulently;
  - b. delayed in notifying the Bank as soon as reasonably practicable after having discovered the loss or unauthorised use of the CIMB Lazada Prepaid Mastercard;
  - c. voluntarily disclosed the PIN to another person; or
  - d. recorded the PIN on the CIMB Lazada Prepaid Mastercard, or on anything kept in close proximity with the CIMB Lazada Prepaid Mastercard and could be lost or stolen with the CIMB Lazada Prepaid Mastercard.
- ii. unauthorised transactions which require signature verification or the use of a contactless CIMB Lazada Prepaid Mastercard, if you have:-
  - a. acted fraudulently;
  - b. delayed in notifying the Bank as soon as reasonably practicable after having discovered the loss or unauthorized use of the CIMB Lazada Prepaid Mastercard;
  - c. left the CIMB Lazada Prepaid Mastercard or an item containing the CIMB Lazada Prepaid Mastercard unattended, in places visible and accessible to others or failed to exercise due care in safeguarding the CIMB Lazada Prepaid Mastercard at your place of residence; or

- d. voluntarily allowed another person to use the CIMB Lazada Prepaid Mastercard.

You may notify the Bank of any loss and/or theft of the CIMB Lazada Prepaid Mastercard and /or disclosure of the passwords to any person, immediately, by contacting us at +603-6204 7788.

Where passwords are used in respect of any transaction through the use of CIMB Lazada Prepaid Mastercard, you are deemed to have used the CIMB Lazada Prepaid Mastercard and you cannot allege that such transaction was unauthorized as a consequence of the CIMB Lazada Prepaid Mastercard being lost or stolen.

We have the right to terminate your CIMB Lazada Prepaid Mastercard if you fail to abide by the Terms and Conditions governing the CIMB Lazada Prepaid Mastercard.

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

It is important that you inform us of any changes in your contact details to ensure that all correspondence reaches you in a timely manner. Please visit any CIMB Bank branch nearest to you to update your contact details.

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

For more information, please contact us at:

**Customer Resolution Unit**

Address : P.O. Box 10338,  
GPO Kuala Lumpur.  
50710 Wilayah Persekutuan

Tel : +603-6204 7788

Email : CRU@cimb.com

If you wish to lodge any complaints, please contact us at:

**Customer Resolution Unit**

Address : P.O. Box 10338,  
GPO Kuala Lumpur.  
50710 Wilayah Persekutuan

Tel : +603-6204 7788

Email : CRU@cimb.com

If our reply to your query or complaint is not satisfactory to you, you may contact Bank Negara Malaysia LINK or TELELINK at:

Address: Block D, Bank Negara Malaysia  
Jalan Dato'Onn  
50480 Kuala Lumpur

Tel : 1 300 885 465

Fax : +603-2174 1515

Email : [bnmtelelink@bnm.gov.my](mailto:bnmtelelink@bnm.gov.my)

#### 7. Other e-money products available



CIMB Kwik Account/CIMB Kwik Prepaid Mastercard (New accounts are no longer offered with effect from 5 December 2017 but existing accounts can continue to be used until further notice).

The information provided in this disclosure sheet is valid as at **30 September 2020**.