

# Product Disclosure Sheet

## PRODUCT DISCLOSURE SHEET

The following information is intended to act as a point of reference for you when applying for a Credit Card and Debit Card with Bank Islam Brunei Darussalam (“BIBD”). The information stated herein does not represent the entire terms and conditions of BIBD Credit Card and BIBD Debit Card. The information should therefore be read together with BIBD Credit Card Terms and Conditions and BIBD Debit Card Terms and Conditions to gain a more comprehensive understanding of the terms and conditions governing the use of BIBD Credit Card and BIBD Debit Card.

Please note that in the event that there are any discrepancies in this Product Disclosure Sheet and the Terms and Conditions of BIBD Credit Card and BIBD Debit Card, the Terms and Conditions shall prevail at all times.

### 1. Terms and Conditions

You agree that in applying for BIBD World Credit Mastercard and BIBD World Debit Mastercard (“BIBD Cards”), you agree to be bound by the Terms and Conditions of BIBD Credit Card and BIBD Debit Card. You are thus advised to read and understand the Terms and Conditions and/or seek clarification from the Bank prior to you applying for BIBD Cards.

### 2. About BIBD Cards

**BIBD World Credit Mastercard:**

A Shariah Compliant payment Card and an ideal partner when you travel and shop. Accepted at over 43 million merchants and 2.3 million ATM worldwide wherever the Mastercard and Cirrus logos are displayed and with it, you can enjoy discounts and exclusive offers from a variety of merchants.

**BIBD World Debit Mastercard:**

An innovative product which allows you to pay, access and enjoy the convenience of an ATM combined with the acceptability of Mastercard internationally. “Smarter than Cash”, BIBD World Debit Mastercard allows you to make payments directly from your bank account. Your BIBD World Debit Mastercard can also be used to withdraw cash at over 2 million ATMs worldwide which display the Mastercard and Cirrus logos.

### 3. Shariah Concept

**BIBD World Credit Mastercard:**

- Al-Kafalah bil Mal (guarantee)  
Under the concept of Al-Kafalah bil Mal, BIBD guarantees to the Merchant the payment for the goods or services purchased by the Cardholder.
- Al-Wakalah bil Ujrah (agency concept)  
Under this concept, BIBD is acting on behalf of the Cardholder to administer the Cardholder’s payment to the Merchant and managing the Card Account with the imposition of a prescribed fee.

**BIBD World Debit Mastercard:**

- Al-Wakalah bil Ujrah (agency concept)  
BIBD is acting as an agent (wakil) by providing Direct Debit Point of Sales (POS) payment service and cash ATM withdrawals service to Cardholder with the imposition of a prescribed fee.

### 4. Eligibility

**BIBD World Credit Mastercard:**

- Members of PERDANA Privilege Banking.
- Brunei Citizens, Permanent Residents and Foreigners.
- Principal Cardholder - Individuals aged 21 years and above.
- Supplementary Cardholder - Individuals aged 18 years and above.

**BIBD World Debit Mastercard:**

- Member of PERDANA Privilege Banking.
- Brunei Citizens, Permanent Residents and Foreigners.
- Individuals aged 15 years old and above.
- Maintain a BIBD Savings or Current Account.

### 5. Application and Documentation

You can visit any BIBD branch if you wish to apply for BIBD Cards. In doing so, please bring along:

**BIBD World Credit Mastercard:**

- Identification card or passport.
- Latest salary slip.
- Statement of Current or Savings Account.
- Confirmation letter of employment that states salary and contract (if applicable).

BIBD World Debit Mastercard:

- Identification or passport.

## 6. Activation

Your BIBD Cards can only be used after they have been activated. You can activate your BIBD Cards by calling PERDANA Contact Centre at 2236688, available 24 hours a day and 7 days a week to help you in this process.

Upon activation, please ensure that you change your PIN immediately and sign on the signature panel located at the back of your Cards.

Specifically, for your BIBD World Debit Mastercard, you can also activate it via BIBD NEXGEN Mobile and BIBD NEXGEN Online respectively by following the simple steps below:

**BIBD NEXGEN Mobile:**

**Step 1:** Log in with your User ID or Biometric.

**Step 2:** Select “Account Services > Debit Card > Debit Card Activation”.

**Step 3:** Select “Request One-Time Password” (OTP).

**Step 4:** Enter the OTP delivered to your registered mobile number.

**Step 5:** Your BIBD World Debit Mastercard is now activated.

**BIBD NEXGEN Online:**

**Step 1:** Select BIBD Online.

**Step 2:** Log in with your User ID.

**Step 3:** Go to “Card Services > Debit Card Activation”.

**Step 4:** Key-in the 6 digit hardware token PIN and “Continue”.

**Step 5:** Your BIBD World Debit Mastercard is now activated.

## 7. Functionalities

You can use your BIBD Cards for purchases made by way of multiple payment channels such as:

- Purchase at retail outlets:
  - Contact.
  - Contactless.
  - Using your smartphone for payment using QR Code and contactless.
- eCommerce and online purchases.
- Cash withdrawal.

## 8. Deposit Methods to BIBD World Debit Mastercard

Your BIBD World Debit Mastercard is linked to your assigned Savings and/or Current Account. You can deposit to your Savings and/or Current Account via your BIBD World Debit Mastercard through any of the following medium of payments:

- BIBD NEXGEN Mobile and BIBD NEXGEN Online.
- Cash Deposit Machine (CDM) located at designated branches.
- At any of 67 ATM machines located throughout the country.
- Over the counter at any BIBD branch.

## 9. Payment Methods to BIBD World Credit Mastercard

You have the option to either make full payment or minimum payment to your BIBD World Credit Mastercard, which will be automatically deducted from your Savings or Current account on a monthly basis.

You can also make your payment through any of the following modes of payments:

- BIBD NEXGEN Mobile.
- BIBD NEXGEN Online.
- BIBD Cash Deposit Machine (CDM).
- BIBD Cheque Deposit Machine (CQM).
- At any of 67 ATM machines located throughout the country.
- Over the counter at any BIBD branch.
- Setting up Standing Instructions.

## 10. Minimum Payment for BIBD World Credit Mastercard

Your minimum payment is 8% of your new outstanding balance or B\$40, whichever is higher, together with an excess amount payable as shown in your statement (if any). You are encouraged to pay the full outstanding balance amount before the Due Date in order to avoid the Administrative Fee being levied.

## 11. Administrative Fee for BIBD World Credit Mastercard

A monthly fixed rate of 1.5% of your Credit Card Limit will be charged to your Card Account if you do not make payment in full on the Due Date. The Bank may but is not obliged to grant you a discretionary Ibra' (rebate) on the Admin Fee charged based on the criteria set by the Bank including but not limited to the payment pattern and the utilisation of the Credit Card Limit.

For the avoidance of doubt, rebate shall only be offered to retail transactions including internet and eCommerce based transaction and will exclude cash withdrawals and/or any unpaid Administration Fees.

## 12. Calculation Methodology for BIBD World Credit

### Mastercard

The following scenarios and examples illustrate how the Admin Fee is calculated. Table A below served as your point of reference while understanding each of the given scenarios.

Table A

Admin Fee	If payment is not made in full, an Admin Fee will be imposed. The Fee is calculated at 1.5% per month a day after Due Date to the next Statement Date.
Statement Date	On the 5th day of each month.
Due Date	30th or 31st of the month (calculated at 25 days grace period after each statement date).
Minimum Payment	8% of outstanding balance as of each statement date or B\$40, whichever is higher.

#### Scenario 1 – Calculation for each new transaction made

<b>Card Limit</b>	B\$2,000
<b>Transaction Date</b>	14th February 2018
<b>Transaction Amount</b>	B\$1,000
<b>Statement Date</b>	5th March 2018
<b>Due Date</b>	30th March 2018
<b>Minimum Payment</b>	B\$80

Example 1 Paid Minimum Payment Due Only	
You paid the minimum payment due on 27th March 2018	B\$80.00
Your outstanding balance as of 27th March 2018	B\$920.00
Balance on due date 30th March 2018	B\$920.00
Admin Fee: <ul style="list-style-type: none"> <li>• Fixed at 1.5% per month on Credit Card Limit</li> <li>• Discretionary Ibra' (rebate)</li> <li>• To be charged to you on 5th April 2018, calculated from first day after your due date to the next statement date (31st March 2018 to 5th April 2018, 6 days)</li> </ul>	B\$30.00  (B\$27.28) B\$2.72

Example 2 Full Payment On The Outstanding Balance	
You paid the minimum payment due on 27th March 2018	B\$1,000.00
Your outstanding balance as of 27th March 2018	B\$0.00
Balance on due date 30th March 2018	B\$0.00
Admin Fee: <ul style="list-style-type: none"> <li>• Fixed at 1.5% per month on Credit Card Limit</li> <li>• Discretionary Ibra' (rebate)</li> <li>• To be charged to you on 5th April 2018, calculated from first day after your due date to the next statement date (31st March 2018 to 5th April 2018, 6 days)</li> </ul>	B\$30.00  (B\$30.00) B\$0.00

Example 3 No Payment At All	
You paid the minimum payment due on 27th March 2018	B\$0.00
Your outstanding balance as of 27th March 2018	B\$1,000.00
Balance on due date 30th March 2018	B\$1,000.00
Admin Fee:	
• Fixed at 1.5% per month on Credit Card Limit	B\$30.00
• Discretionary Ibra' (rebate)	(B\$27.05)
• To be charged to you on 5th April 2018, calculated from first day after your due date to the next statement date (31st March 2018 to 5th April 2018, 6 days)	B\$2.95

### Scenario 2 – Calculation for rollover balances

**Opening Outstanding Balance as of 5th April 2018** B\$922.72

**Statement Date** 5th April 2018

**Due Date** 30th April 2018

**Minimum Payment** B\$73.82

Example 1 Paid Minimum Payment Due Only	
You paid the minimum payment due on 27th April 2018	B\$73.82
Your outstanding balance as of 27th April 2018	B\$848.90
Balance on due date 30th April 2018	B\$848.90
Admin Fee:	
• Fixed at 1.5% per month on Credit Card Limit	B\$30.00
• Discretionary Ibra' (rebate)	(B\$17.44)
• To be charged to you on 5th May 2018, calculated from first day after your statement date to the next statement date (6th April 2018 to 5th May 2018, 30 days)	B\$12.56

Example 2 Full Payment On The Outstanding Balance	
You paid the minimum payment due on 27th April 2018	B\$922.72
Your outstanding balance as of 27th April 2018	B\$0.00
Balance on due date 30th April 2018	B\$0.00
Admin Fee:	
• Fixed at 1.5% per month on Credit Card Limit	B\$30.00
• Discretionary Ibra' (rebate)	(B\$30.00)
• To be charged to you on 5th May 2018, calculated from first day after your statement date to the next statement date (6th April 2018 to 5th May 2018, 30 days)	B\$0.00

Example 3 No Payment At All	
You paid the minimum payment due on 27th April 2018	B\$0.00
Your outstanding balance as of 27th April 2018	B\$922.72
Balance on due date 30th April 2018	B\$922.72
Admin Fee:	
• Fixed at 1.5% per month on Credit Card Limit	B\$30.00
• Discretionary Ibra' (rebate)	(B\$16.39)
• To be charged to you on 5th May 2018, calculated from first day after your statement date to the next statement date (6th April 2018 to 5th May 2018, 30 days)	B\$13.61

### 13. Expiry, Renewal and Delivery

Your BIBD Card will expire five (5) years after being issued and will be automatically renewed one (1) month before expiry. Once renewed, your BIBD Cards will be delivered to you by our assigned courier services. Prior to delivery, the courier services will contact you to confirm your availability.

Please take note that as security measure, your BIBD Cards can only be delivered to and accepted by you as the Cardholder whose name is embossed on the BIBD Cards. After any unsuccessful delivery of three (3) attempts, your BIBD Cards will be returned to the BIBD branch where you had applied for the BIBD Cards. To find

out where, simply call PERDANA Contact Centre at 2236688 or chat with our agents using Mobile Chat via BIBD NEXGEN Mobile.

Your BIBD Cards must be collected within thirty (30) days from the date of notification. Your BIBD Card will be cancelled and disposed off if you do not collect it within the stated period. Should you request for your BIBD Cards to be re-issued, you will have to pay the prescribed fee.

#### 14. Annual Fee

Cardholder	BIBD World Credit Mastercard	BIBD World Debit Mastercard
Basic (Principal)	(waived)	Free of Charge
Supplementary	(Waived up to 2 cards only)	Not Applicable

#### 15. Other Fees and Charges

Description	BIBD World Credit Mastercard	BIBD World Debit Mastercard
Card Replacement	B\$20	B\$15
PIN Replacement	B\$15	Free
Cash Advance/ Withdrawal: • BIBD ATM • Non-BIBD ATM • Non-Physical Cash/Money Transfer	B\$35 per withdrawal B\$35 per withdrawal B\$35 per transaction	Free B\$6 per withdrawal B\$6 per transaction
Dispute Handling	B\$5 per transaction	B\$5 per transaction
MCAE Loungekey™ Access	B\$35 per visit per person for excess visit. (12 complimentary visit per calendar year).	B\$35 per visit per person for every access to the lounge.

Description	BIBD World Credit Mastercard	BIBD World Debit Mastercard
Card Courier abroad <i>(if requested by cardholder)</i>	Dependent on the charge imposed by courier company.	Dependent on the charge imposed by courier company.
Retrieval of Sales Draft	B\$5 per copy or B\$10 per original copy	B\$5 per copy of B\$10 per original copy
Over Limit	Nil	Not Applicable
Late Payment	Nil	Not Applicable

For other Fees and Charges, please refer to the Bank's Tariff of Fees and Charges available at any of our branches and published on our website at [www.bibd.com.bn](http://www.bibd.com.bn).

Please note that the Bank's Tariff of Fees and Charges may be reviewed and revised by the Bank at its sole discretion from time to time. We shall keep you properly notified in advance of any changes in the Bank's Tariffs of Fees and Charges.

#### 16. Card Usage Limit

Description	BIBD World Credit Mastercard	BIBD World Debit Mastercard
Maximum Cash Withdrawal via ATM	B\$2,000 per day	B\$20,000 per day or 5 times per day, whichever comes first
Maximum Purchases: • Retail Outlets	B\$500,000 per day (B\$200,000 per transaction)	B\$30,000 per transaction or 10 times per day, whichever comes first
• eCommerce / Online	B\$100,000 per day (B\$50,000 per transaction)	B\$30,000 per transaction or 10 times per day, whichever comes first
• Contactless	B\$100 per transaction. B\$1,000 per day or 10 times per day, whichever comes first	B\$100 per transaction. B\$1,000 per day or 10 times per day, whichever comes first

Please note that the usage limit may be reviewed and revised by the Bank at its sole discretion from time to time. We shall keep you properly notified in advance of any changes in the Bank's Tariffs of Fees and Charges.

### **17. Lost, Stolen and Compromised Cards**

If your BIBD Cards are lost, stolen or compromised, you must immediately report to us by calling our PERDANA Contact Centre at 2236688 or chat with our agent using Mobile Chat via BIBD NEXGEN Mobile.

Specifically for your BIBD World Debit Mastercard, you can do your own blocking via BIBD NEXGEN Mobile and BIBD NEXGEN Online. Please take note that such blocking is only temporary. If you wish to unblock your BIBD World Debit Mastercard, you need to call PERDANA Contact Centre at 2236688 or chat with our agent with Mobile Chat via BIBD NEXGEN Mobile.

### **18. Discrepancies**

Should you discover any discrepancies in your Credit Card statement and account statement, please put forth your dispute in writing or by filling up a dispute form fourteen (14) days from the date of the statement to us for resolution.

### **19. Overseas Transactions**

You acknowledge that as the Brunei Currency is not quoted in the international foreign exchange market, the Mastercard International settlement system will quote all charges made overseas at the same rate as the Singapore dollar which is currently at par with the Brunei dollar.

### **20. Further Information and Inquiry**

To request for further information in relation to your BIBD Cards, you can either visit our website at [www.bibd.com.bn](http://www.bibd.com.bn) or call PERDANA Contact Centre at 2236688 or simply chat with one of our agents with Mobile Chat via BIBD NEXGEN Mobile.