

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

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

## **PRODUCT DISCLOSURE SHEET**

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

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

Merchantrade Money Business VISA Prepaid Card is an electronic money (e-money) payment instrument which is specifically designed for companies i.e. private limited company / sole-proprietorship / partnership ('Company') to be provided to authorized personnel ('Cardholder') with a multi-currency function that contains monetary value that is paid in advance by the Company to 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 purchase of services and / or goods at Merchante branches, digital platforms and participating agents, as well as for goods and services at participating VISA merchants (Worldwide) as authorized by the Company. Top-ups to the Cardholder's Card can be performed only by the Company at which the Cardholder is employed i.e. from the Company's Business Master Account. . 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 the Company / Cardholder obligations?**

The Company and the Cardholder is required to ensure that there are sufficient funds in the Cardholder's Card Designated Account that has been deposited from the Business Master Account by the Company before performing any purchase or cash withdrawal transactions. .

The Cardholder must ensure that your Card is kept in a safe place and the Card's PIN is kept confidential at all times. The Cardholder is advised to not write down the Card's PIN anywhere nor should the Card's PIN be disclosed to anyone. If the Cardholder chooses to write down the Card's PIN (against our advice), the Cardholder shall ensure that the written PIN is always kept separate from the Card.

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

The Company and/or the Cardholder is required to notify Merchantrade of any transaction that is not performed by the Cardholder or any transaction that the Company and/or Cardholder wish to raise as a dispute, within 14 days from date of the E-Statement.

The Company and the Cardholder shall collectively be responsible for ensuring that the Card issued to the Cardholder on behalf of the Company 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 Company have to pay?

Description	Fee Charged by Merchantrade	Remarks
Company Subscription Fee	RM20.00	Charge on monthly basis per company
Claim Module Subscription Fee	RM10.00	Charge on monthly basis per company
Company Subscription Package – Premium	RM120 monthly or RM1,300 yearly per company	<ul style="list-style-type: none"> <li>• Optional to pay on monthly or yearly basis</li> <li>• Inclusive of 10 physical business cards</li> <li>• Access to Mobile application and Web Dashboard</li> <li>• Access to All Business Modules</li> </ul> For any subsequent physical business card request, standard card charges would apply accordingly
Company Subscription Package –Platinum	RM70 monthly or RM750 yearly per company	<ul style="list-style-type: none"> <li>• Optional to pay on monthly or yearly basis</li> <li>• Inclusive of 5 physical business cards</li> <li>• Access to Mobile application and Web Dashboard</li> <li>• Access up to 3 Business Modules</li> </ul> For any subsequent physical business card request, standard card charges would apply accordingly
Company Subscription Package – Gold	RM40 monthly or RM430 yearly per company	<ul style="list-style-type: none"> <li>• Optional to pay on monthly or yearly basis</li> <li>• Inclusive of 3 physical business cards</li> <li>• Access to Mobile application and Web Dashboard</li> </ul> For any subsequent physical business card request, standard card charges would apply accordingly

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

Description	Fee Charged by Merchantrade
Personalised Card (with company name & cardholder name only) – Joining Fee	RM10.00
Annual Fee	RM10.00
Account Service Fee	RM0.00
Card Replacement Fee – Personalised (with company name & cardholder name only)	RM10.00
	Merchantrade Branches
	Participating Agents
	RM1.00
	RM1.00

Cash withdrawal charges	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)	RM1.40
	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	1.75% 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	
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.

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## 6. What are the key terms & conditions

- There are 2 channels for the Company to apply for the Card for the Cardholders authorized by the Company:

1) Corporate Web Portal ; and 2) Corporate Mobile Application.

Merchantrade may however introduce other channels for application of the Card from time to time .

- Upon approval of the Company's Card application for the Company's Cardholders by Merchantrade, the Cards shall be delivered by Merchantrade to the Company's business address for the Company to handover the Cards to the Company's authorized Cardholders.

- A pre-authorisation amount of RM200.00 is charged to the 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 the Cardholder's Card upon settlement by merchant T+3 days. Alternatively, pay with the Card at the petrol station cashier to avoid pre-authorisation amount holding.

- A pre-authorisation amount will be reserved in the 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 the Cardholder's Card upon settlement by merchant.

- In the event the Company makes available Multi-Currency Wallet facilities to authorized Cardholder(s), the transaction shall be made in the 20\* Listed Currencies supported by Multi-Currency Wallet., 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 if the Multi-Currency Wallet has insufficient balances. (\* note: Number of listed foreign currencies available may vary from time to time)

- In the event the authorized Cardholder is enabled Multi-Currency Wallet and transactions made by the Cardholder in a foreign currency is not supported by Multi-Currency Wallet, the fund to complete the transaction will be automatically debited from the Cardholder's Ringgit Malaysia (MYR) Wallet at the most recent applicable conversion rate set by Visa International. If insufficient funds are held in the Cardholder's MYR wallet to pay for the transaction, then funds will be transferred from another wallet with an available balance to the Cardholder's MYR wallet at conversion rate set by Visa International.

## 7. What if the Company / Cardholder fails to fulfil any obligations in relation to the usage of the Card?

If the Cardholder do not have sufficient funds in the Cardholder's Card Designated Account to meet the value of the Cardholder's transaction, the transaction will be declined.

If the Cardholder fails to secure the Cardholder's Card and PIN, the Company and the Cardholder shall collectively be financially liable for all transactions performed and debited from the Cardholder's Card Designated Account.

If the Cardholder and/or the Company fails to notify Merchantrade immediately in the event of loss or theft of the Cardholder's Card, the Company and Cardholder shall collectively be financially liable for all transactions performed and debited from the Cardholder's Card Designated Account prior to such notification.

8. What are the major risks? As indicated in the previous section, the major risks are as follows:

- (i) Failure to secure the Cardholder's Card and Card PIN at all times; and
- (ii) Failure by the Company and/or the Cardholder to immediately notify Merchantrade in the event of loss or theft of the Cardholder's Card.

In both the above cases, the Company and Cardholder shall collectively be financially liable for any transaction performed by the Cardholder. In addition, the the Company willnot be covered by the maximum liability cap of RM250 that may be available to Company for the Company and/or Cardholder who immediately notify Merchantrade upon the loss or theft of the Cardholder's Card in order to enable Merchantrade to block the Card from further usage. Company and/or Cardholder shall collectively be liable for transactions prior to Merchantrade blocking the Card.

When the Cardholder uses the Card to perform an online transaction (that is, through Internet sites and portals)to purchase goods and services, the Company and the Cardholder shall collectively be liable for the transaction effected through the use of the Cardholder's Card information and OTP.

If the Company or the Cardholder fails to notify Merchantrade in writing of any errors, discrepancies or inaccuracies provided in the Cardholder's Card transaction within 14 days from the date of the E-Statement, the Company nor the Cardholder may lose rights to dispute the transaction and the debit entry to the Cardholder's Card Designated Account in respect of this transaction shall be deemed final and conclusive.

9. What do the Company or the Cardholder need to do if there are changes to the Cardholder's mobile number?

It is very important for the Company or the Cardholderto inform Merchantrade of any changes to the Cardholder's mobile number to ensurethat all SMS messages reach the Cardholder in a timely manner. . If the Cardholder is travelling outside of Malaysia, SMS messages will only reach the Cardholder if the Cardholder has subscribed to and activated International Roaming on the Cardholder's mobile phone.

10. Where can the Company or Cardholder get further information?

The Company or the Cardholder can obtain further information as follows:

- Call Merchantrade at +6 03 8313 8606 or 03-83188606 (9am-12am daily, including weekdays and public holidays)
- Email Merchantrade at: [customerservice@merchantrademoney.com](mailto:customerservice@merchantrademoney.com)
- 
- Visit our website: [www.merchantrademoney.com/business](http://www.merchantrademoney.com/business)