

Frequently Asked Questions (FAQs)

Bank Islam Credit Card-i (BIC-i Balance Conversion Programme)

No.	Question	Answer
1	What is BIC-i Balance Conversion Programme?	BIC-i Balance Conversion Programme is a credit card-i programme available to eligible Bank Islam Credit Card-i cardmembers to convert their outstanding statement balances (principal amount only) into an instalment plan at an effective profit rate of 13% p.a. for 36 months.
2.	What is the objective of the BIC-i Balance Conversion Programme?	The aim of this BIC-i Balance Conversion Programme is to provide some relief to individual cardmembers who face temporary financial constraints arising from COVID-19 pandemic. We hope this programme will help individual cardmembers cope with challenges during this period.
3	How do I qualify for BIC-i Balance Conversion Programme?	<ol style="list-style-type: none"> 1. All principal cardmembers with account not in arrears exceeding 90 days as at the date of conversion with minimum outstanding statement balances (principal amount only) of RM1,000 and above may apply for the BIC-i Balance Conversion Programme. 2. Cardmembers who have been unable to meet the minimum monthly payment for three (3) consecutive months as at 1 April 2020 will be automatically enrolled into the BIC-i Balance Conversion Programme. If you fall under this category, you need not call the Bank. The conversion will be done automatically. The Bank will inform you on the payment arrangements and instalment amount.
4	How do I apply for BIC-i Balance Conversion Programme?	<p>Principal cardmembers can:</p> <ol style="list-style-type: none"> 1. Send short message service (SMS) YESPBA<jarak>NRIC to 66300; or 2. Download Bank Islam Credit Card-i Balance Conversion Programme Application Form at Bank Islam Corporate website and send the completed form via email to bicc.customer.service@bankislam.com.my

5	<p>Is there any minimum amount if I wish to apply for the BIC-i Balance Conversion Programme</p>	<p>You may enrol for BIC-i Balance Conversion Programme if your outstanding credit card-i statement balance (principal amount only) is RM1,000.00 and above.</p>
6	<p>Why the balance conversion is allowed on the principal amount only and not total outstanding credit card-i statement?</p>	<p>Profit will continue to accrue on the outstanding principal amount of your credit card-i balance and will not be compounded in line with Shariah principles. Hence accumulated profit and billed fees and other charges (e.g. annual fee, cash withdrawal fee, service tax, ta'widh etc.) are excluded from the conversion amount.</p>
7	<p>Can I apply for BIC-i Balance Conversion Programme for a shorter or longer than 36 months tenure?</p>	<p>BIC-i Balance Conversion Programme is available for tenure of 36 months only</p>
8	<p>Am I allowed to add additional amount to be converted to term financing?</p>	<p>The amount to be converted into term financing is based on the statement balance at the point of conversion only.</p> <p>Additional financing facility to be granted will be based on Bank Islam's normal credit underwriting processes, which include affordability assessment.</p>
9	<p>I heard that card issuer will now provide automatic conversion of credit card-i balances into term financing, but I have a monthly salary of about RM5,500. Will I qualify for this conversion package by card issuer?</p>	<p>All cardmembers are eligible to participate in the BIC-i Balance Conversion Programme regardless of their level of income however they are subject to condition as stated under Question 3</p> <p>For cardmembers that have missed three consecutive months of their minimum monthly payments, Bank Islam will automatically convert the outstanding credit card-i statement balances (principal amount only) into a term financing of three years (36 months) in tenure at an effective profit rate of 13% per annum.</p> <p>All other cardmembers can opt-in for BIC-i Balance Conversion Programme anytime from 1 April to 31 December 2020 and convert their credit card-i statement balances into term financing at the same tenure and rate as above.</p>

10	<p>My credit card-i account is in default, can I qualify? Can financing under rescheduling and restructuring (R&R) programme be eligible for the BIC-i Balance Conversion Programme?</p>	<p>Credit card-i accounts that are already more than 90 days in arrears or under R&R programme will not qualify for the BIC-i Balance Conversion Programme. Cardmembers are advised to approach the Bank's Contact Center for more information.</p>
11	<p>If I am currently in AKPK programme, am I eligible to apply for BIC-i Balance Conversion Programme?</p>	<p>Credit Card-i account under AKPK programme is not eligible for the BIC-i Balance Conversion Programme.</p>
12	<p>If I am currently enrolled in Auto Balance Conversion (ABC) programme, can I apply for BIC-i Balance Conversion Programme?</p>	<p>Yes. You may enrol for BIC-i Balance Conversion Programme if your outstanding credit card-i statement balance (principal amount only) meets the criteria of minimum of RM1,000.00 and not in arrears for more than 90 days as at the date of conversion. The outstanding instalment balances e.g. ABC instalment, Retail Spread Value Plan (RSVP) instalment and Instalment Payment Plan (IPP) instalment are not applicable.</p>
13	<p>I have two credit cards with big amounts outstanding, and I was retrenched in January 2020. I have not been able to meet my credit card-i monthly obligations since January and am very worried of the consequences. Will I qualify for the conversion of these outstanding balances into term financing? How does it work? Do I need to call my card issuer to effect this?</p>	<p>If you have been unable to meet the minimum monthly payment on your credit card-i for 3 consecutive months, Bank Islam will automatically convert the outstanding balance into a term financing of 3 years (36 months) at an effective profit rate of 13% per annum.</p> <p>The first instalment (comprising of principal and profit) payable will be reflected in the following month of your credit card-i statement after conversion.</p> <p>You can also contact Bank Islam to request for a conversion if the Bank has not automatically converted the outstanding balance on your credit card-i by:</p> <ol style="list-style-type: none"> 1. Sending short message service (SMS) YESPBA<jarak>NRIC to 66300; or 2. Download Bank Islam Credit Card-i Balance Conversion Programme Application Form on Bank Islam Corporate website and email the completed form to bicc.customer.service@bankislam.com.my

14	<p>If I have enrolled for BIC-i Balance Conversion Programme, can I still use my credit card-i?</p>	<p>Yes, you may continue using your credit card-i up to the remaining financing limit after taking into account the balance converted into a conversion package subject to availability of financing limit.</p> <p>The outstanding balance converted into the term financing is treated as part of the financing limit. In addition, the monthly financing instalments will then form part of the minimum monthly payment amount on the credit card-i.</p> <p>Your BIC-i Facility limit will be incrementally restored based on monthly instalment paid and it will be fully restored once it is fully paid.</p>
15	<p>Can I terminate the term financing under BIC-i Balance Conversion Programme before the 36 months ends?</p>	<p>Yes, but you need to fully settle the term financing balance. There is no early settlement penalty imposed.</p>
16	<p>How do I opt-out from BIC-i Balance Conversion Programme and deferment of payment?</p>	<p>You may opt-out from BIC-i Balance Conversion Programme by:</p> <ol style="list-style-type: none"> 1. Sending short message service (SMS) NOPBA<jarak>NRIC to 66300; or 2. Download Bank Islam Credit Card-i Balance Conversion Programme Application Form at Bank Islam Corporate website and send the completed form via email to bicc.customer.service@bankislam.com.my
17	<p>If I have opted-out from BIC-i Balance Conversion Programme, can I re-apply again?</p>	<p>No. You may apply for BIC-i Balance Conversion Programme only once between 1 April 2020 to 31 December 2020.</p>
18	<p>After the first automatic conversion, if I am unable to meet my credit card-i minimum payments again, will the card issuer convert the balance into a term financing?</p>	<p>No, the automatic BIC-i Balance Conversion into term financing will only be done once during the period from 1 April to 31 December 2020.</p>

19	<p>Can credit cardmembers who have converted their card-i balances into a term financing immediately ask for 6 months deferment of financing payment package?</p>	<p>Yes, they can. As credit card-i is not included in automatic moratorium for deferment package, cardmembers have to apply for the 6 months deferment of payment by email to bicc.customer.service@bankislam.com.my.</p> <p>Monthly payment for the term financing resumes after the deferment period.</p>
20	<p>In the event my request for conversion is not approved by Bank Islam, can I request for the deferment package?</p>	<p>No, the deferment of payments for 6 months is not applicable to credit card-i balances.</p>
21	<p>If my credit card-i outstanding balances is converted to a term financing, will my CCRIS records be adversely affected?</p>	<p>Your CCRIS record will not be adversely affected, if your credit card-i account is performing (in arrears for 90 days or less) at the point of conversion. However if your credit card-i account is already non-performing (in arrears for more than 90 days), this will continue to be reflected in your CCRIS record.</p>
22	<p>If I have opted for BIC-i Balance Conversion Programme, am I still entitled for the Takaful coverage for my BIC-i facility?</p>	<p>Yes. The Takaful coverage for your BIC-i Facility continues as per the current terms and conditions.</p>

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I have one instalment payment plan and one balance transfer plan under my credit card-i. Can I convert all the balances into the BIC-i Balance Conversion Programme?

No. The conversion into BIC-i Balance Conversion Programme only applies to the outstanding balances (principal amounts only) in your credit card-i account excluding other existing instalment plans in the account (such as IPP, RSVP and ABC). Such instalment plans involve monthly payments over a fixed tenure at zero or low profit rates.

Some important points to note:

If Bank Islam automatically converts or cardmember opt to convert the outstanding credit card-i balance into the BIC-i Balance Conversion Programme, total minimum payments each month for the cardmember = BIC-i Balance Conversion Programme (principal and profit) monthly payment + monthly payment for existing instalment plans + minimum 5% of the account balance not converted and new transactions made after the conversion.

Monthly payment for balance transfer, installment plans and BIC-i Balance Conversion Programme

Balance Transfer

and

IPP/RSVP/ABC

and

BIC-i Balance Conversion Programme



At least 5% of the credit card-i statement balance

Cash advance (principal + profit + fee)

Retail transactions (principal + profit)


Other fees

Example 1:

Credit card-i account has approved a financing limit of RM10,000, with the following assumptions:

Statement balance = RM6,500 comprising of:

- a. Monthly payment for RSVP (not converted into term financing) with 0% profit = RM150;
- b. Monthly payment for IPP (not converted into term financing) with 0% profit = RM50;
- c. Monthly payment for ABC (not converted into term financing) with 13%p.a. for 3 years = RM50;
- d. Principal retail transactions = RM4,000;
- e. Principal cash advance transactions = RM1,950;
- f. Accumulated Profit (retail) = RM200;
- g. Accumulated Profit (cash) = RM100

		<p>Before conversion:</p> <p><i>Minimum monthly payment amount = RM150^a + RM50^b + RM50^c + 5% (RM4,000^d + RM1,950^e + RM200^f + RM100^g) = RM562.50</i></p> <p>After conversion:</p> <p><u>BIC-i Balance Conversion Programme</u></p> <ul style="list-style-type: none"> • <i>Eligible statement balance converted at 13%p.a. for 3 years = RM5,950^{d+e}</i> • <i>Monthly instalment = RM200;</i> <p><i>Minimum monthly payment amount = RM150^a + RM50^b + RM50^c + 5% (RM200^f + RM100^g) + RM200 = RM465.00</i></p> <p>Assuming cardmember continues using the card after BIC-i Balance Conversion above:</p> <p>h. <i>New statement balance post-conversion, from new transactions = RM2,000</i></p> <p><i>Minimum monthly payment amount = RM150^a + RM50^b + RM50^c + 5% (RM200^f + RM100^g + RM2,000^h) + RM200 = RM565.00</i></p>
<p>24</p>	<p>If I have requested for payment deferment on the new term financing, do I still need to service the monthly payments during the deferment period?</p>	<p>Even if you have requested for payments on the new BIC-i Balance Conversion Programme to be deferred for 6 months, you will still need to pay the monthly payments on your existing instalment plans and minimum 5% of the account balance arising from accumulated profits, fees and charges and new transactions made after the conversion during the payment deferment period.</p> <p>Monthly payment for balance transfer and installment plans</p> <p style="text-align: center;"> Balance Transfer and IPP/RSVP/ABC </p> <p style="text-align: center;">  </p> <p>At least 5% of the credit card-i statement balance</p> <div style="display: flex; align-items: center;"> <div style="font-size: 3em; margin-right: 10px;">}</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">Cash advance (principal + profit + fee)</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">Retail transactions (principal + profit)</div> <div style="border: 1px solid black; padding: 2px;">Other fees</div> </div> <p>Referring to Example 1 in Q23,</p>

		<p>After conversion AND deferment on term financing:</p> <ul style="list-style-type: none"> a. <i>Monthly payment for RSVP (not converted into term financing) with 0% profit = RM150;</i> b. <i>Monthly payment for IPP (not converted into term financing) with 0% profit = RM50;</i> c. <i>Monthly payment for ABC (not converted into term financing) with 13%p.a. for 3 years = RM50;</i> d. <i>Monthly payment for BIC-i Balance Conversion Program for six months = 0;</i> e. <i>Accumulated Profit (retail) = RM200;</i> f. <i>Accumulated Profit (cash) = RM100</i> g. <i>New statement balance post-conversion, from new transactions = RM2,000</i> <p>Minimum monthly payment amount = $RM150^a + RM50^b + RM50^c + 5\%$ $(RM200^e + RM100^f + RM2,000^g) = RM365.00$</p>
25	<p>What if I fail to fulfill my monthly payment obligations?</p>	<p>If you fail to pay your monthly payment by the due date, treatment of the outstanding balances will follow Bank Islam's current practices for credit card-i.</p>

Kindly contact:

Contact Centre & Customer Care Department

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