

FREQUENTLY ASKED QUESTIONS

Change of Shariah Contract for Your HSBC Amanah Credit Card-i

1 What is this change about?

This is a change of the underlying Shariah contract for existing HSBC Amanah Credit Card-i(s) from Ujrah to Tawarruq (via a Commodity Murabahah transaction).

2 When will this change take place?

The change will take effect on 9 December 2025 ("Effective Date").

Note: If there is any revision to this Effective Date, the Bank will inform you through a notice publish on our official website: www.hsbcamanah.com.my

3 What are the products affected in this change?

The following HSBC Amanah Credit Card-i(s) are affected in this change:

- HSBC Amanah MPower Platinum Credit Card-i
- HSBC Amanah Premier World Mastercard Credit Card-i
- HSBC Amanah MPower Credit Card-i

4 What is the objective of the change?

This change is to enhance our products and services and to align the financial arrangement in Credit Card-i with the requirements of Shariah.

5 What is the new applicable Shariah concept?

The new Shariah concept is Tawarruq (via a Commodity Murabahah transaction), which consists of two sale and purchase contracts. Firstly, it involves the sale of an asset by a seller to a purchaser on a deferred basis by way of Bai' Murabahah. Subsequently, the purchaser of the first sale will then sell the same asset for cash and spot basis to a party other than the original seller.

If you choose to continue using the Credit Card-i on or after the Effective Date, you agree to authorise the Bank to execute and complete the Commodity Murabahah transaction on your behalf and to give effect to the Tawarruq arrangement:-

- (i) the Bank (as purchase agent) will proceed to buy a commodity at the Bank's sale price, upon the Bank having purchased the commodity from a third-party commodity seller; and
- (ii) the Bank as your sale agent will on-sell on your behalf the commodity to the commodities purchaser at the Bank's purchase price on a spot payment basis.

The proceeds from the sale transaction will be made available by the Bank to you as the credit limit of your Credit Card-i for your utilization.

6 What will happen to my Credit Card-i if I agree to the change by continue using the card?

Your existing Credit Card-i will remain valid and can be used as usual, and you will be bound by the terms and conditions under the revised Cardholder Agreement at [Banking Terms and Conditions | Agreements - HSBC MY](#) upon the Effective Date.

All current product features, functions and services of your Credit Card-i remain unchanged, including and not limited to;

- a. Cashback
- b. Cash Instalment Plan
- c. Apple Pay and Google Pay
- d. Cash Advance
- e. Smart Cash+

In addition, any payment services such as auto-billing, standing instructions, and/or takaful insurance payments linked to your current Credit Card-i will also remain unaffected.

Please take note that you are still required to make payments in accordance with your monthly card statement issued and comply with your obligations stipulated in the Cardholder Agreement.

7 Will this change affect my credit standing or CCRIS report?

No. There is no impact to your credit record. Your payment obligations under the Cardholder Agreement remain unchanged.

8 What action will be taken by the Bank to effect the change?

On the Effective Date, upon termination of the existing Ujrah contract and with your consent obtained, the Bank will execute the Commodity Murabahah trading transaction to give effect to the Tawarruq arrangement. This change will be carried out without any additional charges to you.

9 During the change period, would there be any downtime for me to use my Credit Card-i for purchases or other transactions?

No. All related functions and services, including online banking access remains available for your convenience. If you are experiencing any service disruption, please contact us via Live Chat function on HSBC Online Banking/ Mobile Banking app. You may also reach out to us via Contact Centre at 1-300-80-2626 (local) or +603-8321 5200 (International) from 8am – 8pm daily.

10 Do I have any other options if I do not wish to change my existing Credit Card-i contract?

If, for any reason, you disagree with the upcoming change in the Shariah contract and wish to opt out, you may terminate your Credit Card-i by following the steps outlined below.

A. Terminate your Credit Card-i

- (i) Send **SMS “OPTOUT1” to 62308** using your registered mobile number by 3 December 2025.
- (ii) **Fully settle** your Credit Card-i outstanding balance, including any applicable management fees, by 3 December 2025.
Once payment is received, we will proceed to terminate your Credit Card-i and notify you upon successful termination. Please note that you will not be able to use the card for any transactions while the outstanding balance is being settled.

OR

B. Avail Personal Financing to Settle Outstanding Balances

- (i) Send **SMS “OPTOUT2” to 62308** using your registered mobile number by 3 December 2025.
- (ii) **Our representative will contact you** between 21 November 2025 and 8 December 2025 to assist with your application.

If you have opted for Personal Financing but we are unable to contact you by 8 December 2025, your continued use of the Credit Card-i will indicate your consent to the new Tawarruq Contract, which is subject to the terms and conditions under the revised Cardholder Agreement at [Banking Terms and Conditions | Agreements - HSBC MY](#).

11 What should I do if I need more information regarding this change exercise?

If you need more help or further clarification, you can chat with us securely through Online Banking or the HSBC Malaysia Mobile Banking app with one of our chat agents.