

TERMS AND CONDITIONS GOVERNING DEPOSIT ACCOUNTS

- A. These terms and conditions (“**Terms and Conditions**”) govern various types of deposit accounts opened and maintained and/or to be opened and maintained with Bank of China (Malaysia) Berhad (“**the Bank**”).
- B. The Terms and Conditions shall be read and deemed accepted by the Account Holder upon signing of the application form for the opening of the Accounts. The Account Holder shall be bound by the Terms and Conditions herein and any additions and/or amendments to be made thereto by the Bank from time to time.
- C. The Bank has authority to amend the Terms and Conditions herein at any time by giving twenty one (21) calendar days’ notice to the Account Holder and any such amendments or variations shall bind the Account Holder including its successor-in-title. Without prejudice to the aforesaid, a notice of the amendments and variations may be displayed at any of the Bank’s branches or be included in the Account Holder’s statement of account or sent to the Account Holder by mail or SMS or advertised or posted at the Bank’s official website or ATM or local newspaper or by any other mode as the Bank deems suitable.

PART A: GENERAL TERMS AND CONDITIONS

1.0 DEFINITIONS AND INTERPRETATION

1.1 DEFINITIONS

“**Account**” refers to such accounts which the customer (hereinafter referred to as “**Account Holder**”) may have with the Bank, whether alone or jointly with any other person(s), including but not limited to Savings Account, Current Account, Fixed Deposit Account and Foreign Currency Account and any other type of account which are not mentioned herein and which may be offered by the Bank from time to time.

“**Services**” refers to the services provided by the Bank from time to time to the Account Holder on such terms and conditions as may be determined solely by the Bank.

1.2 INTERPRETATIONS

- a) Words refer to **singular number** includes the plural and vice versa.
- b) Words refer to **masculine gender** includes the feminine and neuter genders and vice versa.
- c) References to **persons** include corporations, their successors in title or permitted assigns, as the case may be.
- d) Reference to **law** includes the regulation, rule, statutory instrument, bye-law or other subordinate legislation relating thereto, including any amendments thereof.

2.0 OPENING OF ACCOUNT

- 2.1 The Account Holder shall agree to execute our standard account opening form and provide to us such specimen signature (s) and any other documents and information as may be required by the Bank from time to time in connection with the Account and/or the Services.
- 2.2 The acceptance of any application for the opening of the Account are entirely at the discretion of the Bank and the Bank shall not be bound to disclose any reasons for non-acceptance of any Accounts.
- 2.3 The Bank shall be entitled at its absolute discretion to terminate or close any of the Accounts by giving notice to the Account Holder but the Bank shall not be bound to disclose any reason for such termination or closure of any Accounts.



2.4 The opening of Account is subject to the Bank's requirement and procedures including age, minimum deposit, references, and information and supporting documents acceptable to the Bank.

3.0 DEPOSITS AND WITHDRAWALS

3.1 Deposit and withdrawal shall be made in the manner prescribed by the Bank. The Bank shall have the right to refuse any deposit or limit the amount which may be deposited and return all or any part of the amount so tendered to the Account Holder.

3.2 Any deposit and withdrawal made by the Account Holder shall be made in the manner and/or in the foreign currency permitted and accepted by the Bank. The Account Holder shall comply with such procedures as the Bank may determine from time to time at its sole and absolute discretion.

3.3 A receipt issued by the Bank is only valid if it is computer/machine-validated and is initialed by the Bank's teller on the designated column of the deposit slip.

3.4 Any instructions from the Account Holder to the Bank must be given in the following manner:-

a) all deposit and withdrawal instructions given by the Account Holder shall be in writing and signed by the Account Holder or in any other mode(s) that is acceptable by the Bank. Any mode of instructions, other than in writing, shall be given by the Account Holder at its own risk and the Bank shall not be held liable for any loss, damage or liability that may be incurred or suffered by the Account Holder therefrom and the Account Holder shall indemnify the Bank against any expense and/or liability which may be incurred by the Bank therefrom unless caused directly by the Bank's gross negligence, fraud and wilful default. The Account Holder shall follow such procedures as may be determined by the Bank from time to time at its sole and absolute discretion. The Account Holder's withdrawal instruction is subjected to the daily withdrawal limit as may be determined by the Bank;

b) any instructions for withdrawal from the Account shall be accompanied by the prescribed withdrawal slip or any form issued by the Bank and/or presentation of the passbook and may be subjected to such production of proof of identity as the Bank may require;

c) the Bank reserves the right to honour any cheques, drafts and any other payment instruments expressed to be signed, accepted, endorsed or made on behalf of the customer or addressed to or made payable by the Bank whether outstanding in his/her/their account is/are in credit or otherwise. However, the Bank has the right not to honor any withdrawal request if there are insufficient funds in the Account.

3.5 Except by special arrangements, all cheques and instruments deposited or any transfers, whether by mail, telegraphic or electronic, are accepted for collection only and may not be withdrawn by the Account Holder until the proceeds have been received by the Bank. The Bank is entitled to refuse any collection of cheques and deposit instruments which in the opinion of the Bank are irregular or which have been altered in any way notwithstanding that the alteration has been countersigned by the Account Holder.

3.6 The Account Holder shall keep the Bank indemnified for any loss which the Bank may incur due to the Bank's guarantee of any endorsement, discharge on any cheque, bill, note, draft, dividend warrant or other instruments presented by the Account Holder or any third party for collection and every guarantee given by the Bank shall be deemed to have been given at the Account Holder's express request.

4.0 ACCOUNT HOLDER'S INSTRUCTION

4.1 All instructions given by the Account Holder must be strictly in accordance with the authorization for the time being in effect in respect of such Account. The Bank may act upon any instructions which the Bank believe in good faith to be given by the Account Holder, without inquiry as to:-

a) the identity or authority of the person giving or purporting to give such instructions; or

b) the authenticity of such instructions notwithstanding:-

- i. that such instructions may conflict with other instructions given by the Account Holder to the Bank; or
- ii. any error, misunderstanding, fraud, forgery or lack of clarity in the terms of such instructions.



- 4.2 All instructions shall be given in writing or any other form that is acceptable to and agreeable by the Bank. Acceptance and action by the Bank of any instructions of the Account Holder may be subject to any terms and conditions determined by the Bank. Instructions given by the Account Holder in any other form, other than in writing, shall:-
- a) be given by the Account Holder at its sole risk and the Bank shall not be held liable for any loss, damage or liability that may be incurred or suffered by the Account Holder in connection therewith and the Account Holder shall indemnify the Bank against any expense and/or liability which may be incurred by the Bank therefrom;
 - b) be immediately thereafter confirmed by the Account Holder in writing.
- 4.3 The Account Holder shall keep the Bank indemnified against all losses, damages, claims demands, costs and all other liabilities which it may incur or suffer in consequence of it accepting and acting on such instructions except to the extent the loss arises directly from the Bank's own gross negligence, fraud or wilful default.
- 4.4 Subject to Clause 4.2, the Bank has absolute discretion to refuse to act on any payment instruction that are delivered via facsimile or telephone, amongst other, if the instruction is unclear, incomplete, appears to have been altered or not given in the required form, or in acting on the instruction the Bank might act contrary to any applicable law, code, rules or other regulatory requirements.
- 4.5 The Bank may refuse to act on the instructions of the Account Holder if:-
- a) the Bank reasonably believes that the Account Holder did not give the Bank the instructions;
 - b) the Bank reasonably suspects fraudulent activity;
 - c) the Account Holders' instructions are unclear, incomplete or not in the required form;
 - d) the signature(s) under which the instructions are given does not in the Bank's opinion, correspond with the specimen which the Bank has in record; or
 - e) the Bank has any other valid reason for not acting on the Account Holder's instructions, which the Bank may, but is not obliged to disclose to the Account Holder.

5.0 CHARGES/ COMMISSION/ FEES/ COSTS/ TAXES

- 5.1 The Bank shall be entitled to impose fees and charges for any of its Services provided to the Account Holders at the rates as determined by the Bank and all such fees and charges when fall due shall be debited from the Account.
- 5.2 A list of the Bank's fees and charges for the Services, as may be imposed and/or revised by the Bank from time to time, shall be made available to the Account Holder upon request. The same can also be accessed by the Account Holder from the Bank's website at www.bankofchina.com.my
- 5.3 The Bank shall also be entitled to impose and deduct from the Account any other costs and expenses, including but not limited to legal expenses (on a solicitors client basis) which may be incurred by the Bank in connection with the Accounts and Services, interest, stamp duty, commissions and taxes (including but not limited to Goods and Services Tax) applicable.
- 5.4 In the event such debiting causes the Account to be overdrawn, interest at the Bank's prevailing rate shall be imposed on the amount due and owing by the Account Holder to the Bank.
- 5.5 The Bank reserves the right to impose and/or vary such fees and charges from time to time with twenty one (21) calendar days' prior notice to the Account Holder and such variation of fees and charges shall become effective on such dates as the Bank may elect to adopt. The Bank will give at least twenty one (21) calendar days' notice prior to the effective date of implementation. At the discretion of the Bank, notice of such



additions or amendments or variations may be effected in the manner prescribed in Clause 13 of these Terms and Conditions Governing Deposit Accounts.

6.0 STANDING INSTRUCTIONS & INTEREST RATE

- 6.1 Any payment or transfer of funds to be made or effected pursuant to any standing instructions to the Bank shall be subjected to such minimum balance being maintained in the Account as determined by the Bank from time to time.
- 6.2 In cases where Account Holder instructs the Bank to debit money from the Account to credit to third party's Account, including but not limited to transactions relating to standing instructions, the Bank shall be entitled to treat each instruction from the Account Holder been authorised by the Account Holder.
- 6.3 Interest, if payable under the relevant Account, shall be paid by the Bank to the Account Holder at the rates determined by the Bank from time to time.
- 6.4 The Bank shall be entitled to, at its absolute discretion and at any time vary the interest rates by giving the Account Holder with twenty one (21) days' prior notice in accordance with Clause 13.1.

7.0 CLOSURE OF ACCOUNT

- 7.1 The Bank reserves the rights to close an Account or suspend, withdraw or terminate any or all services to the Account Holder.
 - a) in accordance with any guidelines or rules of Bank Negara Malaysia or anybody/association/regulatory authority or the Bank as the Bank deems fit with prior notice to the Account Holder;
 - b) with prior notice to the Account Holder if the Account is dormant for a continuous period of twelve (12) months and the balance in the Account during that period is less than the minimum requirement as stipulated by the Bank. The Bank will debit the entire balance in the Account as service charge.
 - c) if in the Bank's opinion, the Account Holder do not comply with any applicable laws;
 - d) if in the Bank's opinion, the Account is not operated in a proper or regular manner;
 - e) if the Account Holder, or any joint account holder, threaten to breach or the Account Holder have breached any of these Terms and Conditions or other terms and/or conditions applicable to the Account Holder and/or the Account or any other agreement whether relating to the borrowing of funds or the granting of advances or credit or otherwise;
 - f) if the Account Holder give the Bank untrue, inaccurate, incomplete or misleading information;
 - g) if the Account Holder do not pay on time any amount due to the Bank;
 - h) if the Account Holder pass away or become incapacitated, mentally unsound, insolvent, bankrupt or subject to judicial proceedings;
 - i) if an event of default occurs under any other agreements or arrangements between the Bank and the Account Holder;
 - j) if an investigation by the police, authorities or regulators is pending, on-going threatened against the Account Holder;
 - k) if the Account Holder has been charged or convicted for any criminal offences or have any criminal records;
 - l) if any report has been lodged against the Account Holder under the Anti-Money Laundering and Anti-Terrorism Financing Act and Proceeds of Unlawful Activities Act 2001 or other similar legislations;



m) if the Account Holder's whereabouts are unknown to the Bank.

7.2 The Bank reserves the rights to impose service charge of an amount as may be determined by the Bank if the Account is closed within 3 months from the date it was opened.

7.3 Under the Unclaimed Moneys Act 1965, any moneys in an Account not operated for seven (7) years, including any interest accrued thereunder, shall be gazette as "Unclaimed Monies" and shall be remitted to the Registrar of Unclaimed Moneys. The Account shall then be closed.

7.4 The Account can be closed by the Account Holder in person by giving the Bank instruction in writing.

8.0 FREEZING OF ACCOUNT

8.1 The Bank shall at any time be entitled to, at its discretion and without any prior notice to the Account Holders, refrain from effecting or carrying out any transactions including but not limited to (1) the payment of any monies, cheques or any other instruments, or any instructions for payment out of the Account Holder's Accounts and/or (2) acceptance/ collection of cheques, deposits of monies or any other instruments, and/or (3) to effect receipt of payment into the Account Holder's Account ("**Freezing of Banking Accounts**") upon, but not limited to, the occurrence of any of the following events:-

a) upon the Bank being notified or becoming aware that:-

- i. an act of bankruptcy has been committed by the Account Holder (for individual);
- ii. a statutory notice under Section 466 of the Companies Act 2016 has been served on the Account Holder (for company);
- iii. a petition for winding up or for bankruptcy has been presented against the Account Holder;
- iv. any one or more of the directors of the Account Holder (for company), who are signatories to the Account are adjudicated a bankrupt; and/or
- v. any one or more of the joint Account Holders are adjudicated a bankrupt.

b) upon the Bank being notified or becoming aware of any opposing, adverse or conflicting claims by any persons, including but not limited to partners, directors, shareholders, member or the other joint Account Holder(s) or by any persons alleging to be partners, directors, shareholders or members in relation to any Account, including but not limited to the following:-

- i. partnership account;
- ii. limited liability partnership account;
- iii. company account;
- iv. club, society or association account;
- v. account of professional firms;
- vi. executors, administrator and trust account;
- vii. account of state authorities, local authorities, statutory bodies, town boards and rural boards;
- viii. school account;
- ix. joint-venture account; and
- x. receiver's account



- c) upon the Bank being notified and/or requested by any authority including but not limited to Bank Negara Malaysia, the Police or any other statutory or regulatory authorities whether local or international (“**the Authorities**”) to so refrain from performing any transactions under the Account regardless of whether the Authorities have the legal or valid authority to so request the Bank;
- d) if the Bank is suspicious of any fraudulent activities concerning the Account and/or the Bank in its sole opinion is of the view that the information or documents provided to the Bank for opening the Account are false and/or incorrect and/or have been tempered and/or involved misrepresentation of identity;
- e) in the event the Bank, the police and/or the Authorities conduct any investigations on any illegal transactions suspected to have been carried out through the Account, or the Account is suspected to have been misused or any fraudulent transaction is suspected to have been carried out in respect of the Account including but not limited to depositing of cheques which the Account Holder is not beneficially entitled to;
- f) pursuant to any police report lodged against the Account Holder and/or in respect of the Account, by the Bank or any other person;
- g) in the event any facilities granted to the Account Holder, which are being utilized through the Accounts, are suspended, recalled or terminated for whatsoever reasons;
- h) in the event of death of a personal Account Holder or a holder of a joint account;
- i) upon the Bank being made aware that the Account Holder’s mental capacity to manage the Account is in doubt and/ or upon the Bank’s receipt of a certificate of medical report certifying that the personal Account Holder or a holder of a joint account is of unsound mind;
- j) upon the Bank being served with a garnishee order made in respect of the Account Holder;
- k) upon the Bank being made aware that any cheques and/or monetary instruments and/or sums are credited into the Accounts as a result of any forged, tampered instruments, instructions, and/or fraudulent transactions, with or without the involvement of the Account Holder;
- l) upon the Bank being made aware that complaints have been made by third party with the police or other relevant authorities that the Account has been used to conduct any fraudulent transactions, deposits, scams and/or to solicit illegal deposits; and/or
- m) if a debt is due and owing by the Account Holder to the Bank, regardless of the Account Holder’s capacity as a borrower, joint borrower or guarantor, to enable the Bank to exercise its right to set-off the debt owing to the Bank.

9.0 INFORMATION UPDATE

- 9.1 The Account Holder shall immediately notify the Bank in writing or by completing the “Request for Modification of Information” form if there is any change of address or signature(s) or other particulars (including but not limited to change of signing condition) that are given to the Bank and such notification shall be supported by any documentation as the Bank may require, and shall be effective only upon receipt of such notice by the Bank.
- 9.2 In the absence of any such written notification by the Bank of the change of address(es), all correspondence and legal process shall be deemed duly delivered or served on the Account Holder upon the same being served on the last known address(es) of the Account Holder.
- 9.3 The Account Holder undertakes to notify and furnish the Bank with relevant foreign Tax Identification Number (TIN) and/or documentary evidence within 30 days if there are any updates/changes that affect the Account Holder tax residency/ Foreign Account Tax Compliance Act (FATCA) / Common Reporting Standard (CRS) status. The Account Holder consent and authorize the Bank to perform any of the following, if applicable;
 - a) Report or disclose all relevant information relating to or arising from the Account to Inland Revenue Board of Malaysia (IRNB) or foreign tax authorities in compliance with any tax requirements.



b) Withhold any applicable payment in the account.

10.0 DISCLOSURE OF CUSTOMER INFORMATION AND PERSONAL DATA UNDER THE FINANCIAL SERVICES ACT 2013 (“FSA”) AND THE PERSONAL DATA PROTECTION ACT 2010 (“PDPA”)

10.1 Subject to the FSA and PDPA, the Account Holder consents and authorizes the Bank to collect, process, disclose, transfer, maintain, store and retain its personal data to other entities within the BOC Group (as defined below) including its branches in Malaysia and other countries, its local and overseas subsidiaries and other external parties, including but not limited to the parties or bodies listed in clause 10.6 below.

10.2 The Account Holder shall read, understand and agree to be bound by the Privacy Notice issued by the Bank (which is available at all the Bank’s branches as well as the Bank’s website at www.bankofchina.com.my).

10.3 For the avoidance of doubt, the Account Holder agrees that the said Privacy Notice shall be deemed to be incorporated into and be read together with this Terms and Conditions.

10.4 In the event the Account Holder provides personal and/or financial information relating to 3rd parties, including information relating to their next-of-kin and dependents (for individual) or information relating to directors, shareholders, officers, individual guarantors and security providers (for corporation), for the purpose of opening or operating the accounts/facility with the Bank or otherwise subscribing to the Bank’s products and services, the Account Holder confirms:-

- a) their consent have been obtained and/or are otherwise entitled to provide this information to the Bank and for the Bank to use it in accordance with this Terms and Conditions;
- b) agrees to ensure that the personal and financial information of the said 3rd parties is/are accurate, complete and up-to-date; and
- c) agrees to update the Bank in writing in the event of any material changes to the said personal and financial information.

10.5 Where the Account Holder instructs the Bank to effect any sort of cross-border transactions (including to make or receive payments), the details relevant to the cross border transaction (including information relating to those involved in the said transaction) may be received from or sent abroad, where it could be assessable (whether directly or indirectly) by overseas regulators and authorities in connection with their legitimate duties (e.g. the prevention of crime). In instructing the Bank and/or its agents to enter into any cross-border transaction on the Account Holder’s behalf, the Account Holder agrees to the above said disclosures on its behalf and others involved in the said cross-border transaction.

10.6 The Account Holder consents and agrees to the Bank conducting credit checks and verification of information given by the Account Holder in its application to open the Account or application for Services, with any credit bureaus and/ or corporation set up for the purpose of collecting and providing credit or other information. The Account Holder also consents to the Bank’s disclosure of its financial condition, details of the Account, Account relationship with the Bank, including credit balances to:-

- a) government or regulatory authorities in Malaysia and elsewhere, including but not limited to Bank Negara Malaysia, Perbadanan Insurans Deposit Malaysia (PIDM), Central Credit Reference Information System (CCRIS);
- b) affiliates of the Bank;
- c) companies which are related to the Bank by virtue of Section 7 of the Companies Act 2016, or any associated company of the Bank or its parent company, whether within or outside of Malaysia (the Bank together with its related or associated companies are collectively referred to as “**BOC Group**”);



- d) party(ies) providing services (including outsourcing vendors, lawyers, nominees, custodians, centralized securities depository or registrar, debt collection agents) to the Bank, whether within or outside of Malaysia;
- e) the Bank's agents, consultants and professional advisers;
- f) the Bank's or any of BOC Group's assignees that are permitted or required to disclose to under the laws of any country ;
- g) any credit reporting agencies, credit reference agencies or credit bureaus;
- h) the police or any investigating officer conducting any investigations in connection with any offence including suspected offences;
- i) Cagamas Berhad;
- j) Credit Guarantee Corporation Malaysia Berhad;
- k) any person to whom disclosure is necessary for the purpose of any legal proceedings initiated by or served on the Bank; and
- l) any person to whom disclosure is permitted or required by any law, regulation, governmental directive.

10.7 The Bank may, subject to compliance with the applicable regulatory rules or guidelines, use or apply any information relating to the Account Holder which are collected, compiled, or obtained by the Bank through or by whatever means and methods for such purposes as determined by the Bank.

10.8 The Bank's employees, independent contractor, representatives, agents, and/or merchants and strategic partners are allowed to contact the Account Holder from time to time through personal visit or oral communication effected via any means of communication including but not limited to telephone calls to promote and/or market any products or services unless objected to in writing by the Account Holder.

10.9 The Account Holder who wish to opt-out from the sharing of their personal data within the Bank and/or BOC Group for marketing and promotional purposes are required to walk in to the Bank's branches or email scanned copy of signed opt-out letter to register your instruction with written notice to opt-out of the said sharing.

10.10 The Account Holder declares that all personal information and data set forth herein are true, accurate and are up to date and should there be any changes to any personal information or data set forth herein, the Account Holder(s) shall notify the Bank immediately in writing.

11.0 ANTI-MONEY LAUNDERING

11.1 Upon the Bank's request, the Account Holder must provide and disclose to the Bank within such time prescribed by the Bank, any information which the Bank deemed necessary in order to:-

- a) comply with the laws or sanctions of Malaysia or any other country (including but not limited to those relating to anti-money laundering or anti-terrorism); and/or
- b) manage money-laundering risk or terrorism-financing risk or economic and trade sanctions risk.

11.2 Pending the Bank's receipt of the information from the Account Holder and until such information have been verified to the Bank's satisfaction, the Bank is not obliged to proceed with any transactions or account opening.

11.3 The Account Holder declares and undertakes that the processing of any transactions will not breach any



laws or sanctions in Malaysia or any other country. The Bank will not be liable for any loss arising from any delay or failure to process any transactions due to inadequate information and/or documentation provided by the Account Holder.

12.0 STATEMENT OF ACCOUNT

- 12.1 A statement of the balances in the Current Account and Foreign Currency Account will be sent by mail to the Account Holder at the Account Holder's last known address or provide e-Statement on a monthly basis. If the Account Holder requests for additional copy of the statement, a charge shall be imposed at the rate as the Bank deems fit.
- 12.2 The Account Holder shall examine and notify the Bank of any errors, irregularities, discrepancies, claims and/or unauthorized debits or items whether made, processed or paid as a result of forgery, fraud, lack of authority, negligence or otherwise by any persons whatsoever.
- 12.3 If the Account Holder fails to advise the Bank in writing of the non-receipt of the statement or fails to notify the Bank in writing of any errors, discrepancies, irregularities or unauthorized claims, debits or transactions in the statement within fourteen (14) days from the date of the statement (whether or not received by the Account Holder), the records on the statement shall be conclusive evidence that all the transaction(s) stated therein are properly carried out and all matters contained therein shall be deemed accepted by the Account Holder as true and accurate in all aspects. Any disputes on the transactions which are brought to the Bank's notice after the said fourteen (14) days shall not be entertained by the Bank. Any amendments thereafter of the statement shall be at the sole discretion of the Bank.

13.0 NOTICES

- 13.1 The Bank may give any communications or notices to the Account Holder through the following modes:-
- a) by ordinary post, registered post or courier or by leaving at the Account Holder's last known address and shall be deemed received by the Account Holder on the 5th day from the date of posting if sent by ordinary post or registered post and on the 2nd day from the day it was sent by courier; or
 - b) by general notice in one major national newspaper or posted at the Bank's premises or by electronic transmission (including via facsimile, mobile phones, other devices or the internet) or by posting at the Bank's website, at ATMs or other terminals under the control of the Bank and the notice shall be deemed duly delivered and received by the Account Holder and shall be deemed effective from the date of the notice;
 - c) or by any other mode as the Bank deems fit.
- 13.2 Any notices (excluding instructions in respect of the operation of the Account) from the Account Holder to the Bank shall be sent to the branch of the Bank at which the account is maintained, by ordinary post, registered post or courier or by leaving at the said branch of the Bank and shall be deemed duly delivered and received by the Bank upon acknowledged receipt of the notice by the Bank.

14.0 TAX AND RISKS

- 14.1 There are risks in foreign currency transaction and it shall not be limited to risks due to the fluctuation of exchange rates, valuation and devaluation of currencies, taxes, involuntary transfers or changes in governmental policies or any other reasons beyond the control of the Bank.
- 14.2 Any taxes or levies, including but not limited to goods and services tax, now or thereafter imposed by law or required to be paid in respect of any monies payable to or to be received by the Bank shall be borne by the Account Holder and the Bank reserves the right to debit from the Accounts any taxes (including any withholding tax) and/or levies payable by the Account Holder.
- 14.3 The Bank has the right to deduct / debit any amounts due for any withholding or other tax charges payable by the Account Holder in respect of any income or interest on the amounts placed.

15.0 CIRCUMSTANCES BEYOND THE BANK'S CONTROL



15.1 The events below shall, amongst others, constitute force majeure events ("**Force Majeure Event**"):-

- a) earthquake, fire, explosion, flood or natural disasters;
- b) terrorism, riots, civil commotion or disturbance, war, strikes which lasts for 2 months or more;
- c) the act of any government, military or other authority (including any restrictions on currency conversion and/or transferability, requisition and/or involuntary transfer);
- d) strike, lock-out or industrial action of any kind; and/or
- e) epidemic or pandemic; and/or
- f) all other events or situations which are beyond the Bank's control (including but not limited to computer breakdown or sabotage etc.)

15.2 In the event of occurrence of a Force Majeure Event, the Bank reserves its right to suspend all transactions relating to the Account and it shall not be liable to the Account Holder or any third party for any inconvenience, injury, expense, liability, damages, loss of profits, earnings or goodwill if, amongst others:-

- a) the Bank is unable to perform any of its obligation hereunder or to provide any of the Services due to a Force Majeure Events; and/or
- b) if funds credited or debited from the Account becomes inaccessible or diminish in value due to a Force Majeure Events.

15.3 Where any currencies in which the Bank must or instructed to make payment becomes unavailable due to restrictions on convertibility or transferability or a Force Majeure Event, the Bank may make payment in such other currency at the exchange rate as determined by the Bank.

16.0 RIGHT TO SET-OFF

16.1 Without prejudice to and in addition to any remedy to set off which the Bank may have under the laws of other relevant jurisdictions, the Bank reserves the right to, with prior notice, combine or consolidate any or all Accounts maintained by the Account Holders with the Bank and/or the BOC Group (whether in Ringgit Malaysia or in any other currency) to set off or transfer any sums standing to the credit of any such Account including joint account in or towards satisfaction of any or all liabilities to the Bank and/or the BOC Group (whether in Ringgit Malaysia or in any other currency).

16.2 In the event the currency of the sums standing in credit of such Accounts are different from that due and owing to the Bank and/or BOC Group, the Bank is authorized by the Account Holder to effect any such combination, consolidation, set off or transfer with the necessary conversions at the Bank's prevailing exchange rates which shall be determined by the Bank and/or BOC Group at its sole discretion.

16.3 The Bank shall have the right to earmark or place a hold on the monies standing to the credit of all or any of the Account Holder's accounts upon the issuance of the notice referred to in Clause 16.1.

17.0 INDEMNITY

17.1 The Account Holder shall be liable for and fully indemnify the Bank against any claims, damage, loss and costs (including legal costs on a solicitors client basis) incurred and/or suffered by the Bank arising from the acceptance and/or execution of any instructions given by the Account Holder to the Bank (notwithstanding that such instructions may be fraudulent or unauthorized) or provision of any Services by the Bank to the Account Holder or as a result of any act or omission or any breach of the Terms and Conditions herein by the Account Holder.

17.2 This indemnity shall remain in full force notwithstanding the termination of any Services and/or closure of any Accounts by the Account Holder.



18.0 LIMITATION OF LIABILITY

18.1 The Bank shall not be held liable or responsible for and the Account Holder shall keep the Bank indemnified and hold the Bank harmless against all losses, costs and/ or expenses which may be incurred or suffered by the Bank howsoever arise in connection with any of the Accounts including but not limited to the execution by the Bank of any instructions or mandates (notwithstanding that such instructions or mandates may be fraudulent or unauthorised) or if any of the Accounts or any part thereof is reduced or frozen by any government or official authority.

18.2 When the Bank incurs liability for or at the request of the Account Holder, the Bank shall have a lien over funds, securities, monies standing to the credit of the Account Holder and other valuables deposited with the Bank or to be deposited with the Bank (whether deposited by way of security, safe custody or for any other specific purpose) belonging to the Account Holder, the Bank shall have the right to retain such funds, monies or securities and other valuables or any part thereof and even dishonour any cheques drawn or any withdrawals made by the Account Holder from the Account until the liability is settled.

18.3 To the extent permitted by law, the Bank shall under no circumstances be held liable for any loss of profits, loss of use, loss of goodwill, loss of savings or other consequential, special, incidental, indirect, exemplary or punitive damages suffered by the Account Holder.

18.4 The Account Holder shall indemnify the Bank on all claims made against the Bank by any persons and/or all penalties, claims, damage, loss, costs and expenses (including legal costs on a solicitors client basis) which may be incurred or suffered by the Bank as a result of, amongst others, the following:-

- a) the Bank acting or executing any mandates and/or instructions given by the Account Holder or any persons so authorised by the Account Holder or which the Bank believes to have been given by the Account Holder or any persons so authorised by the Account Holder;
- b) the Bank enforcing any of its rights against the Account Holder;
- c) any error or failure in the transmission of any instructions or communications from the Account Holder to the Bank; and/or
- d) the Bank complying with any Court judgment or any Court Order, or any decree or directive whether or not having the force of law issued by any legally constituted tribunal body, entity or authority, arising from any Court actions or Court proceedings or from any other proceedings, actions or claims other than that of a Court and which are applicable to or directed to or in any way related to the Account Holder, and/or the Account.

18.5 Any certificate issued by any manager or officer of the Bank to evidence such sum to be indemnified shall be deemed to be final, conclusive and binding on the Account Holder. The Bank may in addition to any other rights which may have against the Account Holder, debit or deduct the said sum from the Accounts without giving any prior notice to the Accountholder.

18.6 The Bank shall not be responsible and/or liable in any way whatsoever for any loss, damage, injury, inconvenience or embarrassment suffered by the Account Holder by reason of any delay in the Bank's performance or non-performance of any obligations of the Bank herein due to Force Majeure Event and/or causes beyond the reasonable control of the Bank including but not limited to causes such as computer, electronic, electrical system failure, malfunction or breakdown or interruption, non-supply, breakdown or failure in the supply of electricity or power for any length of time.

19.0 SECURITY PROCEDURE

19.1 The Account Holder shall keep secret and shall not disclose any confidential information (“**Confidential Information**”) to any persons in relation to the Account including the security details which includes but not limited to passbook/e-Token/electronic banking/Automatic Teller Machine/Great Wall Debit Card password and personal identification number and any other forms of security details. The Account Holder shall take all reasonable steps and precautions to prevent any unauthorised or fraudulent use of the Confidential Information.



20.0 ELECTRONIC BANKING SERVICE (INTERNET BANKING/MOBILE BANKING)

- 20.1 The Account Holder may use the Bank's electronic banking services to perform any transactions or give instructions to the Bank in respect of the Account. The use of electronic banking services are subject to further terms and conditions in addition to the Terms and Conditions herein.
- 20.2 The specific terms and conditions applicable to the electronic banking services shall apply to the Account Holder in the event the Account Holder uses the electronic banking services to perform any transactions pertaining to the Account.
- 20.3 In the event of conflict between the Terms and Conditions herein and the terms and conditions applicable to the respective electronic banking services, the terms and conditions applicable to the respective electronic banking services shall prevail.

21.0 TRANSFER OF FUNDS FROM ACCOUNT VIA ELECTRONIC BANKING SERVICES

- 21.1 In the event any funds are transferred from any of the Accounts of the Account Holder ("**Sending Account**") to another Account of the Account Holder, or to any Account belonging to a third party ("**Receiving Account**"), the amount so transferred shall be automatically debited from the Sending Account upon completion of the transaction and shall be deemed transferred to the Receiving Account and the Account Holder is not entitled to request the Bank to refund or return the Sending Account for any reasons whatsoever.

22.0 GENERAL

- 22.1 The availability of the services currently provided by the Bank (and/or to be provided by the Bank in the future) as well as the Terms and Conditions herein are subject to the rules, regulations and guidelines issued and/or to be issued from time to time by Bank Negara Malaysia, the Association of Banks in Malaysia and other relevant bodies and authorities, whether or not such rules, regulations and guidelines have the force of laws.
- 22.2 The Terms and Conditions herein shall be governed by and construed in accordance with the laws of Malaysia and the rules, regulations and guidelines of Bank Negara Malaysia, the Association of Banks in Malaysia and other relevant bodies, in force from time to time. The Bank may commence proceedings against the Account Holder in Malaysia or elsewhere, irrespective of any place of residence or business of the Account Holder or where the Account is maintained.
- 22.3 The Bank shall be at liberty to initiate, take or commence actions or proceedings or otherwise against the Account Holder in Malaysia and/or elsewhere as the Bank may deem fit and the Account Holder agrees that where any actions or proceedings are initiated and taken in Malaysia they shall submit to the non-exclusive jurisdiction of the Court of the States of Malaya or Sabah & Sarawak (as the case may be) in all matters connected with the obligations and liabilities of the parties arising hereunder.
- 22.4 The Terms and Conditions herein shall be binding upon the heirs, liquidators, receivers, representatives and successor in title of the Account Holder and are enforceable by the successors-in-title and assigns of the Bank. The Account Holder shall not assign any of its rights and interest in the Account or Services to any party without the prior written consent of the Bank. The Account Holder's obligations and liabilities herein shall remain applicable notwithstanding any changes in the constitution of the Bank by way of amalgamation, reconstruction or otherwise.
- 22.5 The Terms and Conditions herein together with any additions, deletions and/ or amendments which may be made thereto by the Bank from time to time shall apply to all present and future accounts which the Account Holder may maintain with the Bank.
- 22.6 The Terms and Conditions herein are not exhaustive and the Bank reserves the right to add, modify and/ or delete any of the Terms and Conditions herein and any such additions, modifications and/ or deletions shall bind the Account Holder and shall be deemed to have been brought to the knowledge of the Account Holder by giving twenty (21) calendar days' prior notice to the Account Holder in accordance with Clause 13.1 above.



22.7 Notwithstanding anything herein contained, the Account Holder shall be bound by the terms and conditions printed on the documents issued in connection to the specific Accounts, including but not limited to notices, Savings Account passbook, Fixed Deposit receipts, leaflets, brochure, card linked to such account (e.g. debit card), advertisements and in the event of any inconsistencies between the specific terms and conditions with the terms and conditions herein, the specific terms and conditions shall prevail.

23.0 SEVERABILITY AND WAIVER

23.1 If any Terms and Conditions are found to be illegal or prohibited, they shall be ineffective only as to the illegal or prohibited parts of such Terms and Conditions. The remaining Terms and Conditions shall not be effected.

23.2 Any waiver or indulgence granted shall not prevent the Bank from enforcing the other parts of the Terms and Conditions which are unaffected by such waiver or indulgence, or other rights or require the Bank to grant further indulgence. The rights and remedies provided by law are not excluded by these Terms and Conditions.

24.0 PERBADANAN INSURANS DEPOSIT MALAYSIA (PIDM)

24.1 The deposits maintained by Account Holder in the Account are protected by PIDM up to RM250,000 for each depositor.

24.2 Any money withdrawn from Account Holder's insured deposit is no longer protected by PIDM if transferred to a:-

- a) Deposit account payable outside Malaysia;
- b) Deposit account held by a financial institution conducting Labuan banking business or Labuan Islamic banking business;
- c) Deposit account held by a non-deposit taking member of the PIDM;
- d) Non-deposit account (e.g. unit trust scheme, securities trading account, etc.); or
- e) Not insured deposit account (e.g. Negotiable Instruments of Deposit, Money Market Deposit, etc.).

24.3 On opening a trust account, a trustee shall submit to the Bank the following information;

- a) a statement that the deposit in the trust account is held in trust by the trustee;
- b) the trust account number;
- c) the trustee's name, address and identity card number or passport number or any other identification acceptable to the Bank;
- d) the name and address of each beneficiary or the alphanumeric code or any other code or identifier for such beneficiary; and
- e) the amount or percentage of each beneficiary's interest in the trust account.

24.4 On or before 31 March of every assessment year, a trustee acting for two or more beneficiaries shall submit to the Bank the following information:

- a) the trust account number;
- b) the trustee's name, address and identity card number or passport number or any other identification acceptable to the Bank;



- c) the name and address of each beneficiary or the alphanumeric code or any other code or identifier for such beneficiary, as at 31 December of the preceding assessment year; and
- d) the amount or percentage of each beneficiary's interest in the trust account as at 31 December of the preceding assessment year.

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PART B: SPECIFIC TERMS AND CONDITIONS GOVERNING SPECIFIC ACCOUNTS

Part B: Specific Terms and Conditions Governing Specific Account contained herein shall be read together with the Part A: General Terms and Conditions.

A. JOINT ACCOUNT

1. The Bank can collect for the credit into the Account, cheques and other instruments belonging to or payable to any or all of the Joint Account Holders and to honour all requests for withdrawal or debits of any moneys standing to the credit of the Joint Account given in respect of the said Joint Account.
2. In the event of death of any or either of the Joint Account Holder, the Joint Account shall be frozen immediately by the Bank upon it being notified in writing of the death of the said Joint Account Holder. Any balance remaining standing to the credit of the Joint Account can only be paid to the survivor(s) Joint Account Holder:-
 - i) subject to statutory compliance (if required) with the relevant legislation prevailing at such time; and
 - ii) subject to the Bank being indemnified by the survivor Joint Account Holder against any claim that may be made against the Bank as a result of the payment.
3. Upon the Bank's confirmation that (a) an act of bankruptcy has been committed by any or either of the Joint Account Holder or (b) a bankruptcy petition has been filed against any or either of the Joint Account Holder or (c) a Receiving Order and/or Adjudicating Order have been made against any or either of the Joint Account Holder, the Joint Account shall be frozen by the Bank immediately. Any balance remains standing to the credit of the Joint Account can only be withdrawn by the survivor Joint Account Holder upon the joint instructions from (i) the official assignee or trustee in bankruptcy and (ii) the survivor Joint Account Holder, and shall be subjected to the Bank being indemnified by the survivor Joint Account Holder against any claim that may be made against the Bank as a result of such withdrawal.
4. Upon the Bank's receipt of a certified medical report that any or either of the Joint Account Holder is of unsound mind, the Joint Account shall be frozen immediately. If a receiver is appointed by the Court for the mentally incapacitated party, any balance remaining in the Joint Account shall be transferred to a new account to be opened jointly under the name of the receiver and the survivor Joint Account Holder and a fresh mandate shall be obtained by the Bank in respect of the Account.
5. If the Bank is in doubt of any instructions given by any one or more of the Joint Account Holder in relation to the operation of the Joint Account, the Bank shall be entitled to request for a written confirmation from all of the Joint Account Holders before carrying out such instructions.
6. All Joint Account Holders shall be jointly and severally liable for all transactions arising from such instructions. If the Bank receives contradictory instructions, the Bank may choose to act only on the mandate of all the Joint Account Holders and shall not be responsible or liable for any losses, claims, demands, proceedings, costs, expenses and damage whatsoever caused by the Bank's refusal to act without such mandate.
7. The Joint Account Holder shall jointly and severally undertake to indemnify and hold the Bank harmless against losses, claims, demands, proceedings, costs, expenses and damage whatsoever and whenever incurred arising from any instruction issued by any of the Joint Account Holder.
8. If a personal account or joint account remains inactive continuously for 1 year or above, such account shall be classified as dormant account. Any money in a personal account or joint account shall be treated as unclaimed money in accordance with the Unclaimed Money Act 1965 if no transaction has been conducted on such accounts for 7 years or above continuously. Service charges shall be imposed by the Bank at the rate which shall be determined by the Bank at its absolute discretion.



B. PARTNERSHIP ACCOUNT

1. All the Account Holders/Partners shall be jointly and severally responsible for all the liabilities of the Partnership Account and that all provisions governing the Partnership Account and Services thereto shall bind all the Account Holders jointly and severally.
2. The instructions and mandates given for operation of the Partnership Account shall remain in force until revoked in writing and substituted with fresh instructions and mandates and shall apply notwithstanding any changes in the membership of the firm whether by death, bankruptcy, retirement or otherwise and/or the admission of new partner and/or the termination of any powers of any partners of the firm. If the affected Account Holder or Partner is a signatory to the Partnership Account, a fresh instruction and mandate shall be issued to the Bank immediately for the operation of the Partnership Account. Any failure to do so shall entitle the Bank to refuse any application for withdrawal or transfer of monies from the said Partnership Account or to carry out any instructions in respect of the said Partnership Account.

C. LIMITED PARTNERSHIP ACCOUNT (“LLP ACCOUNT”)

1. All the Account Holders shall be jointly and severally responsible for all the liabilities arising from the LLP Account and all provisions governing the LLP Account and Services thereto are applicable and bind all the Account Holders of a LLP Account jointly and severally.
2. In respect of any LLP Account opened and maintained by a limited liability partnership registered under the Limited Liability Act 2012, the Bank is authorized to continue with the operation of the LLP Account notwithstanding any changes in the partnership of the firm by death, bankruptcy or retirement or otherwise of any partners. If the affected Account Holder/partner is a signatory to the Partnership Account, a fresh instruction and mandate shall be issued to the Bank immediately for the operation of the Partnership Account. Any failure to do so shall entitle the Bank to refuse any application for withdrawal or transfer of monies from the said LLP Account.
3. All the mutual rights and duties of the partners shall be governed by the limited liability partnership agreement entered into between the partners. In the absence of any agreement as to the matters set out in the 2nd Schedule of the Limited Liability Act 2012, the 2nd Schedule of the Limited Liability Act 2012 shall deemed to be applicable herein.

D. EXTERNAL ACCOUNT

1. External Account refers to Account in ringgit opened with any financial institutions in Malaysia:
 - a) by a non-resident
 - i. Individually;
 - ii. Jointly with another non-resident;
 - iii. Jointly with a resident, excluding:
 - a. for a joint venture in Malaysia
 - b. a husband and wife
 - b) by a resident who operates the account in trust for or on behalf of a non-resident
2. Any payment, receipt or transfers into or from an External Account are subject to the limit as follows:
 - i. Up to RM10,000 per cheque
 - ii. Up to RM10,000 per account per day through an automated teller machine (ATM) or any other electronic means, including internet banking, mobile banking, or any mobile payment.
3. Any deposit of cash into External Account is subject to limit of RM10,000 per account per day.
4. No limit on the amount of cash withdrawal over-the-counter from an External Account.
5. However, the limitation above shall not apply to the exempted group as follows:



- i. A consulate, a high commission and an embassy
- ii. An individual who participates in Malaysia My Second Home Programme (MM2H); or
- iii. An individual who is working or studying in Malaysia including the individual's spouse, child or parent who is staying in Malaysia

6. The External Account is subject to the rules imposed as per Bank Negara Malaysia's Foreign Exchange Notices.

E. SAVINGS ACCOUNT

1. The passbook shall be offered to the Account Holder when Savings Account is opened.
2. Every Account Holder shall be provided with a passbook which must be presented when the withdrawal is made at any of the Bank's branches. Entries in the passbook are only valid when it is validated by the computer/machine or initialed by an authorized Bank officer.
3. The Account Holder shall examine the entry in the passbook after each transaction before leaving the Bank's premises to ensure that the appropriate entry have been made. Otherwise, the entries therein are deemed to be correct and accurate.
4. The passbook is not transferable and cannot be assigned and/or pledged by the Account Holder as security and neither can a lien be created on it for the same purpose.
5. The last record in the passbook may not be conclusive as to the current balance of the Savings Account as deposits may be made or items charged from time to time without any entry being made in the passbook.
6. The Account Holder shall keep the passbook in a safe place, under lock and key at all times and take all precautions to prevent loss, theft, fraudulent or unauthorized use the passbook and shall report any lost or stolen of passbook to the Bank as soon as possible. Otherwise, the Bank shall not take responsibility and/or be held liable for any fraudulent transactions conducted by any persons using the passbook. A replacement passbook may be issued by the Bank upon a letter of indemnity being given by the Account Holder to the Bank. The Bank is entitled to impose service charge for such replacement of passbook.
7. All transactions concerning the Savings Account may be carried out at any branch and in such a case, the Bank reserves it's right to request for additional identification and information.
8. The Savings Account will be deemed closed when Account Holder withdraws all the balances in the Savings Account.
9. In addition to the Terms and Conditions herein, the Account Holder shall be further bound by the conditions printed on the Savings Account passbook and/or the deposit slip issued by the Bank.

F. CURRENT ACCOUNT

1. Approval of an application for a new Current Account is subject to the condition that the name of the new customer is not listed under Dishonoured Cheques Information System ("DCHEQS").

Terms Governing Cheques

2. The application of the cheque book shall be made in writing in the Bank's prescribed form or by written request. The cheques may only be used to draw on accounts designated by the Bank such as Current Account or such other accounts as the Bank may from time to time stipulate.
3. In addition to the Terms and Conditions herein, the Account Holder shall be further bound by the conditions printed on the cover of the cheque book, deposit slips, specific forms, brochures and/or receipts issued by the Bank.



4. The Bank is entitled but not bound to make further verification of the signature other than by comparing it with the specimen signature provided to the Bank. The Bank is entitled to dishonor cheques on which, in the Bank's opinion, the signature differs from the specimen provided to the Bank or is irregular in any manner. Without prejudice to the generality of the foregoing, no alterations of whatsoever manner shall be made on the cheques and the Bank reserves the right to dishonor and return the cheques which in the Bank's opinion bear any forms of alteration (whether countersigned by the Account Holder).
5. Cheques deposited by the Account Holder and which have been dishonoured may be returned at the Bank's discretion and at the Account Holder's risk and expense by ordinary post to the Account Holder at its last known address.
6. The Bank shall be indemnified for any loss which the Bank may incur due to the Bank's guarantee of any endorsement, discharge on any cheque, bill, note, draft, dividend warrant or other instruments presented by the Account Holder or any third party for collection and every guarantee given by the Bank shall be deemed to have been given at the express request of the Account Holder.

Stop Payment of Cheques

7. Only an Account Holder can authorize the Bank to stop payment of a cheque and such instructions must be in writing and shall contain the following information:-
 - a) the account number;
 - b) the cheque number;
 - c) the date of the cheque;
 - d) the payee's name; and
 - e) the amount drawn on the cheque.
8. Any instructions to stop payment of cheques will be effective only upon receipt of such notification from the Bank.
9. If an instruction to stop payment of a cheque is received over the telephone or by other forms of telecommunication, such instruction must be followed up with a written instruction to the Bank. If the cheque is presented for payment before the written instruction is received, the cheque should be returned to the Account Holder.
10. The Bank shall not be responsible for any delay or omission in carrying out the Account Holder's instructions to stop payment of cheques and the Bank reserves its rights not to entertain stop payment instructions which have been fully and irrevocably paid.
11. The Account Holder shall take all precautions in drawing cheques so as to prevent forgery and/or any fraudulent or unauthorized use of cheque form(s) or cheque books issued to the Account Holder. In the event any loss is occasioned by the Account Holder's failure to take the aforesaid precautions or to ensure sufficiency of funds, the Bank shall be exempted from, and/or be fully indemnified by the Account Holder against liability for any loss arising out of any forgery, fraudulent, unauthorized use and/or insufficiency of funds resulting in dishonouring of the said cheques. In particular and without prejudice to the generality of the foregoing, the Account Holder shall take the following precautions:-
 - a) with respect to the custody, control and use of the cheque requisition forms and cheque books, the Account Holder shall inform the Bank immediately upon the discovery of the loss of cheque books or cheque requisition forms;
 - b) to ensure that all the cheques are so drawn as to prevent additions or alterations after the same are issued, and in particular all blank spaces should be completed. All alterations of cheques including those performed by electronic typewriters or printers must be countersigned by the persons authorized under the mandate given to the Bank and the Bank may at its absolute discretion and without any liability on its part dishonor cheques which have been altered notwithstanding the fact that such alterations are countersigned by the persons authorized under the mandate given to the Bank;



- c) if the cheques forms are presigned whether by one or more of the persons authorized under the mandate given to the Bank or signed in blank by the Account Holder and are delivered for the purpose of enabling any person to convert the same into valid bills or cheques (as defined in the Bills of Exchange Act 1949, as amended from time to time), such a person shall be deemed to have the Account Holder's full authority to complete the mandate on behalf of the Account Holder and that the Account Holder shall be precluded from denying that the said cheques had been completed without authority or from raising any claims whatsoever for any loss incurred by the Account Holder;
 - d) the Account Holder shall ensure that there are sufficient funds in the Accounts before drawing cheques.
12. All cheques remain the property of the Bank and upon closure of the Current Account; all unused cheques which were issued to the Account Holder shall forthwith be returned to the Bank.
13. The Bank is authorized and requested by the Account Holder to honour and comply with all cheques, drafts, orders to pay, bills of exchange or promissory notes expressed to be drawn, signed, accepted, indorsed or made on behalf of the Account Holder drawn upon or addressed to or made payable by the Bank whether the Accounts are in credit or in debit or may become overdrawn in consequence or otherwise.
14. The Account Holder further authorized and requested the Bank to honour and comply with any written instructions (duly signed by the Account Holder) to withdraw any or all money on any of the Account Holder's account and the Account Holder's written instructions to deliver, dispose of or deal with any securities, deeds or documents or other properties which are held by the Bank under its Accounts or in possession of the Bank whether by way of security or safe custody or otherwise.

Overdrawn accounts

15. For all Current Accounts overdrawn, an interest at the prevailing rate fixed by the Bank from time to time will be levied on the daily overdrawn balance subject to a minimum sum to be imposed by the Bank at its absolute discretion. Such interest will be debited on the last working day of each month. The Account Holder undertake to repay any debit balance on any overdrawn Accounts upon demand by the Bank together with any interest and/ or charges which the Bank may charge at its sole discretion.
16. If a Current Account remains inactive continuously for 1 year or above, such account shall be classified as dormant account. Any money in a Current Account shall be treated as unclaimed money in accordance with the Unclaimed Money Act 1965 if no transaction has been conducted on such accounts for 7 years or above continuously. Service charges shall be imposed by the Bank at the rate which shall be determined by the Bank at its' sole discretion.

G. FIXED DEPOSIT ACCOUNT

1. Account Holder is allowed to place multiple placements in a Fixed Deposit Account.
2. Fixed deposits can be placed for tenures in multiples of 1 month up to tenure of 12 months or such other tenures as may be determined by the Bank.
3. The Account Holder who is (i) sole individual account holder or (ii) joint account holders with the mandate of either one to sign, may place Fixed Deposit through the Bank's electronic services via fund transfer from the Account Holder's Saving/Current Account with the Bank. No physical receipt or advice will be issued for such placement of Fixed Deposits. For the avoidance of doubt, placement of Fixed Deposit through the Bank's electronic services is not applicable for corporate Account Holder.
4. Effective 15 October 2020, no Fixed Deposit Receipt will be issued for placements of Fixed Deposit made over-the-counter by sole individual Account Holder aged below 55 years. A Fixed Deposit Advice will be issued for each Fixed Deposit placement. The Fixed Deposit Advice is merely an acknowledgement of placement of a deposit in the Fixed Deposit Account and not a document of title. The production of the original Fixed Deposit Advice is not evidence that the Fixed Deposit is still subsisting, and shall not by



itself constitute sufficient evidence to rebut any records in our systems indicating that the Fixed Deposit has been withdrawn/uplifted.

5. For placement of Fixed Deposit made over-the-counter by:-
 - (i) corporate Account Holder and joint individual Account Holder, a Fixed Deposit Receipt will be issued;
 - (ii) sole individual Account Holder aged 55 years and above, the Account Holder can choose to have either Fixed Deposit Receipt or Fixed Deposit Advice.
6. The Account Holder may place in foreign currencies that are offered by the Bank subject to the amount, tenor of such placement deposits and interest rate that agreed by the Bank. The Bank may, at its absolute discretion and from time to time, require a minimum amount to be placed for such placement of deposits. The Bank is authorized to debit any accounts of the Account Holder for the purposes of placing the money so debited as deposits placement.
7. No cash or notes in foreign currency are allowed to be transacted for placement in respect of the account over the Bank's counter.
8. The validity and availability of any funds deposited in the Fixed Deposit Account by way of cheque is subject to the clearance of the said cheque.
9. When the cheque deposited is dishonored, the Account Holder is required to forthwith return the Fixed Deposit Receipt or confirmation to the Bank. The Bank reserves the right to cancel and void the Fixed Deposit Receipt or confirmation with immediate effect.
10. Subject to the Bank's prescribed procedure and documents required:-
 - (i) withdrawal/upliftment of Fixed Deposit with Fixed Deposit Receipt shall be done over-the-counter;
 - (ii) withdrawal/upliftment of Fixed Deposit with Fixed Deposit Advice can be done over-the-counter or through the Bank's electronic services;
 - (iii) withdrawal/upliftment of Fixed Deposit placed through the Bank's electronic services shall be made through the Bank's electronic services.
11. For withdrawal/upliftment of Fixed Deposit with Fixed Deposit Receipt, the original Fixed Deposit Receipt must be presented.
12. The Bank may require the Account Holder to produce his/her identity card or passport (or such other means of identification acceptable to the Bank) for any withdrawal/upliftment of Fixed Deposit made over-the-counter.
13. Withdrawal of Fixed Deposits in full before maturity may be made by the Account Holder only with the consent of the Bank and is subject to any conditions which may be imposed by the Bank at its absolute discretion, including no interest to be paid on the Fixed Deposits or imposition of a penalty fees as may be determined by the Bank. No partial withdrawal of the Fixed Deposits is allowed in the Bank.
14. With effect from 1 January 2019, no interest will be paid for premature withdrawal of the MYR Fixed Deposit that is placed or renewed on or after 1 August 2018.
15. No interest will be paid for premature withdrawal of the Foreign Currency Fixed Deposit.
16. Interest at the Bank's prevailing rate will be paid on a monthly, quarterly, half yearly basis or upon maturity at the option of the Account Holder.
17. The Account Holder who prematurely withdraws any amount from Fixed Deposit before the completion of the Fixed Deposit tenure shall not be entitled to any interest regardless of the number of completed months at the time of premature withdrawal. Where any interest already paid to the Account Holder on a monthly, quarterly, half yearly basis at the time of premature withdrawal, such interest paid shall be deducted from the principal amount to be released to the Account Holder.



18. All Fixed Deposit will be automatically renewed on maturity date (if the maturity date falls on a non-business day, the maturity date should be the next business day) for further identical period at the rate of interest prevailing at the time the deposit is renewed.
19. The Fixed Deposit cannot be assigned, charged, pledged and/or transferred, whether by endorsement or otherwise, by the Account Holder in favour of any persons except it is assigned, transferred, charged or pledged in favour of the Bank as security.

H. FOREIGN CURRENCY ACCOUNT

1. Deposit or withdrawal of physical notes into or from Foreign Currency Account in foreign currency is not allowed except for Chinese Yuan (Renminbi) where a fee, which is subject to revision at the sole discretion of the Bank, will be levied.
2. No cheque book will be issued for Foreign Currency Account.
3. All transactions for deposit into or withdrawal from the Foreign Currency Account may only be made by way of demand drafts, transfers through accounts maintained with the Bank or other modes that are acceptable by the Bank
4. The operations, sources and uses of funds to and from the Foreign Currency Account with the Bank shall be governed by the relevant provisions under the Foreign Exchange Notices, regulations and notices issued by Bank Negara Malaysia from time to time and its amendments thereto from time to time.
5. The Bank reserves the rights to impose service charge for each transaction performed by the Account Holder.
6. In the event that it is practically impossible for the Bank to within the reasonable time period present any cheques or financial instruments which the Account Holder remits, or to advise the presenting bank in due time of the Bank's non-payment or their non-acceptance, the Bank shall not be held liable to the Account Holder and the Account Holder shall not have any rights of action against the Bank in respect thereof.
7. All payments or transfers effected by the Bank will be debited to the account(s) on the date that is to be determined by the Bank.
8. No interest is payable on any credit balance standing in the Foreign Currency Account.
9. Pursuant to Clause 7.3 of the General Terms and Conditions, the Bank reserves the right to convert and remit such deposits to the Registrar of the Unclaimed Moneys in Ringgit Malaysia as the Bank deems appropriate at the Bank's prevailing conversion rate.

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