



## **AMENDMENTS TO TERMS AND CONDITIONS OF MBSB BANK'S FINANCIAL CONSUMER DOCUMENTS**

Dear Valued Customers,

We, MBSB Bank Berhad ("MBSB Bank"), have revised our existing terms and conditions on financial consumer documents ("Documents") to ensure fair treatment to, and for ease of understanding by our customers.

These amendments shall take effect from 30 June 2021.

The terms and conditions for Documents have been amended to uphold the principles of fair treatment to our customers.

Some of the key amendments are as follows:

<b>Clause</b>	<b>Amendment</b>
MBSB Bank's discretionary rights	MBSB Bank no longer has absolute discretion and/or rights to make certain decisions.
Variation of Terms and Conditions	MBSB Bank will notify customers on any changes to the terms and conditions at least 21 days before the effective date.
Review of terms	MBSB Bank may review the terms and conditions from time to time, and customers will be notified at least 21 days before the effective date of any modification or cancellation of the facility.
Costs Incurred by MBSB Bank	MBSB Bank cannot recover the costs incurred in visiting, inspecting or reporting on the premise/property/collateral from customer.
Disclosure of Information to Third Parties	The customer may withdraw its consent for the disclosure of their information to authorized third parties at any time by giving at least twenty one (21) business days' prior written notice to MBSB Bank, for the marketing and promotion of MBSB Bank's products and services.
Personal Data Protection Act 2010	MBSB Bank shall obtain customer's consent to release information to authorized third parties for marketing and promotion of MBSB Bank's products and services.

In order to uphold the principles of fair treatment, we wish to notify you of the above amendments as part of MBSB Bank's proactive effort since November 2019 not to enforce any unfair terms and conditions in all our agreements with our valued customers. (Note: For

property related agreements, amendments of any unfair terms and conditions have taken effect since 28 August 2019.)

We wish to remind our valued customers, it is important that you inform MBSB Bank of any change to your details including contact details to ensure that all your details are up-to-date within MBSB Bank and all correspondences reach you in a timely manner.

For further enquiries, please refer to MBSB Bank branch nearest to you or contact our Customer Service Centre at 03-2096 3000 between 9.00 a.m. to 6.00 p.m. on weekdays (except for Public Holidays) or e-mail at [enquiry@mbsbbank.com](mailto:enquiry@mbsbbank.com)

Thank you.