

Credit Card - Frequently Asked Questions

1. What is a KBZ Credit Card?

The KBZ Credit Card allows customers to get instant access to money to make payment for goods and services via POS or online both locally and abroad. Using a credit card also means you could save on your purchases with incredible seasonal promotions and partnership discounts. Currently we offer VISA and UPI – Classic and Platinum cards, each with its own unique features and offerings.

2. How long can I use my credit card, and do I need to renew it?

You can use your credit card for up to (3) years from the year of your application. The expiry date is located on the front of your credit card. A month before the expiration date you should renew your credit card by visiting any KBZ branch.

3. Can I apply for a renewal card on behalf of the cardholder?

You cannot apply it on behalf of the cardholder.

4. How long will take for applying for a renewal card?

It will be around one month will take for a renewal card.

5. How do I know when your new card is ready?

The branch will inform you when your card is ready to pick up.

6. Can I use it on my behalf to pick up a card?

Only a cardholder can pick up your card.

7. What should I bring when I pick up a card at the branch?

You must bring your NRC card and old card (Expired card).

8. What is the credit limit according to card type?

If you are applying for a Classic Card, you can apply for a minimum of 2 lakhs to a maximum of 20 lakhs and if you are applying for a Platinum Card, you can apply for a minimum of 20 lakhs to a maximum of 50 lakhs.

9. What required documents are needed for salaried employees?

If an applicant is a salaried employee, must have Bank Payroll and the following documents are and two guarantors are required

- NRC (Front and Back)
- Household registration
- Ward Recommendation letter (or) Meter Bill (Within one month)

Salaried documents

- Company/HR recommendation letter (Original) (Within one month)
- Pay Slips (Latest one)
- (6) months Bank Statement (if payroll from other bank is required)
- Guarantor Information and Letter of Personal Guarantee

10. What required documents are needed for the self-employed?

If an applicant is Self-employed, must have income with KBZ bank can apply and the following documents and two guarantors are required

- NRC (Front and Back)
- Household registration
- Ward Recommendation letter (or) Meter Bill (Within one month)

Income documents

- Company License/ Company Extract
- Guarantor Information and Letter of Personal Guarantee

11. What are the required documents for Guarantor?

All Guarantor provide the following documents

If guarantor as a salaried employee, must have Bank Payroll

- NRC (Front and Back)
- Household registration
- Ward recommendation letter (or) Meter Bill (within one month)
- Company/HR recommendation letter (Original) (Within one month)
- Pay Slips (Latest one)
- (6) months Bank Statement (if payroll from other bank is required)

If guarantor as a self-employed, must submit income with KBZ Bank can be guaranteed

- NRC ((Front and Back)
- Household registration
- Ward recommendation letter (or) Meter Bill (within one month)
- Company License/ Company Extract

12. What kind of customer can make a deposit when applying for a renewal card?

The following customers are allowed to make a deposit when renewing their credit cards - customers who are unable or unwilling to submit the supporting documents or would like to increase the credit limit. For Those customers who deposit bank account that must be equal to the desire credit limit.

13. Is the guarantor need for an applicant who makes a deposit?

No guarantor is needed for an applicant who makes a deposit

14. What required documents are needed for the depositor?

If an applicant is a depositor, must have a deposit in a bank account (except Fixed Account) that is equal to a desire credit limit and the following documents are required

- NRC (Front and Back)
- Household registration
- Ward Recommendation letter (or) Meter Bill (Within one month)

15. Can I provide Auto debit A/C the same as Deposit Account?

Yes, you can provide the same but the monthly repayment amount will not be deducted from the amount that you make a deposit.

16. How to apply for the supplementary card?

A supplementary card can apply up to 4 cards. Applicants need to fill up a supplementary form and apply with NRC.

17. Is there any limitation to apply for a Supplementary Card?

Supplementary cardholders must be over 18 years old.

18. If customer do not want to make their card renewal, how should they have to operate?

If the Customer rejects to renew the card, the Customer must go to the nearest branch with NRC and an old card. If all the outstanding is clear, fill up the card close form. If not clear yet, must be settled the outstanding first.

19. Are there any application fees?

Depending on the card the following are applicable:

	VISA		UPI	
	Classic	Platinum	Classic	Platinum
Joining Fee - Principle	15,000	30,000	10,000	20,000
Joining Fee - Supplementary	7,500	15,000	5000	10,000

20. What is an annual fee?

A credit card annual fee is a price that you will pay every year to remain a cardholder and enjoy the card's rewards and benefits

	VISA		UPI	
	Classic	Platinum	Classic	Platinum
Annual Fee - Principle	20,000	120,000	15,000	100,000
Annual Fee - Supplementary	7,500	75,000	7,500	75,000

21. How is my credit card limit calculated?

Your renewal credit card limit is determined again by several criteria including your employment, income and credit status. The credit limit on your primary card will also be shared with your supplementary card/s.

22. Can I use my credit card immediately after collection or do I have to activate it?

Once you visit the branch to collect your credit card, our staff will direct you to fill in the necessary form to activate it. Once your card has been activated, as soon as you use at one of your choices at any KBZ ATM you will receive SMS and you need to change own PIN by using that SMS after this process is completed your card is ready to be used.

23. What is a credit card PIN?

This is a 6-digit sequence of numbers that you can choose for yourself and It's important to remember it since you will be using it at ATMs and for Online or POS payments. If you have forgotten your PIN or your PIN has been blocked, you phone call to call Centre (09951018555).

24. Where can I use my credit card?

KBZ Credit Card can be used at any participating merchant outlets both local and abroad and cash withdrawals can be done at all ATMs displaying the VISA or UnionPay logo located in Myanmar and internationally. The current UnionPay acceptance network extends to over 178 countries worldwide and

VISA to over 200 countries. For more information visit <https://myanmar.visa.com/> and <http://www.unionpayintl.com/cardholderServ/globalCard/en?countryId=10060182&type=1>

25. What benefits do I get with my credit card?

There are many wellness, travel and lifestyle benefits to look forward to when owning a credit card. To find out more visit <https://www.kbzbank.com/en/cards/card-privileges/card-privileges/>

26. What is UPI Dragon Pass?

This is an Asia Prestige Program that all UPI Platinum customers will be automatically signed up for membership. Members get exclusive access to over 1300 airport lounges worldwide.

Once our credit card team has signed you up, an SMS will be sent to your phone regarding your membership credentials (Member ID and password). You can then proceed to download the Dragon Pass App and explore all the benefits the program has to offer.

27. When must I make my credit card repayment?

As a responsible credit card user, you are expected to settle your credit card bills on or before the payment due date. This date along with other information including the transaction details and balance due will be sent as an electronic statement to your email.

28. How can I make the repayment?

Currently you can pay off your credit card in the following ways:

- By cash or cheque at any KBZ branch
- By Auto Debit from your KBZ bank account
- Through Mobile or Internet Banking

If you register for the Auto Debit facility the credit card outstanding amount will be automatically debited from your KBZ Bank account on your payment due date every month. The payment will be credited into your credit card immediately.

Internet Banking @ Mobile Banking Repayment

Cards >Top-up/Payment Menu (Real Time Payment)

29. What kind of Credit Card can make Payment on Internet @ Mobile Banking?

Both Classic and Platinum Credit Card holder of Visa & UPI Credit card can make Payment.

30. Before Payment what need to do and what information need to make Registrations?

Firstly, you need to register at Menu>Cards>Card Registrations.

The following information need to know (It should be the same CIF data with Card System)

1. Card Number
2. Currency
3. Nick Name
4. ID Type
5. NRC/Passport Number

31. Can Register another person credit card (Other ID)?

No, you can register only your card.

32. How to make Payment?

You can make payment with three options

- . Full Payment (Total Due Amount)
- . Minimum Payment (Minimum Due Amount)
- . Other Payment

33. How should customer choose the payment.

Customer have to choose the Payment as

- The customer who give the Full Payment Instruction, need to choose the full Payment
- The customer who give the Partial Payment Instruction, need to choose the Full Payment @

Minimum Payment

34. After made Payment how long it will take to top up at the card (success)?

- . VISA: It is a real time Payment, as soon as you make Payment it will affect once.
- . UPI: Payment status have to check within 30 minutes

35. How to check Card Account Details?

You can check the following information of register card at the Card Account Detail menu.

1. Card Type
2. Card Number
3. Card Holder Name
4. Card Expired Date
5. Minimum Repayment Amount
6. Card Balance=Total Outstanding amount on the current date
7. Available Amount

36. How can I check my credit card balance?

You can check your current balance

- KBZ ATM
- Call Center
- mBaking/ Interenet Banking by Register card

Internet Banking & Mobile Banking Payment (QuickPay)

37. Could you make payment for other credit card (Other ID)

Yes

38. Before Payment need to Register?

No

39. How to Make Payment?

QuickPay>KBZ UNIONPAY CREDIT CARD PAYMENT (For UPI)

QuickPay> KBZ VISA CREDIT CARD PAYMENT (for VISA)

40. How long it will take to success Payment?

Working 1-4 Hours to one Working Day @ Depending on workload at the Card Operation (Billing Team)

41. What if I don't get my monthly statement?

If you do not receive your monthly electronic statements via email, you can visit a branch or contact the call center to resolve the problem. There may be an error with your email address, or you may need to update it.

42. What type of SMS can a card holder receive?

All KBZ Credit Card Holders (VISA & UPI) will receive notification SMSs on a routine basis

- Billing SMS will be sent 3 Days before the Payment Due Date
- VISA – 27th of each month (Statement Date + 11Days)
- UPI Classic – 2nd or 3rd of each month (Statement Date + 11Days)
- UPI Platinum – 6th or 7th of each month (Statement Date + 11Days)

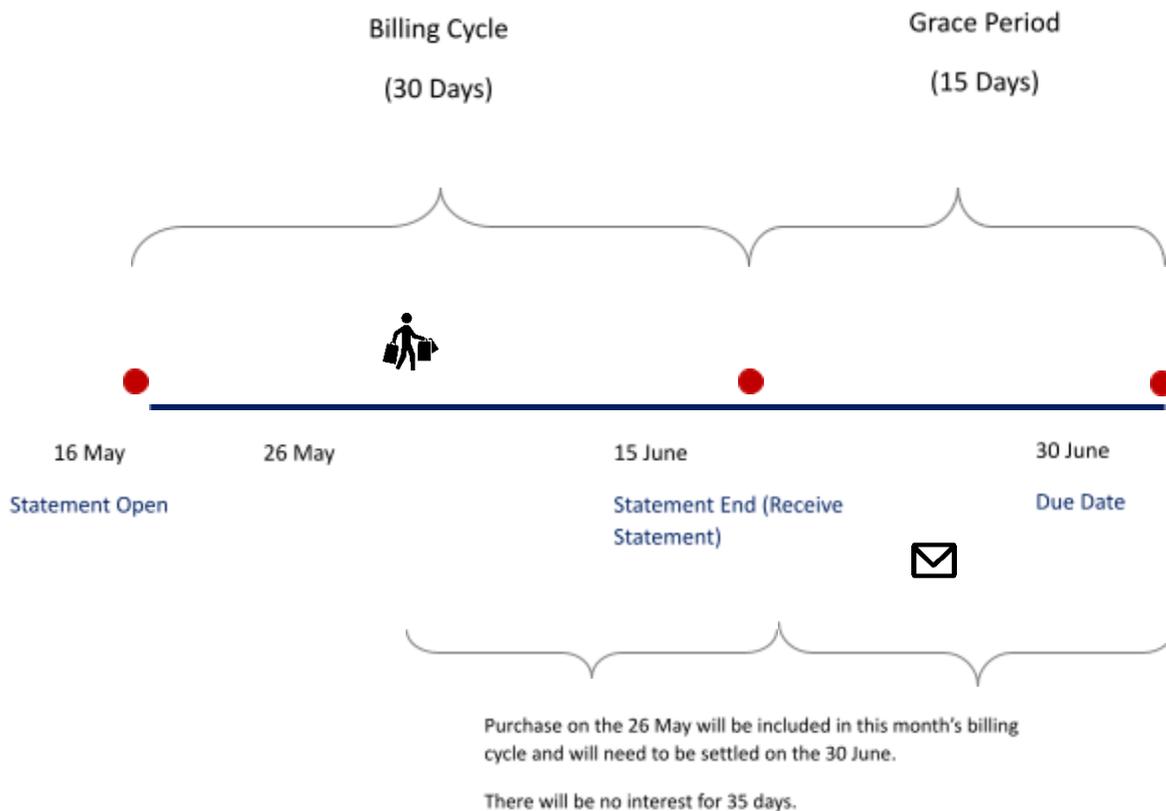
All type of Transaction

- POS purchase transaction
- E-commerce transaction
- ATM Cash Withdrawal
- ATM Balance Inquires
- Payment by Mobile Banking and Online Banking Payment (Cards>Top-Up/Payment)

43. Which phone number will the SMS be sent to?

The phone number that was filled in the credit card application form at the time of application.

44. Can you explain my billing cycle, payment due date and interest free (grace) period?



- The grace (interest free) period is between 15-45 days depending on day the transaction is made and is only applicable if full payment is made on the outstanding bill.
- Interest free grace period is only applicable for purchase transactions and cash withdrawals are not included
- The statement date will differ according to the credit card type:
VISA (Classic & Platinum) – 16th of each month
UPI Classic – 21th of each month
UPI Platinum – 26th of each month
- Payment due date is on +15 days from billing date.

45. How is the interest calculated?

There will be no interest applicable if full payment is made on the total outstanding amount on the statement however, if customer opts to make partial payment there will be no interest free period and

interest will be charged. We currently charge 16% interest for all KBZ credit cards and Interest is calculated daily. The amount can be found in the monthly billing statement, if any is due.

46. What is a credit card minimum payment?

This is the lowest amount that you can settle and is usually Ks.10,000 or 10% of the total outstanding balance, whichever is greater. If the minimum payment is not made by the due date, you may be charged a late payment on top of the interest.

47. When will I be charged a late payment fee?

A late fee is charged on the total outstanding amount due if you do not at least pay the minimum payment by the payment due date. This amount can be found in your monthly statement.

48. What is an over limit fee?

Whenever you exceed your credit limit, a monthly fee will be charged on the amount that exceeds the credit limit.

49. What is a temporary limit?

If you are planning to go overseas, you can request for a temporary increase for your credit card limit for the duration of the travel, need to give the document which is define by Bank. You will be charged 10,000.00mmk for this facility.

50. What happens if I don't pay on the due date?

If you do not make payment (at least the minimum) by the due date, you will be charged late fees on top of the interest.

If you neglect to make any payment beyond a specified period your card may be blocked, and the bank may initiate the necessary recovery actions including but not limited to legal actions.

If you credit card bill is overdue for more than

- 30 days, your card will be automatically blocked, and you will be required to make a minimum payment before it can be unblocked and used again.
- 60 days, your card will be automatically blocked, and you will be required to make full payment before it can be unblocked and used again.

51. Who do I contact if my credit card has been lost or stolen?

You will need to contact our call center or visit the nearest KBZ branch and we will block the card immediately. You will then have to apply for a new card which will be reissued within 1 month.

You can also block the card by yourself through the KBZ Mobile Banking Application under the Card Activity >> Card Services Menus.

52. What do I do if I want a replacement card (in the case of stolen, lost, damaged or expired)?

You will need to visit the nearest branch and request to have your card replaced and will be charge 5,000.00mmk for Classic &10,000.00mmk for Platinum card holders.

53. What if I don't recognize some transactions? What can I do?

If there any unauthorized transactions on your billing statement or you receive any unknown transactions SMS, please contact the call center immediately or visit the nearest branch within 14 days.

You are ultimately liable for all transactions on your credit card however, some cases can be disputed if they can be validated. In the case of lost or stolen cards, any transactions that occurs before the card is reported stolen or lost to the bank will be your liability.

54. What if I want to cancel my credit card?

You can visit the nearest KBZ branch to cancel your credit card however, all outstanding amounts including fees and charges must be settled. If the primary credit card is closed, then all supplementary cards will be closed subsequently.

55. Why did my credit card get declined?

There are several reasons why your credit card may get declined:

- Incorrect Pin
- Incorrect CVV2, expiry date, account holder name or card number (for e-commerce transactions)
- OTP validation error
- Exceeding your credit limit
- Card network error
- POS malfunction
- Card blocked

If you are faced with this issue, you should contact the call center immediately or visit a branch.

56. What if I want to change my address, email or phone number?

If you want to update any personal information, you will need to visit the nearest branch and fill out a change request form.

57. Where can I contact for any other credit card related queries?

For any other credit card related queries contact us

□ **For a Platinum cardholder**

MPT Customers – 09969508666

Non-MPT Customers – 8666

□ **For Classic Card Holder**

MPT Customers – 09951018555

Non-MPT Customers – 8555