

PRODUCT DISCLOSURE SHEET

Date : _____ (To be filled by Branches)

[Please read and understand the Product Disclosure Sheet together with the terms and conditions before the Customer decide to apply or accept the offer of AgroPrimaS]**1. What is the product about?**

AgroPrimaS is a program; a sub product of existing Term Deposit (FRIA-i). This product developed specially as a Low Cost Deposit product to be promoted by Sahabat Agro Program.

2. What Shariah concept is applicable?

Shariah concept used is Tawarruq. Through Tawarruq transaction, the Customer appoints the Bank as an agent to carry out the trading transaction on behalf of the Customer based on agreed terms and conditions. The Bank as an agent of the Customer buys the commodities (crude palm oil or any other commodity that is advised by the provider of commodities) from the broker at cost price. Subsequently, the commodities will be sold to the Bank at cost plus profit (Murabahah) on deferred payment. Then, the Bank will sell the commodities to other brokers and will obtain cash from the sales proceeds. Payment will be made to the Customer on the specified date. Commodity to be used for the purpose of Tawarruq transaction is subject to commodity brokers.

3. What do I get from this product?

This product offers term deposit facility with key features as follows:

Type of profit payment	Profit on maturity date will be paid on the due date (point to point) term deposit.
Tenure	12 months
Minimum Initial Amount	Individual & Non-Individual – RM 500 for 12 month
Profit Rate	0.25% PA

Note : Any changes is subject to the Bank's discretion

4. What are the key terms and conditions that I should know?

- i. Open for individual and non-individual.
- ii. New Account :
 - If the withdrawal is 3 months and below: No profit shall be paid to the Customer and the Customer shall bear the brokerage fee.
 - If withdrawal is made after 3 months but before maturity: The profit will be paid prorated to the Customer and the Customer shall not bear the brokerage fee.
- iii. Renewal Account :
 - If the withdrawal is 3 months and below: No profit shall be paid to the Customer and the Customer shall not bear the brokerage fee.
 - If withdrawal is made after 3 months but before maturity: The profit will be paid prorated to the Customer and the Customer shall not bear the brokerage fee..
- iv. Auto renewal is allowed. The Customer gives an authority to the Bank as a representative to renew the Term deposit on behalf of the Customer when the term deposit matures.

5. What are the fees and charges that I have to pay?

Type of Fees	Detail of Fee
Brokerage fee (Withdrawal less than 3 months)	Brokerage fee will be charged at 0.05% on the total term deposit or RM 50.00, whichever is lower.
Replacement of lost/ damaged Term Deposit Certificate	Stamp duty of RM10.00 for Letter of Indemnity and RM 5.00 per Statement/Certificate will be charge

Note:

- The Bank will send at least 21 days notice to the Customer before any change is made to the fees and charges.

6. What are the risks involved?

If premature withdrawal is made within 3 months and below, the Customer will be facing a loss such as not eligible to receive a profit and brokerage fees will be imposed.

7. What do the Customer need to do if there are changes with the contact details?

It is important that the Customer to inform the Bank of any change in the Customer contact details to ensure that all correspondence reach the Customer in a timely manner. To update the contact details, the Customer may contact: • Tel : 1-300-88-2476 • Email : customer@agrobank.com.my • Fax: 603-2691 7790

8. Where can the Customer get further information?

For further information and any inquiries, please visit any nearby Agrobank branches or kindly contact the Bank at: Bangunan Agrobank, Leboh Pasar Besar, Peti Surat 10815, 50726 Kuala Lumpur
•Tel: 1-300-88-2476 •Fax: 603-2691 7790 • Email : customer@agrobank.com.my

9. Any other investment products available?

- Fixed Return Islamic Account-i (FRIA-i)
- Fixed Return Islamic Account-i 45Plus (FRIA-i 45Plus)

10. Can I open an account via online account opening?

Yes, the Customer may apply via the Bank Online Account Opening services via the Bank website at www.agrobank.com.my subject to the following terms & condition as per below:

Service Features

- 10.1 The service is offered to the Bank new and existing customer who wishes to apply for online account opening through the Bank Corporate Website at www.agrobank.com.my via "Open Now Banner" for Online Account Opening.
- 10.2 The service is available through the Bank Corporate Website from 4.00A.M to 12.00A.M, seven (7) days a week unless specified otherwise in the Terms and Conditions (T & C) or Product Disclosure Sheet (PDS) or notice in the Bank's Website.
- 10.3 The Online Account Opening service is applicable to all INDIVIDUAL MALAYSIAN CITIZEN ONLY who attained the minimum age of eighteen (18) years old and holding a valid Malaysian Identification (ID) i.e. MyKAD OR MyTENTERA.
- 10.4 NON-CITIZEN/NON-RESIDENT/PERMANENT RESIDENT who holding PASSPORT, MyPR, MyKAS or other than MyKAD/MyTENTERA is NOT ALLOWED to apply via ONLINE ACCOUNT OPENING PLATFORM. However, the customer stated herein may visit Agrobank's nearest branches for deposit account opening subject to the Bank's current policy.

10.5 ONLY INDIVIDUAL ACCOUNT WILL BE OFFERED. CHILDREN, JOINT, TRUSTEE AND NON-INDIVIDUAL ACCOUNT WILL NOT BE OFFERED VIA ONLINE ACCOUNT OPENING.

10.6 The available type of accounts offered is as follows:

Type of account (Statement Based)	Initial Deposit Amount	Minimum Balance
Saving – Agro Perdana-i	<ul style="list-style-type: none">▪ Minimum – RM 100▪ Maximum – RM 200	RM100
Term Deposit –Agro PrimaS	<ul style="list-style-type: none">▪ Minimum – RM 100▪ Maximum – RM 200	RM500

10.7 By subscribing this service, the Customer is agreed and abide to this Terms & Condition for Deposit Account Opening and/or Product Disclosure Sheet for Term Deposit as stated in the Bank's website.

10.8 Customer may also allow to join Sahabat Agro membership during the online application. The details of the membership program may refer to Terms and Conditions of Sahabat Agro Membership in the website www.agrobank.com.my or once the Customer applied for the said products, the Customer are required to read and understand the said T & C.

10.9 The Bank at its sole right has the right to decline/reject the customer's Online Account Opening application without providing any reasons or justification of such decision. The Bank have the right to reject any account opening that violates any of the product policy as per stated in the Terms & Conditions and Product Disclosure Sheet. Should the Customer name matched with the AML/CFT, system will not allow the Customer to apply via online application and advised the Customer to visit branch for further enquiries.

10.10 In the event of the Customer's online account opening is accepted by the Bank, the Customer shall proceed with payment of initial deposit as per specified under the clause 10.6 during online application.

10.11 Customer still required to visit the Bank's branch as selected by customer during online application within 7 working days for the purpose of account verification, creation and activation.

Payment of Initial Deposit

10.12 Customer is required to make the payment of initial deposit online via Webcash/Kiple Payment Gateway platform linked in the OAOF for customer to perform online banking transfer.

10.13 Customer would be notified via SMS on the notification that the bank has received the initial deposit.

10.14 The initial deposit payment initiated by customer would be credited by Webcash/Kiple to Agrobank Online Collection Account according to the Inter Bank GIRO (IBG window) as below:

- i. For successful initial deposit payment transfer by 9.00A.M, the Bank will receive the payment by 5.00P.M on the same business day. Customer may visit branch on the next business day.
- ii. For successful initial deposit payment transfer between 9.01A.M to 3.00P.M, the Bank will receive the payment by 11.00P.M on the same business day. Customer may visit branch on the next business day.
- iii. For successful initial deposit payment transfer after 3.00P.M, the Bank will receive the payment by 5.00P.M on the next business day (T+2). Thus, customer may visit branch after two (2) business days.

10.15 Once credited to Agrobank CASA Collection Account, system will auto transfer the initial deposit from Agrobank CASA Collection account to specific bank's (General Ledger (GL) / suspense) account. The

customer, will be receiving another SMS and email notification to inform on the actual seven (7) working days visit for completion of account opening.

10.16 Upon customer visit at branch for verification, creation and activation process, then the amount will be transferred to the respective customer's account created i.e. Saving/Term Deposit. Once it is transferred to the customer's account, the Bank may utilise the said deposit depending on the process of the respective account.

10.17 In the event, the Agrobank CASA Collection account cannot be zeroed daily due to any unavoidable circumstances i.e. system disruption, the initial deposit can be treated as incidental Qard (Shariah Concept) until the initial deposit is credited to special GL upon resolution of the issue or the depositor comes to the Bank for verification/activation of the account, whichever is earlier, upon which the initial deposit will be treated accordingly.

10.18 Initial deposit made during online account opening, the entry date is refer to the date when customer visit branch for account verification, creation and activation.

Hibah/Profit Payment

10.19 Hibah/Profit (if any) shall commence upon account has been successfully created and activated by the customer. Initial deposit payment made by the customer during online account opening shall not be entitled for any Hibah/Profit. The hibah/profit calculation (if any), shall be calculated from the date an account is created and activated at the Bank's branch. Bank is not allowed to use the initial deposits for investment purposes prior to account creation and activation at Branches.

Account Verification, Creation and Activation Process

10.20 *Aqad* on opening of deposit account would only be perfected when customer visit branch for account verification, creation and activation at the nearest branch selected according to the customer residential / mailing address as per MyKad/ Company Registration/Student Card).

10.21 The Customer online account opening cannot be proceed if the Customer do not fulfil the following:-

- i. Perform the ID authentication and activate the Customer account within seven (7) working days
- ii. Provide any additional supporting document/s required by the Bank as per online account opening for the purpose of verifying the Customer ID; or
- iii. Provide accurate information; or
- v. Fulfil any additional requirement by the Bank as per online account opening.

10.22 The process for ID authentication will require the Customer to provide a valid ID document (Mykad/MyTentera) of which we will use for verification process.

10.23 Bank cannot proceed with account opening, if the Customer thumbprint verification i.e. MyKad/MyTentera is faulty and/or failed.

10.24 Bank may request from the Customer to provide any additional supporting document(s) to verify the Customer ID and/or as per information provided to the Customer during the application and the Customer are required to provide the requested document(s) within seven (7) working days prior to the full account verification, creation and activation, failing which, the Customer online account application will be automatically cancelled by the system.

10.25 Further, Bank will not provide any exceptions or extension for the seven (7) working days.

Automatic Refund of Initial Deposit

- 10.26 The Bank will refund the Customer initial deposit to the Customer account number entered during account opening registration based on the following:
- a. Failure to visit branch for full verification, creation and activation within seven (7) working days, will result to cancellation of the service and the Customer initial deposit would be refunded on the day 8th at 9.00 A.M daily and all service fee charge of RM0.10 shall be deducted from the Customer initial deposits.
 - b. In any cases, that customer failed to visit branch within seven (7) working days or cancelation/termination of service by customer or Agrobank.
 - c. If the information that the Customer have provided during the application are different from the information in the valid ID document, then the Customer account will not be opened and will be automatically cancelled by the system on day 8th and the Customer initial deposit would be auto refunded to the Customer.

The initial deposit will be auto refunded to the Customer account that the Customer provided during application and will be refunded via Interbank Giro (IBG) as per IBG window/schedule. Customer must wait for the funds to be transferred by the Bank to the Customer bank account by 5.00P.M/11.00P.M or next business day if day 8th is fall on weekend/public holiday.

Manual Refund of Initial Deposit

- 10.27 Should the automatic refund fails due to any circumstances, an SMS will be sent to notify the Customer to visit branch for manual refund purposes.
- 10.28 The Customer is required to bring along the Customer valid ID for identity authentication and Passbook/Account Statement for the purpose of manual refund.
- 10.29 Manual refund of the initial deposit could only be allowed to be refunded to the Customer own account. If the Customer do not bring the Customer Passbook/Account statement, the refund cannot be proceed and the Customer are required to open Agrobank account with upfront initial deposit and the Customer initial deposit paid during online application would be refunded to the Customer newly opened Agrobank account.
- 10.30 Refund to other bank's account will be via IBG transaction and will be charged (MEP Charges) RM0.10 deducted upfront from the initial deposit paid during online application.
- 10.31 The Bank allows a maximum of 2 times manual refund incase the 1st manual refund is fails due to any circumstances and subject to banks discretion.
- 10.32 The initial deposit will remain in the specific bank GL (suspense account) and will be sent to Unclaimed Money (Pendaftar Wang Tak Dituntut) after 1 year if customer does not visit branch to claim for the refund amount despite call by the bank for the reminder.

Fee & Charges (Service Charges)

- 10.33 There is no charges impose for using the online application. However, if the customer fails to visit branch within 7 working days, the initial deposit would be refunded to customer account and customer is to absorb the following service charge;
- i. RM0.10 is charges as an Interbank Giro (IBG) service fee for any Refund Amount (Automatic/Manual Refund) transaction

Right to Decline

10.33 The Bank hereby reserves the right at its discretion to reject and/or cancel the Service request should the Customer(s) not meet the Bank's requirement for online account opening via the Service.

11 Where can Customer get assistance and redress?

- If the Customer wish to complaint on the products or services provided by the Bank, the Customer may contact the Bank at:
Agrobank, Corporate Communications Department, Bangunan Agrobank, Leboh Pasar Besar, Peti Surat 10815, 50726 Kuala Lumpur.
Tel: 1-300-88-2476
Fax: 603-2691 7790
Email: customer@agrobank.com.my
- Alternatively, the Customer may seek the services of Agensi Kaunseling dan Pengurusan Kredit (AKPK), an agency established by Bank Negara Malaysia to provide free financial management services, credit counselling and debt restructuring for individuals. Please contact AKPK at:
Tingkat 8, Maju Junction Mall, 1001, Jalan Sultan Ismail, 50250 Kuala Lumpur.
Tel: 1-800-22-2575
Email: enquiry@akpk.org.my
- If the Customer query or complaint is not satisfactorily resolved by the Bank, the Customer may contact Bank Negara Malaysia LINK or TELELINK at:
Block D, Bank Negara Malaysia, Jalan Dato' Onn, 50480 Kuala Lumpur.
Tel: 1-300+88-5465
Fax: 603-2174 1515
Email: bnmtelelink@bnm.gov.my

OTHER INFORMATION

- The information provided in this disclosure sheet is valid as at date hereof.
- Customer is advised to carefully consider all risk factors before deciding to apply for the product

The information provided in this disclosure sheet is valid as at **dd/mm/yy**.

Disclaimer:

Customers should consider the advice from the Bank's Financial Adviser before deciding to accept this product. The terms and conditions indicated in this Product Disclosure Sheet are tentative/indicative and not binding on the Bank. The final terms and conditions are as stipulated in the AgroPrimaS Agreement.

The Personal Data Protection Act 2010 came into effect on 15 November 2013. Please visit Bank's nearest branch or website www.agrobank.com.my if the Customer have any enquiries.

I / We hereby accept and understand the Product Disclosure Sheet, as explained to me / the Bank.		
Signature	:	
Name	:	
NRIC No.	:	
Date	:	