



PRODUCT DISCLOSURE SHEET

Please read this Product Disclosure Sheet before you decide to register for a B Infinite Pay account. Do ensure you have also read the B Infinite Pay Terms and Conditions.

B Loyalty Sdn Bhd

B Infinite Pay

Date: 26 October 2022

1. What is B Infinite Pay?

B Infinite Pay (herein after referred as ‘Account’) is an e-money payment instrument that allows the Account Holder (herein referred to as ‘User’) to top up money into the e-wallet that resides in the B Infinite mobile application (herein after referred as ‘the App’). Users may use the App to perform purchases with money available in the Account via QR Code payment, in-app payment or peer-to-peer (P2P) fund transfers (i.e. transfer of e-money from a B Infinite Pay user account to another). The money will be deducted from the e-wallet as and when funds are utilised.

2. What fees and charges do I have to pay?

There are no fees or charges applicable to the user except for in the case of account closure. An RM1.50 fee will be chargeable for account closure and the transfer of the e-wallet balance must be made to the user’s own banking account.

3. What are the key terms and conditions?

Account	Basic	Basic (with identity verification)
Size	RM200	RM200
Upgrade Method	<ul style="list-style-type: none"> Upon registration 	<ul style="list-style-type: none"> Upon identity verification (KYC) process to ensure compliance with all relevant legislation and regulations
Features	<ul style="list-style-type: none"> All payment transactions In-app purchase 	<ul style="list-style-type: none"> All payment transactions In-app purchase Peer-to-peer (P2P) transfer with other B Infinite Pay users
Daily Transaction Limit	RM999	RM999
Monthly Transaction Limit	RM4,999	RM4,999
Annual Transaction Limit (based on calendar year)	RM59,999	RM59,999

**Please note that the transaction limit includes the limit of sending funds through P2P*

***KYC = Know Your Customer. Potential user needs to submit mobile number, name as per ID, email address and ID documentation (only MyKad is accepted).*

- The maximum amount allowed for an Account is RM200 (herein known as ‘purse limit’). The user is not allowed to top up / reload the e-wallet above the pre-set purse limit.



- The minimum amount required for each top up is RM10.
- The maximum amount the User can use is as much as the available balance in the Account. So if you have RM1 in your account you can only use RM1.

4. What if I fail to fulfil my obligations?

- You are responsible for all transactions effected via the Account that are authorised using your B Infinite Pay PIN or any other acceptable authentication methods.
- You are under a duty to use utmost care and reasonable precautions to prevent the loss, theft or fraudulent use of the Account.
- You have an option to log out your App if your mobile device is lost or stolen by logging in to the App via any other mobile device. We strongly suggest that you also change your 6-Digit B Infinite Pay PIN in the Customer Profile via the App if you suspect that your PIN has been compromised in any way by an unauthorised personnel.
- You will be liable for PIN-based transactions if you have:
 - Acted fraudulently
 - Not taken prompt action when you realise that your mobile device that stores the Account is lost or used without permission such as logging out from the App or changing your 6-Digit B Infinite Pay PIN
 - Voluntarily disclosed your password, PIN, OTP or any other authentication methods in the mobile device to any other persons
 - Compromised the confidentiality of your PIN, for example, by keeping it in the same phone that stores the Account or on anything that is kept in close proximity to the Account that could be lost or stolen together.
 - Delayed in notifying us of any transactions that is not performed by you within 14 days from the transaction date
 - Left your phone that stores the Account unattended or kept in places that are visible or accessible to others
 - Voluntarily allowed another person to use your Account
- You are responsible to ensure that your Account is not used as any payment instrument for any illegal or unlawful transactions including but not limited to money laundering and terrorism financing.

5. What are the major risks?

The major risk is the possibility that the pre-loaded funds in the Account could be used by unauthorised persons in the event of loss/stolen of the mobile device that contains the account information.

As such it is imperative that you block access to the Account as soon as you suspect that your PIN/OTP have been compromised or if your mobile device is lost or. All you have to do is to log in to the App via any other mobile device and/or change your 6-Digit PIN in the Customer Profile section via the App.



6. What do I need to do if there are changes to my contact details?

It is important for you to ensure that any changes to your contact or personal details are up to date so that all correspondences reach you in a timely manner. You may update your personal information at the Customer Profile page on the App or B Infinite website at www.binfinite.com.my.

7. Where can I get further information?

If you have further enquiries please find more information/contact details below:

Website	www.binfinite.com.my
Contact Centre	+603 2141 8080
Email	enquiry@binfinite.com.my
Correspondence Address	BLoyalty Sdn Bhd Level 16, Menara Cosway, No. 12 Jalan Imbi 55100 Kuala Lumpur

8. What do I do if I have a complaint?

If you wish to make a complaint about the use of the product i.e. B Infinite Pay, please contact us in the first instance. Details as follows:

Contact Centre	+603 2141 8080
Email	enquiry@binfinite.com.my

Kindly be aware of the Bank Negara Malaysia BNMLINK and TELELINK services concerning complaints and redress about the conduct and activities of regulated entities including B Loyalty, the operators of B Infinite Pay. B Loyalty is committed to full cooperation with the BNMLINK and TELELINK services and encourages users to make full use of these services should they wish to do so. Details of the BNMLINK and TELELINK services are as follows:

Bank Negara Malaysia LINK or TELELINK	
Telephone	1 300 885 465
Email	bnmtelexlink@bnm.gov.my
BNMLINK Customer Service Centre	Ground Floor, D Block Jalan Dato' Onn, 50480 Kuala Lumpur

In addition to the above B Loyalty Sdn Bhd is a member of the Financial Ombudsman Scheme approved by Bank Negara Malaysia. The operator approved to operate the scheme is the Ombudsman for Financial Services (OFS), an independent alternative dispute resolution channel covering eligible Malaysia customers. OFS services are provided free of charge to eligible complainants who may be dissatisfied with the Company's resolution of any dispute. For more information on the timeframe to file the dispute and the types of award that may be granted by OFS, please visit ofs.org.my.

9. How long do I have to file a complaint?

Within one month of the transaction, or of you becoming aware of the fraudulent usage of the B Infinite Pay e-wallet, whichever is earlier.

The information provided in this disclosure sheet is valid from 26 October 2022 until the next revision.