

FREQUENTLY ASKED QUESTIONS ON AFFIN EMAS ACCOUNT-i (“FAQs”)

AFFIN EMAS ACCOUNT-i DEPOSIT (CUSTOMER AS PURCHASER)

1	<p>Where can I purchase the AFFIN Emas Account-i product?</p> <p>AFFIN Emas Account-i is currently being offered at all Affin Islamic Bank Berhad and Affin Bank Berhad branches. The Bank’s sales personnel will explain on the key terms and conditions, potential risk, benefits etc. for you to make a better-informed decision.</p>
2	<p>When can I purchase the AFFIN Emas Account-i?</p> <p>The purchase transaction can be performed from 9.30 a.m. to 4.00 p.m. on business day of Federal Territory of Kuala Lumpur (“FTKL”), at any branches and subject to gold stock availability. No transaction will be performed on non-business days of FTKL.</p>
3	<p>Where can I get the Gold price?</p> <p>Gold Selling & Buying Prices are displayed at the banking hall and/or on the Bank’s corporate website at https://www.affinislamic.com.my / https://www.affinonline.com.</p>
4	<p>Can I use a joint account to purchase AFFIN Emas Account-i?</p> <p>Joint account is NOT allowed for AFFIN Emas Account-i.</p>
5	<p>What are the documents that I will receive during opening of AFFIN Emas Account-i?</p> <p>Pre-contractual stage:</p> <ul style="list-style-type: none"> ▪ Product Disclosure Sheet (“PDS”) ▪ Product Terms & Conditions (“T&C”) <p><i>Note: Both documents above are available on the Bank’s corporate website at https://www.affinislamic.com.my / https://www.affinonline.com.</i></p> <p>Post-contractual stage:</p> <ul style="list-style-type: none"> ▪ Customer’s Copy of Gold Account (Consignment) – Receipt/Certificate
6	<p>I don’t have a Current/Savings Account/Account-i with AFFIN ISLAMIC/AFFIN BANK. Can I still purchase the gold?</p> <p>You are required to open a Current/Savings Account/Account-i with the Bank beforehand as a transactional account for the following purpose:</p> <ul style="list-style-type: none"> ▪ Buying and selling of the gold by debiting and crediting the gold price amount; ▪ Debiting relevant fees and charges (please refer to the Bank’s corporate website for the latest fees and charges).
7	<p>Can I pre-book the gold without paying the Bank Sell Price?</p> <p>You are not allowed to pre-book the gold and the total Bank Sell Price must be paid on the spot.</p>
8	<p>Can I purchase gold via AFFIN Emas Account-i in foreign currency?</p> <p>No, all transactions must be paid in Malaysian Ringgit (MYR) only.</p>
9	<p>What is the mode of payment for the purchase of gold?</p> <p>The purchase of gold will be by debiting your Current/Savings Account/Account-i with the Bank.</p>
10	<p>Do I get physical gold upon the purchase via AFFIN Emas Account-i?</p> <p>No. You will be given a gold certificate to confirm your purchase of gold via AFFIN Emas Account-i.</p>
11	<p>Is the initial purchase/capital guaranteed?</p> <p>No, the initial purchase/capital is not guaranteed and subject to volatility of the market conditions i.e. gold price.</p>
12	<p>What is the advantage of purchasing gold via AFFIN Emas Account-i with the Bank?</p> <ul style="list-style-type: none"> ▪ Hassle-free from keeping the physical gold yourself as the Bank will be a custodian to safe-keep the gold that you have purchased. ▪ You can purchase the gold in (RM) value with a minimum of RM10.
13	<p>Is AFFIN Emas Account-i protected by Perbadanan Insurans Deposit Malaysia (PIDM)?</p> <p>AFFIN Emas Account-i is NOT protected by PIDM</p>

GOLD ACCOUNT REDEMPTION & CONVERSION (CUSTOMER AS SELLER)

1	When can I redeem the gold in my AFFIN Emas Account-i?
	<p>You can redeem/sell the gold back to the Bank at any time during business days of Federal Territory of Kuala Lumpur. However, please bear in mind that the return of the gold would be from the appreciation of your initial purchase and subject to the volatility of the world and local gold market conditions.</p>
2	Can I redeem/sell the gold in my AFFIN Emas Account-I in any of the Bank's branches?
	<p>Yes.</p>
3	What documents are required for redemption of gold in my AFFIN Emas Account-i?
	<ul style="list-style-type: none"> ▪ Identity card i.e. MyKad/MyPR/MyPolis/MyTentera/Passport ▪ A new Board Resolution (for company only) ▪ Gold Certificate/Statement ▪ Gold Redemption Form (to fill up at the Branch)
4	What is the mode of payment for redemption of gold?
	<p>The payment for redemption of gold will be by crediting the total buying price to your Current/Savings Account/Account-i with the Bank.</p>
5	Can I convert my AFFIN Emas Account-i into physical gold?
	<p>Yes. However, you need to provide a notice (minimum five (5) working days) in the form of writing to the branch of your intention to convert your gold account to physical gold as to ensure availability of stock at the branch.</p> <p>Please be informed that there are charges imposed on the conversion from gold account to physical account.</p>
6	What are the charges involved for conversion of AFFIN Emas Account-i to physical gold?
	<p>Conversion of AFFIN Emas Account-i to physical gold will be subject to the following charges:</p> <ul style="list-style-type: none"> (i) Conversion Fee – The difference current price for gold account and gold physical (ii) Service Charge – RM10 <p>The Bank may revise the charge by giving 21 days' notice to the customers. For latest charges for AFFIN Emas Account-i, please refer to the Bank's corporate website at https://www.affinislamic.com.my / https://www.affinonline.com.</p>
7	I have a physical gold of one kilogram (1kg) which I purchased with the Bank previously. Can I convert my physical gold into AFFIN Emas Account-i?
	<p>No. Gold conversion is only allowed from AFFIN Emas Account-i to physical gold.</p>