

## **Hybrid Current Account-i (hCA-i) FAQ for Hybrid Wallet**

### **1. What is Hybrid Wallet?**

Hybrid Wallet is a product collaboration between Merchante Money eWallet and AmBank Islamic which allows Merchante Money users to open a Hybrid Current Account-i and have a larger combined wallet limit of up to RM50,000.

### **2. What is Hybrid Current Account-i (hCA-i)?**

The hCA-i is a savings feature that is linked to the Merchante Money eWallet with a limit of up to RM30K or RM40K. It is a deposit product from which you can open an account conveniently, only from the Merchante Money eWallet.

### **3. What are the benefits of hCA-i?**

Merchante Money customers can enjoy a larger combined limit of RM50K.

hCA-i is a deposit product based on Shariah contract of Commodity Murabahah with profit rate of 0.50% p.a. (subject to changes) on end-of-day balances. The profit will be credited at the end of the month.

hCA-i is protected by Malaysia Deposit Insurance Corporation (PIDM) at up to RM250,000 for each depositor.

### **4. Who is eligible to apply?**

hCA-i is offered to Malaysian and Non-Malaysian Merchante Money eWallet users (with RM10K or RM20K wallet size) aged 18 years and above. Subject to terms and conditions.

### **5. How do I apply for hCA-i?**

Users can apply for the hCA-i in the Merchante Money mobile app.

### **6. Can I apply for the Hybrid Current Account-i if I'm overseas?**

Yes, as long as you have completed the face-to-face verification at any Merchante branch when you applied for the Merchante Money eWallet.

### **7. What should I take into consideration before applying for the AmBank hCA-i?**

- To understand the product better, please refer to the [Product Disclosure Sheet for Hybrid Current Account-i](#)

You must understand and accept the following terms and conditions prior to application:

- [AmBank General Terms & Conditions for Accounts and Services](#)
- [Hybrid Wallet Additional Terms & Conditions](#)
- [Specific Terms & Conditions for Hybrid Current Account-i](#)

As per regulatory requirements, you have to declare the following:

- [FATCA & CRS Declaration](#)
- [AmBank Group Anti-Bribery And Corruption Declaration](#)

hCA-i is applying Commodity Murabahah contract under Tawarruq arrangement, where you shall appoint AmBank Islamic as an agent to perform Commodity Murabahah trading in facilitating Shariah compliant transaction as per [Appointment Of Agent \(AOA\) For Islamic Account](#)

#### **8. How long is the application process?**

The account application will take 2 working days, subject to AmBank Islamic terms and conditions.

#### **9. How will I know if my AmBank hCA-i account application is successful?**

You'll be notified in the Merchantrade Money app through a push notification and an SMS notification from AmBank once the application is successful.

#### **10. How can I perform transactions from the AmBank hCA-i?**

Inbound and outbound fund transfers to and from the AmBank hCA-i is from the Merchantrade Money eWallet only.

If you top-up more than your eWallet size, the remaining value will auto-load into the AmBank hCA-i.

#### **11. How soon should I transfer money into the hCA-i to enjoy the profit for the month?**

You can transfer immediately once the account is created. The profit rate is 0.50% p.a. (subject to changes) on end-of-day balance in hCA-i. The daily accrued profit will be credited at the end of the month.

#### **12. Will I get a new Debit Card for this hCA-i?**

No. Transactions will be carried out via the Merchantrade Money VISA Prepaid Card and Merchantrade Money eWallet.

**13. What is the maximum limit for the AmBank hCA-i account?**

The maximum balance for the AmBank hCA-i depends on your Merchantrade Money eWallet limit, either RM10k or RM20k.

Wallet Size	AmBank hCA-i account Size
RM 10,000	RM 40,000
RM 20,000	RM 30,000

The maximum combined limit for both MM eWallet and hCA-i does not exceed RM50k.

**14. Am I allowed to deposit more than RM50K into the AmBank hCA-i?**

No. You are not allowed to deposit any amount that exceeds the combined balance amount of RM50K.

**15. What happens if I upgrade my MM eWallet limit from RM10K to RM20K?**

The hCA-i limit will be changed from RM40K to RM30K. Please refer to Question #13. The maximum overall limit cannot exceed RM50K.

**16. If I upgrade my MM eWallet from RM10K to RM20K, and I have a maximum balance of RM40K in hCA-i, my new hCA-i account limit would be revised to RM30K. What happens to the excess balance of RM10K?**

AmBank will transfer the excess amount of RM10K from customer's hCA-i into Merchantrade Money eWallet, where RM30K will be in hCA-i and RM20K will be in Merchantrade Money eWallet.

**17. What is the auto top-up feature?**

This feature enables you to auto top-up your Merchantrade Money eWallet from AmBank hCA-i (specific amount, subject to available balance in hCA-i) whenever your eWallet balance falls below the threshold limit.

**18. Am I allowed to change the auto top-up value or disable auto top-up?**

Yes, you are allowed to set/maintain your own threshold limit, auto top-up amount or disable the auto top-up feature in Card Settings.

**19. Will my transaction be deducted from the eWallet or AmBank hCA-i account?**

All payments will first be deducted from the eWallet.

If there is insufficient balance in the eWallet, it will then deduct from the AmBank hCA-i for the remaining amount, subject to available balance (this only applies if the AmBank hCA-i usage is enabled by default).

**20. Where can I check my AmBank hCA-i balance?**

You can check the AmBank hCA-i balance in the app. On the Home Screen, click Tap to open.

**21. Where can I see my AmBank hCA-i transaction details?**

You can view your latest transactions in Recent Transactions and can also download the monthly AmBank hCA-i statement in the app.

**22. Can I receive money from other bank accounts into my AmBank hCA-i account wallet?**

This feature is currently not available.

**23. I received an SMS notification from AmBank on the successful account application but I did not apply for hCA-i. What should I do?**

You can request to close the hCA-i in the Merchante Money eWallet. The hCA-i will be immediately closed.

*Note: Do take note that you can only re-apply for the hCA-i 6 months after the account closure request date.*

**24. Can I close the AmBank hCA-i?**

Yes, you can close the account from the app anytime. Please take note there will be a 6 month waiting period to re-apply.

**25. I would like to close the hCA-i but I have balance in the account. How do I close the account?**

You can close the account in the mobile app in Card Settings > Upsize Wallet > AmBank Account (toggle OFF).

The balance from the account (inclusive of accrued profit-to-date) will be transferred to your eWallet after the account has been closed.

*Note: Do take note that you can only re-apply for the hCA-i 6 months after the account closure request date.*

**26. Will there be any fees imposed for this upgrade or are there any transaction fees?**

No additional fees will be charged.

**27. Dormant Account and Deactivation of Dormant hCA-i.**

The dormant policy will follow MM eWallet dormancy policy and the deactivation of dormant hCA-i can be initiated via the MM App.

**28. Can I perform transactions at AmBank branches or other channels?**

No. All transactions are done in the Merchantrade Money app.