

A. VESTING DAY

1. What is Vesting Day 1?

Vesting is part of the legal process to transfer MBF Card's assets and liabilities to AmBank in a merger exercise. This transfer is a normal procedure in a merger.

2. How does this affect me as a MBFC merchant and creditor?

As a creditor, there is no impact on you apart from the transfer of MBFC's assets and liabilities to AmBank. With the transfer, you become AmBank's creditors instead of MBFC's. However, your rights as a creditor remain the same.

3. On Vesting Day, will there be a change in the look of the cards of AmBank or MBF Cards?

There will be no change to the looks of both cards on Vesting Day. Until we are ready to move into a single unified card, the existing AmBank and MBFC cards will continue like before. We will communicate any change to you in advance.

4. I am a MBFC merchant. Can I transact my business at AmBank branches on or after Vesting Day?

Will AmBank branches now be able to provide such services to me?

Until you have been advised, you should continue to make use of MBFC branches for your transactions. We will inform you in advance of any change.

5. Will the existing MBFC branch network remain on or after Vesting Day?

Yes, the existing branch network will remain as a Merchant Business Centre.

- 6. I understand some MBFC branches will be closed on Vesting Day. Will my branch at (location) be closed?**

We are not closing any branch on VD1.

- 7. Will Vesting Day bring benefits to merchants?**

Vesting Day is part of the legal process in a merger. We are stepping up our market and promotional campaigns now and for post VD1 to drive business to your establishments.

B. TERMINALS

- 1. I have two terminals now (AmBank and MBF), and they both have different MDR%. Will you be aligning the rates? Will you adopt the higher or lower one?**

Yes, we will be aligning the rates to give you the best offer.

- 2. We now have both AmBank and MBF terminals? Are we required to return at least one terminal. Can we maintain both the terminals as we may need one as back up?**

This exercise will take place after we have reviewed the accounts and we will advise you accordingly. If there is a need to retrieve redundant terminals, we will advise you accordingly before we retrieve the terminals.

C. PAYMENT

- 1. MBF payment is on the next day limited to 5 banks. Will this continue to be the same?**

We will be merging the systems to enable greater efficiency and faster turnaround time for payment. We will advise you on our turnaround time for all services as the phases of the merger exercise progresses.

2. Do we need to open AmBank Current Account / Savings Account (CASA)?

While it is recommended that you open an AmBank CASA with us due to the benefits, it is not compulsory. When you have an account with us, the payment turnaround time will be faster. Our AmBank CASA-Islamic gives a 1.25% hibah on your current account balance. We have a full suite of banking products and services that will bring you additional cost efficiencies when you open a CASA account.

Alternatively you can subscribe to our Cash Management services with us (ie payroll, OD, etc.) If you are interested, please contact your Account Manager for further information.

3. Do we need to sign a new agreement with AmBank?

Merchants are NOT required to sign any new Merchant Agreements with AmBank. However, certain Business Partners or Vendors may be an exception and should that be the requirement, we will notify you accordingly.

D. MARKETING & POS

1. Will MBF Point of Sale materials, sales slips / signages be changed? If yes, when?

As the merger progresses, we will be supplying you with new Point Of Sale Materials and other relevant stationeries. However, for now, you do not have to make any changes.

As for the signage, we will work with our appointed vendor to change the MBF logo to AmBank logo. We thank you in advance for the support in assisting us with this transition.

E. AUTHORIZATION

1. Can MBFC merchants call AmBank Authorizer for approval code?

No, not at this moment. MBFC merchants still need to call MBFC authorizer.

2. Is AmBank able to process authorization requests from MBF merchants?

No, not at this moment. AmBank merchants still need to call AmBank authorizers.

3. Can MBF merchants accept AmBank cards for EPP transactions?

The systems & operations of MBF & AmBank are still being run separately and we shall notify you when the service is available.

MBF merchants will still have to call MBF Authorization for any requests / enquiries until further notice.

4. If the MBF system is down (jammed call in lines/no one can be contacted/ unable to process any transaction), is AmBank able to assist to process an authorization request on behalf of MBF?

AmBank is unable to assist as MBF & AmBank are using different systems.

Currently, we are still in the midst of system integration and we will only be able to assist you once our system integration has been completed.

We apologize for the inconvenience caused.

5. When will both the systems be integrated?

We expect to complete the integration before end 2013. We will notify you as soon as the systems integration has been completed.

- 6. Is AmBank able to provide any administration support i.e., terminal servicing/resetting, supply of sales slips etc, (moto trans) etc to MBF merchants?**

From VD1 onwards, MBFC branches will be able to service both AmBank and MBFC merchant base.