

## PRODUCT DISCLOSURE SHEET

PLEASE READ THIS PRODUCT DISCLOSURE SHEET BEFORE YOU DECIDE TO SIGN UP WAVPAY E-WALLET ACCOUNT WITH WAVPAY SYSTEMS SDN BHD (WSSB). KINDLY READ THE GENERAL TERMS AND CONDITIONS OF THE WAVPAY E-WALLET BEFORE YOU TAKE UP THE PRODUCT AS THE TERMS AND CONDITIONS WILL BE BINDING ON YOU.



Wavpay Systems Sdn Bhd  
WavPay e-wallet  
16 March 2022

### 1. What is this product about?

A cashless payment instrument available for download to your smartphone to become your secure and trusted electronic wallet. You can load/reload money value via internet banking from your savings account or authorised debit/credit card into the e-wallet so you can perform transactions as follows:

- Scan and pay with QR code at participating business outlets
- Transfer and receive money between family and friends either remotely or via QR code
- Top up mobile prepaid and post-paid
- Bill payment – from mobile, internet, utilities, game credits, local councils, etc.
- Enjoy the in-app commerce merchant deals and experience a faster checkout
- Track your spending – you'll see a list of details of transaction made in the statement of transactions available in the e-wallet
- Withdraw balance from your e-wallet into your pre-registered bank account

### 2. What are the fees and charges I have to pay?

Fees charged for the use of WavPay e-wallet by users:

Description	Fees charged
Annual Fee	Waived
Joining Fee	Waived
Top-up charges	Waived (from user savings account or credit card)
Transaction charges	RM0.00
Notification charges	Waived (for notification via SMS and email)
Cancellation Fee	RM0.10 for the Interbank Giro (IBG) charge by the Bank for full withdrawal upon cancellation or termination of WavPay e-wallet
Withdrawal Fee	RM0.10 for 7 <sup>th</sup> withdrawal transaction onwards (subject to withdrawal to user registered bank account in WavPay e-wallet)

### 3. What are the key terms of this product?

- Using WavPay e-wallet on your Smartphone
  - You must download WavPay e-wallet mobile application from the authorised Google Play and Apple App Store (not yet available in Huawei Gallery)
  - Your smartphone must meet the minimum operating systems (Android and IOS) requirement in order to download and use the WavPay e-wallet. Please check the minimum Android and IOS for the downloaded app to perform correctly.
  - You must ensure that your smartphone is not illegally modified such as jailbroken or rooted device that may jeopardize the secure use of WavPay e-wallet.
- Observe your e-wallet limit
  - You shall observe your transaction limit as follows:

Table: Allowable Transaction Limit based on e-KYC performed

Wallet Account Limit	Annual Transaction Limit	Minimum Balance	e-KYC
RM200.00	RM5,000.00	RM0.00	Not performed
RM10,000	RM120,000.00	RM0.00	Performed and verified

- Your identity
  - We need to identify the new wallet users during the non-face-to-face verification process called e-KYC. You shall provide the true and accurate information about yourself for us to identify and verify that the user of WavPay e-wallet is genuinely you. We will identify your personal information based on the MyKad photo (front and back) provided during the first-time registration. This information includes your full name, NRIC number, address, date of birth and nationality. You are also required to key information about your type of occupation and nature of business.
  - We will also verify based on the selfie video that you perform that the person is the same as in the MyKad photo provided.
  - You may refer to [link in Wavpay website] on how to perform first time registration of Wavpay e-wallet.
  - If you do not perform the e-KYC, you will only be able to perform top-up and purchase up to RM200.00 per transaction only.
  - We may use your information for further verification with other authorised government database as part of non-face-to-face verification during the first-time registration and subsequent e-wallet transactions in the event of fraud or suspicious transaction governed under the Anti-Money Laundering, Anti-Terrorism Financing, and Proceeds of Unlawful Activities Act 2001.
- Security of your e-wallet
  - We keep your information confidential and further processing according to the usage of e-wallet
  - You shall protect the use of your own e-wallet by ensuring the following:
    - Keep your One Time PIN (Personal Identification Number) only to yourself. Do not share with others
    - Please secure your 6-digit transaction code PIN to avoid others to perform cashless transaction using your e-wallet
    - Please be aware of your surroundings when using your e-wallet to scan QR code when doing cashless purchase at the participating merchant outlet
    - Always check your transaction statement available in your e-wallet to ensure the transactions performed are done by you.
- Dispute resolution
  - If you have any dispute with your e-wallet transactions, you may refer to WSSB's support at [support@wavpay.net](mailto:support@wavpay.net).
  - If you are not satisfied with how we handle your disputes, you may further refer your complaints to Ombudsman for Financial Services (OFS) which handles the consumer complaints for e-money issuers including WSSB.

#### 4. What are the major risks?

Your smartphone being stolen or lost. You should notify us immediately after having found that transactions are performed using your e-wallet not authorised by you which can happen when the security of your e-wallet is found to be compromised.

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

It is important that you inform us of any change in your contact details to ensure that all correspondences reach you in a timely manner. Please update your latest contact details provided in the e-wallet feature under update contact.

**6. Where can I get further information?**

If you have any enquiries, please contact us at:

Wavpay Systems Sdn Bhd (WSSB)

Address : 06-09, Capital 1, Oasis Square, No.2 Jalan PJU 1A/7A, Ara Damansara, 47301 Petaling Jaya, Selangor, Malaysia.

Tel : +603 7622 2519

Fax : +603 7622 2520

E-mail : [support@wavpay.net](mailto:support@wavpay.net)

**7. Other e-money products available**

WSSB is continuously improving the services to be made available in the e-wallet app. We will update you for any new products and services available via the e-wallet notification or emails to you.

The information provided in this disclosure sheet is valid as at 16 March 2022.