

AYA VISA CREDIT CARD FAQs

GENERAL

1. What is AYA VISA CREDIT CARD?

AYA VISA Credit Card is a convenient way of borrowing money to pay for goods and services. We offer three (3) types of AYA VISA Credit Cards with tailored privileges and benefits – Silver, Gold and Platinum. You can make purchases in stores, restaurants, service- providers and online services at home and abroad. The limit you can spend on your Credit Card (Credit Limit) can be up to 3.5 times of your income. You can use the card for up to 50 days interest free for as long as payment has been made in full by due date. The effective interest rate is only 1.08% per month. Moreover, pay with your AYA VISA Credit Card to save money on purchases with our fantastic deals and discounts from stores in partnership with AYA Bank and VISA as well as get gift vouchers from branded stores and shops.

2. What are the types of Visa credit card available in AYA Bank?

There are 3 types of visa credit card issued by AYA Bank. Silver, Gold and Platinum.

3. What is the default currency of AYA VISA CREDIT CARD?

Default currency of AYA VISA CREDIT CARD is Myanmar Kyat (MMK).

4. What is a credit limit?

This is the amount you have available to spend on your credit card account. The maximum credit limit available to you will be based on our assessment of the information you provide in your application and other factors. If you have applied for additional supplementary cards, the same credit limit will be shared between your multiple cards.

5. What is payWave?

Visa payWave is the latest in secure, contactless technology. It will help you spend less time at the cash counter and give you the freedom to do the things that matter most to you. Just “tap and go” using your Visa payWave contactless card at a Visa payWave card machine and there’s no need for a signature or PIN.

6. What are the key features and benefits of AYA VISA CREDIT CARD?

- The World is Yours
Accepted by millions of merchants and ATMs at home and abroad
- No Initial Deposit
No collateral Deposit required for AYA Visa Credit Card
- 50 Days Interest Free
Enjoy up to 50 days interest free of grace period.

- **Share Your Credits**
Supplementary cards – A privilege offered to the spouse, parents or children of the primary credit cardholder.
- **Instalment Plan**
SimplePay monthly instalment plan (IPP) at only 1% per month.
- **Deals & Discounts**
Shop around the world and get awesome deals & discounts with AYA Visa.

7. Am I eligible to apply/who can apply AYA VISA CREDIT CARD? What are the basic qualification criteria?

If you're Myanmar citizen or have permanent residency and you're over 21 years of age, you can apply for AYA VISA CREDIT CARD. As AYA VISA CREDIT CARD is an unsecured card, you won't need to install deposit money. To apply for AYA Silver Credit Card, You'll just need to provide proof of income that shows you earn at least Ks 150,000 a month. For AYA Gold and Platinum credit cards, the minimum income requirement is Ks 500,000 and Ks 2,000,000 respectively. These may change from time to time and it is the discretion of AYA Bank.

8. What is a supplementary card?

It is a privilege offered to the spouse, parents or children of the primary credit card holder.

9. What is the maximum number of supplementary cards can a customer apply?

Your main account (your primary card) can link up to 4 supplementary cards. All the credit card bill payments must be made by you, the primary card holder.

10. What are the eligible criteria for supplementary cardholders?

Your credit limit can be shared with your immediate family members (at least 16 years of age) by applying for supplementary cards for them.

CARD APPLICATION

1. How do I apply AYA VISA CREDIT CARD?

It's easy! - Simply walk into any AYA bank branch and complete the application form with the required documentation for AYA VISA CREDIT CARD. You will be asked to fill out an AYA VISA CREDIT CARD application form and submit relevant documentations. You can apply for supplementary card together with your application for the AYA VISA CREDIT CARD or visit any AYA Bank Branch thereafter to apply separately.

2. How long will it take to get the card approved?

It will vary but with a fully completed application form and all relevant documents submitted, the process should take approximately 14 days to assess your application.

3. How can I check the status of my application?

We will notify the status of your credit card by email. Otherwise please enquire at 01-2317777 if you do not receive the email within 14 days from date of application.

4. Can a foreigner apply AYA VISA CREDIT CARD?

No. not at the moment.

5. How much will it cost to apply?

Joining fees is waived. It is Free of Charge to apply for AYA VISA Credit Card. Respective annual fees apply only upon card activation.

6. What are the required documents to apply?

To expedite processing, please bring original documents and submit copies of the following information.

- Ward Endorsement
- Household List
- NRC (front & back)
- NRC of Guarantor(s)
- Passport Photo

If you have been banking with us for more than 3 months, Please provide one guarantor with the guarantor's NRC copy. If you are not currently banking with us, Please provide two guarantors with the guarantors' NRC copies.

However, the documents you'll need to provide may vary from time to time.

- a. Employee –
 1. Salary slip (Past 3 months)
 2. Bank statement (Past 3 months)
 3. Letter of employment
- b. Self-Employed -
 1. Bank statement
 2. Business License/contract
 3. Other Source of Income
- c. Retiree-
 1. Tenancy Agreement
 2. Pension book
 3. Other source of Income

7. What are the common reasons my AYA VISA CREDIT CARD application can be declined?

Customer's application may be declined due to the following reasons:

- Incomplete application form
- Incorrect information
- Omission of the documents
- Inapplicable credit policy

CARD ACTIVATION

1. How do I activate my AYA VISA CREDIT CARD after collection?

To activate your card with your PIN, please ask for assistance from our AYA Bank Staff. You can start using your credit card immediately after activation. Please be sure to sign on the back of your card immediately as soon as you receive your credit card.

Step 1 - call contact centre.

step 2 - provide your name and card expiry date (card masked pan and card expiry date)

step 3 - a contact centre agent will ask you some security questions

step 4 - once questions in step 3 are answered correctly, the card is activated within 30 minutes.

Step 5 - you can now change your pin at any AYA Atm

2. What is PIN?

This is the PIN (personal identification number) utilized for atm, pos and online transactions. You can generate this pin yourself.

3. I have collected my AYA VISA CREDIT CARD. Can I activate it later as I am too busy right now?

Yes you may but we suggest you to activate as soon as possible.

4. How do I change my default pin?

Call up 01-2317777 to activate, then you may change your PIN at any AYA Bank ATM.

5. I can't remember my AYA VISA CREDIT CARD 6-digit ATM PIN, can I request a new one?

Yes. You can request for a new PIN at any AYA Bank Branch. Please bring your NRC and your AYA VISA CREDIT CARD for confirmation. There is a fee for the replacement of the PIN.

CARD USAGE

1. Where can I use my AYA VISA CREDIT CARD?

The AYA VISA CREDIT CARD can be used on ATMs, POS machines and the internet. Your card is locally and internationally accepted as a means of payment and over 2 million ATMs worldwide, in over 175 countries

2. How long can I use my AYA VISA CREDIT CARD?

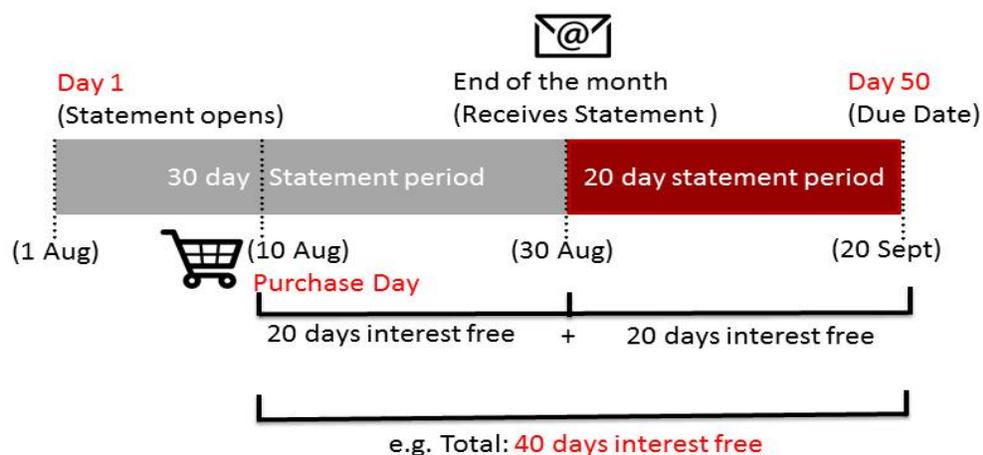
Card can be utilized until the expiration date shown on the card. Once the card is expired, you can make a request for a new card at any AYA branch close to you.

PAYMENT & SETTLEMENT

1. When do I make monthly settlement on my AYA VISA CREDIT CARD?

AYA VISA CREDIT Cardholders are expected to repay their credit card bills on or before payment due date indicated on your monthly statement. We will send you a monthly e-statement which shows the total amount due for payment. You have a choice of convenient modes of payment to settle your monthly dues.

2. How is my AYA VISA CREDIT CARD statement date and payment due date determined? Explain up to 50 days interest free period.



Interest Free Period is the number of days you can use your credit card before you are charged with interest fees or any other applicable charges. With AYA Credit Card, your interest free days can be up to 50 days.

- Firstly, you need to understand your statement period. You can check the top right hand corner of your statement to see the 'statement begins' and 'statement ends' dates
- These dates will vary each month but each statement period will run for around 30 days or 31 days.
- After your statement closes, you have an extra 20days to pay the full balance before an interest rate applies.
- The actual number of interest-free days varies depending on when you make your purchase and the number of days remaining in your statement period.
- For example, if you make a purchase on day 10 of your statement period, you'll have 20 days remaining until your statement period closes, plus 20 days to make your full payment. That makes 40 interest-free days before you get charged interest.

3. How can I pay my bills?

You have a number of options for making your AYA VISA CREDIT CARD payments.

- ATM: You cannot make your AYA VISA CREDIT CARD payments as of now but you can check your balance – your credit availability.

- Internet Banking and Mobile Banking: You can subscribe to AYA i-Banking and M-Banking services to repay your AYA VISA CREDIT CARD bills online for 24/7.
- AYA Bank Branch: You can also settle your Credit Card account with cash or cheque at any AYA's Bank branch during business hours. Cash payment can be made at AYA Bank Branches and affiliated retail stores.

4. What is a minimum payment fee?

The minimum payment is the least amount you must pay by the due date. This amount is usually Ks.10000 or 10% of the closing balance, whichever is greater. If you don't pay the minimum payment by the due date, you may be charged a late payment fee and penalty fee on top of interest.

5. When do late payment fees apply?

A late payment fee is charged if you do not pay at least the minimum monthly payment by the statement due date. Your minimum payment due, if there is any, is outlined in your monthly statement. To avoid this fee, make sure your minimum payment is made on time.

6. When do penalty fees apply?

If you fail to make full payment on your outstanding bill past due date, a penalty fee of 1% per month will be charged on the total outstanding amount due.

7. When does an over limit fee apply?

Anytime you exceed your credit limit, 3% over limit fee applies on the amount that exceeds the credit limit. You are required to pay immediately to bring your outstanding below the credit limit.

8. What are the consequences if I do not settle up to the minimum due of 10% of outstanding?

If you do not make the minimum payment in respect of a statement of account by Due Date, you may be charged Late Payment Fee and Penalty fee on top of interest. If you are planning to go away for a while, you are advised to make an advance payment (based on your spending) to ensure your minimum payments are made. Or nominate someone to make the payments for you. If we do not hear from you regarding a missing payment, your credit may be affected.

9. What is the Cash Advance Fee? Is there a limit on the amount I can take at any one time?

You will be charged a cash advance fee of 6% on the cash amount withdrawn or Ks2000 (whichever is more) if you withdraw funds from your credit card account. Cash advance interest will be charged on the cash advance amount from the date of the transaction. To minimize interest charges on your cash advance transactions, you'll need to pay the full balance outstanding on your AYA VISA CREDIT CARD account as soon as possible after the cash advance. You can withdraw cash up to 30% of your credit limit from your card account.

10. Who is responsible for the payment if the supplementary cardholder cannot pay?

The ultimate responsibility of all payments due on all AYA VISA CREDIT CARD account lies on the main cardholder– the principal account holder.

TRANSACTION DECLINE & STOLEN/LOST CARD

8. What are the common reasons my AYA VISA CREDIT CARD transactions can be declined?

Your AYA VISA CREDIT CARD transactions can be declined for a number of reasons including:

- Card has not been activated
- Wrong PIN being used (use of wrong PIN three consecutive times will block your card)
- Wrong expiry date for e-commerce transactions
- Wrong security code on internet payments
- Exceeding daily ATM withdrawal or POS limit
- Supply of an address inconsistent with the address indicated on the card application form.
- Wrong CVV2 for e-commerce transactions

3. My AYA VISA CREDIT CARD is expiring soon. How can I renew my card?

The expiry date is indicated on your AYA VISA CREDIT CARD and is valid for a period of three (5) years from the issuing date. It will be automatically renewed provided you meet the terms and conditions stated by AYA Bank.

4. What must I do when my AYA VISA CREDIT CARD gets lost or stolen?

If your AYA VISA CREDIT CARD has been lost or stolen, please contact us immediately at or visit an AYA Bank Branch. We'll cancel your old card and deliver a new one to you usually within 3-5 working days. If your card is declined, there are transactions that you don't recognize or you need a new PIN, please call us immediately.

5. Am I liable for unauthorized transactions made on the AYA VISA CREDIT CARD?

You are liable for all transactions made on your card. When you lost your card or your card is stolen, you will be liable for any unauthorized transactions made on your card before you report to the Bank. Only after reporting to the Bank you will not be liable.

6. What if I don't want my AYA VISA CREDIT CARD anymore?

Please cut the **AYA VISA CREDIT CARD** into two (2) pieces and visit any AYA Bank Branch for your credit card cancellation process.

Fees and Charges

1. What are the fees and charges of AYA VISA CREDIT CARD?

Interest Free Period	Up to 50 days interest free period.	အတိုးကင်းလွတ်ခွင့်ကာလမှာ ရက်ပေါင်း ၅၀ အထိ ဖြစ်ပါသည်။		
Interest on purchases	1.08% per month if full payment has not been made by payment due date.	အတိုးနှုန်းမှာ တစ်လလျှင် ၁.၀၈ ရာခိုင်နှုန်း ဖြစ်သည်။		
Over limit Fee	A one time charge of 3% on over limit amount due.	သုံးစွဲနိုင်သည့် ငွေကြေးပမာဏကို ကျော်လွန်သုံးစွဲသည့် အခါတိုင်း ကျော်လွန်သုံးစွဲသည့် ငွေပမာဏ အပေါ်တွင် ၃ ရာခိုင်နှုန်းကို Over Limit Fee အဖြစ် တစ်ကြိမ် ကောက်ခံမည် ဖြစ်သည်။		
Penalty fee	Charge of 1% on total due amount occurs if the full payment is not received by due date.	ငွေပေးဆောင်ရမည့်ရက် (Due Date)တွင် ငွေအပြည့်အဝပေးချေခြင်း (Full Payment) မရရှိသေးပါက ပေးဆောင်ရန် ကျန်ရှိနေသော ငွေပမာဏ ပေါ်တွင် တစ်လလျှင် Penalty Fee ၁ရာခိုင်နှုန်း ထည့်သွင်းကောက်ခံပါသည်။		
Late Fee	2% on outstanding balance if minimum payment has not been made by due date.	ငွေပေးဆောင်ရမည့်ရက် (Due Date)တွင် အနည်းဆုံးပေးချေရမည့် ငွေပမာဏ (Minimum Payment) မရရှိသေးပါက ပေးဆောင်ရန် ကျန်ရှိနေသေးသော ငွေပမာဏ အပေါ်တွင် တစ်လလျှင် Late Fee ၂ ရာခိုင်နှုန်း ထည့်သွင်းကောက်ခံပါသည်။		
Lost/stolen card replacement fee	Ks.10,000 processing fee will incur in case of lost/stolen cards.	AYA VISA CREDIT CARD ပျောက်ဆုံးခြင်း (သို့မဟုတ်) အနိုးခံခြင်းရှိပါက ကဒ်အသစ် လျှောက်ထားရန် ကျပ် ၁၀,၀၀၀ ကျသင့်ပါသည်။		
PIN replacement fee	Ks. 1,000 processing fee will incur to reset your 6 digit PIN.	PIN နံပါတ် အသစ်လျှောက်ထားရန် ကျပ် ၁,၀၀၀ ကျသင့်ပါသည်။		
Liability for Lost/Stolen Card	In case card gets lost or stolen, the cardholder must immediately notify the bank. Please call us at 09420055582 or visit the nearest branch.	AYA VISA CREDIT CARD ပျောက်ဆုံးခြင်း (သို့မဟုတ်) အနိုးခံခြင်း ဖြစ်ပွားခဲ့ပါက ၀၁-၂၀၂၀၇၇၇၇ ကို ချက်ချင်း ဆက်သွယ် အကြောင်းကြားနိုင်ပါသည်။ သို့မဟုတ် နီးစပ်ရာ ဧရာဝတီဘဏ်ခွဲများသို့လည်း အကြောင်းကြားနိုင်ပါသည်။		
ATM Withdrawal Charges (Cash Advance Fee)	Local (via AYA ATM) 6% of withdrawal amount Local (via other Bank ATM) (6% + Other Bank Charges) Overseas ATM (6% + Overseas Bank Charges) (Minimum 1000 Ks) ငွေထုတ်ယူသည့်ရက်မှစ၍ တစ်လလျှင် အတိုးနှုန်း ၁.၀၈% ကောက်ခံပါသည်။	Annual Card Fees (Main Card)	An annual fee of - AYA Silver - Ks. 20,000 - AYA Gold - Ks. 60,000 - AYA Platinum - Ks. 120,000	နှစ်စဉ်ကြေး - AYA Silver - ၂၀,၀၀၀ ကျပ် - AYA Gold - ၆၀,၀၀၀ ကျပ် - AYA Platinum - ၁၂၀,၀၀၀ ကျပ်
		Annual Card Fees (Supplementary Card)	An annual fee of - AYA Silver - Ks. 9,000 - AYA Gold - Ks. 25,000 - AYA Platinum - Ks. 60,000	နှစ်စဉ်ကြေး - AYA Silver - ၉,၀၀၀ ကျပ် - AYA Gold - ၂၅,၀၀၀ ကျပ် - AYA Platinum - ၆၀,၀၀၀ ကျပ်

2. Are there any extra fees and charges for swiping at home and abroad POS terminals?

There will be no extra fees and charges if you use local POS terminals where VISA Cards are accepted. However, there is Cross currency Mark-up Fees (3%) if you use abroad.

3. How much cash advance fees for withdrawing at ATMs in abroad?

If you withdraw at ATMs in abroad, there is 6% Cash Advance Fee plus Overseas Bank ATM Charges plus Cross currency Mark-up Fees (3%).

4. Are there any fees and charges for requesting AYA VISA CREDIT CARD statement?

There is no fees and charges for AYA VISA CREDIT CARD statement since it is sent via email from the bank. However, 1000 Ks will be charged for the additional request of statement at AYA Bank Branches.

5. How much will be the service fee for Balance Inquiry?

No fees and charges for Balance Inquiry if you inquire at AYA ATM.