

Frequently Asked Questions (FAQs)

1. What is Dynamic Currency Conversion (DCC)?

Dynamic Currency Conversion (DCC) is a service offered by certain overseas merchants to provide you a choice to pay in Ringgit Malaysia (including online transactions) for your purchases overseas.

2. What happens when I choose to transact via DCC?

You will see the purchase amount converted into Ringgit Malaysia at the merchant point of sale. When you authorize the transaction, you are authorizing the amount shown in Ringgit Malaysia which is after foreign exchange conversion. The charge slip or receipt will display the converted Ringgit Malaysia amount.

However, the exchange rate used to convert into Ringgit Malaysia is determined by the relevant merchant at the point of purchase, which may be higher than the exchange rate determined by the relevant Card association when you choose to pay in foreign currency.

3. Can I choose not to perform my transaction via DCC?

Yes. This service is an option provided by some overseas merchants and it is not mandatory.

4. How is the DCC fee computed?

The DCC fee is computed based on 1% on the amount transacted in Ringgit Malaysia.

Example:

Cardmember chooses to pay a Singapore shopping purchase of SGD1000 in Ringgit Malaysia. After exchange rate conversion determined by the relevant merchant, the Ringgit Malaysia amount paid to the Singapore shopping merchant is RM3200. The DCC fee charged to the cardmember and shown on the credit card statement will be as follows:

Transaction Date <i>Tarikh Transaksi</i>	Transaction Description <i>Huraian Transaksi</i>	Transaction Amount <i>Amaun Transaksi</i> (RM)
15 July 2021	Takashimaya Singapore	3200.00
15 July 2021	DCC fee of 1%	32.00

5. When will the DCC fee be charged to me?

The DCC fee of 1% on the Ringgit Malaysia converted amount will be shown in the cardmember's next monthly credit card statement.