

YOU AND YOUR BANK

What you should ask your bank when considering its products and services:

Fixed Deposits

Premature withdrawals: If I need to withdraw my fixed deposit before maturity, will the bank pay interest for the period the deposit was placed with it? If so, how will the interest be computed?

Charges: Do I have to pay charges or a penalty for prematurely withdrawing my fixed deposit?

Rollover of fixed deposits: If my fixed deposit matures and I leave it with the bank, will I be paid interest for the period until I withdraw my money?

Withdrawals: What identification do I need to present when I withdraw my fixed deposit?

Loss of fixed deposit receipt: What must I do if I lose the original fixed deposit receipt?

Public Holidays: What happens if the maturity date falls on a public holiday?

Loans

If you are considering taking a loan, ask your bank to give you the Customer Information Sheet with the relevant information.

Credit Cards

Ask the card issuer for the terms and conditions for the following:

Repayment grace period

Interest rate charges for outstanding balances

Minimum monthly payments

Late payment charges

Cash Advance charges

Lost/Stolen card liability

Also ask about:

Membership Fees

When will the promotional free membership period (if any) expire? What is the fee I will have to pay after that?

Payment

Is there a grace period for paying my credit card bill?

What is the minimum amount I have to pay each month?

How much interest do I have to pay on the outstanding amount?

If I do not make the minimum payment for one month, what are the interest and other charges that I will have to pay?

What are the charges I will incur if my payment, either by cheque or GIRO, is returned for whatever reasons?

Cash Advances

If I take a cash advance from my credit card line, what are the charges that I will have to pay?

Loss of Credit Card

If I lose my credit card, what must I do?

If I lose my card what are my liabilities for unauthorised purchases?

Credit Limit

What is my credit limit?

Changes in Terms and Conditions

If there are changes in the terms and conditions for the use of the card, will I be informed of these changes? If so, when will I be informed?

In addition, ask **yourself** the following questions when applying for a credit card:

Why am I applying for this card?

Am I able to pay for the purchases in full each month?

If I rollover my payments, do I have the capacity to pay the accompanying charges?

Do I understand the terms and conditions for the use of the card?

What action can the bank take if I fail to settle my overdue payments?

Unit Trusts

What is the profile and background of the asset management company that I am going to invest my money with?

Can I invest with cash, CPF and/or SRS savings?

What are the risks of investing in this unit trust fund? Are the risks acceptable to me?

What is the upfront sales charge that I have to pay when I invest in this unit trust?

What are the other charges that I have to pay, e.g. management fee, switching fee, redemption fees?

How and when will these be levied?

What is the price of each unit?

How soon will the bank inform me of the number of units I have invested?

When and where can I redeem my units?

How long does it take for me to receive my sales proceeds?

How often will I be given updates on my holdings and the performance of the unit trust?

Bank Assurance

Which of the following risks am I likely to face: loss of income; unemployment; disability; death; divorce or catastrophic losses?

What does the policy insure me against?

What are the features and benefits?

What are the premiums payable and frequency of payment?

Can I cancel the insurance plan prior to expiry/maturity?

What is the cash value if I cancel the policy?

What is the guaranteed value on maturity?

Does the policy provide for a policy loan? If so, what is the interest rate payable?

Car Financing

[Download this PDF file](#) to find out what you should know about car financing.