



Product Disclosure Sheet

(Updated on 08 May 2024)

Please read this Product Disclosure Sheet and terms and conditions carefully and understand all the terms and conditions before you decide to register your XOX Wallet. This Product Disclosure Sheet aims to provide users with comprehensive information about XOX Wallet in accordance with the latest guidelines set forth by Bank Negara Malaysia. Please seek clarification from XOX regarding your XOX Wallet if you do not understand any part of this document or the general and specific terms and conditions.

- **What is this product about?**

XOX Wallet is an electronic wallet (e-wallet) offered by XOX Com Sdn. Bhd. (XOX) providing users with convenient and secure access to make payment via XOX Wallet App for their bill payment and other transactions.

- **What are the features of the XOX Wallet?**

- **eWallet Account Setup:** XOX Wallet allows users to create an eWallet account without cost, enabling seamless access to various financial transactions and services.
- **Fund Transfers:** Users can transfer funds to other XOX Wallet easily and securely.
- **Bill Payments:** XOX Wallet offers a convenient bill payment feature, allowing users to settle mobile phone bills, and other payments directly from their digital wallet.
- **Merchant Transactions:** Users can make purchases at participating merchants using XOX Wallet, offering a hassle-free and cashless payment experience.

- **What are the types of eWallet tiering that is offered by XOX Wallet?**

XOX Wallet offers two types of eWallet size:

- Upon downloading and registered an account, the default eWallet size is RM1,000, also known as **XOX Blue Wallet** (unverified account).
- Upon successfully completing the Account Verification (eKYC) process, you will be granted a higher eWallet size of RM4,999, known as **XOX Red Wallet**.

You may also refer to the table below for a better overview on the XOX Wallet offerings and its limitations:

Wallet Type	Transaction Limit	Daily Transaction Limit	Monthly Transaction Limit	Daily Peer to Peer Transfer Limit	Yearly Transaction Limit
BLUE	RM1,000.00	RM1,000.00	RM12,000	RM1,000.00	RM12,000.00
RED	RM4,999.00	RM4,999.00	RM59,999.00	RM4,999.00	RM59,999.00

- **What are the fees and charges I have to pay?**

Fees charged by XOX Wallet to our users are as listed below:

No	Fee types	Charges
I.	Registration Fee	No charge
II.	Reload Fee	No charge
III.	Transaction Fee	No charge
IV.	Refund Fee	No charge
V.	Withdrawal Fee / Admin Fee	RM 4 for local and RM 10 for international per withdrawal
VI.	Virtual Account Prepaid card	RM12 per year shall be charged by partner bank to users who holds a Prepaid Card.
VII.	Peer-to-Peer Transfer Fee	No charge
VIII.	Prepaid Card Annual Fee	RM12 per year shall be charged by partner bank to users who holds a Prepaid Card.
IX.	Cross Border Prepaid Card Transaction Fee	Partner bank will charge 2.5% per cross border prepaid card transaction to users.

- **What are the key terms of this product/What are my obligations?**

- User can download the XOX Wallet from the Apple App Store or Google Play Store via their own mobile smart phone.
- The mobile device used must meet the minimum operating system (Android & iOS) requirements in order to download and use the XOX Wallet.
- This product does not support any illegally modified devices such as, jailbroken/rooted devices or any device that has been altered in any way.
- User must be a Malaysian citizen with a valid mailing address in Malaysia.
- To provide personal identification documents and any other documents that may be required by XOX Wallet from time to time.
- The XOX Wallet account are PIN (Personal Identification Number) and Security Question enabled. User must create a 6-digit PIN in the XOX Wallet and must use this PIN when they make a QR code transactions at participating XOX Wallet merchants.
- Protect your 6-digit PIN. User must exercise all reasonable precaution to prevent loss and theft of their mobile phone or disclosure of the PIN to any unauthorized person.
- Users shall not allow or empower any third party to use their XOX Wallet and cannot transfer or relinquish control or ownership of the account or use it for purposes which are not authorized by XOX.
- Users are responsible for ensuring sufficient funds in the account before effecting any transactions.
- Users are responsible for any pending payments that is not credited from their XOX Wallet account.
- Users can not reload funds in excess of the eWallet limit that has been stipulated for the account by XOX Wallet.
- Users must not use the XOX Wallet account to purchase illegal goods or services or to use it for any unlawful and/or fraudulent activities.

- Users must check their eWallet statement from time to time to ensure transactions performed are correct.
 - Upon request for termination of XOX Wallet account, the balance of funds in the eWallet shall be refunded to the user after fourteen (14) business days from the said termination subject to confirmation provided to XOX Wallet Support Team.
 - We may at any time vary, revise, change, amend, withdraw, substitute, or remove any of the terms and conditions governing the use of XOX Wallet. Any such amendment shall be effective twenty-one (21) days after the revised terms have been posted on XOX website.
 - The XOX Wallet account ownership is non-transferable and shall only be used exclusively to the user.
- **What if I fail to fulfil my obligations?**
 - Disclosure of personal information such as PIN, credit card number and so forth to an unauthorized person may lead to an unauthorized use of the XOX Wallet and monetary loss to the user, of which XOX Wallet will not be liable nor accountable for to the user.
 - You are considered to have contravene, breach, and fail to abide by any of the Terms and Conditions of the XOX Wallet if the following actions happened based on the list below but not limited to:
 - When the user has authorized a third party to access their XOX Wallet account. If they conduct any transaction, then the user will be responsible for their actions.
 - When duplicated claims are made. For example, if the user has filed a claim with the bank, XOX Wallet would not accept the duplicated claim made to us.
 - When the intention of fraud or negligence is found.
 - When the user fails to provide all the required information and documents.
 - When the unauthorised transaction occurs under unforeseeable circumstances, including but not limited to natural disasters, war, terrorist attacks and/or civil unrest.

- When the unauthorized transaction occurs as a result of a third-party terminal or system error which the user is well aware of. For example, hacking attempts, bank system upgrades, and telco services downtime.
- When there is a legal restriction that prevents the user to make any claims.
- When the user's mobile phone is rooted or jailbroken.
- When the user's XOX Wallet is downloaded from illegitimate sources.
- When an accidental and/or erroneous reload is done by the user.
- When a user mistakenly made a P2P transfer to a third party.
- If you contravene, breach, or fail to abide by any of the Terms and Conditions of XOX Wallet shall be entitled to block, suspend, revoke and/or terminate of your account.
- If you contravene, breach, or fail to abide by any of the Terms and Conditions of the XOX Wallet, we shall be entitled to disqualify your eligibility and entitlement of any promotions, campaigns, and rewards.
- Insufficient funds in account may lead to inability of the XOX Wallet users to effect a transaction or, make payment via the XOX Wallet. For account with insufficient funds, the pending payment amount will be deducted upon reload.
- In addition to the events of default by you, the account owner of the XOX Wallet, we may at our discretion, limit, block, suspend or terminate your XOX Wallet account if we detect or are notified, requested or upon investigation by us, PDRM or Law Enforcement Agencies any unusual, irregular, suspicious, fraudulent, or unauthorized activity on your XOX Wallet account; or suspect misuse of your eWallet; or there is a contravention; non-adherence or breach by you to any of the provisions of the terms and conditions of XOX Wallet.
- **What are the major risks?**
 - When using XOX Wallet, do not share your 6-Digit PIN, security question and answers to others. You will need to beware and avoid using unsecured public network.

- There is also the risk of account take over due to loss or stolen mobile phone. Users are advised to always keep their XOX Wallet up to date with the latest app version to minimise exposure to cyber risk.
- Users should be aware of potential security risks associated with digital wallets, including unauthorized access, fraud, and phishing attacks. It is recommended to adopt strong security measures such as password protection and two-factor authentication.
- **Who is liable for unauthorised transactions due to loss or theft?**
 - If you have not verified your account, you shall be liable for such unauthorised transaction due to loss or theft. We strongly encourage for you to complete the Account Verification process as soon as possible.
 - If you have completed the Account Verification process, you can request for money-back for the unauthorized transaction amount, where XOX has full discretion on the money-back amount upon completion of the investigation. The report of loss or stolen must be done within 24 hours of the incident and must be supported by a police report.
 - If there is a case of an unauthorized transaction, the source of fund must only come from the user's own eWallet account.

As a safety precaution, we recommend you do the following if you lost your mobile phone that has an XOX Wallet:

- Use another smartphone to log out your XOX Wallet account; OR
- Contact our Support Team via email at contact@fintech.xox.com.my. to immediately suspend your XOX Wallet account. This is to protect your balance in your XOX Wallet account.
- **What do I need to do if there are changes to my contact details?**

It is important that you inform us on any changes in your contact details to ensure that all information is able to reach you. Do contact our Support Team via our in-App "Contact Us", email to contact@fintech.xox.com.my.

- **Can I terminate my XOX Wallet account?**

Yes, you may terminate your XOX Wallet account by contacting our Support Team via our in-App “Contact Us”, email to contact@fintech.xox.com.my.

Upon termination of the user’s XOX Wallet account, the balance of funds in the eWallet account shall be refunded to the user after fourteen (14) business days from the said termination subject to confirmation provided to XOX Support Team.

- **Where can I get further information on XOX Wallet or to seek redress?**

If you have any enquiries, please contact our Support Team via our in-App “Contact Us”, email to contact@fintech.xox.com.my.

If you are not satisfied with the outcome of your service or complaint, you may refer the matter to either of the following bodies who will help to settle any disputes.

BNMLINK

A complaint resolution arm of Bank Negara Malaysia.

BNMTELELINK (Contact Centre)

Tel: 1-300-88-5465 (1-300-88-LINK)

Overseas: +603-21741717

Operating hours: 9.00 a.m. - 5.00 p.m. (Monday – Friday)

Web form: <https://telelink.bnm.gov.my/>

For more information on the services provided, you may visit BNM’s website at www.bnm.gov.my

OMBUDSMAN

Ombudsman for Financial Services is a non-profit organization and functions as an alternative dispute resolution channel to resolve disputes between their Members who are the financial service provers (FSPs), license or approved by BNM and financial consumers.

There could be instances where you may not be fully satisfied with our decision. We respect that. You may seek redress at the following avenue:

Ombudsman for Financial Services (“OFS”) (664393P)

(formerly known as Financial Mediation Bureau)

14th Floor, Main Block,

Menara Takaful Malaysia, No. 4, Jalan Sultan Sulaiman, 50000 Kuala Lumpur.

Call Ombudsman for Financial Services at 03-2272 2811 or Email to enquiry@ofs.org.my

For more information on the services provided, you may visit OFS's website at www.ofs.org.my

Disclaimer:

- *The information provided in this Product Disclosure Sheet is up to date as of the date mentioned at the front page and valid until the next periodical review.*
- *The information provided in this Product Disclosure Sheet is for informational purposes only and does not constitute financial advice or recommendations. Users are encouraged to review the terms and conditions of XOX Wallet and seek professional advice, if necessary, before using the platform.*

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