

## RENEWAL OF DEBIT CARD

- Your debit card will expire soon. (You can check the expiry date on your card under “Valid Thru”)
- The renewed debit card will be mailed to your mailing address that is registered in the bank’s system for the savings/current account with number ending as stated in the debit card renewal SMS you received.
- If you have changed your address, please update your new mailing address latest by the date stated in the SMS notification that you received.

Please read the FAQ below for more information.

**1. How do I know whether my debit card is expiring soon?**

*You can refer to the date under “Valid thru” on your debit card.*

**2. The “Valid thru” printed on my debit card is 12/21. When is the last day for me to use my debit card?**

*“Valid thru” 12/21 means you can use your debit card until 31 December 2021. The card will longer be used from 1 January 2022 onwards.*

**3 When shall I receive my renewed debit card?**

*Under normal circumstances, you will receive your renewed debit card within two months before the Valid Thru date printed on your current debit card.*

*For debit cards with Valid Thru date 10/22 and 11/22, the renewed debit card will be mailed out within one month before the Valid Thru date.*

**4. My renewed debit card will be mailed to which of my addresses?**

*Your renewed debit card will be mailed to the address in bank’s system for the savings/current account with number ending as stated in the SMS that you received.*

**5. Why do I need to update address for the account with number stated in the SMS that I received?**

*This is to ensure that you will receive the renewed debit card as it will be sent to the address that is registered in the bank’s system for the savings/current account with number ending as stated in the SMS that you received. If you no longer stay in that address, please update your current address so you will receive your renewed card on time.*

**6 Will bank send my renewed debit card to my overseas address?**

*Yes, the renewed debit card will be sent to your overseas address that is registered in the bank’s system.*

**7. How do I update the address for the account as stated in the SMS that I received?**

*1. Through internet banking –*

- Log into your internet banking at [www.ocbc.com.my/inb](http://www.ocbc.com.my/inb)
- Click at the Customer Service Menu tab
- Click at Change Mailing Address
- Choose which account you would want to update the address (account number stated in SMS)
- Key in your new address

*OR*

*2. Call OCBC Customer Service at +603 83175000*

*OR*

*3. Walk-in to any OCBC branch.*

**8. Is there any fees charge for my renewed debit card?**

*The renewed debit card is free of charge.*

**9. What shall I do if my current debit card is lost or stolen? –**

**A. before I receive my renewed debit card**

1. *Please call OCBC Customer Service Hotline at +603 83175000 to report as soon as your debit card is lost or stolen.*
2. *Then walk-in to any OCBC branch to get a new debit card.*
3. *If you still receive the renewed debit card through the mail, please destroy the renewed card as the card is not valid anymore*

**B. after I receive my renewed debit card but have not activate it (as was still using the current card)**

1. *Please call OCBC Customer Service Hotline at +603 83175000 to report as soon as your debit card is lost or stolen.*
2. *Then walk-in to any OCBC branch to get a new debit card.*
3. *The renewed debit card you received through the mail will not be valid anymore. Please destroy the card.*

**10. I received SMS notification that my renewed debit card will be mailed to me. It is already 2 months and I have yet to receive the debit card.**

*The card could have been lost in transit or delivery was unsuccessful (no one at home or the address in our system was your old address). Please visit any OCBC branch to get a new debit card.*