

## REVISION TO THE OCBC CREDIT CARD FEATURES

Please refer to the table below for the latest changes to the **OCBC Cashflo Mastercard** features starting from 21 April 2023:

Current Features	New Features
<ul style="list-style-type: none"> <li>• 0.5% cashback on all retail spending (including Auto-Instalment Payment Plan (IPP))</li> <li>• 0% interest on Auto-IPP               <ul style="list-style-type: none"> <li><input type="checkbox"/> 3 months Auto-IPP for retail spending of RM500 to RM1,000</li> <li><input type="checkbox"/> 6 months Auto-IPP for retail spending above RM1,000</li> <li><input type="checkbox"/> 12 months Auto-IPP for Great Eastern Life/ General Insurance with premium of RM2,200 and above</li> </ul> </li> </ul>	0% interest on Auto-IPP <ul style="list-style-type: none"> <li><input type="checkbox"/> 3 months Auto-IPP for retail spending of RM500 to RM1,000</li> <li><input type="checkbox"/> 6 months Auto-IPP for retail spending above RM1,000</li> </ul>

Summary of the following Cashflo Mastercard terms and conditions as part of the changes.

<b>Clauses</b>	
1. “ <b>Retail Spending</b> ” means the amount of the Cardmember’s retail spending. Table 1 below sets out the transactions which form part of retail spending, and which do not.	
<b>Table 1</b>	
RETAIL SPENDING (transactions below are included for Auto Instalment Payment Plan)	NON-RETAIL SPENDING (transactions below are excluded from Auto Instalment Payment Plan)
(i) Local and overseas purchases	(i) Easy Payment Plan (EPP)
(ii) E-commerce	(ii) Balance Transfer (BT)
(iii) Mail Order / Telephone Order	(iii) Call for Cash (CFC)
	(iv) Power Credit Cash Plus
	(v) Auto Balance Conversion
	(vi) Outstanding Balance
	(vii) Cash Advance
	(viii) Finance Charge
	(ix) Annual Fee
	(x) Late Payment Charge
	(xi) Reversal on Transaction
	(xii) Disputed Transaction
	(xiii) Fraudulent Transaction
	(xiv) Card Replacement Fee
	(xv) Service Tax
	(xvi) Other Fees and Charges
	(xvii) Donations to Charitable and Social Service Organisations
	(xviii) Government-related payments
	(xix) Great Eastern Life/General Insurance
	(xx) Standing instructions/Auto Debit/Recurring
	(xxi) Instalment Payment Plan (IPP)/Auto-IPP

4. Subject always to clause 5 below, retail spending (as listed in Table 1 above) in a single receipt which amounts comes within the relevant range specified in Table 2 below and charged to the OCBC Cashflo Mastercard (“Auto-IPP Amount”) will automatically be converted into the instalment payment plan at the applicable tenure as shown in Table 2 (“Auto-IPP Tenure”):

**Table 2**

<b>AUTO-IPP AMOUNT</b>	<b>AUTO-IPP TENURE</b>
RM500 – RM1,000	3 Months
Above RM1,000	6 Months

6. The Auto-IPP Amount is divided into 3 or 6 (as the case may be) equal monthly instalments and the payment due date for each instalment is stated in the OCBC Cashflo Mastercard monthly statement. If it is not possible for the Auto-IPP Amount to be divided into 3 or 6 equal instalment amounts, the first instalment amount will be higher than the rest.

11. OCBC Bank’s decisions on all matters relating to the Cashflo Interest Free Auto Instalment Payment Plan shall be final, conclusive and binding on all parties. No correspondence or attempts to dispute such decisions will be entertained.

12. OCBC Bank shall not be responsible for and disclaims all liability to any actions, Claims, losses, damages, costs, charges and expenses which the Cardmember may suffer, sustain or incur by reason of Cardmember participation in the Cashflo Interest Free Auto Instalment Payment Plan, unless the loss is attributable to the Bank’s negligence.

13. OCBC Bank reserves the right at any time and from time to time to revise, amend or modify the OCBC Cashflo Mastercard features, services or terms and conditions in any way deemed appropriate by OCBC Bank at its sole and absolute discretion, including but without limitation, to suspend, withdraw or terminate the OCBC Cashflo Mastercard features or services available, to add/supplement or to delete/remove or to replace/substitute or otherwise vary or modify these terms and conditions. OCBC’s decisions in all matters shall be final, binding and conclusive on all Cardmembers. Any such revision, amendment or modification to the terms and conditions may be made after giving 21 days’ notice. Notice may be given by way of advertising a general notice in any one issue of a daily national newspaper or by posting a general notice in any OCBC branch or its Website or by incorporating the notice into OCBC Bank’s statement sent to the Cardmembers periodically or short message service (SMS) and the 21 days’ notice will take effect from the date set out in the notice.

14. The OCBC Cashflo Mastercard is strictly for personal usage only. OCBC reserves the right not to award the Interest Free Auto Instalment Payment Plan for transactions that OCBC deem as not complying with these criteria.

Removed Cashflo Rebate Programme section and relevant clauses that mentioned Cashflo Rebate Programme

Do refer to Appendix I for Frequently Asked Questions.

Should you require further information, please call the OCBC Contact Centre at 03-8317 5000. Alternatively, you may visit [www.ocbc.com.my/Cards](http://www.ocbc.com.my/Cards) for more information.

Date of Notice: 30 March 2023

## **APPENDIX I: FREQUENTLY ASKED QUESTIONS**

### **1) Why did the Bank change the card benefits?**

The Bank reviews its product offerings from time to time to ensure that it is relevant to consumers.

### **2) What benefits can I get from the OCBC Cashflo Mastercard?**

You are entitled for Interest Free Auto-Instalment Payment Plan (Auto-IPP) for retail transactions starting from RM500 and above and is the only card that has the feature of Auto-IPP without you call in to request.

This helps you to better manage the cash flow by spreading out your payments over a 3 or 6 months period. This is especially good for places that may not offer 0% Instalment Payment Plans upfront. For example, purchase of a television at an electronics store, or purchase of flight tickets, or payment for a dining transaction by using a currently valid OCBC Cashflo Mastercard.

### **3) I have the OCBC Cashflo Mastercard, how does this affect me?**

You do not need to do anything as there will be no impact to your existing card, you can continue to use it and if the purchase amount is eligible for Auto-IPP, your transaction will be converted to 3 or 6 months with zero interest.

### **4) Will my Supplementary card enjoy the same benefits as the Principal card?**

Yes, Supplementary cardmembers will also enjoy the same benefits as Principal cardmembers. Supplementary cardmember's spending will be reflected in the billing statements of the principal cardmember's OCBC Cashflo Mastercard.

### **5) I still have an on-going Auto-IPP for my Great Eastern Insurance premiums. Will my on-going Auto-IPP be affected?**

Your on-going Great Eastern Insurance premium Auto-IPP which commenced prior to 21<sup>st</sup> April 2023 will not be affected. It will continue until the end of the 12-months tenure. After the end of the 12-months tenure, the Auto-IPP feature will cease.

### **6) After 21<sup>st</sup> April 2023, can I still use my OCBC Cashflo card to pay for my Great Eastern insurance premium of RM500 or higher amount and get to enjoy the Auto-IPP?**

You can continue to pay your insurance premium with Cashflo card.

Other insurance companies are entitled for Auto-IPP as long as it meets the minimum amount for the Auto-IPP feature except for Great Eastern (GE) Life/General Insurance transaction which are not eligible for the Auto-IPP feature.

However, if you are an existing GE policyholder, you may checkout our OCBC Great Eastern Platinum card benefits in OCBC website.

**7) I am keen to pay my Great Eastern insurance premiums via instalments. Are there other instalment programs available?**

OCBC Bank has Easy Payment Plan programme (“EPP”) available for all OCBC CreditCardmembers with up to instalment tenure of up to 20 months that comes with a one-time handling fee of up to 7%. Please refer to table:

<b>EPP Tenure</b>	<b>ONE-TIME HANDLING FEE (NON REFUNDABLE)</b>
5 Months	4%
10 Months	6%
20 Months	7%

You can apply for EPP via OCBC Bank’s Internet Banking service or contact the OCBC Contact Centre at 03-8317 5000.

Note: The tenure and/or may subject to change from time to time.

Please Visit <https://www.ocbc.com.my/personal-banking/cards/epp-innerpage.html> for latest information and Terms and Conditions of the EPP programme

**8) What happened when I pay my Great Eastern insurance premium payment and/or retail purchase using Cashflo card on 20<sup>th</sup> April, 1 day before the revised benefits? Will I enjoy the current or revised benefits?**

You will enjoy the revised features when the transaction is posted.

In this case, your payment on Great Eastern and/or retail is made on 20<sup>th</sup> April 2023 (transaction date) and posted on 21<sup>st</sup> April (posted date) as an example, the bank will be based on posting date in this case it will be on the revised benefits.

**9) What is the difference between the transaction date and the posted date?**

*Transaction date:* The date when a purchase is made.

*Posted date:* The date when the transaction is received by the card issuer, OCBC Bank. Settlement of transactions made by merchants may be a few days later than the transaction date which OCBC Bank has no control over on the date which the transactions are recorded.

**10) Can I pay off my outstanding Auto-IPP amount in full?**

Yes, you may contact the OCBC Contact Centre at 03-8317 5000 and request to pay the Auto-IPP in full. You shall continue to pay the instalment amounts as stated in the monthly statement until such time the instalment amounts are converted into lump sum and reflected in your monthly statement.

**11) Are there changes to the current fees and charges on this card?**

No changes, business as usual as stated in the Credit Card Product Disclosure Sheet (PDS) at OCBC Website.

**12) Do I get rebates for the Auto-IPP transactions?**

With effective 21<sup>st</sup> April 2023, the Cashflo card does not have rebate feature.