**OneToken “Compatibility Error” Issue – Instruction for Payment**

Following feedback from several OCBC Velocity and Business Mobile Banking customers who are **Android OS 11 phone users** that they are unable to log in to OCBC Velocity, we have put in place the following interim alternative methods for them (Android OS 11 phone users) to perform transactions.

1. **For DuitNow, GIRO, Payroll and RENTAS (MYR10 million and below)**

Please fill in the following documents and email them to [MYVelocity@ocbc.com](mailto:MYVelocity@ocbc.com) for processing:

Step 1: Use the following email title: OneToken “**Compatibility Error**” Issue

Step 2: Fill out and attach to the email the following “Debiting of Funds for Payment Letter” & “OCBC – DuitNow Payment Instruction” documents

 

1. **RENTAS (MYR10 million), TT, CO, DD**

Please fill in the following PDF form and email it to [MYVelocity@ocbc.com](mailto:MYVelocity@ocbc.com) for processing:

Step 1: User the following email title: OneToken “**Compatibility Error**” Issue

Step 2: Fill out and attach to the email the following “TT/RENTAS/CO/DD Application Form”



*Please note that this alternative approach is only for until we resolve the matter pertaining to Android OS 11 phone users. Note that all customers may continue to use the OCBC Velocity service using any device that operates on iOS or Android OS 10 and below as they remain unaffected. We will share updates on this page. Thank you for your understanding.*