



Terms and conditions governing promotional rates applicable to outward telegraphic transfer in SGD from OCBC MY to OCBC SG (“Promotion”)

Promotion Period

1. The Promotion shall run from 16 January 2025 to 31 December 2025 (both dates inclusive), or such other period(s) as may be determined by OCBC Bank (Malaysia) Berhad (“**OCBC Malaysia**”) or OCBC Al-Amin Bank Berhad (“**OCBC Al-Amin**”) (collectively referred to as the “**Bank**”) by posting a notice at the Bank’s branches and website (“**Promotion Period**”).

Eligibility

2. To qualify for the Promotion, you must meet all criteria set out below (those that meet all such criteria are each referred to as an “**Eligible Customer**”):
 - a. you must be an existing corporate customer of OCBC Malaysia and/or OCBC Al-Amin; and
 - b. you must hold at least 1 Eligible Account with the Bank.

Definitions

3.
 - a. “Eligible Account” means an active business account that is a Malaysian Ringgit current Account or a foreign currency call account.
 - b. “Network Transfer” means a cross-border outward telegraphic transfer from OCBC Malaysia or OCBC Al-Amin to Oversea-Chinese Banking Corporation Limited (“**OCBC Singapore**”).
 - c. “Normal Rates” is set out in Table 1 of clause 5 below.
 - d. “Promotional Rates” is set out in Table 1 of clause 5 below.

Promotion Benefit & Mechanics

4. Subject to the terms and conditions of the Promotion as contained herein (“**Terms and Conditions**”), an Eligible Customer who fulfils all the conditions below (collectively referred to as “**Conditions**”) is eligible to enjoy the Network Transfer Promotional Rates set out in clause 5 below:
 - a. Perform a cross-border outward telegraphic transfer (“**OTT**”) in Singapore Dollar (“**SGD**”) from an Eligible Account with OCBC Malaysia or OCBC Al-Amin to an account in OCBC Singapore via either Business Internet Banking (OCBC Velocity), the OCBC Malaysia Business Mobile Banking Application, Host-to-Host (H2H) channel or Application Programming Interface (API) channel.
 - b. Select for the telegraphic transfer charges to be paid by the Eligible Customer i.e. by choosing “Applicant (OUR)”. See Explanation Note below.

Explanation Note for clause 4(b): OTT via OCBC Velocity and OCBC Malaysia Business Mobile Banking platform will require the Eligible Customer to instruct on the payment of charges imposed by the Bank and other banks. To qualify for this Promotion, the Eligible Customer must select for the charges to be paid by “Applicant (OUR)”, meaning the charges will be paid by Eligible Customer. If the Eligible Customer selects for the charges to be paid by “Beneficiary (BEN)” or “Shared (SHA)”, then the Promotional Rates do not apply, and the Normal Rates will apply instead.



5. Table 1 below sets out the Promotional Rates which apply to each OTT in SGD which fully complies with the Terms and Conditions. If an OTT in SGD does not fulfil all the Conditions set out in clause 4(a) and clause 4(b) above, the Normal Rates shall apply to the said OTT.

For clarity, Table 1 below only sets out the Promotional Rates and the Normal Rates for OTT in SGD for comparison. OTT in other currencies is out of scope for this Promotion. The rates and charges for OTT in other currencies may be obtained from the Bank's website and branches.

Table 1

OTT Particulars	Promotional Rates	Normal Rates*
OTT in SGD to Singapore	RM0 per transaction/transfer	RM5 per transaction/transfer

**These are the Normal Rates as at 26 December 2024 and the Bank reserves the right to revise such rates by giving advance notice prior to any changes by posting it on the Bank's website and branches. The latest rates may be obtained from the Bank's website.*

6. If the Eligible Customer instructs/authorizes to debit its Eligible Account denominated in any currency other than SGD for purposes of an OTT, there will be currency conversions, and there will be foreign currency exchange rates incurred. An Eligible Customer may book foreign exchange contracts via the FX Online platform on OCBC Velocity or OCBC Malaysia Business Mobile Banking App.
7. The Bank reserves the right in its sole and absolute discretion to determine whether a participant is an Eligible Customer which qualifies for this Promotion. If the Bank in its sole and absolute discretion decides that any participant does not fulfil the eligibility criteria set out in clause 2a and clause 2b above or the Conditions set out in clause 4a and clause 4b above, the benefits of the Promotion ("**Benefits**") will not be accorded to such participant.

General

8. By participating in the Promotion, the participant shall be deemed to have read, understood, accepted these the Terms and Conditions.
9. The Eligible Customer represents and warrants to the Bank that the source(s) of funds for the funds transfer request is lawful under the laws and regulations (including the foreign exchange administration rules) of all relevant jurisdictions and will take all necessary actions to ensure that such laws or regulations will not be contravened and will be complied with at all times.
10. The Eligible Customer acknowledges and agrees that for execution of an OTT, the Bank may require additional information (e.g. supporting documents, etc. as per OCBC's Foreign Exchange Policy Notices checklist) for processing or for authentication of the OTT request. The Bank may act solely based on the information provided by the Eligible Customer (e.g. the Eligible Customer's account number,



recipient's name or recipient's bank information) and the Bank has no duty to independently verify any information provided by the Eligible Customer. The Eligible Customer shall ensure that the OTT requests are made by the person(s) mandated by the Eligible Customer to carry out such transactions.

11. The Eligible Customer acknowledges and agrees that the Bank will not send any notification to advise on whether an OTT request has been executed, is successful, unsuccessful or rejected. In the event the Eligible Customer wish to understand the reason for an unsuccessful or rejected OTT request, the Eligible Customer may contact or send an email to OCBC Customer Service Centre. The contact information can be found on Velocity log in page, under Help & Support.
12. The Eligible Customer agrees that the Bank will process the OTT requests in accordance with the Bank's established and regular business practices, procedures and policies. The processing of any OTT request shall also be subject to the terms and conditions, procedures, approval, action and/or co-operation of third parties (including but not limited to intermediary/agent bank(s) and/or beneficiary bank(s) located within or outside Malaysia, collectively referred to as "**Third Parties**"). The Bank may decline any OTT request which in the Bank's opinion may contradict any laws, rules, regulatory or policy requirements, internal or external. The Third Parties may decline any transfer request on such grounds deemed fit by the Third Parties and the Eligible Customer acknowledges that the Bank has no control whatsoever over and shall not be liable for such Third Parties' acts or omissions.
13. In the event the Eligible Customer would like to cancel or make amendment to a submitted OTT request, the Eligible Customer may contact or send an email to OCBC Customer Service Centre. The contact information can be found on Velocity log in page, under Help & Support. The cancellation of or amendment to the OTT request submitted to the Bank will be executed by the Bank accordingly. The Bank shall not be liable for any loss, cost or expense suffered by the Eligible Customer if the Bank does not or is unable to cancel or amend an OTT request.
14. In no event shall the Bank be liable for any loss of business, loss of profits, earnings or goodwill, loss of data, indirect, consequential, special or incidental damages, liabilities, claims, losses, expenses, disbursements, awards, penalties, proceedings and costs regardless of whether the possibility of such losses or damages was disclosed to or could have reasonably been foreseen by the Bank.
15. All prevailing terms and conditions for accounts and banking services, including but not limited to electronics services, remittance and payment services shall continue to apply.
16. In the event of any inconsistency between these Terms and Conditions and any brochure, marketing or promotional material relating to the Promotion, these Terms and Conditions shall prevail.



17. The Bank reserves the right to review, add, alter, vary and modify any or all the Terms and Conditions at any time and from time to time with prior notice to customers. Notice of such variation of the Terms and Conditions or suspension or termination of the Promotion is considered as duly given by posting a general notice in the Bank's branches and websites and the variations will take effect from the date set out in the notice.
18. The Terms and Conditions shall be governed by Malaysian laws and the parties submit to the exclusive jurisdiction of the Malaysian courts.

Data Protection and Consent

19. By participating in the Promotion, the participant acknowledges and agrees that the Bank may collect, use, disclose and/or process data (which may include without limitation, personal data) relating to the Eligible Customer such as and without limitation to, the details and business contact information of the Eligible Customer and/or the Eligible Customer's representative(s) (collectively, "Customer Data"). Such Customer Data may be collected, used, disclosed and/or processed for:
 - a. the purpose of determining the eligibility of a participant to participate in the Promotion;
 - b. the purpose of managing, administering and conducting the Promotion;
 - c. the fulfilment and delivery of the Benefits to the Eligible Customer, where applicable; and
 - d. such other purposes as may be set out in the Bank's respective data protection policies and/or privacy policies (collectively, the "**Purposes**").
20. In providing any Customer Data to the Bank in the course of the Promotion, the Eligible Customer represents and warrants that:
 - a. such Customer Data is accurate, complete and true; and
 - b. where Customer Data relates to an individual (for example, the Eligible Customer's representative(s)), the Eligible Customer has the valid authority and consent from such individuals to act on their behalf and to provide such Customer Data to the Bank to collect, use, disclose and process for the Purposes.
21. The Bank will collect, use, and disclose any personal data in accordance with the Personal Data Protection Act 2010 and the OCBC Privacy Policy which can be found on the Bank's website at <https://www.ocbc.com.my/group/security-privacy>.