



## **MERCHANT'S SURCHARGES AND COMPLAINT PROCESS**

Please note the latest announcement on **OCBC Business Debit Card**

### **Surcharges & Complaints Process**

Merchants shall not impose a surcharge or minimum transaction amount on cardholders when accepting debit/credit cards as a mode of payment.

Customers who do not wish to pay the surcharge or abide by the minimum transaction amount imposed by a merchant are advised to purchase goods/services from another merchant that does not impose any surcharge or minimum transaction amount.

Customers may lodge a complaint through

- 1) The OCBC Contact Centre - 603-83175200
- 2) <https://telelink.bnm.gov.my/>

For more information and Terms and Conditions, please refer to

**<https://www.ocbc.com.my/business-banking/smes/transactions/business-debit-card>**