

REVISION TO THE OCBC 365 MASTERCARD FEATURES

Please refer to the table below for changes to the **OCBC 365 Mastercard** features effective 26th August 2023:

Current Features	New Features
<ul style="list-style-type: none"> 1% Cashback on all retail spending up to the first RM1,000 0.5% Cashback on subsequent retail spending 	<ul style="list-style-type: none"> 0.05% Cashback on Everyday Spending* up to first RM1,000 5.0% Cashback on subsequent Everyday Spending* from RM1,000 – RM1,500 (Capped at RM20 cashback monthly) 0.50% Cashback on subsequent Everyday Spending* above RM1,500
No Foreign Exchange Mark-Up	1% Foreign Exchange Mark-Up on overseas transactions

* Cashback is only rewarded for spending related to Dining, Shopping, Groceries, Utilities, Petrol and Insurance Premiums (“Everyday Spending”). Other spending categories are not entitled for Cashback. Insurance Premiums exclude Great Eastern Insurance Premiums.

Following is a summary of the revised OCBC 365 Mastercard terms and conditions:

Clauses			
2. Under the OCBC 365 Cashback Programme, a Cardmember earns a cashback on purchases validly charged to the Cardmember’s OCBC Card as provided in Table 1 below:			
TABLE 1			
CASHBACK		TRANSACTIONS FOR CASHBACK CALCULATION	
First RM1,000 of Total Everyday Spending – 0.05%		Total Everyday Spending (Table 2 and Table 3) billed for the month	
Subsequent Total Everyday Spending of RM1,000 – RM1,500 - 5% (capped at RM20 cashback monthly)			
Subsequent Total Everyday Spending of above RM1,500 – 0.50%			
a) “ Total Everyday Spending ” means the total amount you spend on regular or “everyday” purchases as outlined in Table 2 and Table 3 below. The right hand column shows items that are not considered “everyday spending.”			
TABLE 2			
EVERYDAY SPENDING* (the transactions below are included for cashback calculation)		NON-EVERYDAY SPENDING (the transactions below are excluded from cashback calculation)	
(i)	Local and overseas/foreign currency purchase	(i)	Easy Payment Plan (EPP)
(ii)	Auto Debit/Recurring	(ii)	Balance Transfer (BT)
(iii)	Online Purchases/ e-wallet/ E-Commerce	(iii)	Call for Cash (CFC)
(iv)	Instalment Payment Plan (IPP)	(iv)	Power Credit Cash Plus
(v)	Mail Order/Telephone Order	(v)	Outstanding Balance
		(vi)	Auto Balance Conversion

(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)	JomPAY, FPX and DuitNow QR transactions
(xxi)	Any transactions made in the United Kingdom, or in the country which is a member of the European Economic Community (EEC) or European Union (EU) including Aland Islands, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Martinique, Mayotte, Netherlands, Poland, Portugal, Reunion, Romania, Saint Martin, Slovakia, Slovenia, Spain, Svalbard and Jan Mayen, Sweden, Iceland, Liechtenstein and Norway.

* The Everyday Spending under cashback calculations is based on the Merchant Category Codes (“MCC”) as stated in Table 3 (or as stated on the OCBC Website from time to time), and excludes transactions in countries specified in items (xxi) under Non-Everyday Spending (including online/e-commerce transactions made to merchants tagged to the aforementioned countries)

- b) The cashback is calculated on the Total Everyday Spending for the month and is noncumulative from previous month.

Illustration 1 of cashback calculation:

EVERYDAY SPENDING AMOUNT	CASHBACK CALCULATION	CASHBACK AMOUNT
RM1,000	RM1,000 x 0.05% Cashback	RM 0.50

Illustration 2 of cashback calculation:

EVERYDAY SPENDING AMOUNT	CASHBACK CALCULATION	CASHBACK AMOUNT
RM3,000	First RM1,000 x 0.05% Cashback	RM 0.50
	Subsequent RM500 x 5% Cashback (capped at RM20 per month)	RM 20.00

	Subsequent RM 1,500 x 0.50% Cashback	RM 7.50
	Total	RM 28.00

c) Online purchases, e-wallet and e-Commerce are collectively known as “Online Purchases”.

This refers to purchases made on an online merchant’s website, and excludes transactions made for payments on OCBC Internet Banking.

d) The Everyday Spending under cashback calculations is based on the following Merchant Category Codes (“MCC”) as stated in Table 3 (or as stated on the OCBC Website from time to time) :

TABLE 3

Category	Eligible MCC
Dining	5811, 5812, 5462, 5814
Grocery	5411, 5422, 5441, 5451, 5499, 9751, 5912
Shopping	5310, 5311, 5331, 5399, 5947, 5948, 5949, 5950, 5964, 5965, 5966, 5967, 5969, 5970, 5971, 5973, 5992, 5993, 5999, 5094, 5300, 5309, 5611, 5621, 5631, 5641, 5651, 5655, 5661, 5681, 5691, 5697, 5699, 5931, 5941, 5942, 5943, 5944, 5945, 5977, 7278
Utilities	4900, 5968, 4899, 4813, 4814
Petrol	5172, 5541, 5542, 9752
Insurance Premiums*	5960, 6300, 6381

*Insurance Premiums excludes Great Eastern Insurance Premiums.

4. OCBC Bank reserves the right at any time and from time to time to revise, amend or modify the OCBC 365 MasterCard features, services or terms and conditions in any way deemed appropriate by OCBC Bank at its sole and absolute discretion, including but not limit to, suspending, withdrawing or terminating the OCBC 365 MasterCard features or services available, adding/supplementing or to deleting/removing or replacing/substituting or otherwise varying or modifying 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. Notification may be effected at OCBC’s discretion by way of posting a general notice in any OCBC branch and its website, via Short Messaging Service (SMS) to the Cardmember’s registered mobile number, e-mail to the Cardmember’s registered email address or incorporating the notice into OCBC Bank’s statement sent to the Cardmembers periodically. OCBC Bank may advertise a general notice in any one issue of a daily national newspaper as well.

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 for more information.

Date of Notice: 1 August 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) I have the OCBC 365 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 you will be rewarded per the current features until the revised features take effect on 26th August 2023.

3) How do the revised features benefit me?

You will enjoy better cashback when you spend more.

Below is the illustration to show the difference.

Assumption: Total Everyday Spending in a month is RM2,000

Current features:

Cashback tier	Cashback Calculation
1.0%	RM1,000 x 1% = RM10.00
0.50%	RM1,000 x 0.50% = RM5.00

Total **RM15.00** cashback

Effective 26 August 2023:

Cashback tier	Cashback Calculation
0.05%	RM1,000 x 0.05% = RM0.50
5% (capped at RM 20)	RM20
0.50%	RM500 x 0.50% RM2.50

Total **RM23.00** cashback

4) Will my Supplementary card attract the same benefits as the Principal card?

Yes, Supplementary cardmembers will also enjoy the same benefits as Principal cardmembers.

A Supplementary cardmember's spending will be totaled with the Principal cardmember's spending for cashbacks reflected in the billing statements of the Principal cardmember's OCBC 365 Mastercard.

5) Will I be entitled to a cashback on insurance premium when I pay with this card?

Yes, you will be entitled to a cashback *except* for Great Eastern (GE) Life/General Insurance.

If you are an existing GE policyholder, you may check out the OCBC Great Eastern Platinum card on the OCBC website.

6) What happens if I perform an Everyday Spending transaction on 25th August 2023, i.e., a day before the revised benefits? Will I enjoy the current or new benefits?

Transactions posted on 26th August 2023 onwards will be entitled to the new benefits and will be calculated as new spending for the cycle. In this case, the transaction made on 25th August 2023 (transaction date) and posted on 26th August 2023 (posted date) will attract the new benefits.

7) 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 after the transaction date. OCBC Bank has no control over on the date on which the transactions are recorded.

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

Overseas transactions made with the OCBC 365 Mastercard are subject to the currency conversion rate determined by VISA International and Mastercard Worldwide plus a standard administration cost of **1%** and any transaction fee charged by VISA International and Mastercard Worldwide.

There are no changes to other fees and charges of this card.