



Date of Notice: 01 May 2026

Subject: Auto Enablement of Toll-Related Transactions on Highways and Expressways for OCBC Debit and Credit Card

Dear Valued Customer,

We are pleased to inform you that, effective 01 May 2026, your OCBC Debit and Credit Cards will be automatically enabled for toll-related transactions on highways and expressways nationwide.

Simply look for the Visa, Mastercard, or MyDebit card scheme logos at toll booths. You can then seamlessly pay your toll fares by tapping your card on the payment terminal.

For OCBC Debit Cardholders, please ensure that you have sufficient balance in your account to perform toll-related transactions.

Thank you for banking with OCBC.

Please refer to Appendix I for **Frequently Asked Questions**.

If you have any questions, please call the OCBC Contact Centre at 03-8317 5000. Alternatively, you may visit www.ocbc.com.my/Cards for more information.

Appendix 1

OCBC Bank Toll-Related Transactions FAQ

1. What is the definition of a toll-related transaction?

A toll-related transaction refers to payments made at the payment terminal located at toll plazas on highways or expressways. After you have completed your journey on the expressway, the toll operator will debit the total toll amount to your OCBC Bank card.

2. How do I activate my OCBC Debit and Credit Cards for toll-related transactions?

No activation is required. OCBC Bank will automatically enable both Debit and Credit Card features for toll-related transactions, effective from the implementation date.

3. Can a cardholder disable the toll-related transaction feature?

The feature will be permanently enabled on the card, effective from the implementation date, and cannot be disabled.

4. What can cause a toll-related transaction to fail?

Toll-related transactions may fail if your debit or credit card has expired. For OCBC Debit Cardholders, please ensure that you have sufficient balance in your account to perform toll-related transactions.

5. I hold an OCBC Bank supplementary credit card. Can I use my card to pay for tolls?

Yes, you can. Simply look for the Visa, Mastercard, or MyDebit card scheme logos at toll booths. You can then seamlessly pay your toll fares by tapping your card on the payment terminal.