

## REVISION TO THE OCBC CREDIT CARD FEATURES

Please refer to the table below for the latest changes to the **OCBC Titanium Mastercard (Blue/Pink)** features starting from 21 April 2023:

Current Features	New Features
<ul style="list-style-type: none"> <li>• 1% Cashback on Online and Overseas spend</li> <li>• 0.1% Cashback on all other retail spend</li> </ul>	<ul style="list-style-type: none"> <li>• 0.07% Cashback on Online &amp; e-wallet spending of up to RM1,000</li> <li>• 7.0% Cashback on subsequent Online &amp; e-wallet spending above RM1,000 – RM1,500 (Capped at RM20 per month)</li> <li>• 0.55% Cashback on subsequent Online &amp; e-wallet spending above RM1,500</li> <li>• 0.1% Cashback on all other retail spending</li> </ul>

Summary of the following Titanium Mastercard (Blue/Pink) terms and conditions as part of the changes.

Clauses																										
<p>6. Cardmember can earn rebate on spending validly charged to the Cardmember's OCBC Titanium MasterCard (Blue/Pink) as provided in the table below:-</p> <p style="text-align: center;"><b>Table 1</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;">REBATE</th> <th style="background-color: #cccccc;">TRANSACTIONS FOR REBATE CALCULATION</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">0.07%</td> <td>Online &amp; e-wallet spending of up to RM1,000</td> </tr> <tr> <td style="text-align: center;">7.0%</td> <td>Online &amp; e-wallet on subsequent spending above RM1,000 – RM1,500 (Capped at RM20 per month)</td> </tr> <tr> <td style="text-align: center;">0.55%</td> <td>Online &amp; e-wallet on subsequent spending above RM1,500</td> </tr> <tr> <td style="text-align: center;">0.1%</td> <td>All other retail spending</td> </tr> </tbody> </table> <p>a) "Retail Spending" means the total amount of the Cardmember's retail spending. Table 2 below sets out the transactions which form part of retail spending and transactions which do not.</p> <p style="text-align: center;"><b>Table 2</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;">RETAIL SPENDING (transactions below are included for rebate calculation)</th> <th style="background-color: #cccccc;">NON-RETAIL SPENDING (transactions below are excluded from rebate calculation)</th> </tr> </thead> <tbody> <tr> <td>(i) Online Purchases/ e-wallet/ E-Commerce</td> <td>(i) Easy Payment Plan (EPP)</td> </tr> <tr> <td>(ii) Local and overseas purchases</td> <td>(ii) Balance Transfer (BT)</td> </tr> <tr> <td>(iii) Auto Debit / Recurring</td> <td>(iii) Call for Cash (CFC)</td> </tr> <tr> <td>(iv) Instalment Payment Plan (IPP)</td> <td>(iv) Power Credit Cash Plus</td> </tr> <tr> <td>(v) Mail Order / Telephone Order</td> <td>(v) Auto Balance Conversion</td> </tr> <tr> <td></td> <td>(vi) Outstanding Balance</td> </tr> <tr> <td></td> <td>(vii) Cash Advance</td> </tr> </tbody> </table>	REBATE	TRANSACTIONS FOR REBATE CALCULATION	0.07%	Online & e-wallet spending of up to RM1,000	7.0%	Online & e-wallet on subsequent spending above RM1,000 – RM1,500 (Capped at RM20 per month)	0.55%	Online & e-wallet on subsequent spending above RM1,500	0.1%	All other retail spending	RETAIL SPENDING (transactions below are included for rebate calculation)	NON-RETAIL SPENDING (transactions below are excluded from rebate calculation)	(i) Online Purchases/ e-wallet/ E-Commerce	(i) Easy Payment Plan (EPP)	(ii) Local and overseas purchases	(ii) Balance Transfer (BT)	(iii) Auto Debit / Recurring	(iii) Call for Cash (CFC)	(iv) Instalment Payment Plan (IPP)	(iv) Power Credit Cash Plus	(v) Mail Order / Telephone Order	(v) Auto Balance Conversion		(vi) Outstanding Balance		(vii) Cash Advance
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(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

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 e-wallet rebate is based on selected merchants as stated in Table 3 (or as stated on the OCBC Website from time to time) to be entitled under rebate calculations.

**Table 3**

Alipay	Boost	Grab	Lazada	Touch 'n Go
BigPay	Fave	Kiplepay	Shopee	WeChat

9. OCBC Bank reserves the right at any time and from time to time to revise, amend or modify the OCBC Titanium Mastercard (Blue/Pink) features, services or terms and conditions in any way deemed appropriate by OCBC Bank at its sole and absolute discretion, including but without limitation, to suspend, withdraw or terminate the OCBC Titanium Mastercard (Blue/Pink) features or services available, to add/supplement or to delete/remove or to replace/substitute or otherwise vary or modify 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. Notice may be given by way of advertising a general notice in any one issue of a daily national newspaper or by posting a general notice in any OCBC branch or its Website or by incorporating the notice into OCBC Bank’s statement sent to the Cardmembers periodically or by short message service (SMS) and the 21 days’ notice will take effect from the date set out in the notice.

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](http://www.ocbc.com.my/Cards) for more information.

Date of Notice: 30 March 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 Titanium Mastercard (Blue/Pink), 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 will be rewarded as per current features until the revised features take effect on 21 April 2023.

### **3) How does the revised features benefit me?**

You will enjoy better cashback when you spend more.

Below is the illustrate table to show the difference.

*Assumption:* Total Online and e-wallet spend in a month is RM2,000

Current features

1.0%	RM2,000 x 1% = <b>RM20.00</b> (cashback)
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Effective 21 April 2023

Tier 1 - 0.07% up to RM1,000	RM1,000 x 0.07% = RM0.70
Tier 2 – 7.0% subsequent spend from RM1,000- RM1,500 (capped at RM20 per month)	RM500 x 7% = RM20 capping
Tier 3 – 0.55% subsequent spend above RM1,500	RM500 x 0.55% RM2.75
<b>Total</b>	<b>RM23.45</b> (cashback)

### **4) Will my Supplementary card enjoy the same benefits as the Principal card?**

Yes, Supplementary cardmembers will also enjoy the same benefits as Principal cardmembers. Supplementary cardmember's spending will be cumulated with the Principal cardmember's spending for rebates reflected in the billing statements of the principal cardmember's OCBC Titanium Mastercard (Blue/Pink).

### **5) Will I be entitled for cashback on insurance premium when I pay with this card?**

Yes, you will be entitled for cashback *except* for Great Eastern (GE) Life/General Insurance. If you are an existing GE policyholder, you may checkout OCBC Great Eastern Platinum card for more information in OCBC website.

**6) Is the e-wallet spending will be treated as Online spend?**

Yes, e-wallet spend is collectively known as “Online Purchases” and on top of that we only recognise the following merchants (or as stated on the OCBC Titanium Mastercard (Blue/Pink) website from time to time) to be entitled under e-wallet for the cashback calculations.

Alipay	Boost	Grab	Lazada	Touch 'n Go
BigPay	Fave	Kiplepay	Shopee	WeChat

**7) Will I be entitled for cashback when I purchase goods at overseas?**

Yes, as the purchase is not through internet or e-Commerce, it will be treated as other retail spending. If the overseas spend through the internet or e-Commerce platform, it will be treated as Online spending.

**8) What happens if I purchase via Online on Lazada on 20<sup>th</sup> April, 1 day before the revised benefits? Will I enjoy the current or new benefits?**

Yes, you will enjoy the cashback when the transaction is posted.

In this case, your Lazada purchase which is made on 20<sup>th</sup> April 2023 (transaction date) and posted on 21<sup>st</sup> April (posted date), the bank will calculate the cashback based on posting date in this case it will be on the revised benefits.

**9) 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 later than the transaction date which OCBC Bank has no control over on the date which the transactions are recorded.

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

No changes, business as usual as stated in the Credit Card Product Disclosure Sheet (PDS) at the OCBC website.