

**SmartSavers Account**

**Product Name: OCBC SmartSavers**

**What is OCBC SmartSavers Account?**

A high-yield savings account that fosters disciplined savings

Eligibility				
Age requirement	Individuals aged 18 years old and above (for single or joint account).			
Nationality	Open for Malaysian Citizens, Permanent Residents and Non-Residents (subject to the country of origin).			
Documents Required	Identity Card or Passport.			
Minimum Initial Deposit	RM200			
Minimum Balance to Maintain in Account	RM20 Any transactions resulting in the balance falling below minimum balance shall be rejected.			
Interest Rate				
Interest Calculation	The interest rates for this Account are subject to change in tandem with general direction of interest rates. Corresponding interest rate as described in the “Interest Rate” section will apply to the total balance in the SmartSavers Account and interest will be accrued daily. Interest will be credited into SmartSavers Account monthly.			
Interest Rate	Interest rates are determined by the following two factors:			
	<ul style="list-style-type: none"><li>• Total cumulative deposits amount made by the customer into their SmartSavers Account every calendar month; and</li><li>• Any withdrawals from the SmartSavers Account made every calendar month.</li></ul>			
	The interest rates that apply are as follows:			
	SmartSavers			
	Tier	Total deposit amount (RM) into the account every calendar month	Interest rate (% p.a.) as at time of publishing, 1 October 2022*	
			No withdrawals during the calendar month	At least 1 withdrawal during the calendar month
	1	RM0 – RM999.99	0.85% p.a.	0.05% p.a.
	2	RM1,000 and above	1.25% p.a.	0.05% p.a.
	*These rates are applicable only at time of publishing. The updated applicable rates can be obtained from OCBC Malaysia website. Interest shall be paid by OCBC Bank at the rate determined by OCBC Bank. OCBC Bank reserves the right to change the interest rates and shall do so by posting in the branch, at OCBC Bank’s website or in the mass media.			
	Example of Interest Rate Calculation:			

1. Customer deposit:

a) 1 March => customer deposited RM30 into SmartSavers

b) 15 March => customer top-up RM500 into SmartSavers

2. Daily accrual of Basic interest rate calculation:

a) From 01 March to 14 March => Interest accrual = (RM30 x 0.05% x 14 days / 365 days) = RM0.00058

b) From 15 March to 31 March => System will accrue Interest = (RM530 x 0.05% x 17 days / 365 days) = RM0.01234

- Total basic interest accrual = RM0.01292

3. Additional interest rate calculation at month end if there has been no withdrawal:

a) From 01 March to 14 March => System will accrue interest = [RM30 x 0.80% (i.e. 0.85% - 0.05%) x 14 days / 365 days] = RM0.00921

b) From 15 March to 31 March => System will accrue interest = [RM530 x 0.80% (i.e. 0.85% - 0.05%) x 17 days / 365 days] = RM0.19748

Total additional interest accrual = RM0.20669

<b>Interest Calculation in the Event of Account Closure</b>	Account closure will be considered a withdrawal. In the event of an account closure, the interest rate of 0.05%p.a. shall be applied to compute the daily interest accrual on balances up to the previous day of account closing for the calendar month.				
<b>Services</b>					
<b>OCBC Online Banking</b>	<p>Electronic Banking Lobbies – eLobby</p> <ul style="list-style-type: none"> <li>ATM Services provide cash withdrawals, funds transfers, balance enquiries, cheque book requests and more, 24 hours a day, 7 days a week.</li> <li>Cash Deposit Machine enables cash deposits or payments with or without your Debit card to your own and third party OCBC accounts.</li> <li>Cheque Deposit Machine provides a quick and convenient way to deposit cheques into OCBC accounts.</li> </ul> <p>OCBC Internet Banking</p> <ul style="list-style-type: none"> <li>Access your OCBC accounts 24 hours a day from the comfort of your home or office. Register for free with your Debit or Credit Card numbers and PIN at OCBC Malaysia website.</li> </ul> <p>OCBC Phone Banking</p> <p>The answer to your banking queries is now just a phone call away. Choose from the self-service menu or speak to our Customer Service Executive by calling our Contact Centre (refer to Customer Service Hotlines &gt; Personal Banking from OCBC Malaysia website).</p>				
<b>Interbranch Withdrawal</b>	Up to RM300,000 per account per day.				
<b>Monthly Savings Amount</b>	<ul style="list-style-type: none"> <li>Customer may set up a Standing Instruction (SI) from an existing OCBC Bank account; deposit cash via the Cash Deposit Machine or transfer money via GIRO etc for the fixed monthly savings account.</li> <li>If customer sets up a Standing Instruction (SI) to the account, customer must decide on the fixed monthly savings amount upon opening the account. Minimum monthly savings amount is RM10 and it must be in multiples of RM10. Customer may change the monthly savings amount via a new standing instruction once every year.</li> </ul> <p>Ad hoc deposits are allowed.</p>				
<b>Features and Benefit</b>					
<b>Account Statement</b>	<p>Manage funds easily with monthly e-statements that can be retrieved through OCBC Online Banking and/or delivered to your email address. You may also choose to receive hardcopy statements that will be sent out monthly to you.</p> <p>A charge of RM10.00 per month shall be imposed upon each request for an additional statement.</p>				
<b>Deposit Insurance</b>	<p>Protected by PIDM up to RM250,000 for each depositor.</p> <p>For more information, refer to the PIDM information brochures that are available at our counters or go to the website at PIDM website.</p>				
<b>Dormant Account Treatment</b>	<p>Any savings or current account with no activity for 1 year or more from the last date of transaction will be considered as a dormant account under the BNM Guidelines on Basic Banking Services Framework.</p> <table border="1"> <tr> <td>Dormant account with balance not more than RM10.00</td><td>The balance shall be absorbed as a service fee and the account shall be closed.</td></tr> <tr> <td>Dormant account with balance more than RM10.00</td><td>An annual fee of RM10.00 will be charged until the remaining balances are designated as "Unclaimed Monies". Please refer to section on "Policy of Unclaimed Monies".</td></tr> </table> <p>To reactivate a dormant account, you are required to perform a deposit or withdrawal transaction over the counter at any OCBC Bank (Malaysia) Berhad or OCBC Al-Amin Bank Berhad branches personally.</p>	Dormant account with balance not more than RM10.00	The balance shall be absorbed as a service fee and the account shall be closed.	Dormant account with balance more than RM10.00	An annual fee of RM10.00 will be charged until the remaining balances are designated as "Unclaimed Monies". Please refer to section on "Policy of Unclaimed Monies".
Dormant account with balance not more than RM10.00	The balance shall be absorbed as a service fee and the account shall be closed.				
Dormant account with balance more than RM10.00	An annual fee of RM10.00 will be charged until the remaining balances are designated as "Unclaimed Monies". Please refer to section on "Policy of Unclaimed Monies".				

<b>Policy of Unclaimed Monies</b>	Please note that any account with a credit balance but which continues to be dormant for seven (7) years or more shall be transferred to Unclaimed Monies in accordance with the Unclaimed Monies Act 1965.
<b>Operation of Joint Account</b>	<ul style="list-style-type: none"> <li>A joint account ("Account") may be opened for 2 or more individuals who are 18 years old and above. Each applicant's Identity Card/Passport will be required upon application.</li> <li>The accountholders shall be jointly entitled to any deposit or credit balance in the Account.</li> <li>All instructions relating to the Account, including without limitation in connection with operation and closure of the Account or suspension or termination of the services, change of address, hold mail or other details of the accountholders registered with the Bank or any other information, shall be given in writing (or by any other means permitted by OCBC Bank) by all joint accountholders, unless otherwise instructed in writing by all the joint accountholders.</li> <li>All joint accountholders shall be jointly and severally liable for all transactions arising from such instructions.</li> <li>If OCBC Bank receives contradictory instructions, whether or not from authorised person(s), OCBC Bank may choose to act only on the mandate of all the joint accountholders.</li> <li>Upon receiving notice of death of any one or more of the joint accountholders, OCBC Bank shall be entitled to pay the deposit or credit balance as the case may be, to the survivor and if more than one survivor in their joint names provided that prior to such payment OCBC Bank shall be entitled to set off the indebtedness of any of the joint accountholders under any account with OCBC Bank and/or with any company within the OCBC Group from the deposit or credit balance.</li> <li>OCBC Bank may permit the surviving accountholder(s) to continue to operate the Account subject to the fulfilment of such Terms and Conditions as may be imposed by OCBC Bank.</li> </ul>

<b>Summary of Fees and Charges</b>	
<b>Early Closure</b> Within 3 months from date opened	RM20.00
<b>Dormant Account</b> Account is dormant if no activity for 1 year or more from the last date of transaction	Account with a balance up to RM10.00: Balance shall be absorbed and account will be closed.  Accounts with a balance more than RM10.00: RM10.00 per annum until the 7th year, balance (if any) will be classified as Unclaimed Monies
<b>Debit Card</b> Registration Fee (One-time Fee) Annual Fee	RM8.00 RM8.00 per annum
<b>Cash Withdrawal Services</b> <ul style="list-style-type: none"> <li>Withdrawal at any ATM in overseas bearing the MasterCard logo</li> <li>Withdrawal at ATMs of participating banks in MEPS shared ATM network</li> <li>Withdrawal at ATMs of HSBC, UOB, Standard Chartered Bank (within Malaysia)</li> </ul>	RM10.00  Up to RM1.00* per transaction determined by the Financial Institution that provides the ATM services RM1.00

<ul style="list-style-type: none"> <li>• Withdrawal at any ATM operated by OCBC Group bearing the OCBC Bank logo in Malaysia, Singapore, Macau, Hong Kong and Indonesia</li> </ul>	No charge
MEPS Instant Transfer via MEPS ATM	No charges (for transaction amount RM5,000 and below); Fees determined by financial institution that provides the ATM services (for transaction amount above RM5,000)
MEPS Instant Transfer at OCBC ATMs	No charge
Card Replacement Fee	RM12.00
Sales Draft Retrieval Fee	RM15.00 per original copy RM8.00 per duplicate copy
Overseas Conversion Fee	Conversion rate as determined by VISA, MasterCard or AMEX, plus any admin fees charged by VISA, MasterCard or AMEX
<b>Other Fees &amp; Charges</b>	Refer to Personal Banking > Fees & Charges from OCBC Malaysia website

## Contact Information

<b>OCBC Bank (Malaysia) Berhad</b>	<p>For more information, inquiries or feedback on our latest products and services, you may call our Contact Centre (refer to Customer Service Hotlines &gt; Personal Banking from OCBC Malaysia website) or any OCBC Bank branch nearest to you.</p> <p>You may also contact us at any time to update your Personal Details. This information is crucial to us in our on-going efforts to serve you better. Rest assured, your personal details will be kept confidential.</p> <p>If you have any complaints on our products or service level, you may also write to us at the following address or email to us (refer to Help &amp; Support &gt; The Dispute Resolution Process from OCBC Malaysia website):</p> <p style="text-align: center;"><b>Service Transformation Department,</b> OCBC Bank (Malaysia) Berhad, Menara OCBC, 18 Jalan Tun Perak, 50050 Kuala Lumpur</p> <p>Alternatively, if you wish to seek the views of the authorities on our handling of a complaint, the Financial Markets Ombudsman Service (formerly known as Ombudsman for Financial Services) (refer to Contact Us from Financial Markets Ombudsman Service website); or Bank Negara Malaysia (refer to Contact Us from Bank Negara Malaysia website)</p>
<b>Bank Negara Malaysia</b>	<p>For further enquiries on Financial Products, visit</p> <ul style="list-style-type: none"> <li>• MyCoverage website</li> </ul> <p>You may visit the nearest BNMLINK or call BNMTELELINK (refer to Contact Us from Bank Negara Malaysia website).</p>

<b>Perbadanan Insurans Deposit Malaysia (PIDM)</b>	Call PIDM hotline (available Monday to Friday from 8.30am to 5.30pm) or email to PIDM (refer to Contact Us from PIDM website).
--	--

Disclaimer: This Product Information Sheet is for information purposes only and does not constitute any advice on any matter discussed. All information and materials including those on services, products, financial information, data, text or other items are provided strictly 'as is', and 'as available' and is so provided for your information and reference only. OCBC Bank does not guarantee the usefulness or adequacy of the information provided and will not be responsible for the consequences of reliance upon any opinion or statement contained herein or for any omission. The precise terms and conditions of this **OCBC SmartSavers Account** are specified in the Bank's Accounts and Services – Main Terms and Conditions and other terms and conditions applicable for this product (if any) which are available at OCBC Bank branches and at OCBC Malaysia Website. This Product Information Sheet is confidential and may not be reproduced (in whole or in part) to any other person without the prior written permission of OCBC Bank.