

What You Should Know About This Renaming Exercise

Your OCBC nuon Account and OCBC nuon Debit Card will be renamed to OCBC FRANK Account and OCBC FRANK Debit Card starting **16 September 2020**.

OCBC FRANK ACCOUNT		
1.	How is OCBC nuon Account impacted in this renaming exercise?	We are only changing the product name from OCBC nuon Account to OCBC FRANK Account. After 16 September 2020, you will see OCBC FRANK Account (instead of OCBC nuon Account) in your monthly statements, Mobile Banking Application and Internet Banking.
2.	Will there be any changes to the product features, benefits or fees and charges when OCBC nuon Account is renamed to OCBC FRANK Account?	There will be no changes to the product features, benefits or fees and charges.
3.	Will there be any impact to my account number when OCBC nuon Account is renamed to OCBC FRANK Account?	There will be no changes to your existing nuon account number.
4.	I am an existing OCBC nuon Account customer. Will this renaming exercise impact the usage of my OCBC nuon Account?	No, this renaming exercise does not impact you. You may continue banking with your OCBC nuon account as usual. You will be able to see the change in name of the account on customer fronting touch-points i.e. statement, Internet Banking, Mobile Banking etc. The product features, benefits or fees and charges of the OCBC FRANK account remain the same as the OCBC nuon account.
5.	Can I opt-out from this renaming exercise?	No, the product name change is a decision from OCBC bank and it applies across all existing OCBC nuon Account holders. There is no opt-out option available to customers.
6.	I have opened an OCBC nuon Account but I have yet to fund it. How will this renaming exercise impact my unfunded account?	If you do not fund your account within 90 days from the date you first opened the account, you would have received notices to inform you that your account is in zero balance and a reminder to fund your account. Please fund your account, otherwise, your account will be auto closed by 1 year from your account opened date.
7.	Where can I obtain the latest product details for OCBC FRANK account?	You may access the links below for more information related to the OCBC FRANK Account: <ul style="list-style-type: none">• Product Information Sheet• Terms and Conditions• Frequently Asked Question
8.	Is the OCBC FRANK Account protected by PIDM?	Yes, the OCBC FRANK Account is protected by PIDM up to RM250,000 for each depositor.

OCBC FRANK DEBIT CARD		
1.	How does this renaming exercise impact my OCBC nuon Debit Card?	We are changing the name of the OCBC nuon Debit Card to OCBC FRANK Debit Card, in which the card design will be changed. We will be sending you a OCBC FRANK Debit Card to replace your OCBC nuon Debit Card. If you are holding an OCBC nuon Debit Card and have your OCBC nuon Account funded as at 16 September 2020, an OCBC FRANK Debit Card will be couriered to you within the month of September 2020. Once you have received your OCBC FRANK Debit Card, please activate it.
2.	Will there be any changes to the features, benefits, fees, and charges for OCBC FRANK Debit Card?	The features, benefits, fees and charges of the OCBC FRANK Debit Card remains the same as for OCBC nuon Debit Card.

3.	Will I be charged with registration fee for FRANK Debit Card?	No, you will not be charged with the registration fee if you are holding an OCBC nuon Debit Card.
4.	Will my OCBC nuon Debit Card number change when it is replaced with the OCBC FRANK Debit Card?	Yes, you will receive the FRANK Debit Card with a new card number. Once you receive and activate your OCBC FRANK Debit Card, please inform your respective merchants of the new card number to ensure no disruptions in your auto-debit or standing instruction payment.
5.	Which address will my OCBC FRANK Debit Card be couriered to?	Your OCBC FRANK Debit Card will be couriered to the same mailing address as your OCBC nuon Account, which is the mailing address in our records. Please ensure your mailing address for your OCBC nuon Account is updated before 16 September 2020. Login to OCBC Online Banking or walk-in to any OCBC branch if you want to update the address.
6.	Can I use my OCBC FRANK Debit Card without activating it?	No. You must activate the card before you can start using it.
7.	How do I activate my OCBC FRANK Debit Card after I received it?	Please follow the instructions stated in the Welcome Letter that comes together with your OCBC FRANK Debit Card.
8.	Can I continue to use my OCBC nuon Debit Card after 16 September 2020 while waiting to receive my OCBC FRANK Debit Card?	Yes, you can use your OCBC nuon Debit Card as usual until you have received and activated your OCBC FRANK Debit Card.
9.	What will happen if I have received my OCBC FRANK Debit Card but did not activate it?	Your OCBC nuon Debit Card will be auto terminated after 30 days from the date stated on the Welcome Pack that comes together with your OCBC FRANK Debit Card.
10.	I have not received the OCBC FRANK Debit Card what should I do?	If you are holding an OCBC nuon Debit Card and have your OCBC nuon Account funded as at 16 September 2020, you will receive your OCBC FRANK Debit Card in September 2020. If in October 2020 you still have not received your OCBC FRANK Debit Card, please walk into any of our OCBC Bank branch or call us at 03-8317 5000 for more information.
11.	What should I do if my OCBC nuon Debit Card is lost or stolen before the OCBC FRANK Debit Card arrives?	Please call our OCBC Contact Centre at 03-8317 5000 to report a lost or stolen card. Then, walk into any of our OCBC Bank branch or OCBC Al-Amin branch for an instant replacement card.
12.	What should I do if my OCBC nuon Debit Card is retained in the ATM, card faulty, etc before OCBC FRANK Debit Card arrives?	You can walk into any OCBC Bank branch or OCBC Al-Amin branch for an instant replacement card. Once you receive the OCBC FRANK Debit Card, you should destroy the existing OCBC nuon Debit Card by cutting it into halves across the chip.
13.	I have an auto-debit or standing instruction payment using OCBC nuon Debit Card. What should I do?	Once you receive and activate your OCBC FRANK Debit Card, please inform your respective merchants of the new card number to ensure no disruptions in your auto-debit or standing instruction payment.
14.	I have multiple savings accounts and/or current accounts currently tagged to my OCBC nuon Debit Card. Will the same accounts be tagged to my OCBC FRANK Debit Card?	Yes, we will automatically tag your OCBC FRANK Debit Card to the accounts your OCBC nuon Debit Card is currently tagged to.
15.	Can I opt-out from this renaming exercise?	No, the product name change is a decision from OCBC bank and it applies across all existing OCBC nuon Debit Cardholders. There is no opt-out option available to customers.

16.	I do not have an OCBC nuon Debit Card although I am an OCBC nuon Accountholder. Will I receive an OCBC FRANK Debit Card?	No, you will not receive the OCBC FRANK Debit Card if you do not currently hold a OCBC nuon Debit Cardholder. Please walk-in to any of our OCBC branch to apply for a FRANK Debit Card.
17.	Where can I obtain the latest product details for OCBC FRANK Debit Card?	You may access the links below for more information related to the OCBC FRANK Debit Card: <ul style="list-style-type: none"><li data-bbox="651 264 943 293">• Product Disclosure Sheet<li data-bbox="651 295 959 324">• Cardmember's Agreement