

What You Should Know About This Renaming Exercise

Your OCBC FRANK Account will be renamed to OCBC Flex Account starting **1 February 2022**.

OCBC FLEX ACCOUNT		
1.	How is OCBC FRANK Account impacted in this renaming exercise?	We are only changing the product name from OCBC FRANK Account to OCBC Flex Account. After 1 February 2022, you will see OCBC Flex Account (instead of OCBC FRANK 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 FRANK Account is renamed to OCBC Flex 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 FRANK Account is renamed to OCBC Flex Account?	There will be no changes to your existing FRANK account number.
4.	I am an existing OCBC FRANK Account customer. Will this renaming exercise impact the usage of my OCBC FRANK Account?	This renaming exercise does not impact you. You may continue banking with your OCBC FRANK 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 Flex account.
5.	Can I opt-out from this renaming exercise?	The product name change is a decision from OCBC Bank and it applies across all existing OCBC FRANK Account holders. There is no opt-out option available to customers
6.	I have opened an OCBC FRANK 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.
7.	Where can I obtain the latest product details for OCBC Flex account?	You may access the links below for more information related to the OCBC Flex Account: <ul style="list-style-type: none"> • Product Information Sheet • Terms and Conditions
8.	Is the OCBC Flex Account protected by PIDM?	Yes, the OCBC Flex Account is protected by PIDM up to RM250,000 for each depositor.

OCBC FRANK DEBIT CARD		
1.	How is FRANK Debit Card impacted in this renaming exercise?	This renaming exercise does NOT impact on your FRANK Debit Card or any OCBC Debit Card that you are holding. The debit card function, features, benefits, fees and charges are remain unchanged. After 1 February 2022, OCBC will issue all debit cards that OCBC offers except FRANK Debit Card.
2.	What should I do with my existing FRANK Debit Card?	You can continue using FRANK Debit Card until its expiry date. A new OCBC Debit Card will be sent to you in two months prior to the card expiry date.
3.	Can I change my FRANK Debit Card to OCBC Debit Card?	You can change your FRANK Debit Card to other type of debit cards that OCBC offers. Card replacement fee will be waived for that one time.
4.	If I need to replace my FRANK Debit Card due to card faulty, damage, lost, stolen or any other reason, can I still get a new FRANK Debit Card?	You can change your FRANK Debit Card to other type of debit cards that OCBC offers. Card replacement fee will be waived for that one time.

5.	I do not hold a FRANK Debit Card or any OCBC Debit Card. Can I apply for a debit card?	Yes, you can apply for a debit card at any OCBC branch.
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