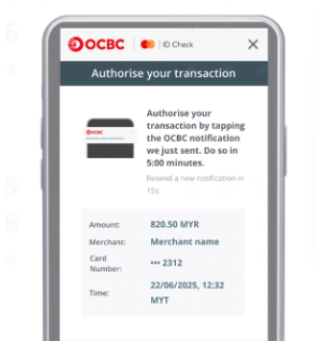


LAUNCH OF IN-APP AUTHORISATION FOR ONLINE CARD TRANSACTIONS

At OCBC, your security is our top priority. To make your online transaction experience both safer and smoother, we've enhanced how you approve your credit and debit card transactions.

Now, you can review and authorise transactions directly within the OCBC Malaysia Mobile Banking app when making purchases online. For more information, please visit OCBC website > Personal Banking > Help & Support > Cards > Safe & Security > 3D Secure.

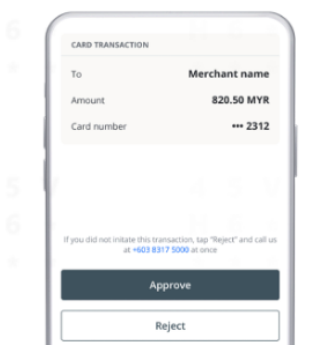
HOW TO APPROVE YOUR ONLINE CARD TRANSACTIONS IN JUST SECONDS



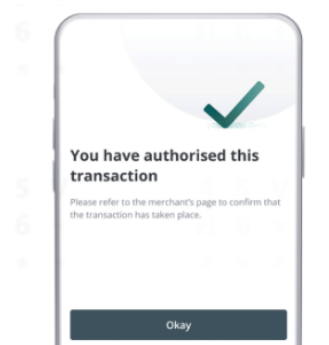
Step 1: Complete payment at the merchant's checkout page.



Step 2: Tap on the push notification on your registered mobile device.



Step 3: Review the transaction details and tap "Approve" to authorise.



Step 4: Payment is complete. Please return to the merchant's page to confirm your transaction status.

FAQS

Why am I not receiving any push notifications?

Please ensure that:

- Your device is connected to the Internet;
- Your device is not on 'Do Not Disturb' mode and
- You have enabled push notifications for the OCBC Malaysia Mobile Banking app in your device settings

I accidentally dismissed the push notification. What should I do?

Go back to the screen where you were asked to authorise the transaction, then tap on "Resend a new notification".

How long is the push notification valid for authorising a transaction?

The push notification sent to your phone is valid for 3 minutes. You must approve or reject the transaction within this time. If it expires, return to the authorisation screen and click "Resend a new notification" to get another one.