

The following FAQs are applicable to customers of OCBC Bank (Malaysia) Berhad

FOR INDIVIDUAL CUSTOMERS

FAQs on financial relief assistance to assist individuals affected by the COVID-19 outbreak Credit Cards

No	Question	Answer
1	I have heard about an automatic conversion programme for credit cards. How does it work, and do I need to do anything?	This applied to a principal cardholder who is unable to meet the minimum payment for his or her credit card balance for the last 3 consecutive months. In such a case, your credit card outstanding balances above RM1,000 will automatically be converted.
2	Does the outstanding balance include my unbilled transactions?	Yes, all unbilled transactions are included at the point of conversion. The total outstanding balance will be converted to 36 monthly instalments at an effective interest rate (EIR) of 13% per annum.
3	How will I know if I am eligible for this automatic conversion?	We will notify the eligible principal cardholder via SMS by 3 April 2020.
4	If I am eligible for the automatic conversion, can I choose to opt out?	Yes, you may opt out by responding to the SMS sent on 31 March 2020. You are required to reply to the SMS with "OPTOUTC19" by 2 April 2020.
5	Can I use my credit card if the outstanding balance is converted to a term loan?	Yes, you can continue to use your credit card up to the remaining credit limit after the outstanding balance is converted into a term loan.
6	How will I know if I am eligible to apply for the financial relief assistance?	You can apply for this conversion if your total outstanding balance (retail spending and cash withdrawal) is more than RM1,000. Retail spending includes online purchases. It does not include credit card instalments (e.g. IPP, EPP).
7	If I do not meet the automatic conversion criteria, how do I apply for this financial relief assistance?	If you did not receive our SMS by 3 April 2020, please follow this easy guide to apply for financial relief assistance: 1. Go to www.ocbc.com.my/rap 2. Scroll down to the bottom of the page 3. Fill in your details at the section that says "Yes, I wish to OPT IN for the Relief Assistance Programme for my Credit Card" If you have trouble with the above, please call our Customer Service Officers at 03-83175000 or visit any OCBC branch for assistance.

8	How many credit card balance conversions am I entitled to for this financial relief assistance?	The balance conversion can only be applied once per credit card.
9	Can I call in any time for this financial relief conversion?	You can call us to request for conversion between 1 April 2020 and 31 December 2020 for this financial relief assistance. However, please be reminded that only one conversion per card is permitted.
10	When will the conversion appear in my credit card statement?	The conversion will be reflected in your next statement.
11	If I have opted out of the automatic conversion, can I opt in for this financial relief assistance?	<p>Yes, you can opt in before 31 December 2020. Please follow the steps below to apply for financial relief assistance:</p> <ol style="list-style-type: none"> 1. Go to www.ocbc.com.my/rap 2. Scroll down to the bottom of the page 3. Fill in your details at the section that says "Yes, I wish to OPT IN for the Relief Assistance Programme for my Credit Card" <p>If you have trouble with the above, please call our Customer Service Officers at 03-83175000 or visit the nearest OCBC branch for assistance.</p>
12	What if I wish to opt in for a shorter tenure?	You may call our Customer Service Officers at 03-83175000 to apply for a balance conversion.
13	If I am a supplementary cardholder, am I eligible for this balance conversion?	<p>This balance conversion is only for principal cardholders to convert the entire outstanding balance including that of the supplementary cardholder.</p> <p>Credit card instalments (e.g. IPP, EPP) are not included in the conversion.</p>