

## FAQs for POS purchase in Malaysia

### 1. What is this POS purchase in Malaysia services about?

This is an initiative by NETS to allow customers to perform NETS purchases at participating MEPS merchants in Malaysia using OCBC ATM, debit or credit cards that are linked to current or savings deposit accounts.

### 2. Do I need to activate my overseas cash withdrawal to use my ATM/debit/credit card in Malaysia?

No, you do not need to activate the overseas cash withdrawal to perform NETS purchases in Malaysia.

### 3. Are there other banks in Singapore who offer this service?

Yes, both DBS and UOB are offering this service to their customers.

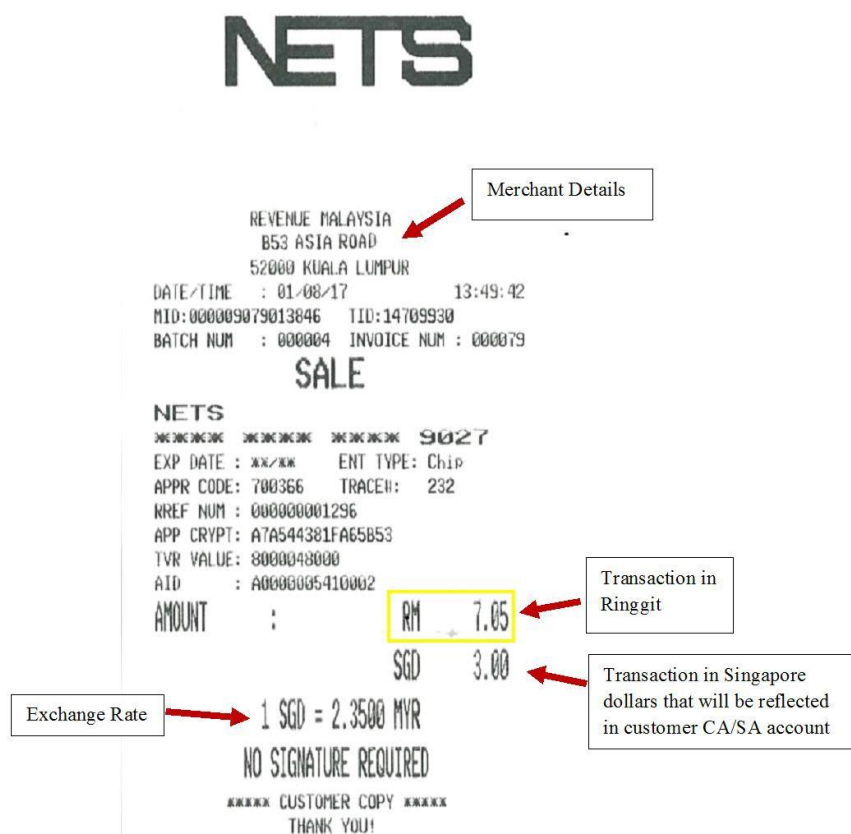
### 4. Are there any charges for making a POS purchase in Malaysia?

There is no charge for making a POS purchase in Malaysia. The transaction amount in Malaysian Ringgit will be converted to Singapore Dollars based on the conversion rates provided by NETS. This information will be available on the receipt.

### 5. Who are the merchants in Malaysia?

Merchants in Malaysia will be displaying NETS signage/collaterals near the terminals to show that NETS will be accepted.

### 6. What is shown on the receipt after I have completed a POS purchase in Malaysia?



**7. What is the conversion rate that will be charged for POS purchases in Malaysia?**

The conversion rate is provided by NETS and the SGD equivalent amount will be indicated on the receipt.

**8. What is the daily limit of the POS purchase in Malaysia?**

The limit is shared with the daily ATM withdrawal and NETS purchase in Singapore using the same card. Currently, the withdrawal limit is at S\$1,000, S\$3,000 (defaulted) and S\$5,000.

**9. What will be shown on my current account statement?**

Transaction Line	Description
First Line	POS purchase NETS
Second Line	Location of the POS Purchase (Location of the Malaysian terminal)
Third Line	MYR XX.XX (Amount in Malaysian Ringgit)

**10. What will be shown on my passbook savings?**

Transaction Line	Description
First Line	POS purchase NETS
Second Line	MYR XX.XX (Amount in Malaysian Ringgit)

**11. Why didn't I receive an SMS alert notification after a POS purchase?**

*(Refer to Appendix for SMS notification)*

SMS notification will only trigger after your threshold alert is met. (Default threshold is at S\$1000)  
The threshold amount is shared with the daily ATM withdrawal and NETS purchase in Singapore.

You can update your threshold alert through Internet Banking.

## **Appendix**

Your card (-XXXX) was used to make a NETS payment of MYRXX.XX at <Location> on DD-MMM-YY at HH:MM SG time. Questions? Call +65 63633333