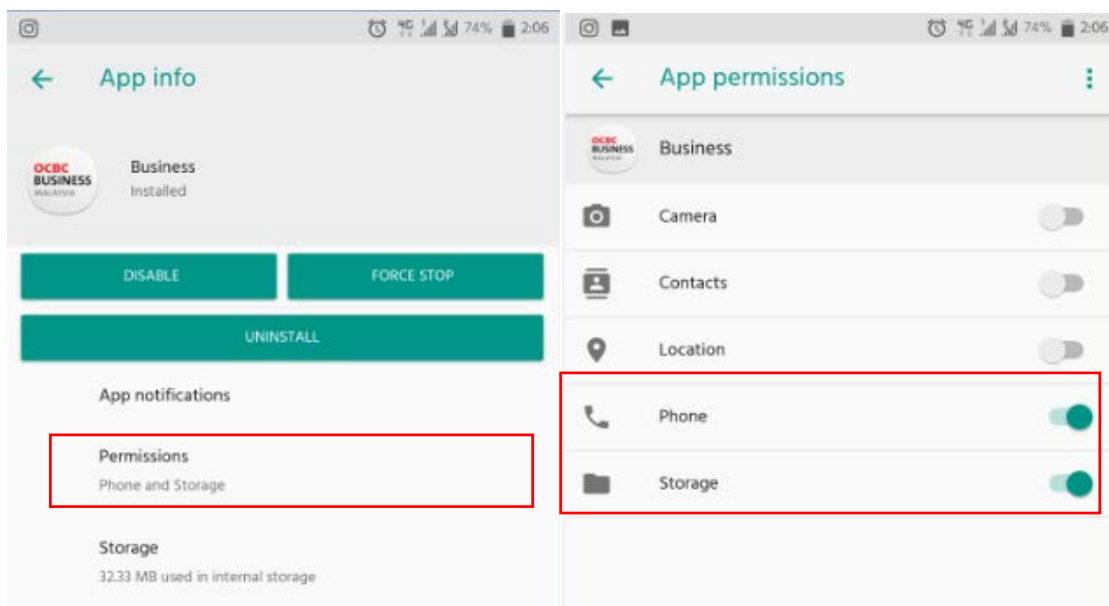


Please follow the steps here if you are unable to activate OneToken with this error message on your Android phones.

“Sorry, we are experiencing technical difficulty at the moment. Please try activating OneToken again, or, follow these steps if you are still unable to proceed.”

Your Android phones may have old caches that blocked OneToken activation. Please clear your app cache (and/or app data) following these steps:

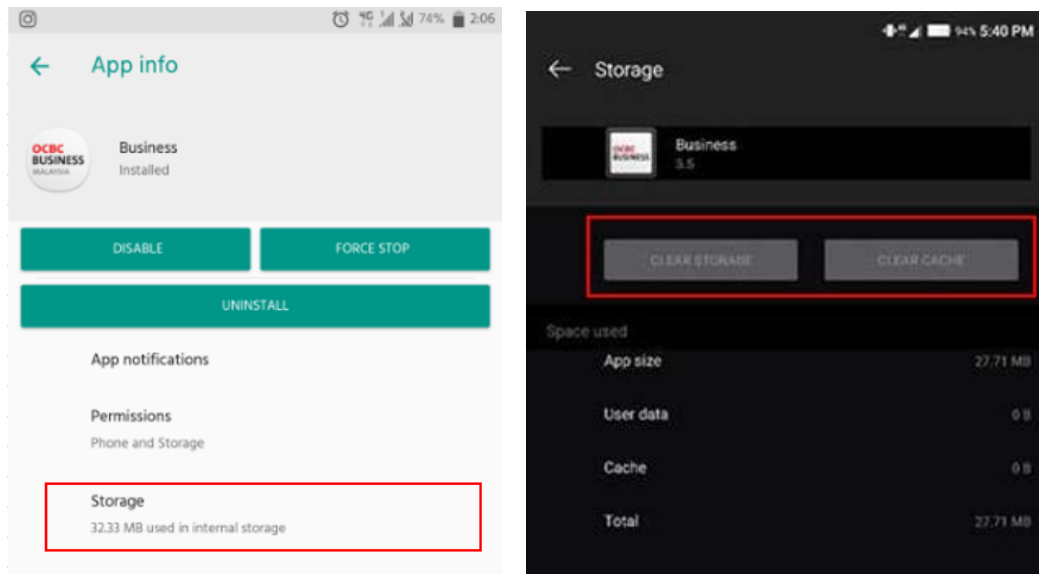
- Step 1: Delete “OCBC Business Mobile Banking” app.
- Step 2: Restart your phone (i.e. Switch off power, and switch on again). Once the phone is switched on, please wait for 20 to 30 seconds.
- Step 3: Download “OCBC Business Mobile Banking” app from Google Play.
- Step 4: Open phone “Settings” > Apps & Notification” > “App Info”
 - > Search for OCBC Business Mobile Banking app (“Business”)
 - > Select “Permission” and allow “Phone” and Storage” permission.



- Step 5: Open phone “Settings” > Apps & Notification” > “App Info”
 - > Search for OCBC Business Mobile Banking app (“Business”)
 - > Select “Storage” and tap on “Clear Cache”

Note: Skip the below step if your phone was already activated with other Velocity OneTokens. If this is your only Velocity OneToken to be activated, then continue with this step.

- > Tap on “Clear Data” (or “Clear Storage”), ensure user data and cache are 0 byte.



- Step 6: Log in and activate OneToken again by submitting a new request.