

Frequently Asked Questions

1. What is changing from 30 June 2026?

From 30 June 2026, Business Credit Card e-Statements will be available on OCBC Velocity instead of being sent via email. To view your e-Statements, you will need to be registered for OCBC Velocity. If you do not have OCBC Velocity, you may apply at OCBC Business banking > OCBC Velocity.

2. How do I access my Business Credit Card e-Statements on OCBC Velocity?

Follow the steps below to download your Business Credit Card statements.

Step 1: Log in to OCBC Velocity

Step 2: Click on 'Accounts' at the top navigation bar > 'Statements & Advices'

Step 3: Under Statements, click on <Current accounts> drop down and select Cards

Step 4: If the entity has multiple cardholders, click on <All cards> drop down and select the relevant business credit card for viewing.

Step 5: Click on 'Download' to retrieve a copy of your Business Credit Card statement

3. Who can access Business Credit Card e-Statements on OCBC Velocity?

All card e-Statements are accessible by OCBC Velocity authorisers. OCBC Velocity users who are cardholders may only retrieve e-Statements for their own cards.

4. Can I retrieve my Business Credit Card e-Statements via the OCBC Business app?

No, Business Credit Card e-Statements can only be accessed through OCBC Velocity and are not available on the OCBC Business app.

5. What should I do if I am not registered for OCBC Velocity?

You will need to register for OCBC Velocity in order to access your Business Credit Card e-Statements. Please follow the steps [via this link](#).

6. Will I still be able to view past statements and documents?

You can access your Business Credit Card e-Statements for up to two years prior, subject to availability.

7. Where can I find more information on OCBC Velocity?

For more information, visit OCBC website > Business Banking > Help & Support > OCBC Velocity.