

V080925

Terms and Conditions Governing OCBC FRANK Bonus Rewards Programme

1. General

- 1.1 The OCBC FRANK Bonus Rewards Programme (the “**Programme**”) is available from 1 October 2025 and will carry on indefinitely until further notice.
- 1.2 The Terms and Conditions Governing OCBC FRANK Bonus Rewards Programme should be read in conjunction with the following:
- i. Terms and Conditions Governing OCBC FRANK Account (if you hold an OCBC FRANK Account)
 - ii. Terms and Conditions Governing OCBC FRANK Debit Card (if you hold an OCBC FRANK Debit Card)
 - iii. Terms and Conditions Governing Deposit Accounts
 - iv. OCBC Debit Cardmembers’ Agreement
 - v. Terms and Conditions Governing Electronic Banking Services
 - vi. Terms and Conditions Governing OCBC Electronic Statements
- 1.3 These Terms and Conditions, as well as the aforementioned terms and conditions in Clause 1.2 (as may be amended, modified and supplemented by OCBC from time to time) shall govern and apply to the Programme. In the event of any conflict or inconsistency between these Terms and Conditions and terms and conditions in Clause 1.2, these Terms and Conditions shall prevail in so far as they relate to the Programme.
- 1.4 All terms and references used in these Terms and Conditions, and which are defined or construed in the Terms and Conditions mentioned in Clause 1.2 but are not defined or construed in these Terms and Conditions, shall have the same meaning and construction in these Terms and Conditions.

2. Eligibility

- 2.1 The Bonus Reward is applicable to each OCBC FRANK Account tagged to OCBC FRANK Debit Cards, which meet the minimum monthly spending requirements (“**Minimum Spend Requirement**”).
- 2.2 The Minimum Spend Requirement is based on the posted transactions in a calendar month on each OCBC FRANK Debit Card. For avoidance of doubt, the posted transactions of multiple OCBC FRANK Debit Cards linked to the same OCBC FRANK Account, including joint OCBC FRANK Accounts, will not be combined for the purpose of calculating the Minimum Spend Requirement and determining eligibility for the Bonus Reward.
- 2.3 Transactions set out in Clause 4 below are excluded from computation of the Minimum Spend Requirement. Additionally, transactions made using NETS or PayNow QR do not count toward the Minimum Spend Requirement.

- 2.4 The latest prevailing Minimum Spend Requirement can be found at www.ocbc.com/frank. For avoidance of doubt, OCBC Bank reserves the right to vary the Minimum Spend Requirement in its sole and absolute discretion from time to time without prior notice.
- 2.5 Spending will only be taken into account towards calculating the Minimum Spend Requirement and the amount of Bonus Cashback to be awarded where the relevant OCBC FRANK Debit Card(s) is/ are tagged to the OCBC FRANK Account for the entire calendar month.
- 2.6 Refunded transactions will be deducted from the Minimum Spend Requirement based on the calendar month that the refund is posted into the OCBC FRANK Debit Card when determining eligibility for the Bonus Reward.
- 2.7 The Bonus Reward will be paid in the form of either interest ("**Bonus Interest**"), or cashback ("**Bonus Cashback**").

3. Bonus Reward

- 3.1 The Bonus Reward will be awarded based on the higher of either:
- i. Bonus Interest on your OCBC FRANK Account balance, calculated at the end of each calendar month. The Bonus Interest is calculated based on the average daily balance at the end of each calendar month, subject to a maximum average daily balance cap of \$10,000, at the rates pursuant to Clause **3.3**. The average daily balance is calculated using the total sum of the daily balances in your account at the end of each calendar month, divided by the number of days in the given calendar month.
- OR**
- ii. Bonus Cashback at the rates listed at Clause 3.3 below, on eligible transactions (as listed under Clause 6 of the Terms and Conditions Governing OCBC FRANK Debit Card) posted to all OCBC FRANK Debit Cards which meet the Minimum Spend Requirement, that are tagged to the same OCBC FRANK Account for the entire calendar month.
- 3.2 The Bonus Reward will be truncated to 2 decimal places and will be credited into the relevant OCBC FRANK Account either: (1) in the following calendar month from the calendar month which Bonus Interest is calculated of, or (2) in the following calendar month from the date which eligible transactions are posted on each OCBC FRANK Debit Card linked to the OCBC FRANK Account. Should the value of the Bonus Interest or Bonus Cashback be identical, Bonus Interest will be credited.
- 3.3 The latest prevailing Bonus Reward rates can be found at www.ocbc.com/frank. For avoidance of doubt, OCBC Bank reserves the right to vary the Bonus Reward rates in its sole and absolute discretion from time to time without prior notice.

4. Minimum Spend Requirements and Bonus Cashback Exclusions

- 4.1 The following transactions will not be counted towards the Minimum Spend Requirement for the Bonus Rewards or awarded any Bonus Cashback:

- I. Annual card fees, tax payments, interest, late payment charges, bill payments made via Internet Banking, AXS or SAM network, and other fees and charges;
- II. Transactions made with the following Merchant Category Codes (MCCs):

MCC	MCC Description
4784	Tolls and Bridge Fees
4829	Wire Transfer Money Orders (WTMOs)
5047	Medical, Dental, Ophthalmic and Hospital Equipment and Supplies
5199	Nondurable Goods (Not Elsewhere Classified)
5262	Marketplaces (only for Shopee Pay)
5960	Direct Marketing – Insurance Services
5993	Cigars Stores and Stands
6010, 6012	Member Financial Institution– Manual Cash Disbursements/ Merchandise And Services
6051	Quasi Cash–Merchant (Non-Financial Institutions – Foreign Currency, Non-Fiat Currency, Cryptocurrency)
6211	Securities–Brokers and Dealers
6300	Insurance Sales, Underwriting and Premiums
5960	Direct Marketing Insurance Services
6513	Real Estate Agents and Managers
6540	Non-Financial Institutions – Stored Value Card Purchase/Load
7349	Cleaning, Maintenance and Janitorial Services
7523	Automobile Parking Lots and Garages
7995	Gambling - Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks
8062	Hospitals
8211, 8220, 8241, 8244, 8249, 8299	Schools, Elementary and Secondary / Colleges, Universities, Professional Schools and Junior Colleges / Schools, Correspondence / Schools, Business and Secretarial / Schools, Trade and Vocational / Schools And Educational Services–Not Elsewhere Classified
8398, 8661	Charitable/Religious Organizations
8651	Political Organizations
8675	Automobile Associations
8699	Membership Organizations (Not Elsewhere Classified) For example – art clubs, historical clubs, labor unions
9211	Court Costs Including Alimony and Child Support
9222	Fines
9223	Bail and Bond Payments
9311	Tax Payments
9399	Government Services–Not Elsewhere Classified
9402	Postal Services–Government Only
9405	Intra-Government Purchases–Government Only

- III. In addition, for the avoidance of doubt, transactions listed below are not eligible for any cashback under the Programme:

- a. Any top-ups or payment of funds to prepaid accounts and merchants who are categorised as “payment service providers” (including but not limited to GrabPay, Youtrip, Shopee Pay and Singtel Dash);
- b. NETS FlashPay Top-ups, Ez-Link top-ups and Transit Link top-ups.
- c. NETS, PayNow QR transactions

The aforesaid exclusions are not exhaustive and may be subject to changes from time to time. OCBC Bank has the absolute discretion to determine whether any transaction is eligible to be awarded cashback and whether any prepaid account or merchant is considered a “payment service provider”.

- 4.2 MCCs are assigned by payment card organisations (e.g. Visa, MasterCard, American Express), for which OCBC Bank has no discretion over. A merchant’s registered MCC may not always correspond with the nature of its business. As such, OCBC Bank shall not be liable in any way whatsoever for the awarding of any cashback or the payment of any compensation to any Cardmember for any losses, liabilities, expenses or claims suffered or incurred by any such Cardmember if a relevant merchant classifies its universal merchant category code inaccurately, thereby causing the inability of OCBC Bank to award any cashback to any Cardmember.

5. Other Conditions for Cashback

- 5.1 Cashback amounts will be truncated to two decimal places.
- 5.2 If the Cardmember’s OCBC FRANK Account or Card Account is terminated for any reason (whether by OCBC Bank or the Cardmember), any accumulated Cashback shall be automatically forfeited; such Cashback shall not be transferable to any other Card Account.
- 5.3 Purchases charged to the OCBC FRANK Debit Card on a relevant calendar month but yet to be posted to the Card Account within that particular calendar month will not be taken into account in the computation of rebates to be awarded.
- 5.4 OCBC Bank may retract, deduct and/or re-compute any cashback awarded if any Cardmember abuses the Programme, as deemed fit by the bank, or if the Card or Card Account is terminated by a Cardmember or the Bank.
- 5.5 We reserve the right to replace the Cashback with another item or kind of reward as we may determine without notice at any time or from time to time.
- 5.6 OCBC Bank reserves the right at any time without giving any reason or notice to the Cardmember to clawback, deduct, withdraw, or cancel any Cashback or other rewards/rebates awarded to the Cardmember for any reason whatsoever, and without any liability to the Cardmember.
- 5.7 OCBC Bank reserves the right at any time without giving any reason or notice to the Cardmember to debit, charge and/or deduct from any of the Cardmember’s account with OCBC Bank and/or demand the Cardmember to repay or compensate to OCBC Bank, the monetary value equivalent of any cashback or other rewards/rebates awarded to the Cardmember, for any reason whatsoever, and

without any liability to the Cardmember. Further, if any Cardmember wishes to close his/her Card Account but such Card Account has an insufficient or negative cashback (or such other reward/rebate) balance for any reason whatsoever, OCBC Bank reserves the right to debit, charge and/or deduct from any of the Cardmember's accounts with OCBC Bank, and/or demand the Cardmember to repay or compensate to OCBC Bank, the monetary value equivalent of the amount of cashback (or such other reward/rebate) in deficit.

- 5.8 No person shall be entitled to any payment or compensation whatsoever in respect of any clawback, deduction, withdrawal, or cancellation of any Cashback or other rewards/rebates awarded to the Cardmember, or any debit, charge or deduction or demand for the monetary value equivalent of any Cashback (or such other reward/rebate), made by OCBC Bank, for any reason whatsoever.
- 5.9 We may, at our sole discretion and without notice, suspend the Card and/or the Programme at any time and without providing any reason whatsoever.
- 5.10 The crediting of cashback to Cardmember's Card Account will be entirely at OCBC Bank's discretion and OCBC Bank shall not be liable for or responsible for any loss or damage suffered or incurred by any Cardmember in connection with the Card.
- 5.11 OCBC Bank's decision on all matters relating to or in connection with the OCBC FRANK Debit Card (including the Programme) shall be final and binding on all Cardmembers.

6. General

- 6.1 The decision of OCBC Bank on all matters relating to the OCBC FRANK Account, the OCBC FRANK Debit Card and this Programme, and the matters set out in these terms and conditions shall be final and binding.
- 6.2 In addition to the right to debit at Clause 24.6 of the Terms and Conditions Governing Deposit Accounts, OCBC Bank reserves the right to debit any sum (including any interest accrued on such sum) from the OCBC FRANK Account in its sole and absolute discretion, at any time and without any notice to you.
- 6.3 OCBC Bank reserves the right at any time, without giving any reason or notice **to you**, to clawback, deduct, withdraw, **debit** or cancel any interest or other rewards/rebates awarded for any reason whatsoever, and without any liability to you.
- 6.4 OCBC Bank shall not be liable in any way for any loss of profits, business, goodwill or opportunity or indirect, special or consequential loss or damages which you or any other person may suffer or incur in connection with OCBC Bank giving effect to and to carrying out the instructions in any way whatsoever and (without prejudice to the generality of the foregoing) whether arising from fraud, negligence, breach of contract, strict liability or otherwise by OCBC Bank or its officers, employees and agents. You agree that OCBC Bank will not be liable for any failure, delay, mistake, refusal, neglect or omission in the transmission of any instructions or the making of any payment under the same.

- 6.5 You hereby irrevocably and unconditionally undertake to fully indemnify OCBC Bank and all its employees, nominees, directors and agents and hold OCBC Bank harmless against all losses, damages, liabilities, costs and expenses which OCBC Bank may suffer or incur (including legal costs on a full indemnity basis) as a result of OCBC Bank acting or carrying out, delaying in acting or carrying out or failing to act or carry out any instructions pursuant to these terms and conditions.
- 6.6 You agree that OCBC Bank may use any agent, contractor or correspondent as OCBC Bank may deem fit to carry out or procure any of the matters or transactions under this application and OCBC Bank shall not be liable for any act, omission, neglect or willful default of such agent, contractor and/or correspondent.
- 6.7 These terms and conditions shall be read in conjunction with the OCBC Bank's Terms and Conditions Governing Deposit Accounts, Terms and Conditions Governing Electronic Banking Services, Terms and Conditions Governing OCBC Electronic Statements, OCBC Debit Cardmember's Agreement which are available for viewing at www.ocbc.com and at any OCBC branch. In the event of any inconsistency between these terms and conditions on one part and the foregoing terms and conditions or any other terms and conditions on the other part, these terms and conditions shall prevail.
- 6.8 In the event of any inconsistency between these terms and conditions and any brochure, marketing or material relating to the OCBC FRANK Account and/or OCBC FRANK Debit Card, these Terms and Conditions shall prevail.
- 6.9 OCBC Bank may at any time at its absolute discretion, without notice or assignment any reason therefore, delete, vary or supplement, any one or more of these conditions in such manner as OCBC Bank shall think fit. You are deemed to accept and are bound by such variations, additions, deletions, amendments and/or modifications if you do not terminate the use of the Card.
- 6.10 OCBC Bank shall not, to the extent permitted by law, be liable for any claims, costs, expenses, loss or damage suffered by any person as a result of the aforementioned matters set out in these Terms and Conditions.
- 6.11 These Terms and Conditions shall be governed by the laws of Singapore. You hereby irrevocably submit to the non-exclusive jurisdiction of the courts of Singapore.
- 6.12 A person who is not a party to these terms and conditions has no right under the Contracts (Rights of Third Parties) Act 2001 to enforce any terms and conditions.