

## Frequently Asked Questions Regarding the Termination of HealthPass by OCBC

### 1. Why is HealthPass by OCBC shutting down?

- The needs of the customer are constantly evolving and we are always looking for opportunities to serve them better. The termination of HealthPass is part of our strategic shift as we evaluate our touch-points to ensure that they deliver value and relevancy to our customers.

### 2. Will I still be able to access the app?

- You will not be able to download or re-download the app after it is unpublished after 31 December 2022.
- If you have the app installed on your phones, a force upgrade will be made to a new version without any function after 31 December 2022.

### 3. Will I still be able to access the webpage [HealthPass by OCBC | OCBC Singapore](#)

- You will be redirected to a [new page](#) dedicated to all things wellness, health included!

### 4. What will happen to my information?

- As your login credentials will no longer be valid after 31 December 2022, you will not be able retrieve all information that was shared during the sign-up process after 31 December 2022. All data related to your login and activity on the site will be purged after 31 December 2022.
- If you would like to change your marketing preferences for HealthPass by OCBC, you may do so via Manage > Settings > Privacy Consent

### 5. How can I continue to purchase items/ services from the partners?

- You may continue to engage our partners for the various services / products directly via their own channels
  - i. [Hidoc](#)