

Frequently Asked Questions for PayLite Notification Issue, applicable only to PayLite applications made from 01 July 2024 to 06 Aug 2024 via OCBC Digital app.

Q1. I received a notification from OCBC via SMS / Push Notification that my PayLite (IPP) application submission was unsuccessful. What was the issue?

A1. Kindly disregard the notification, it was sent in error. Your application was received and was successfully processed. You may pay for your purchases in monthly instalments as you intended. *This applies to you if you made a PayLite application during this period (01 July 2024 to 06 August 2024) via OCBC Digital app and received a notification stating your application submission was not received.*

Q2. How do I confirm if my PayLite application was successful?

A2: Upon completing the PayLite application successfully, you will see an acknowledgement immediately upon application submission on OCBC Digital app. Further, you will see the transactions related to your PayLite application in your card's transaction history on the following day.

Q3. Once submitted, can I re-apply for those transactions to be put on PayLite.

A3. No, transactions submitted to be put on PayLite cannot be selected for another PayLite application. You will see corresponding PayLite transactions on your card transaction history on the following day.

Q4. I was informed via a notification from the bank that my PayLite application was not received. Why do I see the PayLite transactions reflected on my card's transaction history?

A4. Kindly disregard the notification sent. Your application was received as acknowledged in OCBC Digital app (upon application submission) and was successfully processed; hence you see PayLite transactions on your card's transaction history.

Q5. I was informed via a notification from the bank that my PayLite application was not received. But I notice it was processed. However, I no longer require my transaction(s) to be put on PayLite.

A5. We apologise for the confusion. Should you no longer require your transaction(s) to be put on PayLite, please inform us. Rest assured that if you changed your mind or made alternative arrangements due to the notification sent by the bank, we will reverse the PayLite application and any associated charges. Please note that any reversed PayLite transactions will be payable in full in your next card statement billing cycle.