

## PLUS! CREDIT CARD MEMBERS AGREEMENT

Plus! U is a collaboration amongst NTUC FairPrice Co-operative Limited, Link Loyalty Services Pte Ltd and Oversea-Chinese Banking Corporation Limited. All banking products and services, unless otherwise stated, are provided by Oversea-Chinese Banking Corporation Limited for Plus! U.

This Agreement contains the terms and conditions applicable to your Card(s) and your Card Account(s). Please read them carefully before you sign or use the Card(s). Upon signing or using the Card(s), you will be bound by this Agreement.

When you read this Agreement, "you", "your" and "cardmember" means the person named on the Card. The words "we", "our" and "us" refers to Oversea-Chinese Banking Corporation Limited and its successors and assigns. You will have an account with us called the "Card Account".

### 1. DEFINITIONS

In this Agreement,:-

#### "Billing Statement"

means statement(s) of the amount charged or debited and/or paid to the Card Account(s) of the Card issued to you and every supplementary cardmember (if applicable). Each statement may be on paper or may be made up with data stored in any electronic form or system, which may be transmitted through any computer system or facsimile machine.

#### "Card"

means any card bearing the name VISA or MasterCard (or such other card association as we may determine) and/or the service mark of VISA or MasterCard (or of such other card association as we may determine) issued by us pursuant to this Agreement and any substitution, replacements or renewals.

#### "Card Account"

means the account designated and maintained by us in relation to that Card provided that where only one account is designated and maintained by us for all the Cards issued to you and every supplementary cardmember (if applicable), any reference to Card Account shall mean that account.

#### "Card Transaction"

means any transaction done using the Card.

#### "Specified Address"

means any of your addresses stated in the application for the Card and any other address which you may notify us and any other address which we may obtain from reliable sources as determined by us.

## 2. USE OF CARD/PIN

### 2.1 RECEIPT OF CARD/PIN

Once your application for a Card is approved, we shall send you a Card and a Personal Identification Number (PIN) to be used with your Card. When you receive your Card, you should sign the Card and comply with such Card activation procedures as may be prescribed by us. By doing so, you will be bound by the terms and conditions of this Agreement.

### 2.2 CARD AND PIN FACILITIES

You may use your Card for making authorised purchases. No other person is allowed to use the Card and/or PIN to make any transactions. We may determine at our sole discretion the facilities that you may utilise using your PIN. Should we decide to, we may also modify, suspend or terminate the availability of such facilities without notice.

### 2.3 CARD REMAINS OUR PROPERTY

The Card remains our property at all times. We may at our absolute discretion request for the Card to be returned at any time, in which case you shall cut and return the Card immediately to us.

### 2.4 CARD AND PIN TERMS OF USE

The use of any Card or PIN shall be subject to these terms and conditions and to the compliance with such requirements, limitations and procedures as may be imposed by VISA and/or MasterCard (or such other card association as appropriate) as well as to the terms and conditions imposed by us.

### 2.5 LAWFUL USE OF THE CARD AND PIN

You shall not use the Card or PIN (whether for payment or otherwise) for any transaction or activity which is illegal or prohibited under the law of the country in which such transaction or activity takes place or the law of your country of residence.

## 3. CREDIT LIMIT

### 3.1 CHARGES NOT TO EXCEED OVERALL CREDIT LIMIT

We may set an overall credit limit for each Card Account. The total charges incurred under each Card Account by you when added together, must not exceed the credit limit set for each Card Account. We may, where necessary, review and revise your credit limits without notice.

### 3.2 WHERE CHARGES EXCEED CREDIT LIMIT

We may choose to approve certain Card Transactions that would result in the credit limit being exceeded. On any occasion where the credit limit relating to your Card Account has been exceeded, you shall immediately pay us the amount in excess of your credit limit. We may also refuse to authorise any card transaction that you wish to effect even though such card transaction would not cause the credit limit to be exceeded.

### 3.3 CHARGES TO CARD ACCOUNT

Subject to Clause 4.3 below, we may debit the relevant Card Account (whether before or after the termination of the use of any or all Cards) the amount of each Card Transaction made, whether by you or any other person (whether with or without your knowledge or authority).

## 4. LOSS/THEFT OF CARD/DISCLOSURE OF PIN/ACCOUNT NUMBER

### 4.1 DUTY TO PREVENT LOSS/THEFT/FRAUD

You must keep your Card secure and ensure that your Card number and PIN are not disclosed to any other person.

### 4.2 DUTY TO NOTIFY US

Should you discover that your Card is lost, stolen or used in an unauthorised way (or the security of your PIN has been compromised), you shall immediately notify us by calling our Customer Service Hotline or notify us in writing. In certain circumstances, we may require you to make a police report accompanied by written confirmation of the loss/theft/misuse/disclosure and any other information that we may require.

### 4.3 LIABILITY FOR LOST/STOLEN CARDS

- a. You shall not be liable for any transactions carried out after we have been notified of the loss/theft/disclosure. However we shall debit the relevant Card Account for all Card Transactions (including Cash Advances) carried out before we are notified of the loss/theft/disclosure, even if such transactions were carried out without your authorisation.
- b. If the Card is lost or stolen or if the PIN is disclosed, your liability shall be limited to \$100 provided:-
  - i. you immediately notify us;
  - ii. you assist in the recovery;
  - iii. you furnish to us a statutory declaration in such form as we will specify or a police report and any other information we may require; and
  - iv. we are satisfied that such loss, theft or disclosure is not due to your negligence or default.

### 4.4 CARD RETRIEVED

Once the Card has been reported as lost or stolen, it must not be used if subsequently retrieved. You shall cut the retrieved Card into pieces and return it to us. You shall be responsible for any loss or damage if you fail to do so.

### 4.5 REPLACEMENT CARD

We may at our discretion issue a replacement Card upon such terms and conditions as we may deem fit.

## 5. PAYMENT

### 5.1 LIABILITY FOR TRANSACTIONS

You are liable for all Card Transactions. In addition, you shall be responsible for unauthorised transactions referred to in Clause 4.3. We shall send or make available a Billing Statement to you on a monthly basis or other periodic basis listing the transactions incurred by you in respect of each Card Account(s).

### 5.2 PAYMENT OBLIGATIONS

- a. You shall pay us the entire outstanding balance or at least, the minimum payment specified in the Billing Statement

by the payment due date. If your Card Transactions exceed your credit limit in any given month, you shall also pay all amounts by which the credit limit has been exceeded.

- b. If payment is not made in full by the payment due date of any Billing Statement, an interest or finance charge calculated at such rate per annum as we may determine on a daily basis (subject to a minimum monthly charge as determined by us) shall be imposed on all transactions in both the current Billing Statement as well as the next month's Billing Statement from the transaction date until the date full payment is made. No interest or finance charge will be imposed if payment is received in full by the payment due date and there is no balance carried forward from the previous Billing Statement.
- c. Interest accrued on the Card Account will be capitalised and debited from the Card Account at the end of each calendar month or on such other day or days that we may determine. All interest or finance charges due under the Card Account shall be payable as well after as before judgment at such rate(s) per annum as we may determine from the payment due date, up to and including the date of actual payment.
- d. If you fail to make at least the minimum payment specified in your Billing Statement by the payment due date, you may be liable for a late payment charge at such rate or at such amount as we may determine.
- e. Payment by cheque should reach us by the payment due date. Payment made through Internet Banking, Phone Banking or ATM services after 9pm will be deemed to be received on our next business day. For payment made via iNETS Kiosk/AXS Stations before 5pm, your account will be credited on the next business day.

#### 5.3 OTHER CHARGES

In addition to the above, you shall also be responsible where applicable for the following charges (unless specifically waived by us) including but not limited to:

- a. a non-refundable annual service fee for the issue and renewal of each Card;
- b. a processing fee for any unsuccessful GIRO or dishonoured cheque tendered to us as payment;
- c. an administrative fee for the replacement of your Card or the production of documents relating to your Card;
- d. a service fee if payment under any arrangement made between you and another financial institution in respect of payment for your Card Account is irregular;
- e. a charge for each reservation of goods, services or facilities made or paid through the use of the Card which is subsequently cancelled or not taken up and such charge shall be at the rate prescribed by the merchant with or through whom the reservation was made or at such rate as we may determine; and
- f. a service charge or administrative fee for any service or facility provided by us or any action taken by us in carrying out any of your instructions and/or requests relating to your Card Account, whether such service or action is referred to in this Agreement or otherwise.

#### 5.4 CASH ADVANCE

You may use our Card to obtain a cash advance up to the limit determined by us, whether such limit is notified to you. In respect of each Cash Advance made through the use of any Card and/or the PIN, we shall charge and debit the Card Account:

- a. a cash advance fee at a percentage of the cash advance amount, subject to a minimum amount as stated in our pricing guide, or any such rate or at such amount as we may determine; and
- b. an interest or finance charge at such rate per annum as we may determine on a daily basis on the amount of the cash advance as from the date the cash advance is made up to the date on which full payment is made.

#### 5.5 GOODS AND SERVICES TAX

You shall be responsible for all goods and services tax and all other taxes imposed on or payable in respect of any amount required to be paid under this Agreement. We may debit the amount of such tax to your Card Account.

### 6. TERMINATION OF USE OF CARD AND CARD ACCOUNT

#### 6.1 OUR RIGHT TO TERMINATE

We may suspend or terminate your Card and/or Card Account(s) at any time without any having to give any reasons or notice.

#### 6.2 YOUR RIGHT TO TERMINATE

You may terminate your Card Account(s) at any time by giving us written notice.

#### 6.3 OBLIGATIONS UPON TERMINATION

Upon the termination of your Card Account(s) for whatever reason, you shall discontinue use of your Card(s) and you shall return such Card to us cut in pieces. Any use of the Card or the PIN of a Card (whether or not by you) before it is returned to us shall be deemed to be use of the Card or the PIN by you.

### 7. LIABILITY OF CARDMEMBER

#### 7.1 LIABILITY OF CARDMEMBER

You must pay us on demand the outstanding balances on your Card Account(s), including all sums and charges effected or debited to any and all Card Accounts in accordance with this Agreement (whether before or after the termination of the use of any Card).

#### 7.2 INTEREST/FINANCE AND LATE PAYMENT CHARGES

If payment is not made in full by the payment due date of any Billing Statement, an interest or finance charge calculated at such rate per annum as we may determine on a daily basis (subject to a minimum monthly charge as determined by us) shall be imposed on all transactions in both the current Billing Statement as well as the next month's Billing Statement from the transaction date until the date full payment is made. No interest or finance charge will be imposed if payment is received in full by the payment due date and there is no balance carried forward from the previous Billing Statement. Interest accrued on the Card Account will be capitalised and debited from the Card Account at the end of each calendar month or on such other day or days that we may determine. All interest or finance charges due under the Card Account shall be payable as well after as before judgment at such rate(s) per annum as we may determine from the payment due date up to and including the date of actual payment.

### 8. EXCLUSIONS AND EXCEPTIONS

#### 8.1 CARD AND PIN

We are not liable in any way:

- a. should your Card or PIN be rejected by a merchant or any terminal used to process Card Transactions or if we refuse for any reason to authorise any Card Transaction;
- b. for any malfunction, defect or error in any terminal used to process Card Transactions, or of other machines or system of authorisation whether belonging to or operated by us or other persons or the inability of any terminal, machine or system to accurately, properly or promptly transmit, process or store any data;
- c. for any delay or inability on our part to perform any of our obligations under this Agreement because of any electronic, mechanical system, data processing or telecommunication defect or failure, Act of God, civil disturbance or any event outside our control or the control of any of our servants, agents or contractors;
- d. for any damage to or loss or inability to retrieve any data or information that may be stored in your Card or any microchip or circuit or device in your Card or the corruption of any such data or information, howsoever caused;
- e. (i) for any loss, theft, use or misuse of the Card or disclosure of your PIN and/or any breach of this Agreement (ii) for any fraud and/or forgery perpetrated on us or any merchant (iii) for any injury to your credit, character and reputation in relation to our repossession or our request for the return of the Card or your use of the Card;
- f. for the interception by or disclosure to any person (whether unlawful or otherwise) of any data or information relating to you, any Card Transaction or your Card Account transmitted through or stored in any electronic system or medium, howsoever caused; and/or
- g. any delay, inability or failure by us to perform any of our obligations under or pursuant to this Agreement caused or contributed in any way by any one or more of the events or occurrences set out in this Clause.

#### 8.2 PROBLEMS WITH GOODS AND SERVICES

We are not liable in any way should you encounter any problems with the goods and services that you obtain through the use of your Card. In spite of the non-delivery or non-performance or defects in any such goods and services, you shall pay us the full amount shown in the Billing Statement. If you have any complaint against a merchant, you shall resolve such dispute with such merchant. Any such dispute is between you and the merchant and we shall not be deemed to be a party to such dispute. We shall not be liable or responsible for the quantity, quality, merchantability, fitness for purpose or any other aspect of the goods and services supplied by a merchant to you or in respect of any contract or transaction entered into by such merchant with you connected with the use of the Card.

## 9. CONCLUSIVENESS OF DOCUMENTS AND CERTIFICATES

### 9.1 CONCLUSIVE EVIDENCE

Our records (including electronic, computer and microfilm stored records) of any matter relating to the Card, the Card Account and/or of you and any certificate from us stating your liability to us as at any specified date shall be conclusive as to their accuracy and authenticity and shall be binding on you for all purposes.

### 9.2 SIGNATURE CONCLUSIVE

We shall be entitled to rely upon and to treat any document relating to any Card Transaction with your signature as conclusive evidence of the fact that the Card Transaction as stated or recorded was authorised and properly made by you.

### 9.3 BILLING STATEMENTS

We will send or make available a Billing Statement to you on a monthly or other periodic basis. The Billing Statement shall be conclusive evidence of the state of the Card Account between us. Any error or inaccuracy in any Billing Statement shall be notified in writing to us within 7 days from the date when such statement shall have been received, made available or deemed received by you. Each Billing Statement shall constitute conclusive evidence that every Card Transaction stated has been effected by the Cardmember and every charge stated and every amount debited has been validly and properly incurred or debited in the amount stated save for such error or inaccuracy which you had notified us in writing within the time prescribed.

## 10. APPROPRIATION OF PAYMENTS

All payments made or sent by any Cardmember may be applied and appropriated in such manner and order and to such Card Account(s) (whether relating to the card issued to that Cardmember or otherwise) and/or with respect to such Card Transaction(s) as we may select or determine.

## 11. AMENDMENTS

### 11.1 AMENDMENTS TO THE AGREEMENT

We may at any time at our absolute discretion, upon written notice, change any terms and conditions in this Agreement. Such change(s) shall take effect from the date stated in the notice, which shall be no less than 30 days from the date of the notice. If you do not accept such change(s), you shall repay all monies owing under your Card Account and discontinue use of the Card and instruct us to terminate the Card. Where you continue to use the Card or if any monies remain outstanding under your Card Account after such notification, you shall be deemed to have agreed and accepted such change(s).

### 11.2 RIGHT TO ADD/VARY CHARGES AND FEES

We may at any time at our absolute discretion and upon written notice to you, add or change the prevailing rate and/or amount of any charges or fees payable by you. Such change(s) shall take effect from the date stated in the notice, which shall be no less than 30 days from the date of the notice.

### 11.3 NOTIFICATION OF CHANGES

We may notify you of any changes to the terms and conditions in this Agreement by:-

- publishing such changes in your statements;
- displaying such changes at our branches or automated teller machines;
- posting such changes on our website;
- electronic mail or letter;
- publishing such changes in any newspapers; or
- such other means of communication as we may determine.

## 12. DISCLOSURE OF INFORMATION

### 12.1 PARTIES TO WHOM DISCLOSURE MAY BE MADE

You consent for us to, whether before or after termination of the Card Account, disclose any information relating to you or your Card Transaction or Card Account ("Information") to

- any third party as we may deem fit in our absolute discretion, including but not limited to our subsidiaries, branches, agents, correspondents, agencies or representative offices,
- any person authorised by you to operate the Card Account,
- any merchant, bank or financial institution,
- any credit bureau and/or its compliance committee and for such credit bureau and/or its compliance committee to disclose the Information to third party or parties, including but not limited to its member banks or financial institutions,
- any government agency, statutory board or authority in Singapore or elsewhere, and
- any other person to whom we consider in our interest to make such disclosure.

### 12.2 CREDIT BUREAU

For the purpose of assessing your creditworthiness, you also authorise:

- us to obtain information relating to you from any credit bureau and consent to such credit bureau disclosing information about you to us, and
- the credit bureau to disclose information about you obtained from us to its members or subscribers and/or compliance committees.

Our authority, and the credit bureau's authority, to disclose such information shall survive the termination to this Agreement.

### 12.3 WRITTEN PERMISSION

You agree that where your written permission is required by law or otherwise for any disclosure by us, the signing of the Card application form and/or the signing of the Card and/or the usage of the Card shall constitute and be deemed to be sufficient written permission for such disclosure.

### 12.4 ADDITIONAL RIGHTS

Our rights in this Clause shall be in addition and without prejudice to any other rights under the Banking Act, Chapter 19 of Singapore or any other statutory provision and in law and nothing in this Agreement shall be construed as limiting any of these other rights.

### 12.5 PERSONAL DATA

You give us, our related companies (collectively, the "OCBC Group"), and our respective business partners and agents (collectively, the "OCBC Representatives") permission to collect (by way of recorded voice calls), use and disclose your personal data for purposes reasonably required by the OCBC Group and the OCBC Representatives to enable us to provide the Card and services under this Agreement. Such purposes are set out in a Data Protection Policy, which is accessible at [www.ocbc.com/policies](http://www.ocbc.com/policies) or available on request and which you have read and understood.

## 13. SET OFF AND CONSOLIDATION

### 13.1 EXTENT OF OUR RIGHTS

We may at any time and without prior notice or demand combine or consolidate any and all account(s) maintained by you with us (whether matured or not) and regardless of where your accounts are located or whether your accounts are held in your sole name or jointly with others and/or set off or transfer any sum standing to the credit in any or all such account(s) in or towards the discharge or payment of any and all sums due to us from you on any Card Account or under this Agreement whether or not:

- the use of the Card or the Card Account has not been terminated; and/or
- the balance then in our favour on the Card Account does not exceed the credit limit.

### 13.2 SET OFF AND CONSOLIDATION INVOLVING FOREIGN CURRENCIES

Where any set off or consolidation undertaken by us involves the conversion of one currency to another, we shall make the necessary conversion at our prevailing currency exchange.

## 14. COMMUNICATION AND SERVICE OF DOCUMENTS

Any Card (whether issued pursuant to an application or issued in renewal or replacement or any Card) and all Billing Statements, notices (including notification of any PIN assigned to you or any Card and of any amendments to this Agreement) or demands from us or any document relating to or by which any legal proceedings against you is commenced by us may be sent to or served on you by leaving it at or by posting it to or dispatching it by facsimile transmission, electronic mail or through the Internet to your Specified Address. Any such Card, statement, notice, demand or document so left at or sent or despatched to you shall be effective and deemed to have been received by you:

- when it is left at the Specified Address;
- on the day immediately following the date of despatch, if post; or
- immediately on despatch if sent by facsimile transmission, electronic mail or through the Internet, regardless of

whether it is received by you or it is returned undelivered.

## **15. MISCELLANEOUS**

### **15.1 INDEMNITY**

You shall indemnify and keep us fully indemnified against all claims, demands, action, proceedings, losses, damages, costs and expenses of any nature (including legal costs on an indemnity basis) incurred, suffered or sustained by us, directly or indirectly, by reason of or in connection with this Agreement, including but not limited to:..

- a. breach of any provision of this Agreement on your part; and/or
- b. the enforcement or protection of our rights and remedies against you under this Agreement, or in obtaining or seeking to obtain payment of all or any part of the monies hereby agreed to be paid by you; and/or
- c. any change in any law, regulation or official directive which may have an effect on this Agreement.

**15.2 REFERENCES TO SINGAPORE DOLLARS** All references to dollars and \$ in this Agreement shall mean Singapore Dollars. If the billing currency in your Card Account(s) is not in Singapore Dollars, we may convert any amounts in such Card Account(s) into Singapore Dollars at such rates of exchange as we may determine.

**15.3 INSTRUCTIONS FROM YOU** Any requests or instructions to us shall be in writing and shall be signed by you provided that we may, but shall not be obliged to, accept and act on any instructions or requests by telex, facsimile transmission or by telephone which we believe have been given or authorised by you. If such instruction or request was not given or authorised by you and if any fraud exists, we shall not be liable for any loss or damage suffered as a result of our acting on or acceding to any such instructions or requests.

**15.4 CHANGE OF PARTICULARS** You shall notify us in writing (or, in such other mode(s) and/or methods agreed by us from time to time) of any change in your particulars.

**15.5 OUR ACCEPTANCE OF INSTRUCTIONS FOR PERIODIC PAYMENTS** Our acceptance or approval of any instruction or arrangement for monthly or periodic payment of any charge by monthly or periodic deduction made on any Card Account or in respect of any monthly or periodic Card Transaction or the execution by us of any such deduction in respect of any month or period shall not impose upon us, any obligation to continue to make such deduction in each and every month or period.

**15.6 DELAY OR FAILURE TO EXERCISE RIGHTS** Any delay or failure by us in exercising our rights and/or remedies under this Agreement does not represent a waiver of any of our rights. We shall be considered to have waived our rights only if we specifically notify you of such a waiver in writing.

**15.7 ADDITIONAL BENEFITS, SERVICES OR PROGRAMMES** We may provide at our sole discretion, any programme, scheme or plan with respect to the use or the promotion of the use of Cards (the Programme ). Such additional services where provided, do not form part of our legal relationship with you. Those additional services, benefits or programmes may be subject to their own terms and conditions.

**15.8 AMENDMENTS TO PROGRAMME** We may at any time and from time to time without prior notice and without assigning any reason:

- a. amend, modify, vary or withdraw the terms and conditions of any Programme and or any privilege or benefits offered or conferred under any Programme;
- b. suspend or terminate any Programme;
- c. restrict or exclude any merchant from participation or continuing to participate in any Programme. Any privilege or benefit to be obtained from or conferred by any merchant under any Programme may be unavailable, suspended or withdrawn by that merchant at any time for any reason and whether temporarily or otherwise. We shall not be liable for any refusal of any merchant to extend or confer any privilege or benefit under any Programme for any reason whatsoever.

**15.9 ARRANGEMENTS WITH FINANCIAL INSTITUTIONS** Upon any arrangement made between you and any financial institution, a payment may be made to us for the credit of any Card Account, whether at regular intervals or otherwise. If that Card Account is terminated and another Card Account is established in replacement, the arrangement shall subsist and continue in relation to the Card Account that has replaced the original Card Account as from the date when the first Billing Statement with respect to the replaced Card Account is sent or availed to you.

**15.10 GOVERNING LAW** This Agreement is subject to Singapore law and you hereby submit to the non-exclusive jurisdiction of the courts of Singapore. A person who is not a party to this Agreement has no right under the Contracts (Rights of Third Parties) Act (Cap. 53B) to enforce any term of this Agreement. Notwithstanding any term of this Agreement, the consent of any third party is not required to vary, release or compromise any liability or terminate any of the terms of this Agreement.

**15.11 OTHER VERSIONS OF THIS AGREEMENT** In the event of any inconsistency between different versions of this Agreement, the English version shall prevail.

## **16. PLUS! ALERT NOTIFICATION SERVICE**

**16.1** We at our discretions may provide the Plus! Alert Notification Service (which includes, without limitation, the Plus! eAlerts Service (or by whatever name designated to it in the future)) through electronic mail, facsimile, SMS or such other media as we may deem appropriate.

**16.2** The scope and features of the Plus! Alert Notification Service shall be as determined or specified by us from time to time. We shall be entitled to modify, expand or reduce the Plus! Alert Notification Service at any time and from time to time without notice as we may deem fit without assigning any reason therefor.

**16.3** Any notification provided by us under the Plus! Alert Notification Service shall be transmitted or otherwise made available to you at such times as we may reasonably deem fit.

**16.4** We may contract with one or more third parties to provide, maintain or host the Plus! Alert Notification Service. You acknowledge that, in providing the Plus! Alert Notification Service, we shall have to release and transmit your information (including information relating to your account(s) with us) to such third parties. You hereby agree and consent to such release and transmission of your information to such third parties. You further acknowledge that your information may be placed and stored in servers outside our control and agree that we shall have no liability or responsibility for such storage.

**16.5** A notification under the Plus! Alert Notification Service shall be considered to be sent by us upon the broadcast of the notification by the third party to the contact particulars designated by you for the purposes of the Plus! Alert Notification Service, regardless of whether such notification is actually received by you. We do not guarantee receipt of any notification under the Plus! Alert Notification Service by you and you understand and agree that your use of the Plus! Alert Notification Service is at your own risk.

**16.6** You shall notify us immediately of any change in your contact particulars designated by you for the purposes of the Plus! Alert Notification Service. Where you fail to inform us of such change, we shall not be responsible for any loss, damage or other consequence which you may suffer as a result of any notification being sent to your latest designated contact particulars in our records.

**16.7** All references to a time of day in any notification sent by us under the Plus! Alert Notification Service are to Singapore time (unless otherwise specified by us).

**16.8** All notifications under the Plus! Alert Notification Service shall be from us to you only and you should never attempt to communicate with us by directing any communication to the sender's contact number, address or other particulars which may be indicated on the notification.

16.9 You agree that we, our directors, officers, employees and agents are not responsible for any losses or damages, including legal fees, that may arise, directly or indirectly, in whole or in part, from: (a) the non-delivery, delayed delivery, or the misdirected delivery of a notification under the Plus! Alert Notification Service; (b) any inaccurate or incomplete content in a notification under the Plus! Alert Notification Service; or (c) the reliance by you on or use of the information provided in a notification under the Plus! Alert Notification Service for any purpose.

## 17. FATCA POLICY

Our Foreign Account Tax Compliance Act (FATCA) Policy (the "FATCA Policy") forms part of this Agreement and shall be binding on you. You agree to comply with and adhere to the FATCA Policy, which is accessible at [www.ocbc.com/policies](http://www.ocbc.com/policies) or available on request. You should therefore read the FATCA Policy together with this Agreement. This Agreement is subject to the FATCA Policy. Should there be any conflict or inconsistency between any of the contents of the FATCA Policy and this Agreement, the contents of the FATCA Policy shall prevail.

## APPENDIX 1

### PLUS! BALANCE TRANSFER FACILITY

You may at any time apply for the Plus! Balance Transfer Facility (the BT Facility), subject to the Plus! Credit Cardmembers Agreement and any other rules, procedures or instructions which we may issue from time to time.

1.1 ELIGIBILITY FOR BALANCE TRANSFER FACILITY Application for the BT Facility may be made by any Cardmember whose Card Account is in good standing as determined by us.

#### 1.2 APPLICATION FOR TRANSFER

a. You may apply for a transfer (the Balance Transfer) of the outstanding balance(s) in Singapore dollars (the Applied Balance Transfer Amount), subject to a minimum amount specified by us, under any of your credit card/credit line account(s) (the Other Card/Credit Line Account(s)) held with any bank or financial institutions in Singapore, other than with us, to the Balance Transfer Account (as defined below).

b. You may also apply for a Balance Transfer of the Balance Transfer Amount (as defined below) from the Balance Transfer Account to a bank account that you maintain with any bank or financial institutions in Singapore acceptable to us. Such Balance Transfer shall only be permitted from time to time as determined by us.

c. A Balance Transfer can only be made to a receiving account denominated in Singapore dollars.

d. We reserve the right to reject an application for a Balance Transfer in its entirety and/or approve only part of an Applied Balance Transfer Amount (such approved amount shall be referred to as the Balance Transfer Amount) at our discretion and without assigning any reason.

e. All Balance Transfer applications shall be irrevocable on and after the date of the relevant approval letter issued by us (the Approval Letter).

#### 1.3 BALANCE TRANSFER ACCOUNT

a. We may, on our approval of each Balance Transfer application, open an account in your name (the Balance Transfer Account) and debit the Balance Transfer Amount to/from such Balance Transfer Account on the date of the Approval Letter or such later date as determined by us.

b. We shall charge and debit the relevant Balance Transfer Account an interest or finance charge calculated:

i. during the promotional period (the Promotional Period) specified in the application for such Balance Transfer, at the applicable annual interest rate at the time of such transfer as stated in its application or any other rate determined by us at our sole discretion (the Promotional Balance Transfer Rate); and

ii. after the Promotional Period, at the prescribed rate applicable to your Card Account(s), on a daily basis on such outstanding Balance Transfer Amount from the date such Balance Transfer is debited to/from such Balance Transfer Account until the date of full payment.

c. The interest paid on the BT Facility is not refundable whether the BT Facility is terminated at any time by you or us (including any termination of the Card Account) or whether the BT Facility is fully repaid by you anytime.

d. You shall be fully liable to us for any and all amounts debited from your Balance Transfer Account(s).

e. The Promotional Balance Transfer Rate is not applicable to any existing or subsequent charge(s) in relation to Card Transaction(s) incurred or posted to your Card Account. No loyal or rewards points will be awarded for Balance Transfers under any loyalty or rewards programs.

#### 1.4 LIABILITY TO MAKE PAYMENTS

a. If approved, the Balance Transfer Amount shall be credited directly into the account stated by you in the Balance Transfer application form.

b. You shall continue to make payments on any Other Card/Credit Line Account(s) for which you have made a Balance Transfer application until the relevant Card/Credit Line is successfully credited. We shall not be liable for any overdue payment or interest or any other fees, costs, expenses incurred on such Other Card/Credit Line Account(s).

1.5 TREATMENT OF BALANCE TRANSFER AMOUNT Each Balance Transfer Amount debited from any Balance Transfer Account(s) will be treated in the same manner as a charge arising from a Card Transaction under this Agreement and will be reflected in your monthly statement issued or made available by us for your Balance Transfer Account(s) and payable by you in accordance with the terms of this Agreement.

1.6 REDUCTION OF CREDIT LIMIT OF CARD ACCOUNT The Credit Limit of your Card Account shall be reduced by an amount equal to the total outstanding Balance Transfers in your Balance Transfer Account(s) from time to time. You shall pay us on demand the amount, if any, by which the sum of the total outstanding balance on your Card Account and the total outstanding Balance Transfers exceeds the Credit Limit of your Card Account.

1.7 BALANCE TRANSFER FACILITY FEES A non-refundable processing fee on the Balance Transfer Amount at a rate determined by us at our discretion will be debited from the Balance Transfer Account (regardless whether the BT Facility is terminated at any time by you or us) for each successful Balance Transfer.

1.8 TERMINATION OF BALANCE TRANSFER FACILITY We reserve the right to terminate the BT Facility and any Balance Transfer Account(s) without prior notice and without assigning reason and you shall on demand repay all monies owing under the affected Balance Transfer Account(s).

## APPENDIX 2

### PLUS! CARD INSTALMENT LOAN FACILITY

You may at any time apply for the Plus! Card Instalment Loan Facility (the Card Instalment Loan Facility), subject to the Plus! Credit Cardmembers Agreement and any other rules, procedures or instructions which we may issue.

#### 1.1 ELIGIBILITY FOR CARD INSTALMENT LOAN FACILITY

a. Application for the Card Instalment Loan Facility may be made by any Cardmember whose Card Account is in good standing as determined by us. We may reject an application for the Card Instalment Loan Facility in its entirety and/or approve only part of the requested amount at our discretion without assigning any reason.

b. Each application for the Card Instalment Loan Facility is subject to (i) a minimum amount specified by us to be applied for under the Card Instalment Loan Facility and (ii) the amount applied for and the interest to be charged, not exceeding the available credit limit of your Card Account less the Processing Fee (as defined below) at the time of the application for the Card Instalment Loan Facility.

#### 1.2 APPROVAL OF CARD INSTALMENT LOAN FACILITY

a. Upon approval of the Card Instalment Loan Facility, whether in whole or in part, the amount approved (the

Approved Funds Transfer Facility Amount) shall be credited into a Singapore dollar denominated bank account held by you as specified in your application.

b. Upon approval of the Card Instalment Loan Facility, your Credit Limit shall be reduced by the Aggregate Instalment Amount (as defined below). Upon your payment of a Monthly Instalment Amount, your reduced Credit Limit may, at our discretion, be increased by such amount corresponding to the Monthly Instalment Amount.

#### 1.3 PAYMENT, INTEREST, FEES AND CHARGES FOR CARD INSTALMENT LOAN FACILITY

a. A non-refundable processing fee (the Processing Fee) on the Approved Funds Transfer Facility Amount at a rate as determined by us at our discretion will be debited from the Card Account (regardless whether the Card Instalment Loan Facility is terminated at any time by yourself or us) for each successful application.

b. Interest on the Card Instalment Loan Facility calculated at such rate specified by us shall be payable on the Approved Funds Transfer Facility Amount. The interest payable shall be aggregated with the Approved Funds Transfer Facility Amount (the Aggregate Instalment Amounts) to determine the amount(s) payable for each monthly instalment (the "Monthly Instalment Amount") based on the number of monthly instalments indicated on your application.

c. The first Monthly Instalment Amount shall be debited from the Card Account when the Card Instalment Loan Facility is approved. Each subsequent Monthly Instalment Amounts will be debited on or about the same day in each following month, until the Aggregate Monthly Instalments have been completely debited to the Card Account.

d. An administrative fee at such rate or at such amount as we may determine may be imposed if the Card Instalment Loan Facility is terminated (whether arising from the termination of your Card Account or otherwise) or if a prepayment of any amount under the Card Instalment Loan Facility is made. The administrative fee shall be debited from the Card Account.

e. The interest paid on the Card Instalment Loan Facility is not refundable whether the Card Instalment Loan Facility is terminated at any time by you or us (including any termination of the Card Account) or whether the Card Instalment Loan Facility is fully repaid by you anytime before its maturity.

1.4 TREATMENT OF CARD INSTALMENT LOAN FACILITY Each of the Monthly Instalment Amounts, the balance of the Aggregate Monthly Instalments and any fees and charges under the Card Instalment Loan Facility debited from the Card Account shall be deemed as a charge arising from and be payable by you as a Card Transaction under this Agreement. If any such sum(s) debited to your Card Account is not paid in full when due, you shall pay the finance charges, interest and fees on the outstanding amounts at the prevailing rate.

1.5 TERMINATION OF CARD INSTALMENT LOAN FACILITY We reserve the right to terminate the Card Instalment Loan Facility without prior notice and without assigning reason and you shall on demand repay all monies owing under the Card Instalment Loan Facility.

### APPENDIX 3

#### PLUS! INSTALMENT PAYMENT PLAN

You may at any time apply to participate in a Plus! Instalment Payment Plan (the Plan), subject to the Plus! Credit Cardmembers Agreement and any other rules, procedures or instructions which we may issue. In so applying, you authorise/agree/undertake with us as follows:

a. You authorise us to pay to the relevant merchant for your purchase of the relevant goods/services (in such manner as may be agreed between the merchant and us) and to debit your Card Account for the purchase price of the goods and services in the number of instalments indicated on the receipt containing details of the Plan.

b. We have the discretion to determine the size of each instalment payment as long as the total instalment payments do not exceed the purchase price.

c. The first instalment payment will be debited immediately from your Card Account when you purchase the goods and services. Each subsequent instalment payment will be debited on or about the same day in each following month, until the purchase price has been completely debited to the Card Account.

d. You agree that the credit limit related to your Card Account will be reduced by such portion of the purchase price that is unpaid, although the same may not be posted to your Card Account as yet.

e. If any instalment payment debited to your Card Account is not paid in full when due, you must pay us the finance charges, interest and fees on the outstanding amounts at our prevailing rate.

f. We may at our discretion and without notice to you debit the whole balance of the purchase price then outstanding to your Card Account at any time, in which case such balance will be immediately due and payable by you. We may at our discretion impose an administrative fee at such rate as we may determine if the Plan is terminated (whether arising from the termination of your Card Account or otherwise) or if you make a prepayment of any amount under the Plan.

### APPENDIX 4

#### PLUS! SUPPLEMENTARY CREDIT CARD

You may at any time request and apply for supplementary Card(s) to be issued, subject to the Plus! Credit Cardmembers Agreement and any other rules, procedures or instructions which we may issue. If you apply and request for supplementary Card(s) and we approve such application, you will be known as the Principal Cardmember (for the purposes of this Appendix 4). The supplementary Card(s) issued will be known as a Supplementary Card and the person to which the Supplementary Card is issued to is a Supplementary Cardmember. In so applying, you authorise/agree/undertake with us as follows:

a. The total charges incurred under each Card Account by the Principal Cardmember and the Supplementary Cardmember(s) when added together, must not exceed the credit limit set for each Card Account.

b. We shall send the Principal Cardmember a Billing Statement on a monthly basis or other periodic basis listing the transactions incurred by the Principal Cardmember and the Supplementary Cardmember(s).

c. A non-refundable annual service fee shall be imposed for the issue and renewal of each Supplementary Card (unless specifically waived by us).

d. The use of any or all Supplementary Cards may be terminated by the Principal Cardmember and the use of any Card issued to any Supplementary Cardmember may be terminated by that Supplementary Cardmember in each case by giving written notice thereof to us. We may suspend or terminate any Supplementary Card at any time.

e. The Principal Cardmember shall be liable for and must pay us on demand the outstanding balances (whether 5 incurred by the Principal Cardmember or the Supplementary Cardmembers) on the Card Account(s), including all sums and charges effected or debited to any and all Card Accounts in accordance with this Agreement (whether before or after the termination of the use of any Card or Cards). The Principal Cardmember shall be jointly and severally liable with each Supplementary Cardmember for such part of the outstanding balance in connection with his/her Supplementary Card.

f. The Supplementary Cardmember shall be liable for and must pay us on demand for such part of the outstanding balance in connection with his/her Supplementary Card, including all sums and charges debited by us to any Card Account in accordance with this Agreement in respect of Card Transactions effected by the use of the Card issued to that Supplementary Cardmember and or the PIN of such Card or the PIN issued to that Supplementary Cardmember, including the amount of all interest and other charges debited to the Card Accounts which are attributed to those Card Transactions or any of them, which remain outstanding or unpaid.

g. The liability of the Principal Cardmember and a Supplementary Cardmember in respect of any Card or Card Account under any of the provisions of this Agreement shall be joint and several and the liability of each and all Supplementary Cardmembers under any of the provisions of this Agreement shall be separate. Any

invalidity,unenforceability, release or discharge of the liability of the Principal Cardmember or any Supplementary Cardmember to us shall not affect or discharge the liability of the other cardmembers to us.

h. Any Billing Statement given to or served on the Principal Cardmember shall be deemed to have been given to and received by each and every Supplementary Cardmember at the time when the Principal Cardmember shall have received or is deemed to have received the same. We shall not be required to send to any Supplementary Cardmember any Billing Statement or any statement with respect to the Card Account of the Card issued to that Supplementary Cardmember.

i. Any and all payments made or sent by the Principal Cardmember or any Supplementary Cardmember may be applied and appropriated by us in such manner and order and to such Card Account(s) (whether relating to the Card issued to that cardmember or otherwise) and or with respect to such Card Transaction(s) as we may select or determine notwithstanding any specific appropriation by that cardmember.

j. Any notice or any amendments to this Agreement that is sent by us to the Principal Cardmember shall be considered to have been sent and received by the Supplementary Cardmember at the same time.