

FAQs on OCBC 365 Credit Card benefits update

1. What are the new benefits of the OCBC 365 Credit Card?

Spend Tiers	Minimum Spend	Cashback Cap
Tier 1	S\$800	S\$80
NEW Tier 2	S\$1,600	S\$160

Grocery	Utilities	Petrol	Private Hire & SimplyGo	Dining	*NEW* Streaming	*NEW* Pharmacy	*NEW* Electric Vehicle Charging
3%	3%	6%	3%	5%	3%	3%	3%

Enjoy more savings on your Card with a new cashback spend tier and more cashback categories. Earn up to S\$160 cashback when you spend a minimum of S\$1,600 (or you may continue to enjoy up to S\$80 cashback when you spend a minimum of S\$800). What's more, enjoy 3% cashback at these 3 new categories: Pharmacy, Streaming and Electric Vehicle.

2. Who will be affected and when will the changes take effect from?

The new earn rates above will be applicable to both existing 365 cardmembers and new 365 cardmembers with effect from 1 July 2023.

3. Which transactions are eligible to meet the minimum spending requirements?

Only transactions that fall into Clause 3(b) of the Terms and Conditions Governing OCBC 365 Credit Card Programme are excluded from the minimum spending requirements. All other transactions are eligible.

4. How much cashback can I earn each month?

With the higher spend tier introduced, you can now enjoy up to S\$160 cashback each month if you spend S\$1,600 and above (subject to the fulfilment of the other terms and conditions governing the 365 Credit Card Programme). Cashback will be capped at S\$80 if you spend between S\$800 to S\$1,599 (subject to the fulfilment of the other terms and conditions governing the 365 Credit Card Programme).

5. How will this affect my supplementary card spending?

Spending will still be aggregated between the Principal and Supplementary Cardholders. Cashback earned by a Supplementary Cardholder will likewise be credited to the Card Account of the Principal Cardholder.

6. I made a purchase in the month of June, but the transaction was posted in July, will I still enjoy the old cashback rate?

For transactions posted in the month of July, you will enjoy cashback based on the new earn rates. The cashback computation is based on the transactions posted within the calendar month. Posting date refers to the date that the transaction is received by the card issuer, i.e. OCBC Bank. As merchants may make a settlement a few days after the transaction has been made, the posting date may be a few days later than the transaction date. As such, the bank has no control over when a merchant records the transaction.

7. What are the qualifying transactions under Electric Vehicle (EV) charging?

You can earn 3% cashback on EV charging classified under MCC 5552. Examples of EV charging merchants under MCC 5552: SP Digital, Zeco Systems, Virta Charging Stations, City Energy etc.

8. What are the qualifying transactions under Pharmacy?

You can earn 3% cashback on pharmacy purchases made under MCC 5912 (Drug Stores, Pharmacies). Cashback will be awarded for local and overseas transactions, for both in-store and online. Examples of pharmacy merchants: Watsons, Guardian, Unity, GNC/LAC

9. What are the qualifying transactions under Streaming?

You can earn 3% cashback on streaming transactions made under MCC 4899 (Cable, Satellite, and Other Pay Television and Radio Services). Examples of streaming merchants: Netflix, Disney+, Youtube Premium

10. I used to enjoy higher rebates on my dining & online travel spends. Why are these rebates reduced?

OCBC continually gathers feedback from our customers and benchmarks our product benefits against those in the industry. The OCBC 365 Credit Card benefits are the result of extensive consumer labs conducted with existing Cardholders. Customers spending on dining can still earn 5% rebate while online travel spends can still qualify for the base rebate of 0.25%.

11. I made a purchase on Online Travel/Dining in the month of June, but the transaction was posted in July, will I still enjoy the 3% cashback on Online Travel/6% cashback on Dining?

For online travel purchases posted in the month of July, you will enjoy a cashback of 0.25% (which is the Base Cashback). For dining transactions posted in the month of July, you will enjoy a cashback of 5%. The cashback computation is based on the transactions posted within the calendar month. Posting date refers to the date that the transaction is received by the card issuer, i.e. OCBC Bank. As merchants may make a settlement a few days after the transaction has been made, the posting date may be a few days later than the transaction date. As such, the bank has no control over when a merchant records the transaction.

12. Where can I find the updated Terms and Conditions?

The updated Terms and Conditions are attached in the electronic direct mail (eDM) that we have sent to you.

Updated as of 1 June 2023