

## Frequently Asked Questions (FAQ) Debit Card Settlement for Overseas Transaction

### A. Aggregate Settlement

1. **Why is my account balance not charged real-time when I conduct a Contactless tap transaction using OCBC NISP Debit Card on public transportation overseas?**

**Answer:** Several public transportation companies overseas use aggregate settlement method to accumulate the total amount of multiple ride fares into one billing. Account balance will be charged the final amount of the accumulated ride fares within the predetermined accumulation period by respective public transportation companies, that is 1 to 14 days since the first tap.

2. **When using OCBC NISP Debit Card for transactions with Contactless tap method on public transportation overseas, my account balance was only charged 0.1 to 1 dolar instead of the supposed fare ride. Why is this the case?**

**Answer:** Several public transportation companies overseas use aggregate settlement method to accumulate the total amount of multiple ride fares into one billing. The first tap of debit card on public transportation gates will charge a card authorization fee for validation purposes in a predetermined amount by respective public transportation companies (generally 0.10 to 1 dollar or any applicable currency in the destination country).

Authorization fee will be refunded once the account balance has been charged the final amount of the accumulated ride fares within the predetermined accumulation period by respective public transportation companies, that is 1 to 14 days since the first tap.

3. **I used OCBC NISP Debit Card to make transactions with Contactless tap method on Singapore MRT, but my account balance was only charged multiple days after the supposed ride.**

**Answer:** Singapore public transportation authority (including MRT and Bus) applies aggregate settlement method to accumulate the total amount of multiple ride fares into one billing. Account balance will be charged the final amount of the accumulated fare rides within 5 to 14 working days after the first tap or after reaching a minimum billing threshold of SGD 15 (either criteria that is fulfilled first) following the terms of Singapore public transportation authority.

4. **How can I see the details of each fare ride (one route consisting of one tap in & tap out) on public transportation overseas?**

**Answer:** Each public transportation company applies varying terms on fare ride aggregation and information to customers. Bank customers are advised to use the app of respective public transportation companies to receive detailed information on each ride fare. Customers using public transportation in Singapore (Singapore Transit Link) can use the app TL SimplyGo. Ensure that your account has sufficient balance according to the accumulated fare rides until transaction charge is successfully completed (until 14 working days after the transaction date).

**5. Why does the Bank hold SGD 20/other currencies of my funds when I conduct transactions on public transportation (MRT/BUS) in Singapore/other countries?**

**Answer:** The Bank holds funds for public transportation (MRT/BUS) transactions implementing aggregate settlement system (point 1), where ride fares are not directly charged from the Customer's account real-time due to waiting of ride fares accumulation. Complete information regarding temporary fund hold can be accessed through the following link: [Temporary Fund Hold for Overseas Transportation Transactions Announcement](#).

**6. I used OCBC NISP Debit Card for transaction with tap/Contactless method on Australian public transportation. However, the Bank held 20 AUD of my funds for each ride transaction, resulting in more than 20 AUD of my funds being held. Why does the fund hold occur more than once?**

**Answer:** The Bank will initiate fund hold when the public transportation company (MRT/BUS) sends transaction authorization request on OCBC NISP Debit Card, that usually occurs during tap in on MRT/BUS. Fund hold can occur more than once if the public transportation company sends transaction authorization request for each initial ride transaction (tap in) made by the Customer. Held funds will be released once the accumulated fares for each ride has been received by the Bank and successfully charged from the Customer's account.

**7. When will the held funds be released by the Bank to the Customer's account balance?**

**Answer:** Held funds will be released after the Bank receives the final accumulated ride fare from the public transportation company (MRT/BUS) at a maximum of 14 working days. However, this clause depends on the clause determined by the public transportation company and the authority of the country where the transaction was made. As such, the release of held funds may take more than 14 working days.

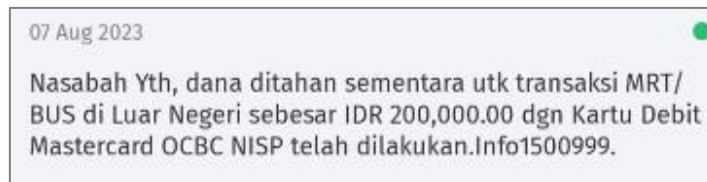
**8. What happens if the final accumulated ride fare exceeds the amount held by the Bank?**

**Answer:** If the final accumulated ride fare exceeds the amount held by the Bank, the Bank will charge the excess from the available balance in the Customer's account. If the Customer's foreign currency account has insufficient funds, the excess will be charged from the Customer's IDR account.

### 9. How can I know if my funds are being held by the Bank?

**Answer:** During the fund hold process, Customer will receive a notification from their ONE Mobile application, including information on the amount and currency of held funds. The amount of fund hold for each country can be accessed through the following link: [Temporary Fund Hold for Overseas Transportation Transactions Announcement](#).

#### Notification Example:



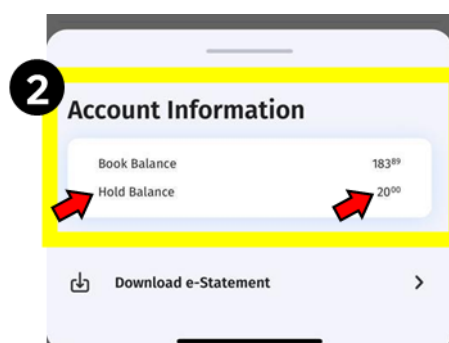
Customer can also view the information of their held funds through ONE Mobile, on the account transaction history & statement page of the corresponding currency account of the held funds.

#### Steps to Check Held Funds on ONE Mobile:

1. Login to ONE Mobile -> choose "Financial" at the bottom of the page -> choose "Savings" -> choose the account used for transaction -> choose the corresponding currency account used for transaction
2. Choose the three-dotted sign at the top right of the page on the transaction history & statement page.



3. The Account Information page will pop up and the "Hold Balance" row shows the amount of Customer's fund that currently being held by the Bank.



**10. Bagaimana saya tahu bahwa dana yang sedang ditahan telah dilepas/release oleh Bank?**

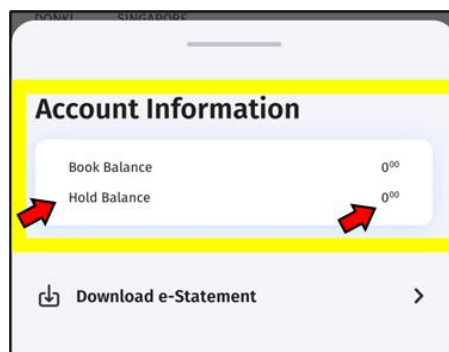
**Jawaban:** The Account Information page will pop up and the “**Hold Balance**” row will show a decrease to 0.

**Steps to Check Held Funds that Have Been Released on ONE Mobile:**

1. Choose the three-dotted sign at the top right of the page on the transaction history & statement page.



2. The Account Information page will pop up and the “**Hold Balance**” row shows the amount of Customer’s fund that currently being held by the Bank.



**11. What if the held funds have not been released yet by the Bank past the determined due date?**

**Answer:** If the held funds by the Bank have not been released yet by the Bank past the determined due date, Customer can contact Bank OCBC NISP through TANYA OCBC NISP at 1500-999/ +62-21-26506300 (Overseas) or WhatsApp +62-812-1500999 or e-mail tanya@ocbcnisp.com.

**B. Tax Refund****1. When can I receive tax refund on transactions I have filed through OCBC NISP Debit Card?**

**Answer:** Tax refund on transactions through OCBC NISP Debit Card will be processed up to 40 working days after tax refund is filed. Tax refund can also be filed through OCBC NISP Credit Card with a faster processing time than 40 working days.

**2. I made a transaction using OCBC NISP Debit Card in SGD (Singaporean Dollar) and filed a tax refund, however the tax refund was credited in another currency. Why is this the case?**

**Answer:** The currency of tax refund may differ from the currency of the transaction following the applicable procedure in respective merchants and/or the country where the tax refund was filed.

**C. SPBU (petrol station/gas station) Self-service****1. Why is my account balance not charged real-time when using OCBC NISP Debit Card for transactions at self-service petrol/gas station overseas?**

**Answer:** Several self-service petrol/gas stations overseas required multiple working days to finalize the total amount of transaction for fuel pump made by customers. Thus, charging of account balance is unable to be completed real-time.

**2. I made a transaction on fuel pump at self-service petrol/gas station in the United Kingdom with a total transaction amount of GBP 20, but my account balance was charged GBP 100. Why is this the case?**

**Answer:** Several self-service petrol/gas stations use an early verification system on payment cards (Debit Card/Credit Card) by requiring customers to insert/dip or do a Contactless tap of their debit card on the merchant EDC machine before pumping fuel. In this system, the final amount of fuel pump will be finalized and charged from the account balance after the pumping is completed.

United Kingdom and several other countries apply terms of temporary reserve with a varying amount up to GBP 120 for transactions at self-service petrol/gas station to ensure sufficient funds in the account balance during the finalization of the total transaction amount for fuel pumping. Petrol/gas station companies require multiple working days to finalize the total transaction amount for fuel pumping made by the customer and will refund the difference between the temporary reserve amount and the final transaction amount to the customer's account balance.