

Frequently Asked Questions for the OCBC Step Up Promotion

V10042023

During sign up period

- 1. How long is the sign up period?**
9 - 31 May 2023
- 2. How can I sign up for this promotion?**
Please visit go.ocbc.com/stepup and to submit a registration form online. You will receive an email acknowledgement if your submission is successful.
- 3. What is the minimum amount to register for the promotion?**
Minimum per application is SGD10,000 or in multiples of SGD10,000 for higher amounts.
- 4. What is the maximum amount each customer can register for the promotion?**
Each customer is limited to register up SGD1,000,000. Any subsequent applications will not be processed.
- 5. Can customers cancel their registrations after submitting?**
Yes. Please complete the online Withdrawal Form found on go.ocbc.com/stepup by 31 May 2023.
- 6. Can customers amend the application amounts after registration?**
Yes. Please submit the respective online forms found on go.ocbc.com/stepup for the difference by 31 May 2023. To increase the amount, complete the Registration Form. To reduce the amount, complete the Withdrawal Form.
- 7. When is the last day for customers to top up their accounts after they have completed registration?**
All funds must be received in the registered accounts by 31 May 2023.
- 8. Must participating funds be fresh funds?**
All types of funds are accepted.

During the bonus interest period

- 9. How long is the bonus interest period?**
1 June 2023 - 31 August 2023. During this period, your participating funds will be withheld in your account.
- 10. Will I know if my funds have been successfully withheld under the promotion?**
Yes. You will receive a notification via SMS if the funds you registered are not successfully withheld.
- 11. When will the bonus interest be credited to my account?**
Bonus interest will be credited monthly, by the 15th business day of the following month.
- 12. How can I request to withdraw the funds which have been withheld in my account for this promotion?**
Please complete the Withdrawal Form found on go.ocbc.com/stepup. Minimum amount you can withdraw from the promotion is S\$10,000 or in multiples of S\$10,000 up to the amount you registered.
- 13. Will I be charged a penalty if I withdraw during the bonus interest period?**
No penalty will be charged.

14. Will I earn bonus interest for the funds I withdraw?

Any funds which have been withdrawn will no longer earn bonus interest.