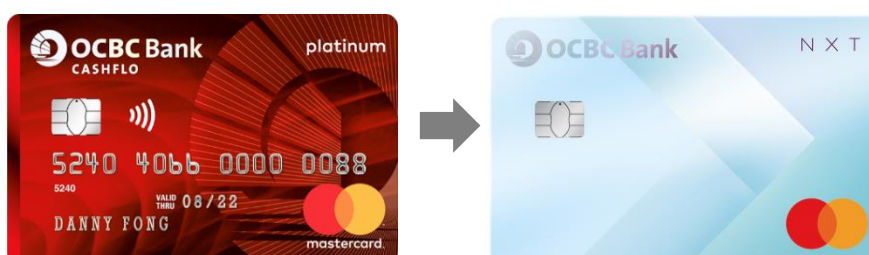


FAQ for OCBC Cashflo Card rebranding to OCBC NXT Card

(effective 15 November 2022)



S/N	For existing Cashflo Cardmembers
1	<p>What are the main changes?</p> <ul style="list-style-type: none"> • Card name will be changed from “OCBC Cashflo Credit Card” to “OCBC NXT Card” • The card design will be changed • With the new sleek design, Card Number and Valid Thru date will be displayed on the back of the card, which adds to the security of the card
2	<p>Why did the Bank choose to rebrand the Cashflo Card to NXT?</p> <ul style="list-style-type: none"> • As the Cashflo card has been launched since 2014, the Bank reviews its product offerings from time to time to ensure that it is relevant to consumers.
3	<p>What does NXT mean?</p> <ul style="list-style-type: none"> • The NXT Card (pronounced as NEXT) – is the card that lets you explore what’s next and create new moments. It captures the spontaneity and go-getter spirit of our users. There is no more waiting on the sidelines as NXT users now have the ability to explore any possibility and power their NEXT adventure anywhere.
4	<p>I have the OCBC Cashflo Card, how does this affect me?</p> <ul style="list-style-type: none"> • There will be no impact to your existing card, you can continue to use it and will be updated to the new design upon the card renewal date • Continue to enjoy the same great benefits that comes with your existing OCBC Cashflo Credit Card • Existing customers will receive the new card when: <ul style="list-style-type: none"> ○ Renewal cards are sent when cards expire ○ Replacement/lost cards are sent • As part of the transitory phase to cater for existing Cashflo cardmembers, all customer interfaces such as statements and ATM insertions will reflect the new NXT Card name and design by 4 January 2023.
5	<p>What about the OCBC Great Eastern Cashflo Card? Will it be updated as well?</p> <ul style="list-style-type: none"> • There will be no change to the existing OCBC Great Eastern Cashflo Card
6	<p>Can I opt for the old OCBC Cashflo Card on/after 15 November 2022?</p> <ul style="list-style-type: none"> • Unfortunately, no. All OCBC NXT Cards issued from 15 November 2022 onwards will take the new name and design and we will not have any existing OCBC Cashflo Credit Card versions to support such requests

S/N	For new NXT Cardmembers
1	<p data-bbox="284 383 1426 409">What does the name NXT mean?</p> <ul data-bbox="284 443 1426 568" style="list-style-type: none"> <li data-bbox="284 443 1426 568">• The NXT Card (pronounced as NEXT) – is the card that lets you explore what’s next and create new moments. It captures the spontaneity and go-getter spirit of our users. There is no more waiting on the sidelines as NXT users now have the ability to explore any possibility and power their NEXT adventure anywhere.
2	<p data-bbox="284 598 1426 658">I applied for the new card, why does my statement/mobile banking state “OCBC Cashflo Card”?</p> <ul data-bbox="284 692 1426 786" style="list-style-type: none"> <li data-bbox="284 692 1426 786">• As part of the transitory phase to cater for existing Cashflo card customers, all customer interfaces such as mobile banking, internet banking, statements and ATM insertions will reflect the new NXT Card name and design by 4 January 2023.
3	<p data-bbox="284 813 1426 840">Can I choose the old Cashflo card design?</p> <ul data-bbox="284 873 1426 967" style="list-style-type: none"> <li data-bbox="284 873 1426 967">• Unfortunately, no. All OCBC NXT Cards issued from 15 November 2022 onwards will take the new name and design and we will not have any existing OCBC Cashflo Card versions to support such requests