

# About OCBC WowDeals Mobile App

# About the App

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- 1 What is the OCBC WowDeals app about?** This is a lifestyle mobile app developed by OCBC Bank, exclusively for our Card customers. Key benefits:
- Reserve and redeem mobile app exclusive limited deals (Mobile Coupons). These are usually available only for a limited time and quantity.
  - Personalize the type of OCBC Card Promotions you are interested
  - Locate relevant deals in nearby locations
  - Check your Rewards points balance (OCBC\$, ROB\$ and Bonus Miles only)
  - Redeem your OCBC\$ or ROB\$ for Rewards Mobile Vouchers or Hardcopy Vouchers
- 2 What type of OCBC Cards are eligible?** All Singapore-issued OCBC Credit and Debit Cards (excluding Supplementary Cards, Business/Corporate Cards and Private Label Cards) are eligible to reserve our Limited Deals unless otherwise stated.
- To check your Rewards balance and to redeem Rewards, you should hold a Rewards earning Credit Card such as OCBC Titanium, OCBC Arts, OCBC Platinum Credit Card, OCBC Classic, OCBC Generic, OCBC Best Denki, OCBC Elite World Card, and OCBC Robinsons Card.
- 3 I hold an OCBC supplementary credit card. Am I eligible?** For security reasons, we are only able to verify Principal Credit Cardmember's details during the verification process, as well as the Rewards redemption process. However, you may still enjoy the offers and pay using your supplementary credit card.
- 4 Is the OCBC ATM Card eligible?** Unfortunately no, Limited Deals and OCBC Cards Promotions are strictly for OCBC Credit and Debit Cardmembers unless otherwise stated. OCBC Rewards Programme is strictly for OCBC Credit Cardmembers.
- For more information on OCBC Credit and/or Debit Cards, please visit [www.ocbc.com/cards](http://www.ocbc.com/cards).
- 5 I have applied and received a new OCBC Credit and/or a Debit Card. Can I log in using this Card details?** Yes of course. Please do ensure that your new OCBC Credit/Debit Card has already been activated for more than 48 hours prior to logging in. Alternatively, you may log in with a different OCBC Credit or Debit Card that is currently active.

**6** Where can I make enquiries relating to the WowDeals app?

For any enquiries, please contact 1800 363 3333 or visit [ocbc.com/wowdeals](https://www.ocbc.com/wowdeals).

# About Limited Deals & Card Promotions

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- 1 What is a Limited Deal?** A Limited Deal is an OCBC Card offer or mobile coupon that is exclusively available via the WowDeals app. Such mobile coupons will be pushed out for a limited time and quantity, and will be listed under the “Limited Deals” tab on the left navigation pane of the app. Do logon to our mobile app from time to time and enable push notifications to check out these app exclusive offers!
- 2 Can I personalize the deals I want to see?** Limited Deals (Mobile Coupons) cannot be personalized as these are app exclusive contents available for a limited period.
- However, you can personalize your own catalogue of OCBC Card Promotions you want to see on the app, which is the “Cards Promotions” tab on the left navigation pane of the app.
- 3 How do I personalize my catalogue of OCBC Card Promotions?** Go to the ‘Cards Promotions’ tab and click on the **[+Add Interests]** button. On the next page, you can select the type of categories of promotions you are interested in.
- At any point in time, you can update your catalogue simply by clicking on the **[+Add Interests]** button.
- 4 How can I locate deals near me?** In order to locate relevant deals near you, you must enable Location Services in your mobile device for the WowDeals app.
- For iOS 6 and above users, this can be turned on at Settings > Privacy > Location Services
  - For iOS 5 users, this can be turned on at Settings > Location Services
  - For Android devices, this can be enabled via the Location option from the Settings menu
- 5 Do I need to log in to reserve a Limited Deal (Mobile Coupon)?** Yes, as these offers are exclusively for our existing OCBC Credit/Debit Cardmembers, you will be asked to verify your details.
- 6 What type of OCBC Cards are eligible?** All Singapore-issued OCBC Credit and Debit Cards (excluding Supplementary Cards, Business/Corporate Cards and Private Label Cards) are eligible to reserve our Limited Deals unless otherwise stated.
- 7 I hold an OCBC supplementary credit card. Am I eligible?** For security reasons, we are only able to verify Principal Credit Cardmember’s details during the verification process. However, you may still enjoy the offers and pay using your supplementary credit card.

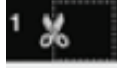
**8 Is the OCBC ATM Card eligible?**

Unfortunately no, Limited Deals and OCBC Cards Promotions are strictly for OCBC Credit and Debit Cardmembers unless otherwise stated.

For more information on OCBC Credit and/or Debit Cards, please visit [www.ocbc.com/cards](http://www.ocbc.com/cards).

# Reserving Limited Deals

## 1 How do I reserve Limited Deals (Mobile Coupons)?

To reserve the Limited Deal (Mobile Coupon) you want, simply click through to view full details about the deal, and then click on the **[RESERVE THIS DEAL]** button. Once done, the mobile coupon will be saved in your mobile wallet. You can retrieve this mobile coupon simply by clicking through to your mobile wallet by tapping on the scissors icon in the top right hand corner  in the **“Limited Deals”** tab.

Remember that Limited Deals are only for a limited time and/or quantity! Once it is fully reserved, the Limited Deal will no longer be valid for reservation. So be sure to logon or enable push notifications to receive updates on deals!

*Note: If this is your first time reserving a Limited Deal, you will be required to provide some basic Card and personal details.*

## 2 Why do I need to key in my Card and personal details?

This is because Limited Deals are exclusively for OCBC Cardmembers, hence we will need to verify your identity through your NRIC, the last 8 digits of your OCBC Card and your date of birth.

You will only need to key in these details when you wish to reserve or redeem any Limited Deals on our app. You are not required to key in any details if you are simply browsing the list of OCBC Limited Deals and Card Promotions.

## 3 Do I need to key in these details each time I reserve a Limited Deal?

You will be asked to key in these details for verification when you reserve your first Limited Deal. You may choose to check on the **[Remember Me]** box, and you will not be required to key in your details again to reserve new Limited Deals in the future.

You can sign out anytime via the “Account Settings” tab found in the left navigation pane of the app.

Once signed out, you will be asked to verify your details the next time you reserve a new Limited Deal.

## 4 I have more than one OCBC Card, can I use any Card for verification?

Yes, you may use any Singapore-issued OCBC Card for verification.

*This excludes Supplementary Cards, Business/Corporate Cards and Private Label Cards.*

## 5 If I have not selected the [Remember Me] checkbox or I have chosen to sign out, do I have to use the same Card again for

If you have more than 1 Singapore-issued OCBC Credit/Debit Cards, you can use any of the Card details for verification.

*This excludes Supplementary Cards, Business/Corporate Cards and Private Label Cards.*

**6** I have a valid OCBC Credit/Debit Card, but I keep receiving an error message that the details do not match the records. What could be the causes?

Please verify the below basic checks:

- Are you holding a Singapore-issued OCBC Card?
- Are you holding a valid Consumer Credit or Debit Card (i.e. not Business Card, Corporate Card and Private Label Card)?
- Have you keyed in the correct NRIC, Last 8 Digits of the Card and Date of Birth details?
  - o For Singaporeans, please key in the full NRIC including the alphabet.
  - o For Foreigners, please key in your latest Passport/FIN No as per your records with us.

If the above checks are true and valid, the error could be due to numerous reasons, of which it could be:

- You could be holding a new Card that has yet to be activated. You'll need to activate your Card and it takes up to 48 hours for the activation to be registered in our App system.
- You could be holding a Supplementary Credit Card, which unfortunately, cannot be used currently for log in purposes.

For further enquiries, please contact OCBC Customer Service Hotline at 1800 363 3333 for assistance.

**7** It shows a blank screen when the QR Code is launched. What should I do?

Your phone memory may be full. You may try clearing your phone memory and try again.


**8** Will the app make any charges to my OCBC Card?

No charges will be incurred for reserving any Limited Deals. This is purely a lifestyle app which brings you exciting offers from participating merchant establishments and OCBC partners. Any payment will only be done at the merchant establishment / outlet/ checkout page upon successfully redemption of the Limited Deal at point of order or purchase.

**9** What happens when my OCBC Card has expired, or replaced or cancelled?

If you've used the **[Remember Me]** function and the expired/replaced/cancelled OCBC Card has been used for verification previously, we will require you to key in your updated details for security purposes.

# Redeeming Limited Deals (Mobile Coupons)

- 1 I want to redeem my reserved Limited Deal (Mobile Coupons). How do I retrieve the info?**
- All successfully reserved Limited Deal(s) will be saved in your mobile wallet. Go to “Limited Deals” tab, and you can retrieve the mobile coupon(s) you would like to redeem simply by clicking through to your mobile wallet, which is indicated by the scissors icon in the top right hand corner. 
- Please ensure that you are at the merchant establishment/outlet to redeem the mobile coupon. Payment must be made with an OCBC Credit/Debit Card.
- 2 Do I have to use the same OCBC Card I keyed in during verification to make payment?**
- No, you may use any OCBC Credit/Debit Card as long as it is valid and in good standing.
- 3 I received an error message when I tried to retrieve my mobile coupon. What should I do?**
- Please close and re-launch the mobile app. Then, try retrieving the mobile coupon again. Alternatively, sign out of the app via the “Account Settings” tab and re-verify your details again. Do also check that your mobile device has mobile data or wireless network connectivity.
- If the above does not resolve the problem, it may be a possibility of app server connectivity issues, in which we encourage you to try again at a later time.
- If you continuously face the same issue despite all of the above, please contact OCBC Customer Service Hotline at 1800 363 3333 for assistance.
- 4 I’m at the merchant establishment already. How do I redeem my mobile coupon?**
- Please inform and present your mobile coupon to the staff when placing orders and/or at point of purchase. The staff will provide you a QR code, and upon this, please click on the **[USE THIS DEAL]** button, and confirm again by clicking on the **[Scan QR Code]** button. This will launch an in-app QR code reader, which you will use to scan the QR Code provided. Please ensure that a staff is present while you are scanning it.
- Once successful, you should see a confirmation message that this mobile coupon has been used along with the timestamp details. **Please present this screen to the merchant before you click on the [Okay] button.** Then, simply make payment with any OCBC Credit/Debit Card when the bill is presented.



**5 I received an error message when I tried to redeem my mobile coupon. What should I do?**

First, please verify with the staff that the right QR code has been provided.

Please close, re-launch the mobile app, and retrieve the mobile coupon. Then, try redeeming it again. If this doesn't work, it may be a possibility of app server connectivity issues, in which we encourage you to try again at a later date or timing, and/or other outlets if available.

If you continuously face the same issue despite all of the above, please contact OCBC Customer Service Hotline at 1800 363 3333 for assistance.

**6 The QR code reader cannot be launched. What should I do?**

Please close, re-launch the mobile app and try again. If this does not work, there could be an issue with the mobile app or device compatibility.

Kindly contact OCBC Customer Service Hotline at 1800 363 3333 for assistance.

**7 The app hangs after I scan the QR code to redeem my mobile coupon. I did not receive the confirmation message but it shows that the deal has been used when I re-launched the app again.**

We apologise for the inconvenience caused. If the transaction has been completed in the presence of the staff which is now displaying status as Used, please present that to the staff and they should allow you to redeem the mobile coupon.

**8 The limited deal (mobile coupon) I reserved has expired. Can I still redeem the deal?**

Unfortunately, a mobile coupon cannot be redeemed once it has expired.

These offers are administered by the participating establishments and partners through OCBC Bank and thus, we will have to abide by the establishments' and partners' terms and conditions.

But do not fret! Limited deals are pushed out from time to time, so be sure to enable push notifications and log on to our mobile app to check out these app exclusive offers!

# About Rewards

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- 1 How do I access Rewards on the WowDeals app?**

Tap on the menu icon  located in the top left hand corner, and you will find “Redeem Rewards” in the left navigation pane. Tap on it and it will bring you to the Rewards main screen.
- 2 What are the types of Rewards available for redemption via the WowDeals app?**

You will be able to redeem for either a Rewards Mobile Voucher or a Rewards Hardcopy Voucher through this app.

At this point in time, we are unable to support the other redemption items (e.g Air Miles, Cash Credit and Online Voucher items).
- 3 What is a Rewards Mobile Voucher?**

A Rewards Mobile Voucher is a reward item where you can instantly redeem with your points and enjoy at the selected merchant establishment instantly.

Such mobile vouchers would be stored in your Rewards mobile wallet under “My Mobile Vouchers”, accessible by tapping on the gift icon in the top right hand corner of the Rewards screen. 

Rewards items that can be redeemed as a Mobile Voucher is indicated by a yellow banner that reads “Mobile Voucher”.
- 4 How do I check my Rewards points balance?**

On the Rewards main screen, click on the “Sign In” button, and submit your details. Upon successful authentication, your points balance will be displayed in the top bar.

Currently, the WowDeals app is able to display the points balance for OCBC\$, ROB\$ and Bonus Miles.
- 4 Can I personalize the Rewards I want to see?**

Yes, you can personalize your own Rewards catalogue.
- 5 How do I personalize my catalogue of OCBC Rewards?**

On the Rewards main screen, scroll down and click on the **[Manage Catalogue]** button. On the next page, you can select the types of Rewards you are interested in.

At any point in time, you can update your catalogue simply by clicking on the **[Manage Catalogue]** button.

# Redeeming Rewards

## 1 How do I redeem my Rewards points?

**(a) If this is a Rewards item that has the option of Mobile Voucher (i.e. there is a yellow banner tagged to this item):**

Select the item you are interested in, then click on the **[REDEEM]** button. On the next screen, confirm the quantity of vouchers you would like to redeem for, and click “Next”.

You will be brought to the Delivery Method screen where you can select to “Save as Mobile voucher” or “Deliver to my mailing address”.

If you select “Save as Mobile voucher”, this Rewards item can be retrieved from your Rewards mobile wallet, and can be instantly used at the merchant establishment.

If you select “Deliver to my mailing address”, a Hardcopy Voucher of the Rewards item will then be delivered to your mailing address within the next few working days.

Upon selecting your Delivery Method, you will be brought to the last step of the redemption process. Please validate your redemption request details, and confirm by clicking on the “Confirm” button.

Once done, the Mobile Voucher will be saved in your Rewards mobile wallet under “My Mobile Vouchers”. You can retrieve this voucher simply by tapping on the gift icon in the top right hand corner of the Rewards screen.



**(b) If this is a Rewards item that does not have the option of Mobile Voucher (i.e. there is no yellow banner tagged to this item):**

You will be brought to the last step of the redemption process. Please validate your redemption request details, and confirm by clicking on the “Confirm” button.

A receipt of this redemption request will be captured in your Rewards mobile wallet under “Mother Rewards Vouchers”.

## 2 Why do I need to key in my Card and personal details?

This is because OCBC Rewards are exclusively for OCBC Credit Card-members who hold selected Rewards earning cards (OCBC Titanium, OCBC Arts, OCBC Platinum Credit Card, OCBC Classic, OCBC Generic, OCBC Best Denki, OCBC Elite World Card, and OCBC Robinsons Card), hence we will need to verify your identity through your NRIC, the last 8 digits of your OCBC Card and your date of birth.

You may be asked to key in these details again when you wish to redeem any Rewards item. This is an additional security measure to ensure that you are you!

- 3 Why do I need to key in these details again although I have already selected the “Remember Me” previously?**
- You won't be required to key in these details again if you are already logged in, and you are reserving a limited deal or checking on your Rewards points balance.
- You will only be asked to key in these details again when redeeming for any Rewards item. This is an additional security measure to ensure that you are you, and that you would like to proceed to exchange your points.
- 4 I have more than one OCBC Card, can I use any Card for verification?**
- Yes, you may use any Singapore-issued OCBC Card for verification.
- This excludes Supplementary Cards, Business/Corporate Cards and Private Label Cards.*
- 5 If I have not selected the [Remember Me] checkbox or I have chosen to sign out, do I have to use the same Card again for verification?**
- If you have more than 1 Singapore-issued OCBC Credit/Debit Cards, you can use any of the Card details for verification.
- This excludes Supplementary Cards, Business/Corporate Cards and Private Label Cards.*
- 6 I have a valid OCBC Credit Card, but I keep receiving an error message that the details do not match the records. What could be the causes?**
- Please verify the below basic checks:
- Are you holding a Singapore-issued OCBC Card?
  - Are you holding a valid Consumer Credit or Debit Card (i.e. not Business Card, Corporate Card and Private Label Card)?
  - Have you keyed in the correct NRIC, Last 8 Digits of the Card and Date of Birth details?
    - o For Singaporeans, please key in the full NRIC including the alphabet.
    - o For Foreigners, please key in your latest Passport/FIN No as per your records with us.
- If the above checks are true and valid, the error could be due to numerous reasons, of which it could be:
- You could be holding a new Card that has yet to be activated. You'll need to activate your Card and it takes up to 48 hours for the activation to be registered in our App system.
  - You could be holding a Supplementary Credit Card, which unfortunately, cannot be used currently for log in purposes.
- For further enquiries, please contact OCBC Customer Service Hotline at 1800 363 3333 for assistance.

# Using My Rewards Mobile Vouchers

**1** I want to use my Rewards Mobile Voucher. How do I retrieve the info?

All successfully redeemed Rewards Mobile Voucher(s) will be saved in your Rewards mobile wallet. Go to the Rewards main screen, tap on the gift icon located in the top right hand corner.



You will be able to retrieve your Mobile Vouchers listed under “My Mobile Vouchers”.

Please ensure that you are at the merchant establishment/outlet to use the Mobile Voucher. Balance of payment must be made with an

**2** Do I have to use the same OCBC Card I keyed in during verification to make payment?

No, you may use any OCBC Credit Card as long as it is valid and in good standing.

**3** I received an error message when I tried to retrieve my Mobile Voucher. What should I do?

Please close and re-launch the mobile app. Then, try retrieving the Mobile Voucher again. Alternatively, sign out of the app via the “Account Settings” tab and sign in again. Do also check that your mobile device has mobile data or wireless network connectivity.

If the above does not resolve the problem, it may be a possibility of app server connectivity issues, in which we encourage you to try again at a later time.

If you continuously face the same issue despite all of the above, please contact OCBC Customer Service Hotline at 1800 363 3333 for assistance.

**4** I’m at the merchant establishment already. How do I use my Rewards Mobile Voucher?

Please inform and present your Rewards Mobile Voucher to the staff when placing orders and/or at point of purchase. The staff will provide you a QR code, and upon this, please click on the **[USE THIS VOUCHER]** button, and confirm again by clicking on the **[Scan QR Code]** button. This will launch an in-app QR code reader, which you will use to scan the QR Code provided. Please ensure that a staff is present while you are scanning it.

Once successful, you should see a Congratulations message screen along with the timestamp details. **Please present this screen to the merchant before you click on the [Done!] button.** Then, simply make the balance payment with any OCBC Credit Card.

- 5 I received an error message when I tried to scan my Rewards Mobile Voucher. What should I do?**
- First, please verify with the staff that the right QR code has been provided.
- Please close, re-launch the mobile app, and retrieve the Rewards Mobile Voucher. Then, try scanning the QR Code again. If this doesn't work, it may be a possibility of app server connectivity issues, in which we encourage you to try again at a later date or timing, and/or other outlets if available.
- If you continuously face the same issue despite all of the above, please contact OCBC Customer Service Hotline at 1800 363 3333 for assistance.
- 6 The QR code reader cannot be launched. What should I do?**
- Please close, re-launch the mobile app and try again. If this does not work, there could be an issue with the mobile app or device compatibility. Kindly contact OCBC Customer Service Hotline at 1800 363 3333 for assistance.
- 7 The app hangs after I scan the QR code to use my Rewards Mobile Voucher. I did not receive the Congratulations message screen but it shows that the Mobile Voucher has been used when I re-launched the app again.**
- We apologise for the inconvenience caused. If the transaction has been completed in the presence of the staff which is now displaying status as Used, please present that to the staff and they should allow you to redeem the item.
- 8 My Rewards Mobile Voucher has expired. Can I still exchange for the Rewards item?**
- Unfortunately, a Rewards Mobile Voucher cannot be used once it has expired.
- 9 When I attempted to use My Rewards Mobile Voucher, I received a message that it has been cancelled. Why is that so?**
- This would be due to a cancellation request that you had placed through the OCBC Customer Service for this particular redemption. If you have not made such a request, please call the OCBC Customer Service Hotline at 1800 363 3333 for assistance.

# Security & Privacy

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- 1 Is my information safe?**

Your personal details captured for this WowDeals app are used purely for verification purposes only, and will not be shared with the participating establishments.
- 2 Why does the app need my location?**

By allowing access to your location services, we can share the list of relevant OCBC Cards Promotions NEAR YOU so you can enjoy these exciting offers and save with us!
- 3 If I had deleted the app (for whatever reason), and reinstall it, will my reserved deals and/or my redeemed Rewards vouchers still remain?**

Yes! The reserved deals and/or redeemed Rewards vouchers are tagged to your NRIC details which you have provided previously. However, for your security, you will be asked to key in your details to verify yourself upon logging in to your mobile wallet for the first time.
- 4 If I had deleted the app (for whatever reason), and reinstall it, do I need to key in my details again when I reserve new Limited Deals or redeem for Rewards items?**

Yes, for your security, you will be asked to key in these details when you reinstall the app.

You may choose to check on the **[Remember Me]** box, and you will not be required to key in your details again to reserve new Limited Deals in the future. You may be required to sign in again to confirm on your Rewards redemption request.
- 5 If the mobile device which I installed WowDeals app on is misplaced or stolen, what should I do?**

Your personal details are not stored on the app. You do not have to be worried that someone can access your details via the app.
- 6 Would I still have access to my reserved deals or redeemed Rewards vouchers if I log in to the app with another mobile device?**

Yes! The reserved deals and/or redeemed Rewards vouchers are tagged to your NRIC details, so you should be access your mobile wallet from another device. However, for your security, you may be asked to key in your details to verify yourself upon logging in to your mobile wallet on that device for the first time.

# Device Compatibility & App Data

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- 1 Which mobile devices are compatible with OCBC WowDeal app? Apple devices of iOS version 5.0 and above; and Android devices of version 2.3 and above (except Xiaomi)



## Others

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**1** I keep getting the Server Error message screen when I tried accessing details within the app.

This could be due to a server bandwidth issue. Please do try again in a while

OCBC Bank reserves the right to update, vary, revise and/or amend the contents of these FAQs at any time and from time to time.