

# All about the FRANK Cash Rebates Rewards Programme

## 1. How do I qualify for additional rebates for online shopping, entertainment and NETS FlashPay Auto Top-ups?

A minimum spend of S\$400 on the FRANK credit card is required to qualify for any cash rebate. This S\$400 excludes online transactions and NETS FlashPay Auto Top-ups. Monthly rebates (if any) will be capped at \$60 per month.

## 2. What transactions are counted towards this minimum S\$400 spend?

All retail transactions made with the card physically present will be counted.

Transactions made online, via mail/telephone order and top ups to prepaid accounts (including NETS FlashPay Auto Top-ups) will not be counted.

## 3. What if I do not hit the minimum S\$400 spend criteria?

You will earn 0.3% on all your retail spends.

## 4. Are there any transactions that are not eligible for 0.3% rebates?

Annual card fees, Cash-on-Instalments, Instalment Payment Plan, income tax, interest, late payment charges, goods and services taxes, Cash Advances, Balance Transfers, PayLite, OCBC internet banking transactions and other fees and charges will not be taken into account in the award and computation of cash rebates.

## 5. What is classified as an online purchase?

Online retail transactions are defined as goods or services you buy via the internet and pay with your FRANK Credit Card. How the merchant bills the transaction determines whether it is an online or non-online transaction.

However, there could be cases when a genuine e-commerce transaction is not classified correctly as online by the merchant. If there is any discrepancy and the disputed transaction does not fall under any of the exclusion list, please contact us.

These transactions are not eligible for 6% online cash rebates:

- Payments made via telephone or mail order;
- Subscription and recurring payments;
- Payments to government institutions;
- Payments to financial institutions (including banks and brokerages);
- Payments to insurance companies;
- Utility bill payments;
- Donations;
- Payment of funds to prepaid accounts and merchants who are categorised as “payment service providers”;
- Payments to schools, hospitals, professional services providers and payments for parking lots
- Payments of membership fees to clubs and associations;
- Payments made via online banking;
- Any other transactions determined by OCBC from time to time

## **6. How does the bank determine whether my transaction is eligible for 6% cash rebates?**

The bank identifies online transactions and their categories via codes assigned by Visa. These are not decided by the bank but rather the merchants and their acquiring banks. If your merchant classifies themselves under a category that fall in our list of excluded transactions, it will not be eligible for online rebates. All other retail transactions processed as an online transaction will be eligible for 6% cash rebates.

## **7. Are PayPal transactions excluded from online rebates?**

Retail purchases via PayPal are not excluded from online rebates. Non-eligible online transactions are excluded via their Merchant Category Codes (MCCs) assigned by Visa. If you buy a dress from a website via PayPal, it will be eligible for online rebates. However, if you pay your utility bills via PayPal, this falls under one of our excluded transactions and will not be eligible for online rebates.

## 8. I bought a dress via PayPal but why was it not awarded online rebates?

Every transaction comes with an assigned Merchant Category Code (MCC). If you buy a dress from a website, they could be classified as “WOMEN WEAR” or “APPARELS”, but if their bank wrongly classifies it with Visa and puts it under “GOVERNMENT SERVICES” or “BUSINESS SERVICES”, it will not be picked up for online rebates. If there are such instances, we do highlight them to VISA. However, it’s not within our control to change another merchant’s category code.

## 9. What is classified as spending on entertainment?

Entertainment Spending will include the following cafes:

- (i) Starbucks®
- (ii) The Coffee Bean & Tea Leaf
- (iii) The Connoisseur Concerto (tcc)
- (iv) Dimbulah Coffee
- (v) Coffee Club
- (vi) Costa Coffee

Entertainment spending will also include transactions made at all cinemas in Singapore as well as transactions made at drinking establishments (alcoholic beverages), bars, taverns, cocktail lounges, nightclubs and discotheques in Singapore, classified under the Merchant Category Code: 5813.

## 10. How do the weekend and weekday rebates work?

The 5% cash rebates at selected Cafes, Cinemas, Bars & Entertainment is awarded for transactions made from 0000 Hour on Friday to 2359 Hour on Sunday (Singapore Time).

The 3% cash rebates at selected Cafes, Cinemas, Bars & Entertainment is awarded for transactions made from 0000 Hour on Monday to 2359 Hour on Thursday.

## 11. Rebates on NETS FLASHPay and other purchases

ATU transactions are automatic top-ups on the NETS Flashpay function charged to your FRANK Credit Card. The amount for each automatic top-up is fixed at S\$50 per transaction and may not be changed.

The 3% cash rebates for ATU transactions is awarded for up to two top-ups per month (capped at S\$3).

You will enjoy 0.3% cash rebates for or in respect of the following transaction and situations:

- a. for all retail transactions;
- b. for all spending Online, and at Cafes, Cinemas, Bars & Entertainment and/or ATU transactions if you do not meet the minimum spend of \$400 outside of Online and NETS FlashPay Auto Top-ups.

**12. A purchase was made on 31 October but it was reflected in the November statement. Will this be awarded under October or November rebates?**

It will be computed under the minimum spend criteria of November and awarded under November rebates. All rebates are computed and awarded based on posted transactions. The posted date is dependent on the settlement by merchant and not within the bank's control.

**13. The 3 new FRANK Credit Cards are pre-printed. What is a pre-printed card?**

Our other FRANK card designs are printed in thermal print. NETS will print the card designs on an ad hoc basis whenever they receive customer's application.

Pre-printed cards come with texture effects, like those other bank credit cards you see out in the market.

The 3 new FRANK pre-printed professional looking cards are specially designed for our Young Working Adults and New to Workforce.