

## FAQ

### 1. What is the additional rebate benefit provided by OCBC?

**At FairPrice:** You will be eligible to earn 3% additional rebate for incremental spends above SGD100 in a single receipt at FairPrice On, FairPrice, FairPrice Finest, FairPrice Xtra, Unity stores and Warehouse Club. The additional rebate is capped at SGD5 per transaction.

**On Grab Rides:** You will be eligible to earn 5% additional rebate on Grab rides in the month, after completing 4 non-discounted rides. The 4 qualifying rides must be non-discount rides on all services except GrabCycle, GrabHitch, GrabShuttle, GrabShuttlePlus, GrabCoach, and must be charged to the NTUC/OCBC Plus! Visa Cards & FRANK Debit Card. The additional rebate is capped at SGD10 per customer per calendar month.

### 2. What do I need to do to qualify for the additional rebate provided by OCBC?

You would need to be an existing OCBC Cardmember holding any 1 of the Eligible Cards (specified below) and had activated your OCBC-SCORE benefit via SCORE ([www.scoresg.com](http://www.scoresg.com)) 'My Benefits & Profile' page.

- OCBC Plus! Visa Credit Card;
- NTUC Plus! Visa Credit Card;
- OCBC Plus! Visa Debit Card;
- NTUC Plus! Visa Debit Card;
- FRANK Visa Debit Card

### 3. How long will I be eligible for the additional rebate provided by OCBC?

**For existing SCORE members whom signed up before 1 Nov 2018:** You will be eligible to enjoy the OCBC-SCORE benefit until the expiration date of your SCORE membership.

**For new SCORE members that have signed up between 1 Nov 2018 – 30 Oct 2019 (both dates inclusive):** You will be eligible to enjoy the OCBC-SCORE benefit for 1 calendar year starting from the activation date of your OCBC-SCORE benefit.

### 4. Why am I not receiving my additional rebate from OCBC?

Please check that you had activated the correct Eligible Card for your OCBC-SCORE benefit via SCORE ([www.scoresg.com](http://www.scoresg.com)) 'My Benefits & Profile' page and had fulfilled the qualifying conditions specified in point 1.

### 5. Can I earn the additional rebate from OCBC on more than 1 card?

Only one Eligible Card can be activated for the OCBC-SCORE benefits at any given time. If you change the Eligible Card to earn the rebate on, you will only get the rebate for the latest activated Eligible card in the calendar month.

### 6. When and how will the additional rebate be credited?

The consolidated rebate amount earned from your FairPrice store and Grab ride spend will be credited into the activated Eligible Card account within 60 days in which the spend occurred.

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