

Imposition of Hardcopy Credit Card Statement Fee

Effective 1 January 2020, a hardcopy statement fee of RM1.00 per month will be charged for each hardcopy credit card statement.

The hardcopy statement fee is applicable to the following UOB Credit Cards:

- UOB Visa Infinite Metal Card
- UOB Visa Infinite Card
- UOB PRVI Miles Card
- UOB Preferred Platinum Card
- UOB ONE Card
- UOB Lady's Card
- UOB Yolo Card
- UOB Basic Card

Frequently Asked Questions

1. How can I avoid the hardcopy statement fee?

Switch to eStatement today to receive your Credit Card statement at no cost. Refer to Question 4 below for step-by-step guidelines.

2. Who will be exempted from the hardcopy statement fee?

- Customers aged 65 and above (effective month of 65th birthday)
- Customers with disabilities and difficulties to access to e-statement (Subject to customer's self-declaration).

3. How do I pay the hardcopy statement fee?

The hardcopy statement fee will be charged to your UOB Credit Card account in the following month.

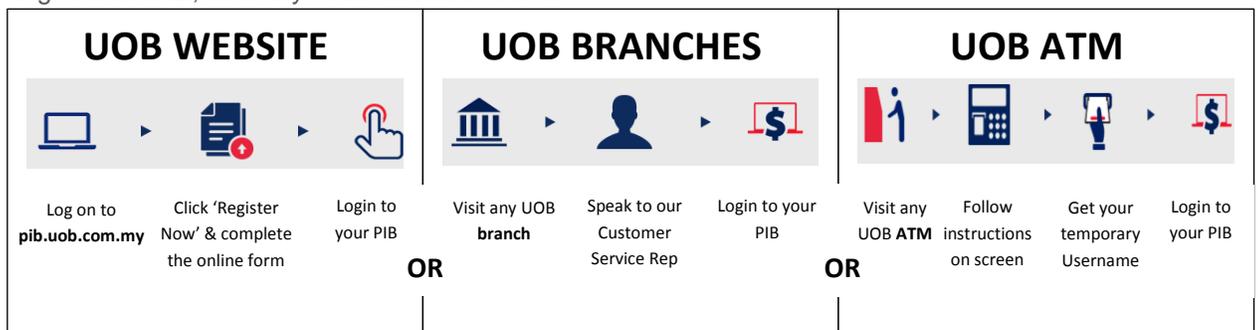
4. How do I switch to eStatement?

For existing UOB Personal Internet Banking ("PIB") / UOB Mighty Mobile App User:

Upon your login, your accounts statement will be auto-enrolled to eStatement. We will notify you when your statement is ready to be viewed.

For non-UOB Personal Internet Banking ("PIB") / UOB Mighty Mobile App User:

- a. Register for PIB, with any of the methods below



OR

Download **UOB Mighty Mobile App** from Apple App Store or Google Play Store > Click 'Bank' > Select 'Sign Up' > complete the form

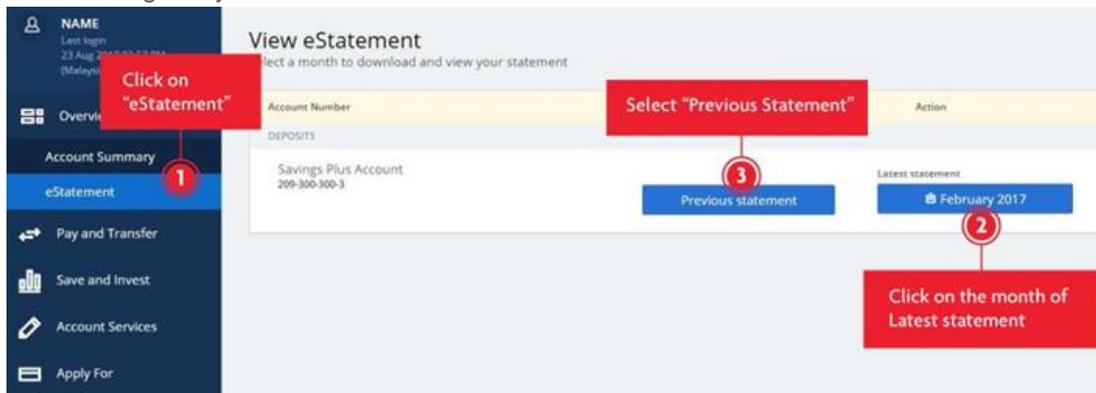
- b. Upon your login, your accounts statement will be auto-enrolled to eStatement. You will start being able to view your eStatements from the next statement date. We will notify you when your statement is ready to be viewed.

5. **Is there any time limit for me to view or save my eStatement?**

Your Personal Internet Banking will display up to a maximum of 6 past monthly statements whilst Mighty Mobile App will display up to 60 days of billed history.

6. **How to view my eStatement?**

- For **PIB**: Login to your PIB account



» To view eStatements, click on "Overview" on the left menu and select "eStatement" in the drop-down list.

» To view your most recent statement, click the button under "Latest statement".

» To view your past statements, click on "Previous Statement". A list of statements will be shown by months.

- For **Mighty Mobile App**: Login to your account > Enter OTP > Click on the Credit Card > Unbilled and Billed transactions will be shown