Frequently Asked Questions (FAQs)
OCBC BDC/-i Activation & Utilisation Drive Campaign 2024

No	Question	Answer
1	How do customer activate their BDC/-i?	Customer/s are to activate their card/s via OCBC Velocity or by visiting any of our OCBC branches nationwide and set pin via pin-pad.
2	When is the campaign period?	1 September 2024 – 30 November 2024 (both dates inclusive) or when RM150 reward giveaway reaches total capped of 1,700 cards, whichever is earlier.
3	Who is eligible for this campaign?	All new and existing Small and Medium enterprise (SME)** companies that have an active OCBC Business Current Account/-i. The Bank will promote the Promotion through any one or more of the authorized channels, amongst others, electronic direct mail (eDM), SMS, OCBC website or direct engagement by a relationship manager. **as defined by BNM under the BNM's Definition of Small and Medium Enterprises (SMEs)
4	What is this campaign about?	Activate their BDC/-i before 30 November 2024 and perform three (3) payment transactions (whether retail or online) with newly activated OCBC Business Debit Card/-i with no minimum amount required within three (3) months from card activation to receive RM 150 reward to be credited into their OCBC Business Account/-i (BDC/-i linked account).
5	Is there any minimum spending amount required to qualify for the RM 150 reward?	No minimum spending requirement.
6	How will eligible cardholder receive the RM 150 reward?	They will receive the RM 150 reward credited into their OCBC Business Account/-i within 60 days after the month in which you meet the qualifying criteria.
7	Can the RM 150 reward be exchangeable?	RM 150 reward is not exchangeable for any substitute item.
8	Can customer use the card immediately after activation?	Yes, after card activated and set new pin via OCBC Velocity or at any of our OCBC branches nationwide, they can use it immediately.
9	What should customers do if they did not receive the BDC/-i?	Advice customer to visit nearest branch for card replacement (pre gen card ideally), as branch ops can activate the card on the spot after successful issuance, eliminating the need for customers to visit the branch a second time.