

Liability for Lost/Stolen Card

If your Card is lost or stolen or if the PIN is disclosed without your authorisation, your liability for unauthorised transactions effected after such loss, theft or unauthorised disclosure but before we are notified thereof shall be limited to S\$100 only if :

- a. you have immediately notified us of the loss, theft or unauthorised disclosure;
- b. you assist us in the recovery of the unauthorised charges incurred;
- c. you furnish us with a police report accompanied by written confirmation of the loss, theft or unauthorised disclosure and any other information that we may require; and
- d. we are satisfied that such loss, theft or unauthorised disclosure is not due to your negligence or default.

You shall not be liable for any transactions carried out after we have been notified of the loss, theft or disclosure.

Transaction in Foreign Currencies

Card transactions in US dollars shall be converted to Singapore dollars on the date of conversion. Transactions in foreign currency other than US dollars will be converted into US dollars before being converted into Singapore dollars. All conversions shall be based on the prevailing wholesale interbank rates or the government-mandated rate, as shall be determined by the respective card associations, namely Visa, MasterCard & American Express. The rate used for the conversion may be different from the rate in effect on the date of the transaction due to market fluctuation.

(A) Foreign currency transaction

All card transactions in foreign currency are subject to a charge imposed by the respective card associations, either as a reimbursement charge representing the charge imposed on us or as a direct charge to you. For foreign charges converted by Visa/MasterCard, Visa/MasterCard applies a conversion factor of 1% to the converted amount. For foreign charges converted by American Express, American Express applies a conversion factor of 1% to the converted amount.

An administrative fee for services provided or actions taken by us in relation to such foreign currency transactions shall be payable by you and debited to your Card Account. Our prevailing administrative fee is 1.8% of the foreign currency transaction amount for transactions involving Visa and MasterCard and 2% of the foreign currency transaction amount for transactions involving American Express.

For illustration purpose only:

Charge in foreign currency	Foreign currency (e.g. MYR, HKD, USD, Euro)	
Foreign exchange rate	Determined by Visa/MasterCard	Determined by American Express (not applicable for debit cards)
Currency conversion charge imposed by card associations	1%	1%
Our administrative fee	1.8%	2%
Total fees	2.8%, on top of the prevailing foreign exchange rate determined by Visa/MasterCard	3%, on top of the prevailing foreign exchange rate determined by American Express

(B) Dynamic currency conversion

If your card transaction is converted into Singapore dollars via dynamic currency conversion (a service offered at certain overseas ATMs, merchants or websites), you acknowledge that the process of conversion and the exchange rates applied will be determined by the relevant ATM operator, merchant or dynamic currency conversion service provider, as the case may be.

All card transactions which are converted via dynamic currency will be subject to an administrative fee of 1% on the converted Singapore dollar amount, or such other rate as determined by us and notified to you.

For illustration purpose only:

Transaction performed in home currency, but merchant location is outside Singapore	
Foreign exchange rate	Determined by the relevant ATM operator, merchant or dynamic currency conversion service provider
Administrative fee by Visa/MasterCard	1% on the converted Singapore dollar(s) amount
Total fees	1% on top of the prevailing foreign exchange rate