

FAQ

OCBC – StarHub Loyalty Points Exchange

1. How do I convert my OCBC\$ or Voyage Miles into StarHub Points?

StarHub Points will be listed as catalogue items on the OCBC Rewards Portal (<https://internet.ocbc.com/rewards/>). You can convert your OCBC\$ or Voyage Miles into StarHub Points by redeeming for StarHub Points on the OCBC Rewards Portal. The exchange rate is:

- 350 OCBC\$ = 100 StarHub Points
- 100 Voyage Miles = 160 StarHub Points

2. How do I know I am eligible to convert my OCBC\$ or Voyage Miles into StarHub Points?

You must be both an OCBC Rewards/Voyage and StarHub customer for you to make this conversion. To be an OCBC Rewards customer, you need to have applied for and activated at least one of these cards:

- Elite World
- Titanium
- Platinum
- Arts Platinum
- BEST-OCBC Platinum
- Voyage

3. How do I convert my StarHub Points into OCBC\$ or Voyage Miles?

OCBC\$ and Voyage Miles will be listed as items on the StarHub Rewards Portal (www.starhub.com/redeem). You can convert your StarHub Points into OCBC\$ or Voyage Miles by redeeming for OCBC\$ or Voyage Miles on the StarHub Rewards Portal. The exchange rate is:

- 100 StarHub Points = 350 OCBC\$
- 160 StarHub Points = 100 Voyage Miles

4. How do I know I am eligible to convert my StarHub Points into OCBC\$ or Voyage Miles?

You must be both an OCBC Rewards/Voyage and StarHub customer for you to make this conversion. To be an OCBC Rewards customer, you need to have applied for and activated at least one of these cards:

- Elite World
- Titanium
- Platinum
- Arts Platinum
- BEST-OCBC Platinum
- Voyage

Your card account must also be in good standing with OCBC at the point of conversion.

5. Do I need to provide OCBC Bank or StarHub with any other information to process my conversion request?

No further information is required from you to enable us to validate and process this request.

6. How long will it take for my OCBC\$ or Voyage Miles to be converted into StarHub Points?

StarHub points will be credited into your StarHub Rewards Account within 14 working days from conversion on the OCBC Rewards Portal.

7. How long will it take for my StarHub Points to be converted into OCBC\$ or Voyage Miles?

OCBC\$ or Voyage Miles will be credited into your OCBC Rewards Account within 14 working days from the date the redemption request is made on the StarHub Rewards Portal.

8. How do I cancel my conversion from OCBC\$ or Voyage Miles into StarHub Points (or vice versa)

Conversions from OCBC\$ or Voyage Miles to StarHub Points (or vice versa) are non-reversible and non-refundable.

9. How would I know if my redemption for StarHub Rewards Points is successful/unsuccessful?

You can login to www.starhub.com/redeem and check under 'My Transactions' after 14 working days. If successful, you will see your StarHub Rewards Points credited under 'My Transactions'. If unsuccessful, it is possible that you may not be a StarHub customer.

10. If my redemption is unsuccessful, will my OCBC\$/Voyage Mile be credited back to me?

Yes, OCBC\$/Voyage mile will be credited back to your OCBC card account.

11. How would I know if my redemption for OCBC\$/Voyage Mile is successful/unsuccessful?

An email confirmation will be sent within 14 working days from the date of conversion to let you know if your conversion for OCBC\$/Voyage Mile is successful/unsuccessful. If your conversion is unsuccessful, it is possible that you may not be an OCBC Rewards/Voyage cardmember at the points of conversion. It may also be possible that your card account may not be in good standing with OCBC at the point of conversion.

12. If my conversion request is unsuccessful, will my StarHub Rewards Points be credited back to me?

Yes, Rewards Points will be credited back to you, together with the unsuccessful email notification within 14 working days from the date of your redemption.

13. Is there a validity period for OCBC\$/Voyage Mile?

OCBC\$ is valid for 2 years from date of crediting.
Voyage mile has no expiry date.

14. Is there a validity period for StarHub Rewards Points?

StarHub Rewards Points is valid for 12-18 months from date of crediting. Please refer to the expiry policy at <http://www.starhub.com/personal/support/rewards/starhub-rewards/what-is-starhub-rewards.html>