

FREQUENTLY ASKED QUESTIONS**Q1. What happens to my existing UOB Card when I choose to accept the upgrade?**

Your existing UOB principal Card and supplementary Card, if any, will be automatically cancelled four weeks upon receipt of your new UOB PRVI Miles Card(s). For added security, please cut and dispose your existing card(s) appropriately to avoid any compromise on security.

The new UOB PRVI Miles Card(s) will be sent to you within two working weeks upon receipt of your upgrade acceptance. Your new supplementary card(s), if any, will be mailed to you together with your upgraded principal card, in the same mailer. In the meantime, you may continue to use your existing UOB Card(s). As a security measure, you are required to activate your new card(s) before using it for your purchase.

Q2. What happens to my existing balance, Instalment Payment Plan (IPP), GIRO, recurring bill payments and UNI\$ rewards on my existing UOB Card?**i) What will be transferred?**

When your card is upgraded, the following will automatically be transferred onto your new UOB PRVI Miles Card.

- Outstanding balance
- GIRO*
- CreditSure
- UNI\$ rewards^
- IPP
- Recurring bill payment to UOI only
- Linkage of KrisFlyer account number for conversion of UNI\$ into Frequent Flyer miles (if any)

* For the 1st month, you are required to check if GIRO payments to the respective organizations have been successful. If unsuccessful, please arrange for alternative mode of payment. We appreciate your understanding in this matter.

^ For UNI\$ Rewards, you are encouraged to utilise your UNI\$ before the expiry date as stipulated on your current statement. There will not be any extension of UNI\$ rewards expiry dates with this upgrade exercise.

ii) What will not be transferred?

When your card is upgraded, the following will not be transferred onto your new UOB PRVI Miles Card.

- Recurring bill payment instructions[#]
- Linkage of Asia Miles account number for conversion of UNI\$ into Frequent Flyer miles (if any)
- Linkage of UOB Current and/or Savings (if any)

[#] If you have existing standing instructions arranged for recurring payments such as insurance or telecommunications bill payments on your existing card, you will need to inform your bank/service providers of the change in account number upon receipt of your new UOB PRVI Miles Card.

Q3. What happens to my current Card PIN?

You will receive a new Card PIN separately, which you can change according to your choice.