



Frequently Asked Questions

Q1. Is there a fee for the UOB PRVI Miles Payment Facility?

Yes, a one-time administration fee of 2% of the total approved amount will be charged to your UOB PRVI Miles Card. The administration fee together with the approved amount must be within the available credit limit of your card at the time of the approval of your Payment Facility.

Q2. How long will it take to process the Payment Facility?

The approval process for the application of the facility will take up to 10 working days from the date of UOB's receipt of the completed application form.

Upon UOB's approval of the Payment Facility, the approved amount will be credited into the designated bank account (current/savings) that is stated in the application form in one lump sum payment before or on the 3rd to 5th working day after the day of UOB's approval of the facility.

Q3. How would I know the outcome of the application?

You will be notified of the outcome of the application via a letter which will be mailed to the billing address as per the Bank's record.

Q4. What should I do with the approved amount?

You will have to make your own necessary payment to the merchant via your preferred mode of payment, such as cash, cheque, etc.

Q5. When will I get my UNI\$ for the Payment Facility?

If the one-time full payment arrangement is selected, you will receive the full UNI\$ once the approved amount has been posted to your card account.

If the 12-month instalment payment arrangement is selected, the UNI\$ will be credited whenever the monthly instalment is being posted to your card account.

Please note that the approved amount will not be eligible for other rewards/ promotions/ programmes, such as the base earn rate of UNI\$3.5 for every S\$5 spent on local transactions and the 20,000 loyalty miles for UOB PRVI Miles American Express® Cardmembers.

Q6. What happened if my requested amount is more than my available credit limit at the time of approval of the Facility?

UOB shall process the application based on a lower requested amount within the Cardmember's Card's available credit limit as at the time of approval of the Cardmember's application for the Facility.



Q7. How can I request for an amount that is more than my available credit limit?

To do so, you may do one of the following:

- i) Make payment of your current outstanding amount
- ii) Request for a credit limit review via uob.com.sg/cli

Please ensure that your available credit limit has been adjusted before applying for the Payment Facility.

Q8. Will there be a fee for terminating the Payment Facility?

A processing fee of S\$100 will be applied in the event of termination or any early repayment of the facility.