

Waive Credit Card Fees & Charges

How to submit a fee waiver request

Credit/Debit Card fee waiver requests are only accepted via our automated self-serve channels, we will no longer accept fee waiver requests via a customer service officer. Customers may apply for a fee waiver request through any of the below listed channels.

- 1) UOB TMRW app
- 2) Phone Banking
- 3) UOB Digital Assistant

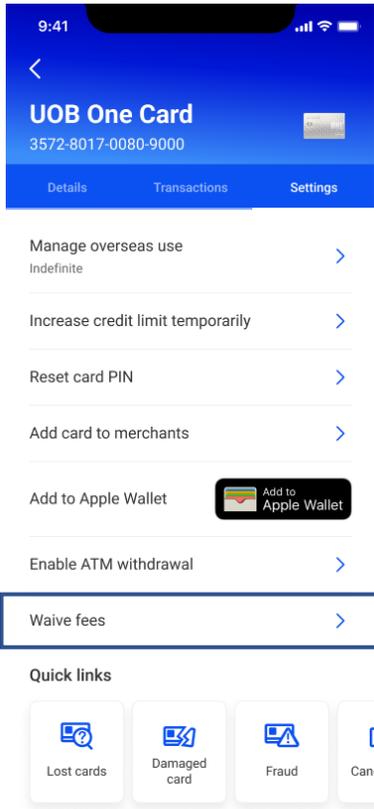
For additional information please refer to the below step-by-step guide for the various channels.

Finance Charge and Late Charge Request

As a gesture of goodwill*, the bank offers customers one (1) finance charge or late charge waiver across all eligible account(s) with the Bank within a period of 12 rolling months. If you have been granted a waiver in the past 12 rolling months, we regret that we will not be able to grant you any further waivers nor consider any appeals.

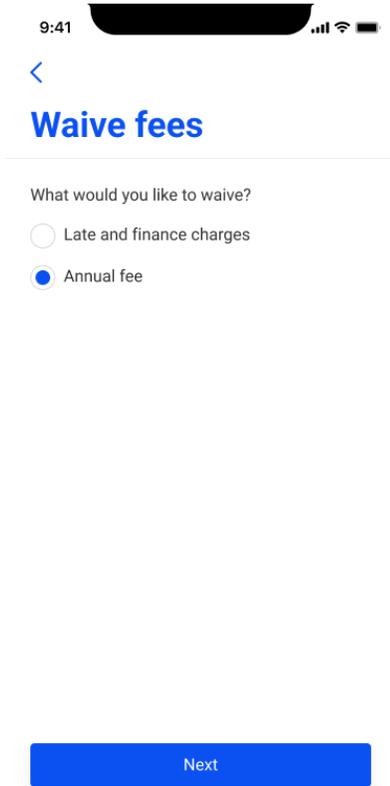
*Not applicable to customers with 2 or more consecutive partial / late payments within their last three billing cycles (statements), and customers with 5 or more partial / late payments in their last twelve billing cycles (statements).

1) UOB TMRW App



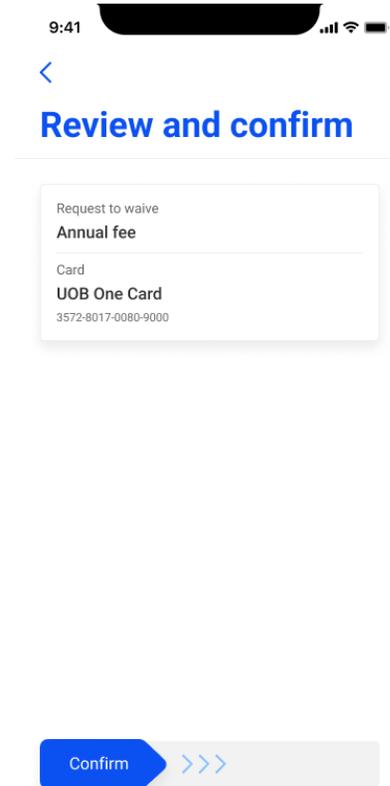
Step 1

Tap on your preferred debit or credit card and select "Waive fees" from the Card Settings screen



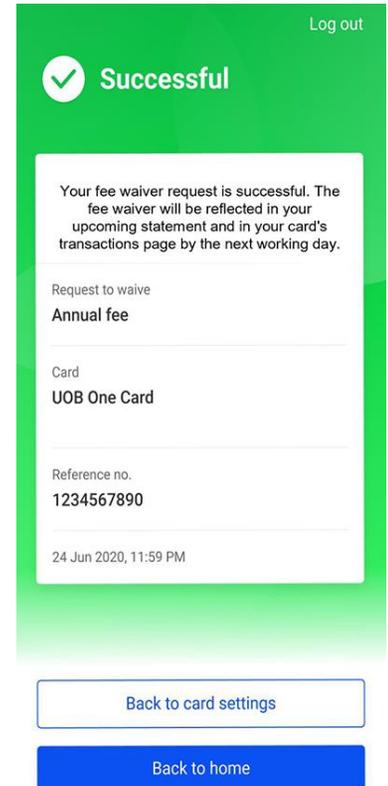
Step 2

Select the fees that you wish to waive and tap on "Next" to proceed



Step 3

Review the details and swipe to confirm



Step 4

Fee Waiver outcome is displayed. Decision from our various self-serve channels are final and no further waivers nor appeals will be considered

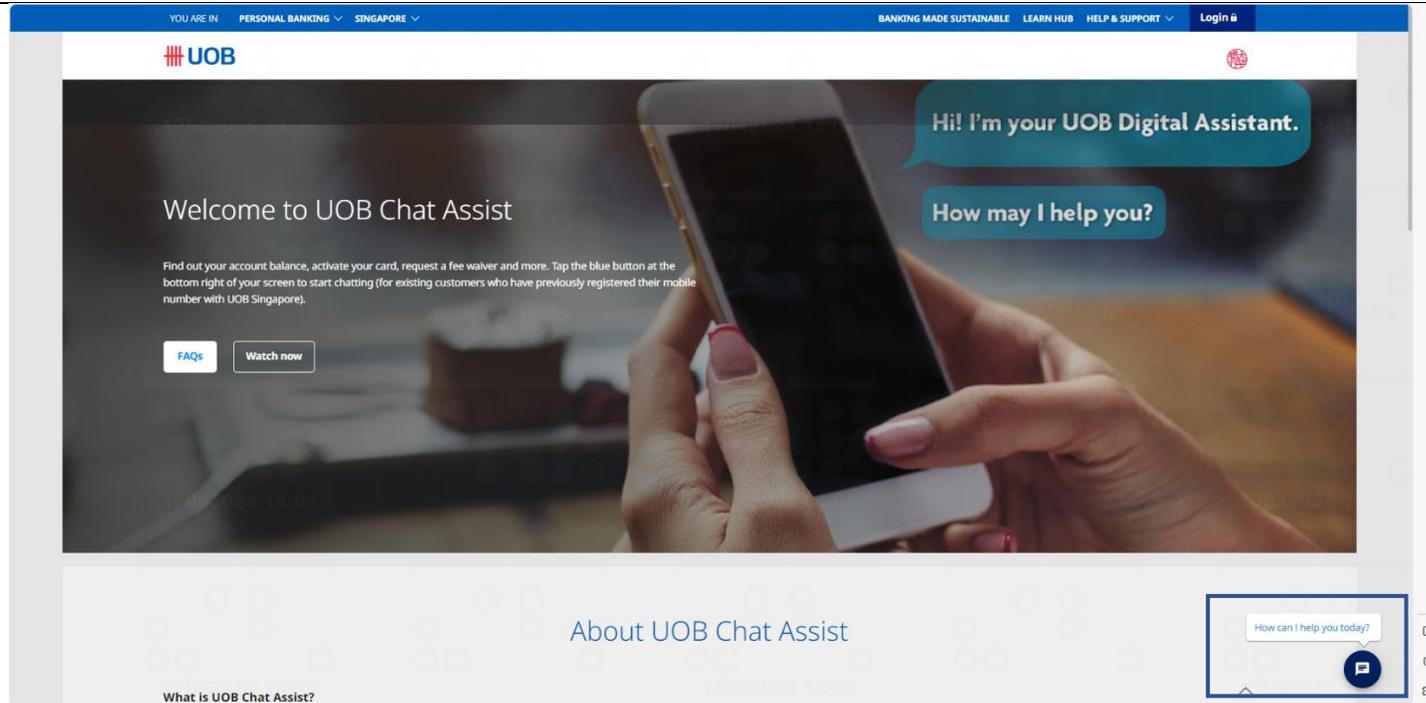
2) Phone Banking

Step 1	Dial 1800 222 2121
Step 2	For the English menu, press 1. For the Mandarin menu, press 2.
Step 3	Select UOB chat services & phone banking, press 1.
Step 4	Select Fee waiver and application status, press 2.
Step 5	Select Credit card fee waiver, press 1.
Step 6	For an Annual Fee waiver request, press 1. For a Finance Charge and/or Late Charge request, press 2.

3) UOB Digital Assistant

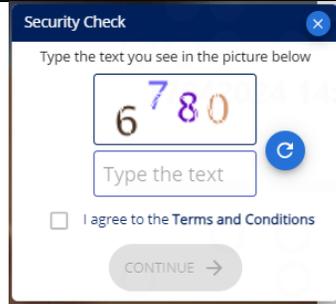
Step 1 Visit <https://www.uob.com.sg/personal/chat.page>

Step 2

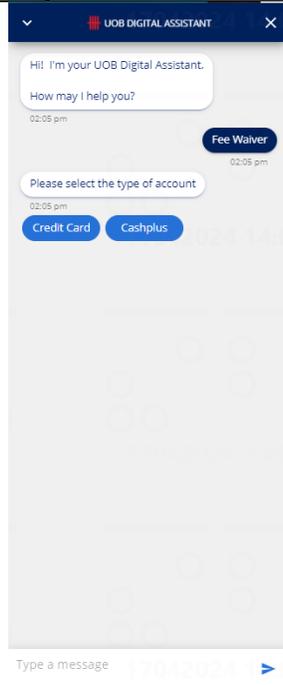


Navigate to the chat icon on the bottom right and click to launch our UOB Digital Assistant

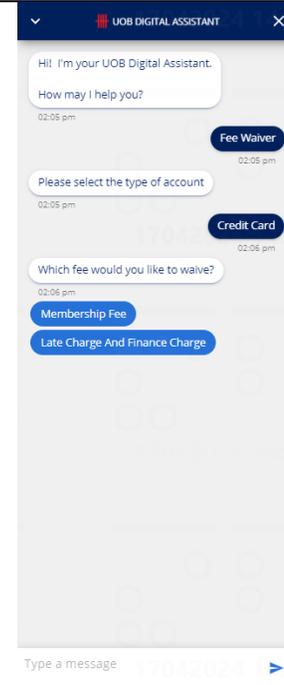
Step 3



Complete security check



Step 4
Select or Key-in "Fee Waiver"



Step 5
Select or Key-in "Credit Card"
& Select the Fees you wish to waive