

# Waive Credit Card Fees & Charges

## How to submit a fee waiver request

Fee Waiver requests are only accepted via our automated self-serve channels. Customers may apply for a Fee waiver request through any of the below listed channels.

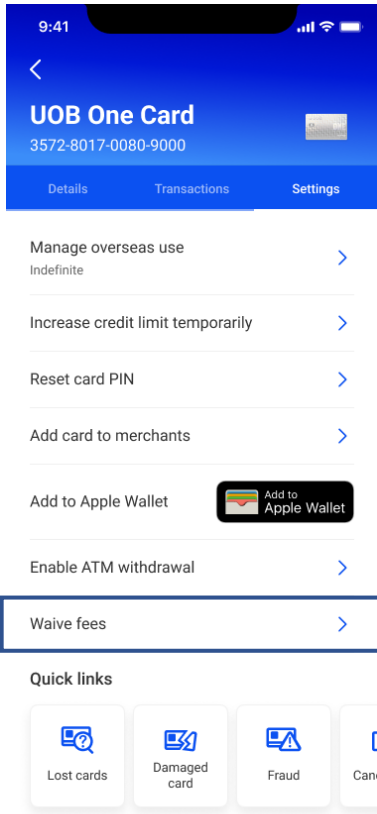
- 1) UOB TMRW app
- 2) Phone Banking
- 3) UOB Digital Assistant

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

## Finance Charge and Late Charge Request

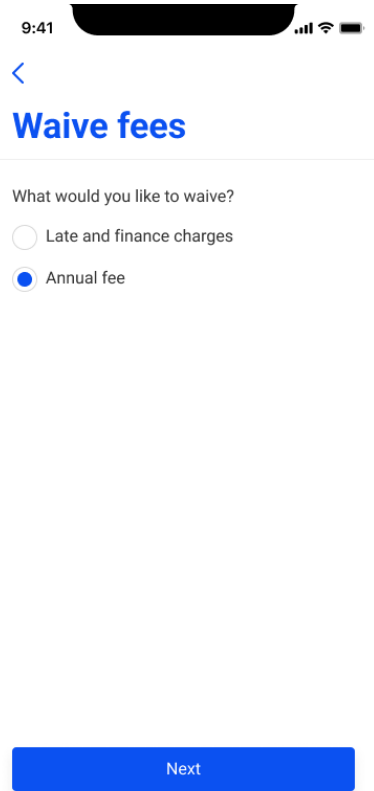
As a gesture of goodwill, the bank offers customers one (1) finance charge or late charge waiver across all eligible account(s) with the Bank within a period of 12 rolling months. If you have been granted a waiver in the past 12 rolling months, we regret that we will not be able to grant you any further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

# 1) UOB TMRW App



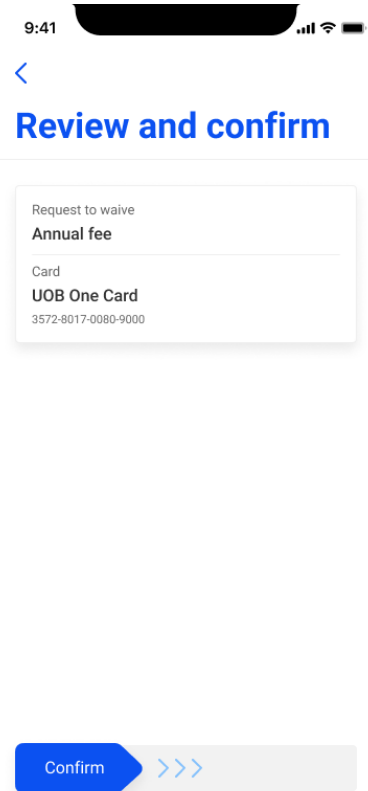
## Step 1

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



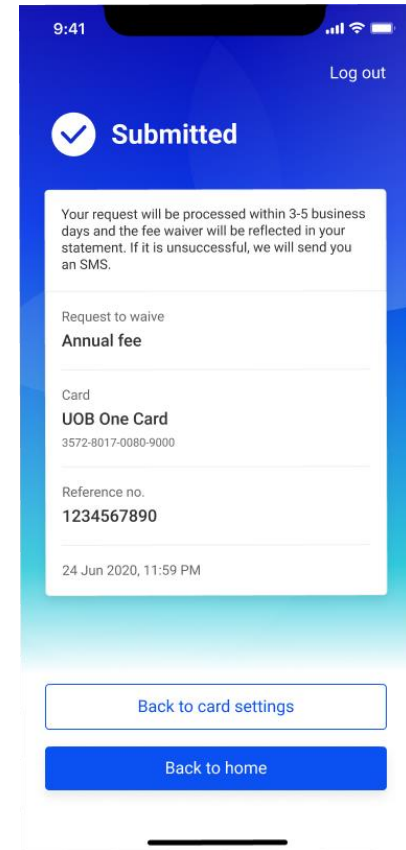
## Step 2

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

Your request is completed and will be processed within 3 to 5 business days. An sms will be sent to you if the request is unsuccessful.

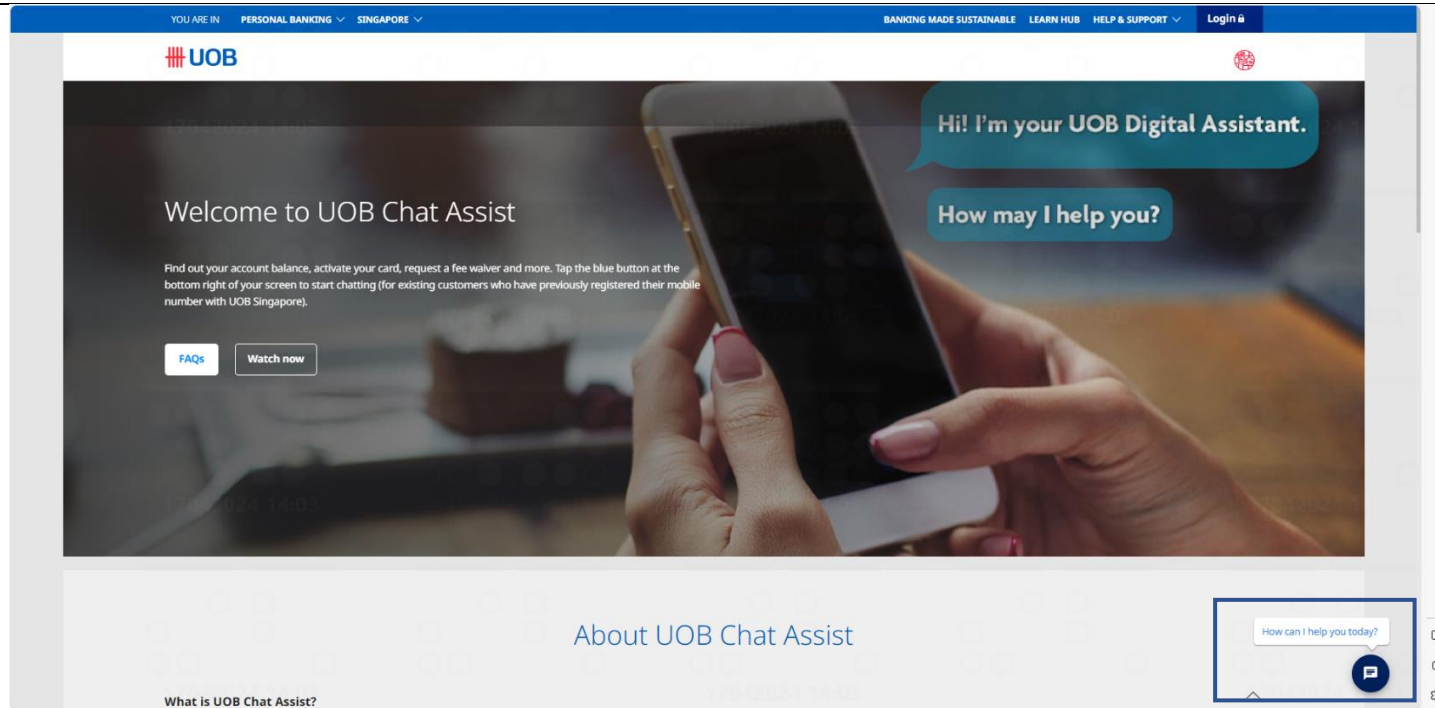
## 2) Phone Banking

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

### 3) UOB Digital Assistant

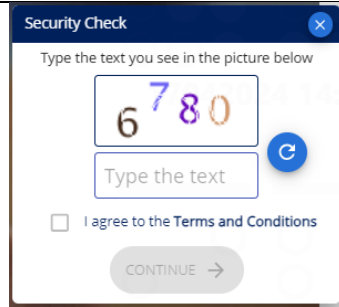
Step 1 Visit <https://www.uob.com.sg/personal/chat.page>

Step 2

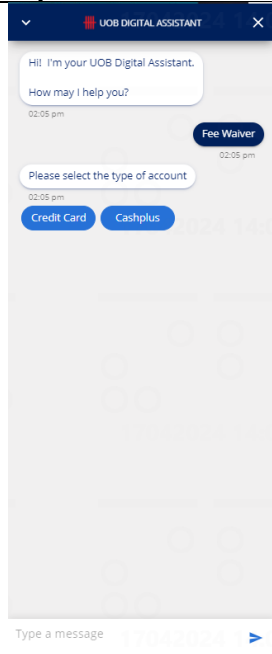


Navigate to the chat icon on the bottom right and click to launch our UOB Digital Assistant

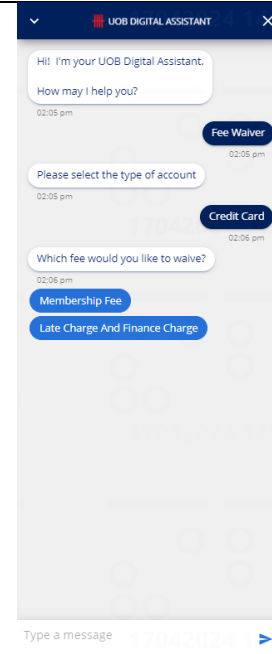
### Step 3



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