

UOB PRVI Miles Payment Facility - Frequently Asked Questions

Q1. Is there a fee to apply for a UOB PRVI Miles Payment Facility? What are the payment options available?

A preferential one-time fee of 2.0% (for one-time payment), 2.2% (for a 3-month instalment plan) or 2.7% (for a 12-month instalment plan) of the total approved amount will be charged to your principal UOB PRVI Miles Card ("Card").

The 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. The fee will be posted along with your one-time payment or first instalment payment upon approval.

Q2. How long does it take to process my application?

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 be notified on 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?

The approved amount will be credited to your designated bank (savings/current) account for your necessary payment to the merchant via your preferred mode of payment.

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

If you have chosen for one-time payment, you will receive miles in the form of UNI\$ once the approved amount has been posted to your card account. For monthly instalment payment, you will receive miles in the form of UNI\$ once the approved instalment amount has been posted to your card account each month.

Please note that the approved amount will not be eligible for other rewards, promotions or programmes, such as such as 1.4 miles per S\$1 local spend (equivalent to UNI\$3.5 per S\$5 spend), 20K Loyalty Miles (equivalent to UNI\$10K) for UOB PRVI Miles American Express® Cards, sign-up promotion for new cards, etc.

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

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\$150 will be applied in the event of termination or any early repayment of the facility.

For full terms and conditions, please visit uob.com.sg/cardspaymentfacility

With effect from 29 October 2020