

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

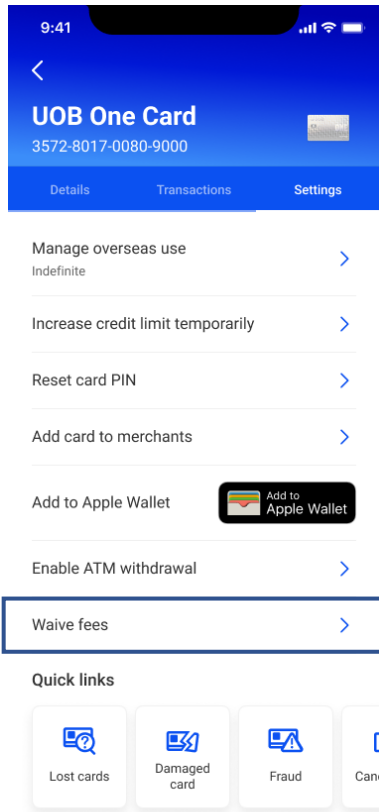
For additional information please refer to the below step-by-step guide for the various channels.

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.

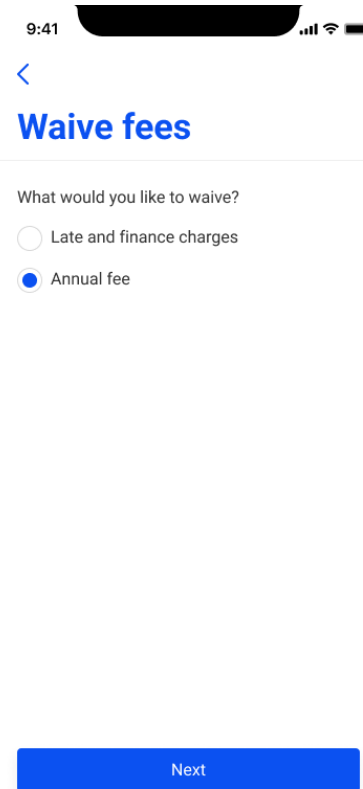
*Not applicable to customers with 2 or more consecutive partial / late payments within their last three billing cycles (statements), and customers with 5 or more partial / late payments in their last twelve billing cycles (statements).

1) UOB TMRW App



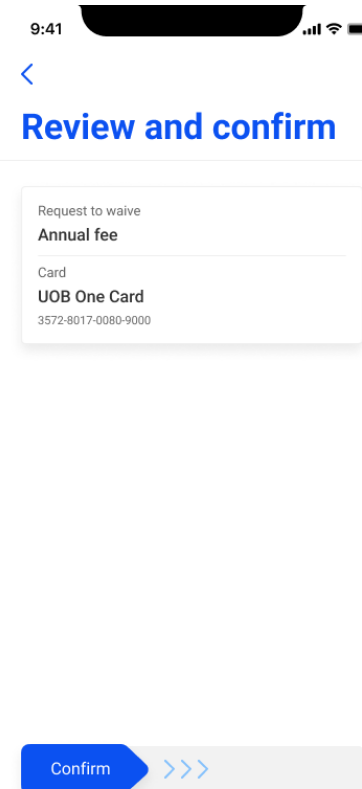
Step 1

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



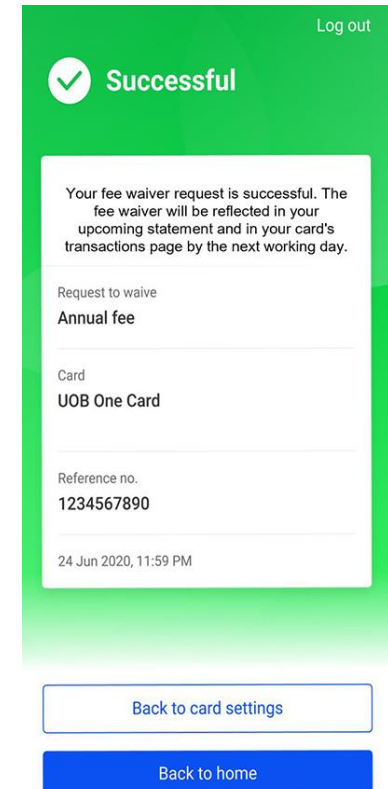
Step 2

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

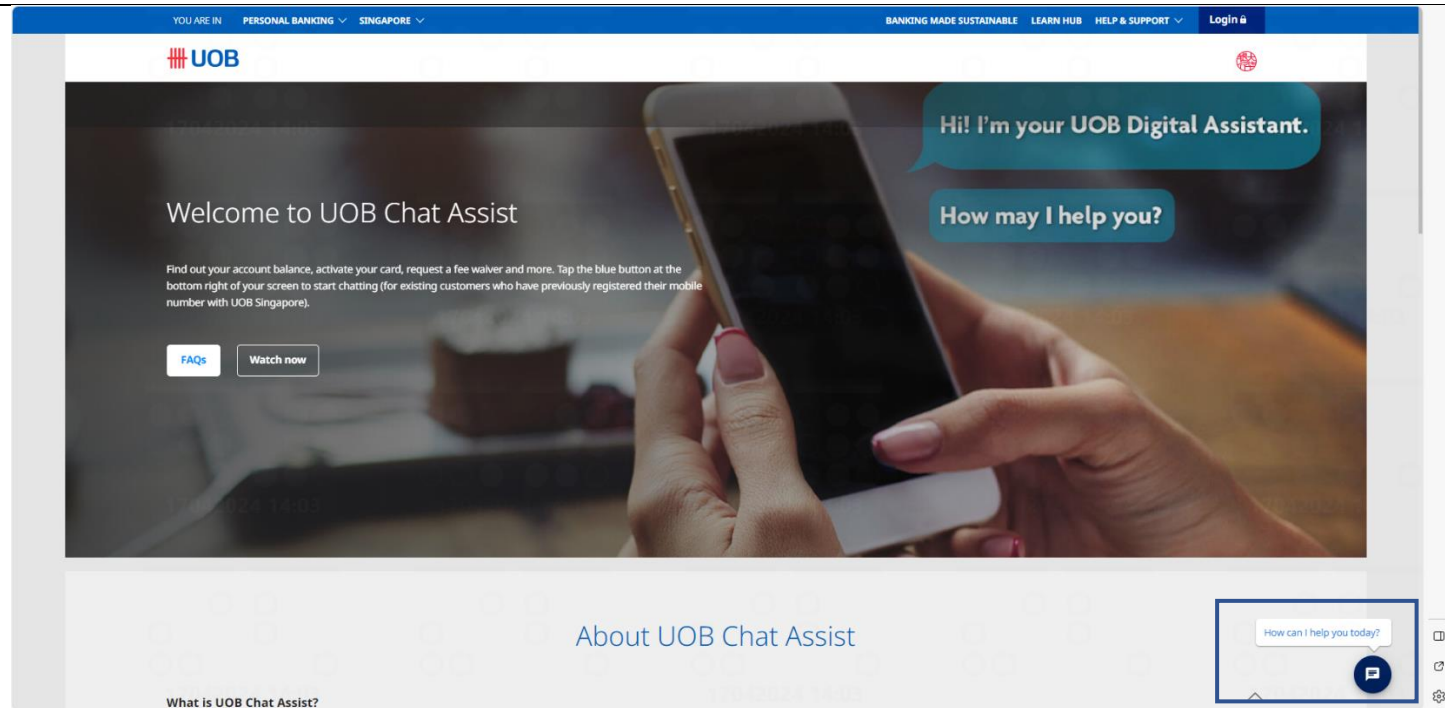
2) Phone Banking

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

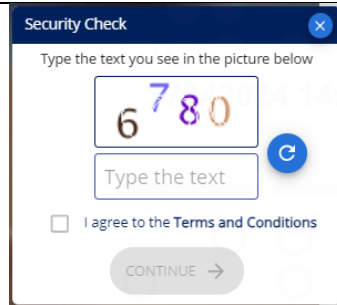
Step 1 Visit <https://www.uob.com.sg/personal/chat.page>

Step 2

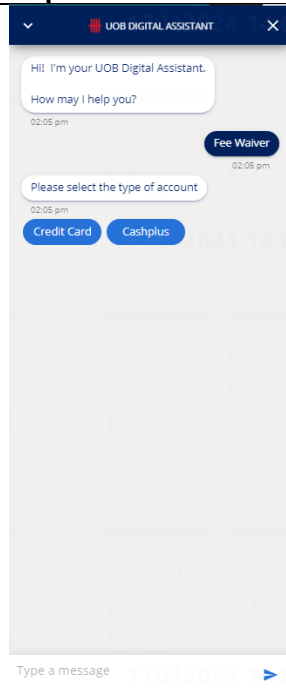


Navigate to the chat icon on the bottom right and click to launch our UOB Digital Assistant

Step 3

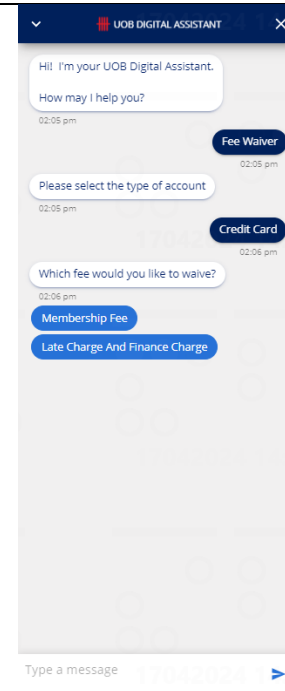
A screenshot of a 'Security Check' dialog box. It contains a CAPTCHA image with the numbers 6, 7, 8, and 0. Below the image is a text input field labeled 'Type the text'. At the bottom, there is a checkbox for 'I agree to the Terms and Conditions' and a 'CONTINUE' button with a right arrow.

Complete security check

A screenshot of a chat interface with the 'UOB DIGITAL ASSISTANT'. The assistant's messages include a greeting, a request for help, and a prompt to 'Please select the type of account'. Two buttons, 'Credit Card' and 'Cashplus', are visible. A 'Fee Waiver' button is also present, with a timestamp of 02:05 pm.

Step 4

Select or Key-in "Fee Waiver"

A screenshot of the chat interface showing the next steps. The assistant asks 'Which fee would you like to waive?'. Two buttons, 'Membership Fee' and 'Late Charge And Finance Charge', are visible. A 'Credit Card' button is also present, with a timestamp of 02:06 pm.

Step 5

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