

Q: What is a Dynamic Currency Conversion Fee (DCC Fee)?

A: The Dynamic Currency Conversion fee (DCC fee) is a fee for converting foreign currency into Thai baht. The DCC fee will be charged when a transaction is made through a credit card for purchasing goods and services or withdrawing cash in Thai currency at foreign stores (including online stores registered overseas) at a rate of 1% of the amount spent.

Q: The Dynamic Currency Conversion Fee will be applied in cases where the cardholder purchases goods and services with their credit card in foreign currency and selects to pay in Thai baht instead. This includes what types of transaction?

A: This includes purchasing goods and services overseas and through online stores registered overseas for which the credit card holder selects to pay in Thai baht, as well as cash withdrawals in Thai baht at a foreign ATM.

Q: What are examples of online stores registered overseas?

A: Some examples are: AIRASIA BERHAD, NETFLIX, APPLE, TikTok, AGODA, Booking, Klook, IHERB, ALIPAY, TAOBAO, PAYPAL, Facebook, Google, etc.

Q: If the cardholder withdraws cash in Thai baht at a foreign ATM, what fees will be charged by the bank?

A: When the cardholder makes cash advance transaction overseas, the bank will charge the following fees:

- Cash advance fee, 3% of the amount withdrawn from credit card.
- VAT 7% of withdrawal fee.
- Dynamic Currency Conversion Fee, 1% of the amount withdrawn from the credit card in Thai baht.

Note:

In case the cardholder withdraws cash in Thai baht at a foreign ATM, the cardholder may be required to pay an international cash withdrawal fee at the rate specified by the bank that owns the ATM (Access Charge Fee).

Q: What types of credit cards will be charged for the expense fee at the foreign stores in Thai currency?

A: All Visa and MasterCard credit cards, including both primary and supplementary cards.

Q: Why does the bank have to charge the DCC fee?

A: To be consistent with credit card business practices. Any credit card transaction made at a foreign store, including online stores registered overseas, are subject to a fee for converting foreign currency into Thai baht.

Q: When will the DCC fee come into effect?

A: The fee will come into effect on May 1, 2024, and will be charged upon the merchant's postdate.

Q: How do you calculate the DCC fee at 1%?

A: The DCC fee of 1% comes from the amount spent on the credit card in Thai baht (excluding VAT), which will be calculated from the spending amount that the transaction posted. The statement will show the amount of the DCC fee charged in Thai baht as a separate transaction.

Q: If the transaction is cancelled, will the DCC fee of 1% be refunded?

A: In case of cancellation, the DCC fee of 1% will be refunded to the credit card account under the primary card (for both cases, primary and supplementary cards).

Q: What is the difference between the Foreign Exchange Rate Risk and the Dynamic Currency Conversion Fee?

A: If the cardholder purchases goods and services or withdraws cash in a foreign currency, the cardholder will have to pay for the Foreign Exchange Rate Risk in Thai baht at a rate of no more than 2.5% of the amount spent (all other foreign currencies must be converted to US dollars before converting to Thai baht). But if the cardholder purchases goods and services or withdraws cash in Thai baht, the bank will charge the Dynamic Currency Conversion Fee at a rate of 1% of the amount spent.