

Q&A

Question 1: What is the Dynamic Currency Conversion Fee (DCC fee)?

Answer 1: The Dynamic Currency Conversion fee (DCC fee) is a fee for converting a foreign currency to Thai baht when purchasing goods and/or services at the overseas registered merchants (includes online merchants) and/or withdrawing cash in Thai baht at overseas ATMs. The fee is 1% of the total spending / cash withdrawal amount.

Question 2: What is the DCC fee rate?

Answer 2: The 1% fee will be calculated on the total spending amount when purchasing goods and/or services at the overseas registered merchants or online merchants, and withdrawing cash in Thai baht at overseas ATMs.

Sample 1 : Make a hotel reservation both domestic and international via the overseas registered website and payment in Thai baht in the amount of 3,000 THB, there will be a DCC fee 1% collection of the 3,000 THB, that is 30 THB.

Sample 2 : The service charge for top-up purchases of games via the app store of the overseas registered online merchants in the amount of 100 THB, there will be a DCC fee 1% collection of the 100 THB, that is 1 THB.

Question 3: When is the effective date?

Answer 3: The Bank has announced a postpone of DCC fee collection from the original date 1 May 2024, in order for customers to study and understand more, the Bank considers to postpone of the DCC fee collection indefinitely. The Bank will notify you again in advance before collecting the fee.

Question 4: Why does the Bank charge for DCC fee?

Answer 4: The DCC is charged by payment network providers, such as Visa and Mastercard, to credit card issuing company when credit cardholders make transactions as specified by each payment network provide.

Question 5: What is the DCC fee calculated?

Answer 5: For VISA and MasterCard, the fee is 1% of the spending / cash withdrawal amount.

Question 6: When will the customer can check the DCC Fee?

Answer 6: The customer can check the DCC fee on the transaction posting date.

Question 7: Which credit card type will be charged for the DCC Fee

Answer 7: Visa and MasterCard credit cards include primary and supplementary cards.

Question 8: How is the DCC fee calculated?

Answer 8: The 1% fee will be calculated on the total spending / cash withdrawal amount on the transaction posting date.

Question 9: What kinds of merchants are included in the fee?

Answer 9: Spending in the overseas registered merchants or online merchants in Thai baht e.g. FACEBOOK, AGODA, TRIP.COM, TIK TOK, GOOGLE, APPLE.COM, KLOOK, NETFLIX, VEBO/EXPEDIA, etc. (the merchants lists as of May 2024. This may be subject to change depends on the registration of merchants).

Question 10: What are the type of transactions that are eligible to be charged the 1% DCC fee?

Answer 10:

- The merchant will display the payment amount in Thai baht, so the customer can see the actual net amount before deciding to pay.
- In case of purchasing products through online merchants or telephone orders which is not registered in Thailand and allow payment in Thai baht, this is eligible to be charged a 1% DCC fee because it is considered a transaction at the overseas registered merchant.
- Even if the online merchant has a website ending with “.co.th” and the amount displayed in Thai baht, the online merchant may registered in abroad or having a payment process that is not in Thailand, this is eligible to be charged a 1% DCC fee.