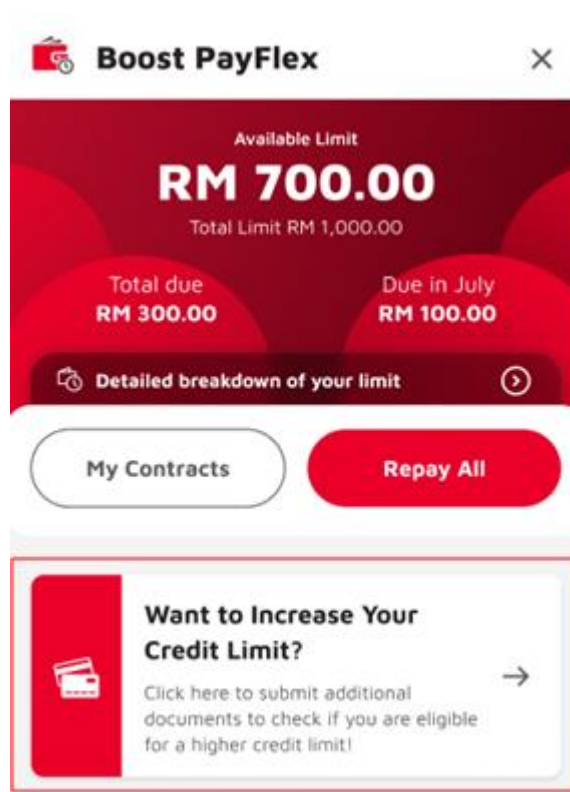


Increasing Credit Limit FAQ

1. How can I be eligible for a higher limit?

The “Increase Credit Limit” application will only be available to our active PayFlex users who have transacted and have good repayment history. If you are eligible, you’ll be able to apply on the Boost PayFlex dashboard.



2. What documentation do I need to provide to get a higher limit?

You will be required to upload your official/original EPF statement that is downloaded from the new KWSP portal or KWSP app. Please note that scanned copies or photos of your EPF statement will automatically be rejected by the system.

To ensure a seamless application, please ensure that your EPF statement meets the following criteria:

- PDF format only
- Do not modify or edit the file after downloading it from KWSP

3. How long would the process take to increase my credit limit?

It should take around one minute to complete if there is no issue with your application. However, it may take longer time (up to a few days) to process it if there are issues with your application or if you are required to resubmit your application.

4. Would my limit be reduced if I request for a higher limit?

No, your limit would not be reduced. If your application to increase your limit was unsuccessful, your old limit would still be available to you.

5. Why did I not get a higher limit after I submitted the required documentations?

There may be issues with the documentation that you have uploaded where it does not meet the requirements to process your application, OR you were not eligible for a higher limit due to our internal credit policy. We are unable to disclose our credit policy.

6. Can I retry to get a higher limit after failing the first time?

Yes, we allow customers to come back and retry after 30 days.

7. I have gotten a higher limit. Can I retry again to get an even higher limit?

No, you are only able to get a limit uplift once. If this changes and you are eligible to apply for a higher limit again, we would invite you to apply.

8. My application is still processing. When will I be able to get a result?

The result of your application should be reflected immediately. However, it may take up to a few days for your application to be processed. If your application has not been processed after a week, please reach out to support (creditinfo@myboost.co).

9. It states that my application could not be processed. What can I do?

Please contact support (creditinfo@myboost.co) for further assistance on your application.

10. Why is the option to increase my credit limit not available to me?

We are currently only extending this feature to users who have actively used Boost PayFlex and also have a good repayment history. We will announce it if we open it up to a wider group of Boost PayFlex users.

11. Why has my Pay in 30 days limit decrease?

After successfully increasing your credit limit, your Pay in 30 days limit will be capped at 20% of your total limit. You are still able to use 100% of your limit on instalment tenures. This is part of our commitment to responsible spending to keep your monthly financial commitments sustainable.

If you have outstanding Pay in 30 days contracts that amount to more than your new Pay in 30 days limit, please pay the outstanding by their due dates.