Bangkok Global Law
540, Unit 1705, 17th Floor, Mercury Tower,Ploenchit Road,
Lumpini, Pathumwan, Bangkok 10330 Thailand
Tel: +(66) 2 2525895-6 Fax: +(66) 2 2525897
Website: www.bgloballaw.com
E-mail: info@bgloballaw.com

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Bank of Thailand Amends Rules on Credit Card Cash Withdrawal Fees

On 1 June 2026, the Bank of Thailand ("BOT") published Notification of the Bank of Thailand No. SorNorSor. 24/2569 Re: Rules, Procedures and Conditions for Undertaking Credit Card Business (No. 2) (the "Notification") in the Government Gazette. The Notification amends the regulatory framework governing fees and expenses charged in connection with cash withdrawals or cash advances made using credit cards. It applies to both commercial banks and non-bank credit card business operators regulated under Thai law. The Notification became effective on 2 June 2026, being the day following its publication in the Government Gazette.

The BOT previously established a ceiling on fees that credit card business operators may charge customers for withdrawing cash using credit cards. According to the BOT, the relevant fee ceiling had been in place since 2002. Since then, technological developments have reduced certain operational costs associated with the provision of financial services. The BOT therefore considered it appropriate to review the existing requirements to ensure that the fees charged to consumers remain reasonable and fair and do not impose an unnecessary financial burden.

The amended requirements also seek to promote greater transparency and provide consumers with sufficient information to make informed decisions when using credit card cash withdrawal services. The Notification amends Clause 5.4.3(2) of Notification of the Bank of Thailand No. SorNorSor. 11/2563 Re: Rules, Procedures and Conditions for Undertaking Credit Card Business, dated 31 July 2020.

Under the amended provision, a credit card business operator providing a cash withdrawal service may charge fees and expenses associated with that service, in addition to interest, penalty interest, fines, fees and service charges permitted under Clause 5.4.3(1). However, the aggregate amount of the additional fees and expenses must not exceed the rate prescribed under the applicable BOT notification governing standard service fees for financial services.

The amendment therefore replaces the former standalone fee requirement with a cross-reference to the fee ceiling prescribed under the BOT's broader regulatory framework on standard financial service fees. Importantly, the Notification itself does not specify a numerical fee ceiling. Credit card business operators must consequently refer to the applicable BOT notification on standard financial service fees to determine the maximum amount that may lawfully be charged.

Should you have any question, please do not hesitate to contact us via info@bgloballaw.com