

Frequently Asked Questions (FAQs) Governing Chinese New Year New Notes 2021**A. Chinese New Year New Notes Online Reservation Service – Reservations****1. How do I make online reservations for New Notes?**

You will be required to enter your ATM, Credit or Debit Card number and card PIN for verification and will be required to have a valid mobile number registered with OCBC Bank.

If you do not have an ATM, Credit Card or Debit card, you can walk into any of our branches to apply for an ATM card on the spot.

You may also proceed to the nearest OCBC ATM to update your particulars if you do not have a mobile number registered with OCBC Bank.

2. What are the available booking and collection dates?

Online Booking Dates	Range Of Collection Dates For Selection
18 Jan – 22 Jan	25 Jan – 27 Jan
23 Jan – 6 Feb	3 to 5 days from date of booking

3. How do I know if the reservation made via OCBC's Chinese New Year New Notes Online Reservation Service is confirmed?

Upon confirmation of a reservation slot, an SMS will be sent to your mobile number registered with the Bank containing the reservation date and the selected collection branch. Please take note of the denominations of the notes you have reserved as the denomination will not be reflected in the confirmation SMS.

4. Can I amend the initial selection of the branch for collection, the date of collection, or the amount of New Notes reserved after submitting the reservation online?

After submitting a reservation through OCBC's Chinese New Year New Notes Online Reservation Service, no changes to the reservation details may be made.

5. Why do I need to key in my ATM, Credit or Debit card PIN? Is it safe to do so?

The New Notes reservation service is hosted on a secured website. We need to verify that you are our customer using your ATM, Credit or Debit Card PIN before you can proceed to make a booking.

6. Can I reserve New Notes on OCBC's Chinese New Year New Notes Online Reservation Service if I'm not an OCBC customer?

This service is only available to OCBC customers who hold an OCBC Current/ Savings account.

7. Can I make multiple reservations?

You are only allowed one reservation on OCBC's Chinese New Year New Notes Online Reservation Service.

8. What are the denominations available for selection on OCBC's Chinese New Year New Notes Online Reservation Service?

Notes of S\$2, S\$10, and S\$50 denomination are available for selection, subject to the individual denomination limits and the overall limit of New Notes for each customer. For notes of S\$2 denomination, Good-As-New Notes may be provided in place of New Notes.

Denomination limits for reservations on OCBC's Chinese New Year New Notes Online Reservation Service:

S\$2 denomination - S\$200

S\$10 denomination - S\$500

S\$50 denomination - S\$1,200

Overall limit for New Notes reservation - S\$1,200

B. Collection of reserved New Notes at OCBC Bank Branches

1. What do I need to bring or do when I head down to my selected branch to collect my reserved notes on the selected reserved date?

You will need to bring along your original ID document for verification. You can choose to do a cash exchange or debit the amount from a deposit account. Collection of the reserved New Notes can be performed any time during the operating hours of the selected branch on the selected date.

2. Do I need to queue if I have an online reservation?

Upon reaching your selected branch, you will be given a queue ticket to be served by a teller.

3. Can I cancel the reservation that I have made?

You will not be able to cancel a confirmed reservation. You are strongly encouraged to adhere to the reservation you have made as slots are very limited.

4. Can a third-party request to pick up the reserved New Notes on behalf of me for my reservation?

Collection must be done in person.

5. Will I be allowed to exchange New Notes without making any prior online reservations?

Only customers aged 60 years old and above or customers with disabilities will be allowed to walk in to OCBC Bank branches to change New Notes without any prior online reservations.