

Frequently Asked Questions (FAQs) Governing Chinese New Year New Notes Online Reservation Service

A. Chinese New Year New Notes Online Reservation Service – Reservations

1. How can I make an online reservation for new notes?

Customers will be required to enter their OCBC Bank ATM, credit or debit card number and date of birth for verification and will be required to have a valid mobile number registered with OCBC Bank.

For customers who do not have an OCBC Bank ATM, credit or debit card, they can walk into any of our branches to apply for an ATM card on the spot.

Customers may also proceed to the nearest OCBC Bank ATM to update their particulars if they do not have a mobile number registered with OCBC Bank.

2. When are the available booking and collection dates?

Online Booking Windows	Range Of Collection Dates for Selection
4 Jan – 6 Jan	11 Jan – 17 Jan
11 Jan – 13 Jan	18 Jan – 24 Jan
18 Jan – 20 Jan	25 Jan – 31 Jan

3. What are the available timeslots for the collection dates?

Depending on the OCBC Bank branch's opening hours, there may be one or two slots per collection date. The available timeslots will be indicated on OCBC's Chinese New Year New Notes Online Reservation Service. Customers may choose their preferred timeslot on OCBC's Chinese New Year New Notes Online Reservation Service when they are making a request.

4. How will I know if the reservation I have made on OCBC's Chinese New Year New Notes Online Reservation Service is confirmed?

An SMS will be sent to the customer's mobile number registered with the Bank upon confirmation of a reservation slot. Customers will also be notified via email if they have an email address registered with OCBC Bank.

5. After I have submitted my reservation request on OCBC's Chinese New Year Notes Online Reservation Service, can I amend the OCBC Bank branch I have selected for collection / the date of collection / the selected timeslot / the amount of new notes reserved?

No changes to the reservation details may be made after a reservation request has been submitted through OCBC's Chinese New Year New Notes Online Reservation Service.

6. Can non-OCBC customers reserve new notes on OCBC's Chinese New Year New Notes Online Reservation Service?

This service is only available for OCBC customers.

7. Can I make multiple reservations?

Each customer is 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 \$2, \$10, and \$50 denomination are available for selection, subject to the individual denomination limits and the overall limit of new notes for each customer. Provision of new notes shall be subject to availability. In the event that new notes are not available, OCBC Bank reserves the right to provide the customer with good-as-new notes or processed notes instead.

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

\$2 denomination - \$200

\$10 denomination - \$500

\$50 denomination - \$1,200

Overall limit for new notes reservation - \$1,200

B. Collection of reserved new notes at OCBC Bank Branches

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

Customers will need to bring along their original ID document for verification. Customers can choose to do a cash exchange or debit the amount from their OCBC Bank deposit account. Collection of the reserved new notes can only be performed during the selected timeslot at the selected branch, and on the selected date.

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

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

3. Can I cancel a reservation I have made?

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

4. Can I authorise a third-party to pick up the reserved new notes on my behalf?

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.