

Frequently Asked Questions (FAQs) for the Chinese New Year Notes Withdrawal via the ATMs

1. Can I get notes to celebrate Chinese New Year (CNY) via OCBC ATMs?

Yes, you can get notes via OCBC ATMs – this is a new channel – from 24 January to 8 February 2024.

2. What denominations are found in a bundle?

You can choose from 6 CNY bundles:

Bundles	Denominations
1: Prosperity (兴旺) bundle	S\$2 X 50 pieces = S\$100
2: Harmony (和谐) bundle	S\$10 X 30 pieces = S\$300
3: Abundance (丰富) bundle	S\$50 X 10 pieces = S\$500
4: Strength (力量) bundle	S\$2 X 25 pieces + S\$10 X 25 pieces = S\$300
5: Luck (幸运) bundle	S\$50 x 8 pieces + S\$10 X 20 pieces = S\$600
6: Success (胜利) bundle	S\$50 X 8 pieces + S\$2 X 20 pieces = S\$440

The denominations in these bundles are fixed.

3. Which OCBC ATMs can I visit to withdraw CNY bundles?

You can withdraw CNY bundles from the following OCBC ATMs:

Location	Type of notes
OCBC Centre Branch	Fit notes
Wisma Branch	Fit notes
Hougang Mall Branch	New notes
Tampines Branch	New notes
Tiong Bahru Plaza Branch	New notes
Northpoint Branch	New notes
Compass One Branch	New notes
Bedok Branch	New notes
Jurong Point Branch	New notes
Ang Mo Kio Central Branch	New notes
Toa Payoh Hub Level 1 (near escalator)	New notes

4. Can I withdraw CNY bundles anytime?

No. Here are the operating hours of OCBC ATMs that offer CNY bundles:

<p><u>OCBC Centre Branch</u> Monday to Sunday 9am to 6pm</p>
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<p>Other locations Monday to Sunday 10.30am to 7pm</p>
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5. How many CNY bundles can I withdraw?

You can withdraw up to 3 CNY bundles between 24 January and 8 February 2024. The amount you withdraw will count towards the daily withdrawal limit for your OCBC ATM/debit/credit card.

Example A: If you wish to withdraw 3 bundles and the total amount is within your daily withdrawal limit

Daily withdrawal limit: S\$3,000
Total amount to be withdrawn: S\$1,400

Withdrawal	Type of withdrawal	Amount
1 st	Bundle 2	S\$300
2 nd	Bundle 3	S\$500
3 rd	Bundle 5	S\$600

Example B: If you attempt to withdraw more than 3 bundles

ATM daily withdrawal limit: S\$3,000
Total amount to be withdrawn: S\$1,500

Withdrawal	Type of withdrawal	Amount
1 st	Bundle 2	S\$300
2 nd	Bundle 3	S\$500
3 rd	Bundle 5	S\$600
4 th	Bundle 1	S\$100 (will not be processed)

Example C: If the amount in the bundles you wish to withdraw exceeds your daily withdrawal limit

Daily withdrawal limit: S\$1,000
Total amount to be withdrawn: S\$1,100

Withdrawal	Type of withdrawal	Amount
1 st	Regular withdrawal	S\$800
2 nd	Bundle 2	S\$300 (will not be processed)

6. How do I change my OCBC ATM/debit/credit card’s daily withdrawal limit?

You can do so via the OCBC Digital app: Log in to the OCBC Digital app > Tap the menu at top left > Card Services > Manage card daily limit.

Alternatively, visit a New ATM or Service Kiosk.

7. Can I withdraw more than 3 CNY bundles?

During CNY, we usually face a high demand for notes. To ensure as many customers as possible can get their notes, we regret that each customer can only withdraw a maximum of 3 CNY bundles.

8. Will I get new notes in my CNY bundle?

The ATMs at OCBC Centre Branch and Wisma Atria Branch will dispense fit (or fit-for gifting) notes in CNY bundles. OCBC ATMs at other selected locations will dispense new notes in such bundles.

9. Can I withdraw CNY bundles by scanning a QR code?

No. You will need an OCBC ATM/debit/credit card (excluding corporate and Baby Bonus cards) and its PIN.

If you would like to use your OCBC credit card, please ensure that it is linked to an OCBC current or savings account.

10. The OCBC ATM I visited has run out of CNY bundles. Why is that so?

A fixed number of CNY cash bundles is available daily. Please try again the next day. We are sorry for the inconvenience.

11. The OCBC ATM I visited has run out of CNY bundles. Will the cash be replenished?

We will replenish such OCBC ATMs with cash daily. If you are unable to withdraw a bundle, please try again the next day.

12. What is the last day I can withdraw a CNY bundle?

The last day you can withdraw a CNY bundle is 8 February 2024.

13. I am unable to make funds transfers and bill payments via the OCBC ATMs that offer CNY bundles. Why is this so?

From 24 January 2024 to 8 February 2024, such ATMs will only dispense CNY bundles. You may visit other OCBC ATMs to make transactions like funds transfers and bill payments.