

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 – in the form of CNY bundles – via OCBC ATMs from 14 to 27 January 2025.

2. What denominations are found in a CNY bundle?

You can choose from four bundles:

Bundles	Denominations
1: Prosperity (兴旺) Bundle	S\$2 X 50 pieces = S\$100
3: Abundance (丰富) Bundle	S\$10 X 50 pieces = S\$500
5: Luck (幸运) Bundle	S\$50 x 10 pieces = S\$500
6: Success (胜利) Bundle	S\$10 X 40 pieces + S\$50 X 10 pieces = S\$900

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:

Locations	Type of notes
OCBC Centre Branch	Fit notes
Wisma Branch	Fit notes
Tampines Centre 2, Level 1	Fit notes
Ang Mo Kio Central Branch	New notes
Bedok Branch	New notes
Compass One Branch	New notes
Hougang Mall Branch	New notes
Jurong East Branch	New notes
Jurong Point Branch	New notes
Northpoint Branch	New notes
Tampines Branch	New notes
Tiong Bahru Plaza Branch	New notes
Toa Payoh HDB Hub, Level 1	New notes

4. Can I withdraw CNY bundles anytime?

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

<u>OCBC Centre Branch</u> Monday to Sunday 9am to 6pm <u>Other locations</u> Monday to Sunday 10.30am to 7pm

5. Can I withdraw CNY bundles without a physical card?

Yes. You can withdraw CNY bundles by using the OCBC app to scan a QR code at selected OCBC ATMs. The daily QR withdrawal limit, which is fixed at S\$1,000, will apply.

6. How many CNY bundles can I withdraw?

You can withdraw up to 2 CNY bundles between 14 and 27 January 2025. You may use an OCBC ATM/debit/credit card or the OCBC app (or any combination) to do so.

7. How will withdrawing CNY bundles affect my daily withdrawal limit(s)?

If you use an OCBC ATM/debit/credit card to withdraw CNY bundles, the amount you withdraw will count towards the daily withdrawal limit for that card.

Using the OCBC app instead? The amount will count towards your daily QR withdrawal limit.

The two limits are completely separate.

8. How do I change the daily withdrawal limit for my OCBC ATM/debit/credit card?

By default, the daily withdrawal limit for any OCBC card is \$3,000.

If you wish to change it – for instance, if you had previously lowered it and wish to increase it to withdraw CNY bundles – you can do so via the OCBC app: Log in > Tap on 'More' (bottom navigation bar) > Card services > Manage card limit > Manage daily limit.

Alternatively, visit a New ATM or Service Kiosk.

9. How do I change my daily QR withdrawal limit?

The daily QR withdrawal limit is fixed at S\$1,000 and cannot be changed.

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

Selected ATMs at OCBC Centre Branch, Wisma Atria Branch and Tampines Centre 2 will dispense fit (or fit-for gifting) notes in CNY bundles. Selected OCBC ATMs at the other locations listed under Q3 will dispense new notes in such bundles. The type of note dispensed by each ATM ('fit' or 'new') will also be displayed on them.

11. Can I withdraw more than 2 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 2 CNY bundles.

12. How can I check the availability of CNY notes?

Visit go.ocbc.com/cnynotes to find out if CNY notes are available at your preferred location(s).

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

We are sorry for the inconvenience. As we will replenish such OCBC ATMs with cash, you can consider trying again the next day.

Alternatively, you may visit go.ocbc.com/cnynotes to check the availability of CNY notes across all locations.

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

The last day you can withdraw a CNY bundle is 27 January 2025.

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

From 14 to 27 January 2025, such ATMs will only dispense CNY bundles. You may visit other OCBC ATMs to make transactions like funds transfers and bill payments.

Alternatively, you may use the OCBC app or AXS machines (if applicable).