

## **Frequently Asked Questions (FAQs) for the Lunar New Year Notes Withdrawal via the ATMs**

### **1. Can I get notes to celebrate Lunar New Year via OCBC ATMs?**

Yes, you can get notes – in the form of cash bundles – via selected ATMs from 3 to 15 February 2026.

### **2. What denominations are found in a cash bundle?**

You can choose from four cash bundles:

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

The denominations in these cash bundles are fixed.

### **3. Which OCBC ATMs can I visit to withdraw cash bundles?**

You can withdraw cash bundles from the following OCBC ATMs:

Locations	Type of notes
OCBC Centre Branch	Fit notes
Wisma Branch	Fit notes
83 Marine Parade Central	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 cash bundles anytime?**

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

<u>OCBC Centre Branch</u> Monday to Sunday 9am to 6pm	<u>Other locations</u> Monday to Sunday 10.30am to 7pm
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## **5. Can I withdraw cash bundles without a physical card?**

Yes. You can withdraw cash 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 cash bundles can I withdraw?**

You can withdraw up to 2 cash bundles between 3 and 15 February 2026. You may use an OCBC ATM/debit/credit card or the OCBC app (or any combination) to do so.

## **7. How will withdrawing cash bundles affect my daily withdrawal limit(s)?**

If you use an OCBC ATM/debit/credit card to withdraw cash 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 cash 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 cash bundle?**

Selected ATMs at OCBC Centre Branch, Wisma Atria Branch, Tampines Centre 2 and 83 Marine Parade Central will dispense fit notes in cash 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 cash bundles?**

During the new year, 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 cash bundles.

## **12. How can I check the availability of Fit / new notes?**

Visit our Lunar New Year campaign page from 3 February 2026 to find out if Fit / new notes are available at your preferred location(s).

**13. The OCBC ATM I visited has run out of cash 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 our Lunar New Year campaign page from 3 February 2026 to check the availability of Fit / new notes across all locations.

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

The last day you can withdraw a cash bundle is 15 February 2026.

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

From 3 to 15 February 2026, such ATMs will only dispense cash 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).

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