

## **Cessation of Cheque Book Delivery to Overseas Mailing Addresses**

With effect from 1<sup>st</sup> October 2016, UOB cheque books will not be mailed to overseas mailing addresses.

Customers holding personal current accounts with overseas mailing addresses may:

- request for their personal cheque book to be picked up at UOB Singapore branch where their account is maintained; or
- update their overseas mailing address to an address in Singapore, where the personal cheque book will be mailed to.

For more information, please approach any UOB Branch staff or call the UOB customer service hotline at 1800 222 2121. Alternatively, you can refer to the Frequently Asked Questions (FAQs).

## Frequently Asked Questions

### Qn 1: Who is impacted by this change?

If you currently hold a personal current account and have indicated an overseas mailing address, we will not automatically send a cheque book to the overseas mailing address.

### Qn 2: Why is this implemented?

Due to cheque books being reported lost whilst being sent overseas, we have taken steps to protect the interest of our UOB Customers.

### Qn3: So if I want to receive a cheque book, how do I request for a cheque book?

You may request for a cheque book via

- a UOB Branch in Singapore
- UOB Personal Internet Banking
- UOB Call centre

The cheque book must be picked up at a UOB Singapore branch where customer's account is maintained and can be picked up after 7 working days.

### Qn 4: I need to write a cheque urgently to be paid to someone / an organisation in Singapore, are there any other alternatives?

You may login to UOB Personal Internet Banking to perform a fund transfer to a 3<sup>rd</sup> party or perform bill payment to an organisation within Singapore.

### Qn 5: I currently do not use UOB Personal Internet Banking. How do I apply?

- **UOB ATMs (In SG only)**  
Register at any UOB ATM with your UOB ATM Card or Credit Card and receive your temporary Username and Password immediately.  
**Select Cashcard / Other Trans / NETS FlashPay > Other Transactions > Internet / Phone Banking / UOB Mobile > Internet Banking / UOB Mobile > Apply Now**
- **UOB Branch (In SG only)**  
Register at any UOB Branch and receive your temporary Username and Password immediately.
- **Instant Registration**  
Register online and get access instantly. To do so you need to have a mobile number registered with the bank and any UOB Credit/Debit/ATM Card.

**Qn 6: How do I perform a fund transfer to a 3<sup>rd</sup> party via UOB Personal Internet Banking?**

Please note that you will need to have a Secure Plus token to perform this transaction. Click [here](#) to find out more.

**Qn 7: How do I perform a bill payment via UOB Personal Internet banking?**

Effective 17 October 2016 onwards, you will need to have a Secure Plus token to perform payment to other banks credit card. Click [here](#) to find out more.

**Qn 8: I will be back in Singapore for a few days, is it possible to request for a cheque book to be picked up urgently?**

Yes. You may request for an urgent cheque book to be picked up at branch.

- If the urgent cheque book request is received at UOB branch before 4pm, the urgent cheque book may be picked up at branch the next working day.
- If the urgent cheque request is received at UOB branch after 4 pm, the urgent cheque book may be picked up at the UOB branch on the 2 working days later.

Kindly note that urgent cheque book request charges will apply.

**Qn 9: If I do not require to receive the cheque book urgently, how do I request for a cheque book to be picked up?**

Yes. You may request for a cheque book to be picked up at a branch after 7 working days.

**Qn 10: I notice that on UOB's Personal Internet Banking site, there is a function to request for a cheque book. My mailing address is still tagged as an overseas mailing address. Can I perform the request for a cheque book on UOB Personal Internet Banking to an overseas mailing address?**

Through UOB Personal Internet Banking, the service is available, however a cheque book will not be mailed out to an overseas mailing address.

Alternatively, you may update your overseas mailing address to an address in Singapore, where the personal cheque book will be mailed to.

**Qn 11: May I request through UOB Call Centre for a cheque book to be picked up at a UOB Branch in Singapore?**

Yes. You may request for a cheque book to be picked up at a UOB Branch in Singapore.