

IVR Self-Service Banking **1800 599 921** allows you to check your accounts and perform self-service without the wait.

For your convenience, please have your account details and registered citizen ID/identity card number ready.

**When you are calling via your registered phone number, please listen carefully and follow the voice instructions.**

At any point during the call, you will be requested to input your OTP (One-Time Password) that will be sent via SMS, please input the correct details carefully.



## IVR Self-Service Banking Options



For reporting a lost card or Fraud or emergency services

Press **1** And Then Press

- 1** For Reporting A Lost Card Or Emergency Services
- 2** For Reporting Fraud



For Account Information

Press **2**

**For Current Or Savings Accounts:** to know your current balance, available balance and recent transactions within 60 days.

**For Credit Card Or Cashplus Accounts:** to know your current balance, available limit, last statement amount, due date, minimum payment and last payment.



For Credit Card Or Cashplus Application Status And Card Delivery Status

Press **3** And Then Press

- 1** For Credit Card Or Cashplus Application Status
- 2** For Card Delivery Status



For Information on Promotions and Services

Press **4** And Then Press

- 1** For UOB TMRW
- 2** For Credit Card
- 3** For CashPlus
- 4** For Banking



To Speak To Our Customer Service Representative

Press **0**