



# UOB Phone Banking Guide

24 Hour Hotline **1800-222-2121**

>> Call us anytime, anywhere

To call us from overseas, please dial the International Code + Singapore Country Code

**(65) 6222-2121 \*\***

### Choose Language

1. English
2. Chinese

Press 1 to Activate your Credit/Debit Card or to Enable/Disable the Overseas Use of your UOB Card.

Press 2 to apply for new Personal Loan, Balance Transfer or One Loan. (\* From Mon – Fri 9:30AM – 6:00PM \*)

Otherwise, kindly continue to hold.

Please Enter your NRIC , Credit Card No. or Banking Account No.

If you have a Phone Banking PIN, please press \*1 followed by your Phone Banking Access Code.

For Non-UOB customer, please press \*2.

### 1 Credit Card & Cashplus Services

1. Loss or Stolen Cards
2. Cashplus Enquiry
3. Fee Waiver & Application Status  
(Requires you to leave your contact details)
4. Rewards Redemption  
(Self-help option)
5. Access Credit Card Account  
\*(Requires your Phone Banking Access Code & Pin)
  1. Request for a Temporary Credit Increase
  2. Statement Outstanding Balance
  3. To Date Balance
  4. Available Credit
  5. Last Payment Amount
  6. Check UNI\$ Balance
  7. Request for Statement
0. Customer Service Officer

### 2 Banking Services \*(Requires your phone banking access code & PIN)

1. Current & Savings Account  
\*(Requires your phone banking access code & PIN)
  1. Balance Enquiry
  2. Funds Transfer
  3. Bill Payment & Related Services  
(Please refer to the 2<sup>nd</sup> Page for List of Corporation Codes)
  4. Cheque Related Transactions
  5. Statement Request
  6. Enquiry on Inward Remittance
2. Fixed Deposit Account
  1. Balance Enquiry
  2. Placement
  3. Withdrawal
  4. Enquiry on Cost of Withdrawal of Deposit
  5. Change of Tenure Instruction
3. CPF Investment Account
  1. Cash Balance & Limit Enquiry
  2. Funds Transfer to CPF Ordinary Account
  3. IPO Results Enquiry
4. Remittance & Change of Particulars
5. Cashplus
  1. Balance Enquiry
  2. Funds Transfer
  3. Bill Payment & Related Services
  4. Cheque Related Transactions
  5. Statement Request
  6. Enquiry on Inward Remittance
6. Change PIN for Phone Banking Service
0. Customer Service Officer

### 3 Report Loss or Stolen Card

1. ATM Card
2. Credit Card / Debit Card

**\*How to apply for a Phone Banking Access Code and Pin:**

1. Apply at any UOB ATM with your ATM/Credit Card & PIN
2. Visit any UOB Branch
3. Download a Phone banking Application Form and send it to  
**Robinson Road P.O. Box 1282  
Singapore 902532**

**\*\*IDD & Foreign Operator charges may apply  
Please refer to your service provider for more details.**

### 4 Fee Waiver & Application Status

(Requires you to leave your card/ account number and contact details)

1. Credit Card Waiver
  1. Membership Fee
  2. Late & Finance Fee
2. Cashplus Waiver
3. Credit Card Application Status
4. Cashplus Application Status
0. Customer Service Officer

### 0 Customer Service Officer

(Please select from the following options)

1. Banking Services
  1. Cashplus Account Enquiries
  2. Loans and CPFIS/SRS
  3. Personal Internet Banking
  4. Corporate Account
  5. Personal Banking Account
2. Cards Services
  1. Fee Waivers
  2. Cashplus Account Enquiries
  3. Card Promotions
  4. Debit/Credit Card Enquiries

## Bill Payment Corporation Codes

Updated as of 16 August 2016

Corporation Name	Corp Code	Corporation Name	Corp Code	Corporation Name	Corp Code	Corporation Name	Corp Code
<b>GOVERNMENT / STATUTORY BOARD</b>		<b>INVESTMENT/STOCKBROKING FIRM</b>		<b>INSTALLMENTS/LOANS/CHARGES</b>		<b>INSTALLMENTS/LOANS/CHARGES</b>	
Aljunied-Hougang-Punggol East Town Council	044000	AmFraser Pte Ltd	006700	Abwin Hire Purchase	048000	Tiong Choon Co Pte Ltd	900600
Ang Mo Kio Town Council	004500	CIMB Securities (Singapore) Pte Ltd	040800	Abwin Insurance	048100	United Overseas Insurance	044600
Chua Chu Kang Town Council	006800	RHB Securities Pte Ltd	040100	AIA Co Ltd	900900	UOB Car Financing	006300
East Coast Town Council	035400	IFAST Financial Pte Ltd	043400	Autowell Credit Pte Ltd	901300		
Holland-Bukit Panjang Town Council	044300	Kim Eng Securities Pte Ltd	043200	Aviva Ltd (General)	041400	<b>LEARNING CENTER</b>	
Housing & Development Board (HDB)	000700	Lim & Tan Securities	006600	Aviva Ltd (Life)	003400	CMS (Pte) Ltd	900400
IRAS – Individual Income Tax Payments	000300	Phillip Futures Pte Ltd	040200	Courts PLC	002300		
IRAS – Other Taxes Payment	000400	Phillip Securities Pte Ltd	020800	Eastpoint Green	041800	<b>ASSOCIATION/CLUB/SOCIETY</b>	
Jurong-Clementi Town Council	006900	UOB Kay Hian Pte Ltd	020700	Great Eastern Assurance - Life	045600	Automobile Association of Singapore	041200
Land Transport Authority	100100			Great Eastern Assurance – Accident and Health	045700	Chinese Swimming Club	045900
Marine Parade Town Council	040000	<b>SERVICE PROVIDER</b>		Hitachi Credit SG Pte Ltd	004700	Hollandse Club	044200
Marsiling-Yew Tee Town Council	048200	Certis CISCO Security – Not for Fines	040300	Hotel Plaza Ltd	005000	Keppel Club	010400
Jalan Besar Town Council	901000	CISCO Security Technology (CST)	040400	Hume Park 1	007600	Nanyang Polytechnic – Tuition & Supp Fee	043000
Pasir Ris Punggol Town Council	042500	Five Stars Tours Pte Ltd	043800	Lincoln Lodge	007100	Nanyang Polytechnic – Other Fees	043100
Sembawang Town Council	047800	Konsortium Express & Tours Pte Ltd	043700	Mandarin Gardens	041500	National Uni of SG Society (NUSS)	010200
SP Services Limited	000200	MobileOne Ltd	040700	Mandarin Hotel	001700	National Uni of SG Student Bill (NUSSB)	042400
Tampines Town Council	041600	Nexwave Telecoms Pte Ltd	901200	Manulife (Singapore) Pte Ltd	005500	NTU Alumni	008100
Tanjong Pagar Town Council	042000	Philippine National Bank – Singapore	043900	Motor-Way Credit Pte Ltd	042800	Raffles Town Club	042700
West Coast Town Council	041300	Phoenix Communications Pte Ltd	043600	NTUC Income Insurance	042100	Republic Polytechnic	042600
<b>DEPARTMENTAL STORE/SUPERMARKET</b>		StarHub Ltd	006200	Orchard Credit (Pte) Ltd	003300	SAFRA National Svc Association (SAFRA)	001900
Cold Storage	007300	SingTel	000100	Orix Leasing Singapore Ltd	900300	Singapore Business Federation	046400
Isetan (S'pore) Ltd	007000			Overseas Assurance Corp Ltd	045800	Singapore Cricket Club	011700
				Prudential Assurance SG (for Prudential Policies)	004800	Singapore Island Country Club	001200
<b>CREDIT / CHARGE CARD</b>				Prudential Assurance SG (for previously UOB Life Policies)	043500	Tanah Merah Country Club	001600
American Express International	002000			Royal Court	042300	Tanglin Club	001400
Diners Club (S'pore) Pte Ltd	041100			Tan Chong Credit Pte Ltd	003600	The American Club	040500
UOB Card Centre	002700			The Bayshore (MCST 2257)	042900	Warren Golf & Country Club	044100

If your Consumer Reference number is alpha-numeric, please speak with our customer officer on the creation of a Payee Code to facilitate your bill payment through phone banking.