



FREQUENTLY ASKED QUESTIONS

For UOB LockAway Account

1 What is the eligibility & fees?

Minimum age:

- 16 years old and above for online application
- 15 years old and above for application via branch

Balance requirements & fees:

Initial Deposit: S\$0

Minimum Balance: S\$0

Fall-below Fee: S\$0

Early Account Closure Fee: S\$30, within 6 months from opening

Learn more about account fees and charges [here](#).

2 What is the action or documents required?

Action or documents required:

You will need to hold an existing single name current/savings account before you can open a UOB LockAway Account online and get approval within minutes (where applicable*).

**Applications submitted between 8.30am to 9pm will be opened instantly. Applications received outside these times will be processed the next working day. Only single name UOB LockAway Account can be applied online. Applications are subject to UOB's approval.*

How to apply:

- For Singapore Citizens/Permanent Residents with existing single name account, apply online with MyInfo using Singpass login.
- If you do not have an existing account, you may establish one first, followed by a new application for UOB LockAway Account.

- For Foreigners, U.S Persons and customers who are unable to complete the application online Please proceed to any UOB Singapore Branch for assistance. You will require:
 - Passport/ Identity Card
 - Proof of Local Residential Address (for foreigners only)
 - Employment Pass/S Pass/Dependent Pass (for foreigners only)

3 Can I open a UOB LockAway Account on its own?

You will need to have an existing current/savings account first before you can open a UOB LockAway Account. If you do not have an existing account, you may establish one first.



4 Can I open a UOB LockAway Account as a joint account?

Yes, you may open a joint UOB LockAway Account at any of our branches. Please visit the branch jointly with all the accountholders. A maximum of 4 joint accountholders is allowed. A current/savings account will need to be opened if you do not have one.

You shall only operate your joint UOB LockAway Account on a joint-alternate basis. A joint-alternate account can be operated by each joint account holder singly and independently. Any instruction given by any joint accountholder is binding on all joint accountholders.

5 Can I open more than 1 UOB LockAway Account?

The UOB LockAway Account can be opened singly or jointly. At any time, you can only maintain 1 UOB LockAway Account in your sole name, and/or multiple UOB LockAway Accounts in joint names, provided that your joint holder for each of these UOB LockAway Accounts is different.

For instance, you may hold 1 UOB LockAway Account individually, 1 UOB LockAway Account with your spouse jointly, and 1 UOB LockAway Account with your friend jointly.

6 What are the security features of this account?

UOB LockAway Account is a dedicated SGD savings account with a separate account number which restricts all self-service fund transfers and usage. The restricted transactions include but are not limited to digital banking debit fund transfer, ATM withdrawal, debit card purchase and GIRO transfer.

Funds can be transferred into your UOB LockAway Account through FAST transfers, cash deposits and other means. You may decide how much funds to be kept in your UOB LockAway Account.

You are only allowed to access your funds through UOB Singapore bank branches, where we are able to verify you in person. This is a safety net to safeguard against scammers who had illegally obtained access to your phone or banking app.

7 Will I be issued any ATM/Debit Card, Passbook or Chequebook?

ATM card, debit card, passbook or cheque book will not be issued for this account.

You may log into your UOB TMRW app or UOB Personal Internet Banking to view your account balances.



8 How can I access my funds?

All funds transferred into UOB LockAway Account cannot be withdrawn from ATM, or digital banking, even by yourself. Please ensure sufficient balance in your other UOB accounts to address any immediate need.

If you need to withdraw funds from your UOB LockAway Account, please visit any UOB Singapore branches. Please bring along your NRIC or Passport for identity verification purpose.

You will not be able to utilize funds from UOB LockAway Account for recurring fund transfer transactions (such as GIRO), even if you request this at our branches.

9 How is the monthly interest calculated for UOB LockAway Account?

Interest is payable on the UOB LockAway Account. Interest is calculated at the end of each day, based on each day-end balance in the UOB LockAway Account and is accrued daily and credited at the end of each calendar month. Please visit the UOB website for the prevailing interest rate.

10 Can I access my funds when I am overseas?

UOB LockAway Account funds can only be accessed through Singapore UOB branches. You will not be able to request for any withdrawal through phone banking, or any other regular UOB channels.

Please ensure that you have sufficient balances in your other UOB accounts before you travel overseas.