

From 6 May 2020

## Frequently Asked Questions

### Fees & Charges for UOB retail bank accounts

**1. Am I eligible to apply?**

The fee waivers are available to retail banking customers who hold a UOB current and/or savings account(s) whose income are impacted by the COVID-19 outbreak. We will review each application on a case-by-case basis within 7 working days.

**2. How can I apply?**

Please apply online through this [link](#). You may apply for waivers for fees on up to three bank accounts through each online application.

**3. What are the fees and charges applicable for waiver?**

The fees and charges applicable for waiver for your UOB bank account are the minimum balance fees and returned GIRO fees.

**4. How many months of minimum balance fees will I be entitled to?**

Upon approval of your application, we will waive the minimum balance fees until 31 December 2020.

**5. How many months of returned GIRO fees will I be entitled to?**

We will review and waive returned GIRO fees when it has been incurred. Please request for waiver of returned GIRO fees via this online [form](#) after such fees have been incurred.

**6. How will I be notified of the status of my application?**

Your application will be processed within 7 working days. If your application is approved, you will receive the waiver within 7 working days and the fee amount will be credited to your account. Please log onto our mobile banking app, UOB Mighty or UOB Personal Internet Banking service to check your account statement.