

Solidarity Budget Cheque Payout

Frequently Asked Questions

Methods to receive money from your cheque																			
<p>How do I receive money from this cheque?</p>	<p>Your cheque is valid for up to 6 months from the cheque issuance date.</p> <p>Given the current safe distancing measures, we strongly encourage you to deposit your cheque into your respective banks' Cheque Deposit Boxes. If you deposit your cheque before the cut-off time, your Solidarity Payment will be available in your bank account by 1400 hours on the next working day (excluding Saturdays, Sundays, and Public Holidays).</p> <p>However, if you do not have a bank account, you may encash your cheque at the selected community centres or at your nearest UOB Branch. More information on these selected locations are provided below.</p>																		
Encashment at Community Centres (from 4 – 16 May 2020)																			
<p>Which are the community centres opened for this purpose?</p>	<p>There are a total of 16 community centres opened for this purpose.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="text-align: center;">Braddell Heights Community Club</td> <td style="text-align: center;">Kampong Chai Chee Community Centre at Heartbeat@Bedok</td> <td style="text-align: center;">Punggol Community Club</td> </tr> <tr> <td style="text-align: center;">Bukit Batok East Community Club</td> <td style="text-align: center;">Nee Soon East Community Club</td> <td style="text-align: center;">Senja-Cashew Community Centre</td> </tr> <tr> <td style="text-align: center;">Cheng San Community Club</td> <td style="text-align: center;">Our Tampines Hub, Level 2 Team Sports Hall</td> <td style="text-align: center;">Tiong Bahru Community Centre</td> </tr> <tr> <td style="text-align: center;">Jurong Green Community Club</td> <td style="text-align: center;">Pasir Ris Elias Community Club</td> <td style="text-align: center;">Toa Payoh Central Community Club</td> </tr> <tr> <td style="text-align: center;">Frontier Community Club</td> <td style="text-align: center;">Punggol 21 Community Centre</td> <td style="text-align: center;">Woodlands Community Club</td> </tr> <tr> <td style="text-align: center;">Geylang Serai Community Club @Wisma Geylang Serai</td> <td></td> <td></td> </tr> </tbody> </table>	Braddell Heights Community Club	Kampong Chai Chee Community Centre at Heartbeat@Bedok	Punggol Community Club	Bukit Batok East Community Club	Nee Soon East Community Club	Senja-Cashew Community Centre	Cheng San Community Club	Our Tampines Hub, Level 2 Team Sports Hall	Tiong Bahru Community Centre	Jurong Green Community Club	Pasir Ris Elias Community Club	Toa Payoh Central Community Club	Frontier Community Club	Punggol 21 Community Centre	Woodlands Community Club	Geylang Serai Community Club @Wisma Geylang Serai		
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<p>What are the encashment hours at the designated community centres?</p>	<p>The encashment hours are as follows:</p> <ul style="list-style-type: none"> • 9:30am - 4:00pm (Monday to Friday) • 9:30am - 1:00pm (Saturday) <p>Closed on Sundays and Public Holidays.</p>																		

<p>Do I have to bring any supporting documents to encash my cheque?</p>	<p>Yes, you will be required to present your ID (NRIC, valid passport, Singapore driving licence, or MINDEF/SPF/SCDF ID Card), before you can encash your cheque.</p>
<p>Will there be screening measures at the UOB Branches or community centres?</p>	<p>Yes. The following measures will be in place:</p> <ul style="list-style-type: none"> • Temperature screening for all customers, colleagues, suppliers and visitors entering our branches and the community centres. • Applying of safe distancing measures, including reducing the number of customers within a branch at any point in time and ensuring one metre spacing between customers when in the branch and the community centres. • Requiring visitors to complete health and travel declarations before entering the branches and the community centres.
<p>Encashment at UOB Branches (from 2 May 2020 onwards)</p>	
<p>Which are the UOB Branches open for encashment during this period?</p>	<p>Please refer to uob.com.sg/covid19updates for the latest information.</p>
<p>What are the branch opening hours?</p>	<p>Please refer to uob.com.sg/covid19updates for the latest branch opening hours.</p>
<p>My cheque is lost / damaged. Can I request for a replacement cheque?</p>	<p>You may request for a replacement cheque due to lost or damaged cheques at designated UOB Branches from 8 June 2020 onwards.</p>