

Frequently Asked Questions (FAQs) for the Lunar New Year Notes Exchange 2026

1. Who can make reservations for New Notes?

Reservations of New Notes is only available for Private Banking / Premier Elite Customers. Private Banking / Premier Elite customers can reach out to their Relationship Manager/Premier Service Manager to make reservations subject to the limits set out below.

2. When can I reserve and collect my notes?

Collection dates you can choose from	Collection Branch
03 - 16 Feb 2026	Claymore/Raffles Place

3. What are my limits for New notes denominations?

New notes limits for Private Banking / Premier Elite customers

\$2 denomination	– \$1,000
\$5 denomination	– \$2,000
\$10 denomination	– \$5,000
\$50 denomination	– \$20,000

Regular Fit (Fit for Gifting) notes are available for exchange, in line with industry efforts to drive for environmental sustainability and Singapore's aspiration to achieve net zero carbon emissions by 2050. Fit Notes are deemed suitable for recirculation and festive gifting.

4. Do I need to queue if I have reserved my new notes?

Yes you may still have to wait even with a reservation and we strive to keep this waiting time as short as possible. You will be given a queue ticket to be served at the counter, and we thank you for your patience during the busy festive period.

5. Can I authorize a third party to collect the notes on my behalf?

No, the collection of the notes needs to be done by the account holder.

6. What do I need to bring along on the day of the note collection?

Please bring along your NRIC/Passport and email confirmation provided by your Relationship Manager.

7. Can I make multiple reservations, and how do I know if my reservation is confirmed?

Each customer is allowed only one reservation. Reservation is on a first come first served basis, subjected to availability. Your Relationship Manager/ Premier Service Manager will confirm with you via email on successful reservation along with date/time/location.

8. Can I amend the branch, date/time/ notes denomination after my reservation is confirmed?

We regret this is not possible once the reservations are confirmed and the allocation of new notes are dispatched. This is to ensure that all our customers get the notes they selected at their preferred date and timing. We will hold on to the reserved notes for an extra day and beyond that, the reserved notes will be released for other customers. Should you wish to exchange new notes, this will be subjected to new notes availability and is not guaranteed.