

User Guide on how to redeem Singapore Savings Bonds via OCBC ATMs

Instructions Guide

Step 1: Insert ATM card and enter PIN number

Step 2: Select **"MORE SERVICES"**

Step 3: Select **"INVESTMENT SERVICES"**

Step 4: Select **"SGS T-BILL/ BOND/ SAVINGS BOND"**

Step 5: Select **"SINGAPORE SAVINGS BOND REDEMPTION"**

Step 6: Read and confirm that you agree to the Terms and Conditions for this service

Step 7: Enter month and year of issue of the Savings Bond to redeem and click on **"YES"** to proceed

Step 8: Review the Savings Bond details then click on **"TO CONTINUE, PRESS"**

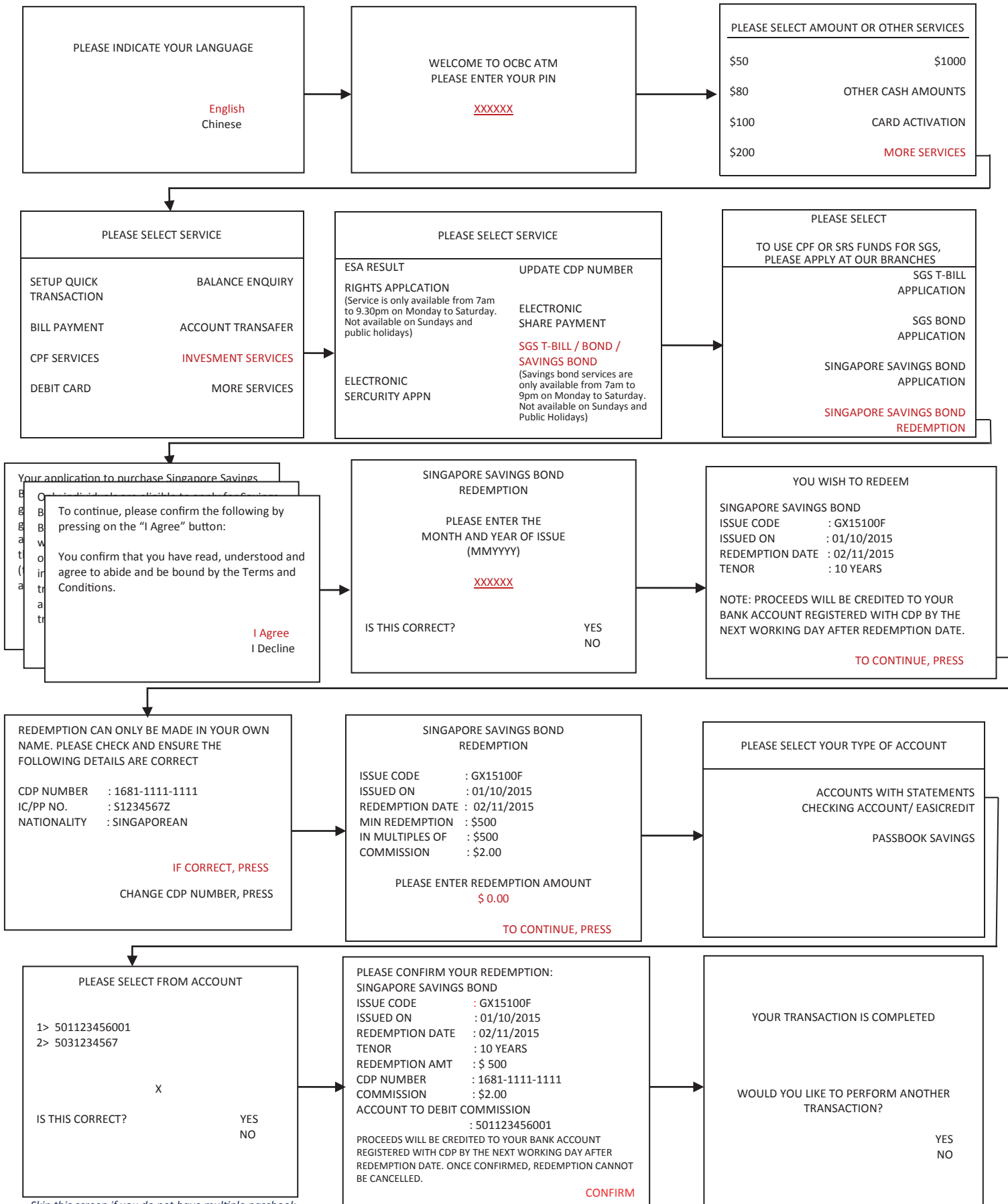
Step 9: Verify your CDP account details and click on **"IF CORRECT, PRESS"**

Step 10: Enter your redemption amount and click on **"TO CONTINUE, PRESS"**

Step 10: Select your type of account and account number to debit the commission amount

Step 11: Verify your redemption details and then click on **"CONFIRM"** to submit your redemption request

Singapore Savings Bond Redemption Screen Flow



Skip this screen if you do not have multiple passbook savings or multiple accounts with statements

Frequently Asked Questions

1. What if my CDP account information is not found in OCBC's system?

You will be prompted to enter your CDP Securities account number and it will be saved in OCBC Bank's record for your future applications and redemptions.

PLEASE ENTER YOUR OWN CDP SECURITIES ACCOUNT NUMBER (12 DIGITS)	
XXXXXXXXXXXX	
NOTE: YOUR CDP NO WILL BE KEPT IN BANK'S RECORD FOR YOUR FUTURE APPLICATION / REDEMPTION	
IS THIS CORRECT?	YES NO

2. How do I update the CDP account number if the CDP account shown on the ATM screen is wrong?

You can select "CHANGE CDP NUMBER, PRESS" option to update your CDP Securities account number in the bank's record.

3. Why did the ATM screen show "You have selected an invalid CDP account"?

You may have entered an invalid CDP account number. Please note that applications or redemption for Singapore Savings Bond can only be made using your own CDP account.

Please check with CDP for more information on your CDP account.

4. What if I key in a redemption amount greater than my available holdings of that Savings Bond issue in my CDP account?

If the redemption amount you have entered is greater than your current available holdings in your CDP account for that Savings Bond issue, you will be prompted if you would like to redeem all of your available holdings.

YOUR REDEMPTION AMOUNT IS GREATER THAN YOUR CURRENT AVAILABLE HOLDINGS	
SINGAPORE SAVINGS BOND	
ISSUE CODE	: GX15100F
ISSUED ON	: 01/10/2015
REDEMPTION DATE	: 02/11/2015
AVAILABLE TO REDEEM	: \$ 400
COMMISSION	: \$ 2.00
WOULD YOU LIKE TO REDEEM ALL YOUR AVAILABLE HOLDINGS?	
	YES NO