

Personal Banking Hotline

Call our 24-Hour Phone Banking Service at
1800 111 1111 or +65 6327 2265.

Press 1 for English
Press 2 for Chinese

For Account Balances and
other phone banking
services,- or for
information on Rates,
Branches, and DBS
Points

Press 1

For fee waiver requests or
application status for
credit card and cashline
accounts

Press 2

To report lost or stolen
card

Press 3

Speak to a friendly
Customer Service Officer
using your Phone PIN for
priority

Press 9

Speak to a friendly
Customer Service Officer

Press 0

Automated Instant Services

1	Use PIN for S\$ Savings & Current Account Balances
2	Use PIN for other Phone Banking Services Statement Request Banking Account Services Balance Enquiry Last 5 Transactions Cheque Services Funds transfer Bill Payment Electronic Payment for Shares IPO Results enquiry CPF Investment Services Credit Card Services Available & Outstanding Balances Temporary Limit Increase Last Payment and Last 5 transactions DBS Points Redemption Cashline Services Available & Outstanding Balances Cheque Services Last Payment and Last 5 transactions Change PIN or User ID
3	Rates, Branch Locations & Operating Hours
4	DBS Points Enquiry & Redemption

Automated Instant Services

1	Credit Card Fee Waiver request
2	Cashline Fee Waiver request (officer-assisted)
3	Application Status Credit Card / Debit Card Application Cashline Application

Fast keys for frequent transactions:-

- While you are navigating the system, press these keys anytime!

Return to Main Menu - Press *1

Return to Previous Menu - Press *2

Automated Services

Enquiry on Banking Balance - Press *5

Enquiry on Credit Card Balance - Press *6

Enquiry on Cashline Balance - Press *7

Credit Card Temporary Limit Increase - Press *8

Officer-Assisted Services

Speak to a friendly Customer Service Officer - Press *0

Officer-Assisted Services

1	Internet Banking
2	Cashline, POSB Loan Assist, Microcredit Business Scheme
3	Investment, Insurance, CPF Investments
4	Credit & Debit Card Matters
5	Other Banking Enquiries

Customers using their PIN will enjoy fast-track service:-

- a) Priority in being connected to an officer
- b) Instant identity confirmation once connected