

Lunar New Year Notes Exchange

We are pleased to announce the commencement of the Lunar New Year notes exchange service. This service allows customers to exchange new banknotes for the festive season. Details are as follows:

Exchange Period:

Start Date: 14 January 2025

End Date: 27 January 2025

Counter Operating Hours:

Monday to Friday: 9.30am to 3.30pm

Saturday: 9.30am to 12pm

Notes Exchange Limits

Denomination (New Notes)	Personal Banking	Premier	Premier Elite / Private Banking
\$2	\$200	\$1,000	\$1,000
\$5	\$500	\$2,000	\$2,000
\$10	\$500	\$2,000	\$5,000
\$50	\$1,000	\$10,000	\$20,000

Exchange Locations:

- | | |
|-----------------------------|---|
| 1) HSBC Claymore | - 6 Claymore Hill, #01-01, Singapore 229571 |
| 2) HSBC Holland Village | - 263 Holland Avenue, Singapore 278987 |
| 3) HSBC Marine Parade | - 80 Marine Parade Road, Parkway Parade, #01-92, Singapore 449269 |
| 4) HSBC Orchard Dhoby Ghaut | - 68 Orchard Road, #01-60, Plaza Singapura, Singapore 238839 |
| 5) HSBC Raffles Place | - 50 Raffles Place, Singapore Land Tower #01-03, Singapore 048623 |
| 6) HSBC Serangoon Garden | - 62 Serangoon Garden Way, Singapore 555958 |

Important Notes:

- Exchanges are available on a first-come, first-served basis, subject to availability. Reservations are only available to Premier Elite and Private Banking customers.
- Customers must bring identification documents for verification.
- Customers cannot authorize third parties to make exchanges on their behalf
- For faster processing, there will be a dedicated queue for notes exchange, which should be withdrawals from your HSBC account. Please note that if you bring cash for deposit, you will be given a separate queue ticket, and this will take a longer time to process.
- Customers who are performing non-related notes exchange transactions, must take a separate queue ticket for notes exchange
- New notes are only available in SGD 2, SGD 5, SGD 10, and SGD 50 denominations. However, there will be limits to the value of the new notes you choose for each denomination.

Frequently Asked Questions (FAQs) for Reservations

1. Who can make reservations for New Notes?

Reservations of New Notes will only be made available to Private Banking / Premier Elite customers only. Private Banking / Premier Elite customers can reach out to their Relationship 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
14 - 27 Jan 2025	As per customer selected branch

3. Can I make multiple reservations?

Each customer is only allowed one reservation to enable more customers to exchange notes.

4. How do I know if my reservation is confirmed?

Reservation is on a first come first served basis, subject to availability. Your Relationship Manager will inform you on the confirmation of successful reservation on the new notes.

5. Can I amend the branch, date or time at which I should collect my notes after my reservation is confirmed?

We regret this will not be possible as the reservations are confirmed, and the allocation of new notes are sent out to the branches. 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 and should you wish to exchange new notes, this will be subject to notes balance/availability.

6. What types of notes or denominations are available?

New notes are available in SGD 2, SGD 5, SGD 10 and SGD 50 denominations. However, there will be limits to the value of the new notes you choose for each denomination.

Private Banking / Premier Elite customers

New notes:

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

Regular Fit notes are always available for exchange, and this is in line with industry efforts to drive for environmental sustainability and Singapore's aspiration to achieve net zero carbon emissions by 2050 as part of the global effort to mitigate climate change. Fit Notes are similar in quality to notes from ATMs and they are generally clean and suitable for recirculation and festive gifting.

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

Yes. Once you reach the branch, you will be given a queue ticket to be served by a teller. We do apologize if the waiting time may take a bit longer due to the festive period and we appreciate your kind patience.

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

We regret that this will not be possible, and the collection of the notes needs to be in person.

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

To allow us to positively identify you, please do bring along your NRIC/Passport and also the confirmation provided by your Relationship Manager.