

Termination of UOB Cheque Writer Service - Frequently Asked Questions (FAQ)

Q1	<p>When is the effective date of the termination of Cheque Writer Service?</p> <p>It will take effect from 1 Aug 2022 ("Effective Date").</p>
Q2	<p>Do I need to return all the Bank's properties such as software, CD, equipment or any materials for Cheque Writer Service to the Bank?</p> <p>No, you may destroy all copies in your possession and erase all copies of the software supplied by the Bank in your computer system.</p>
Q3	<p>After 1 August 2022, what should I do if the Cheque Writer Service software installed in my computer experience technical error/ malfunction?</p> <p>Starting from the Effective Date, the Bank will cease the Cheque Writer Service software support. You may erase all copies of the software supplied by the Bank in your computer system.</p>
Q4	<p>After 1 August 2022, what should I do with all the remaining pre-printed cheque that has not been utilized?</p> <p>You are not required to return the remaining unutilised pre-printed cheques to the Bank and can continue to use the pre-printed cheques until the stock is finished (even after the Effective Date). However, the Bank will no longer accept re-order requests of pre-printed cheques starting from the Effective Date.</p>
Q5	<p>What should I do if I need to issue cheques for payments?</p> <p>To align with Bank Negara Malaysia's e-payment initiative, we encourage you to adopt e-payment solutions for your financial transactions. You can perform numerous types of e-payment transaction using UOB Infinity, our latest and innovative digital banking platform. If you are an existing UOB BIBPlus user, you can sign in to Infinity using your BIBPlus Group ID, User ID and Password. To know more or to apply for Infinity, please visit UOB.my/infinity.</p>
Q6	<p>Whom should I contact should I have further questions?</p> <p>For more information or assistance, refer to your Relationship Manager or email uobcustomerservice@uob.com.my or contact our UOB Contact Centre at:</p> <p>Kuala Lumpur +603 26128 121 Penang +604 2401 121 Johor Bahru +607 2881 121 Kuching +6082 287 121 Kota Kinabalu +6088 477 121</p>