

FAQs on Cessation of cheque books and cheques for DBS/POSB Cashline

S/N	Questions	Answers
1	Why is there a need to cease cheque books and cheques for DBS/POSB Cashline?	<p>Starting 1 August 2024, cheques issued from DBS/POSB Cashline accounts will no longer be accepted, and the issuance of new Cashline cheque books will be discontinued.</p> <p>The bank is phasing out Cashline cheques as the usage of these cheques have significantly reduced.</p> <p>Should you need to make payment using Cashline cheques, please drop off your cheques at cheque deposit boxes by 31 July 2024, 3.30pm.</p>
2	Will Current/Chequing accounts' cheque books and cheques be impacted?	The cessation of cheque books and cheques is only applicable for Cashline accounts.
3	What would happen to my cheque book and unused cheques from 1 August 2024?	<p>Should you need to make payment using Cashline cheques, please drop off your cheques at cheque deposit boxes by 31 July 2024, 3.30pm.</p> <p>After this time, cheques issued from Cashline accounts will no longer be accepted by banks, and the issuance of new Cashline cheque books will be discontinued.</p> <p>We would recommend the safe disposal of any unused Cashline cheque books and cheques in your possession.</p>
4	How do I safely dispose of my existing cheque book and unused cheques?	You are advised to destroy the cheque book and any unused cheques. This would be best performed with a shredder. If you do not have access to a shredder, a pair of scissors can be used as well.
5	How do I make payment for my Cashline or other billing organisations from 1 August 2024?	The bank continues to provide a wide range of electronic payment services via DBS/POSB digibank at zero fees, such as PayNow, Interbank GIRO, FAST and DBS PayLah!. Online bill payments and funds transfers from your Cashline account can also be done on digibank.

<p>6</p>	<p>How can I utilise the available funds or limit in my Cashline account?</p>	<p>Do refer here for more ways to utilise your Cashline account.</p> <p>We also have promotions for new Personal Loans and Balance Transfers taken on Cashline accounts for a limited time only. Do refer to the websites for more information.</p> <p>We strongly encourage digital fund transfers which can be done at the comfort of your own home.</p> <p>The bank recently launched additional countermeasures against scam and malware threats. These include advanced surveillance and customer-managed security controls that can help to protect you from fraud.</p>
<p>7</p>	<p>What if I do not have a digibank account / do not know how to use digibank?</p>	<p>You are strongly advised to register for digibank for more ways to utilise your Cashline funds on the go. Do refer here for a guide to download and use digibank.</p> <p>Additionally, DBS/POSB organises digital literacy workshops, called Learning Journeys, in partnership with the Infocomm Media Development Authority (IMDA). To learn more and sign up, please visit the digitalforlife website by IMDA, under Learning Journeys.</p>
<p>8</p>	<p>What happens if I write a post-dated Cashline cheque with date after 31 July 2024?</p>	<p>After 31 July 2024, 3.30pm, all cheques issued from Cashline accounts will no longer be accepted by all banks. All Cashline cheques would have to be dropped off at cheque deposit boxes before that.</p>
<p>9</p>	<p>I am planning to issue a Cashline cheque and dropping off the cheque at a cheque deposit box on 29 July 2024. Will my cheque be processed?</p>	<p>Yes, the bank will still be able to process the Cashline cheque if it is dropped off at a cheque deposit box by 31 July 2024, 3.30pm.</p>
<p>10</p>	<p>I am planning to issue a Cashline cheque and dropping off the cheque at a cheque deposit box on 1 August 2024. Will my cheque be processed?</p>	<p>No, the Cashline cheque would not be accepted and/or processed after 31 July 2024, 3.30pm.</p>

11	My friend has issued me a Cashline cheque on 29 July 2024 and I am planning to drop the cheque at a cheque deposit box on 1 August 2024. Will my cheque be processed?	No, the Cashline cheque would not be accepted and/or processed after 31 July 2024, 3.30pm .
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