

What should I do if my facial recognition at the ATM with GovCash functions is unsuccessful?
Should the ATM be unable to verify your identity via Singpass Face Verification after repeated tries, you may visit a NEW ATM located at selected OCBC branches (refer to OCBC website for latest list of NEW ATMs) during the branch operating hours, and OCBC's Digital Ambassadors will be available to assist you with your GovCash transactions.