Frequently Asked Questions

Q: How does the new measure impact my login to UOB Personal Internet Banking (PIB) ?

With this measure, customers on Digital Token can no longer use SMS OTP or OTP generated by UOB TMRW app to authenticate their login request to UOB Personal Internet Banking (PIB). Instead, they will need to use Digital Token to authenticate their login.

Please follow the on-screen instructions when you log in to PIB as follows:

Step 1A: After you have logged in to UOB Personal Internet Banking (PIB), you will be asked to tap on the digital token notification that you have received

Step 1B: If you have missed the notification, you may retrieve the Digital Token notification prompt from the "Digital Token" icon on UOB TMRW login screen

Step 2: Tap on "Yes" to authorise the PIB login

Step 3: Tap on "OK" to continue your session

Alternatively, you may use your Physical Token to authenticate your login to PIB by clicking on "Use physical token instead".

Q: I tried logging in to PIB but did not receive the digital token notification on my UOB TMRW app. What should I do?

You can simply tap on the "Digital token" icon on the login screen of your UOB TMRW app to retrieve the digital token notification. This feature will only be available from end July 2024 onwards.

Q: I have already set up a Digital token. Why do I no longer have the option to log in to PIB using SMS-OTP?
As part of the ongoing industry-wide efforts to protect our customers from phishing scams, from end July 2024, we will be phasing out SMS-OTP as an authentication option for your login to PIB if you have already set up your Digital Token. This measure will help mitigate the threat of phishing scams by preventing scammers from accessing customer's account without physical access of customer's mobile devices.

Q: How do I set up my Digital Token?
You can simply set it up by tapping on the 'Digital token' icon on the login screen. You'll need your Card PIN or your bank registered Email address/mobile number to set it up!

Q: My mobile device is lost or stolen. What should I do?
Don't panic. Just call us at 1800 222 2121 and we'll remove your Digital Token from your device to stop any unauthorised transactions. If you're overseas, call (65) 6222 2121 instead.

Q: What happens if I do not have my digital token mobile device with me? Are there other alternatives for me to access PIB?
Don't worry. You can still access UOB PIB using your Physical Token if you have one.

Q: Where can I replace or request for a new Physical Token?
You can call our UOB General Hotline at 1800 222 2121 or visit your nearest UOB branch to submit your request for a replacement.