

DBS IDEAL

DIGITAL MAINTENANCE FORM - REFERENCE (FOR CUSTOMER'S RETENTION)

For service package upgrade from Enquiry to Transaction, please use the Application Pack.

Submit your IDEAL Maintenance requests online now.

1



Appoint at least 2 Customer Self Administrators from your organisation

2



Submit the relevant pages of the respective form(s)








For more information, please visit <https://www.dbs.com.sg/sme/day-to-day/ways-to-bank/online-banking-idealtm3>

Please read through thoroughly before submitting the form. We regret to inform you that incorrect applications may cause delays in processing.


Submit all pages of this Maintenance Form to:

| | | | | | |
|--------|--|--------|---------------------------|--------|----------------------|
| Page 1 | Update Account Number(s); Account Settings and Instructions; IDEAL Maintenance Control | Page 4 | Loan Authorisation Policy | Page 7 | Remove Existing User |
| Page 2 | Add New/Edit Existing User | Page 5 | Authorization Policy | | |
| Page 3 | Authorisation and Acknowledgement | Page 6 | Change User Access | | |


A BENEFITS

| | | Notes |
|------------------|---|--|
| DBS IDEAL Mobile | <ul style="list-style-type: none">View Account Balances and StatementsApprove transactions (for transaction authorisers only)Create payments easily from your fingertipsIntegrated with IDEAL digital token – you can perform 2-Factor Authentication (2FA) via your registered smartphone for added convenience and ease of use <div><div></div></div> | IDEAL Digital Token will be used as the security token for authentications and authorisations. |


B IDEAL MAINTENANCE REQUEST PROCESS


- 

1 • Complete relevant sections of the Maintenance Form

• Attach ID documents and proof of residence
(Mandatory for adding new Transaction Authoriser* and Customer Self Administrator)
- 

2 Upload the completed form on DBS IDEAL via the File Exchange module.

Director(s) of your company can then approve these requests via the same module.
- 

3 Receive acknowledgement email that informs you that your application is being processed
- 

4 Receive upon successful application (after 7 business days)

For New and Upgraded User
Welcome Pack that includes:
Organisation ID, User ID, and
One Time Registration Code

* Please furnish us with the necessary documents to avoid any delay to setup your IDEAL access.
For Singaporeans/PRs: Certified true copy of NRIC
For Foreigners: Certified true copy of either a) National ID with residential address, or b) passport and residential address proof (e.g. recent utility or phone bill, bank statement or correspondence from a government agency)

Step 3 and Step 4 only Applicable to New/Upgraded User or Changed User Access

DBS IDEAL

DIGITAL MAINTENANCE FORM - REFERENCE (FOR CUSTOMER'S RETENTION)

C SERVICE TYPES & USER ROLES

SERVICE TYPES

Enquiry

View account statements, trade transactions, remittance advices, subscribe to alerts & trade notifications or enquire on Fixed Deposits.

Payment

Make payments locally & internationally via Bill Payment, DBS MAX, Intra Company Transfer, Account Transfer, Bank Cheques, GIRO, MEPS, Fast Payments/Collections or Telegraphic Transfer.

Payroll

Make payroll transfers to multiple recipients on a regular basis via GIRO Payroll.

Collection

Collect payments from customers via DBS MAX, GIRO collection.

Trade

Enquire on trade transaction details and history. Send new trade applications including Documentary Credit, Documentary Collection, Guarantees & Standby LC & Trade Loan; provide acceptance of Import Bills and settlement instructions.

Loan Enquiry

View Loan accounts and Loan details.

Loan

Send instructions on loan transactions including Loan Drawdown, Interest Rate Fixing, Loan Rollovers, Partial Repayment, Full Repayment, Enquire on loan transaction details and history.

DealOnline (Foreign Exchange)

Convert your funds from one currency to another at competitive rates for Value Today, Value Tomorrow, Spot, Forward and Time Option transactions for up to one year. Single Control Policy applies (only single user is required to initiate and approve transactions).

Other Specific Services

Specify other types of services not listed above (e.g. OCOE, EDS) or selected products that the user requires (e.g. Telegraphic Transfers only).

Security Token

- IDEAL Digital Token (Kindly ensure that your mobile device is not jailbroken or rooted)
- Physical Token (SGD\$50.00 per token, at the point of registration)

USER ROLES

Transaction Maker

User who creates transactions.

Transaction Authoriser

User who approves transactions.

Contact Person

The bank will liaise directly with him/her on matters relating to IDEAL sign up and services.

Customer Self Administrator (at least 2 required)

Nominated Customer Self Administrator(s) will have the full power to administer and operate DBS IDEAL on behalf of the organisation, including:

- Add or remove a Transaction maker and authoriser
- Modify any user access to accounts and services
- Suspending and re-activate a User's IDEAL access
- Unlocking Security Device
- Requesting for a new Security Device
- Managing company profile in IDEAL
- Manage company authorisation policy

IMPORTANT NOTES

Given the wide powers conferred on the appointed Customer Self Administrator(s), Customer Self Administrator(s) should be persons within the organisation with sufficient executive power and authority to take on the role and the organisation is responsible for ensuring that it has appropriate and adequate internal controls procedures and security measures in place to prevent any fraud, abuse or unauthorised acts/omissions by Customer Self Administrators.

For security reasons, at least 2 Customer Self Administrators must be appointed and any action initiated by one Customer Self Administrator must be approved by at least one other Customer Self Administrator. Hence,

- a) Customer Self Administrator cannot act alone to add/modify any setup.
- b) Dual control is always required for any actions performed. It is mandatory to provide a valid mobile number and submit a Certified True Copy of identification document for all Customer Self Administrators together with this application.

DBS IDEAL

DIGITAL MAINTENANCE FORM (FOR SUBMISSION TO BANK)

Please complete this form in **BLOCK LETTERS**.

*Mandatory Fields

Company Name* _____

Organisation ID* _____

1 UPDATE ACCOUNT NUMBER(S)

Tick where applicable ☒

Note: All Users will be granted access to the accounts listed below. All accounts are granted as Trade Settlement if you have signed up for Trade Services. If there is/are any account(s) to be excluded from Trade Settlement, please indicate clearly in **Other Specific Instructions** (from section 2). Please complete Section 3 (Add / Edit Existing User) if user is not to be granted access to all accounts / newly added accounts.

| | | |
|------------------------------|-----------|---------------------------------|
| <input type="checkbox"/> Add | OR | <input type="checkbox"/> Remove |
| <input type="text"/> | | |
| <input type="checkbox"/> Add | OR | <input type="checkbox"/> Remove |
| <input type="text"/> | | |
| <input type="checkbox"/> Add | OR | <input type="checkbox"/> Remove |
| <input type="text"/> | | |

| | | |
|------------------------------|-----------|---------------------------------|
| <input type="checkbox"/> Add | OR | <input type="checkbox"/> Remove |
| <input type="text"/> | | |
| <input type="checkbox"/> Add | OR | <input type="checkbox"/> Remove |
| <input type="text"/> | | |
| <input type="checkbox"/> Add | OR | <input type="checkbox"/> Remove |
| <input type="text"/> | | |

2 ACCOUNT SETTINGS AND INSTRUCTIONS

Tick where applicable ☒

Note: Please make copies of this page if required.

a. Parent/Subsidiary Companies Linkage

The relevant parent/subsidiary companies are required to submit a separate maintenance form to confirm linkage

| |
|--|
| Parent/Subsidiary Company Name |
| <input type="radio"/> Parent |
| <input type="radio"/> Subsidiary |
| Company Registration No. (UEN) / IDEAL Organisation ID |
| _____ |

| |
|--|
| Parent/Subsidiary Company Name |
| <input type="radio"/> Parent |
| <input type="radio"/> Subsidiary |
| Company Registration No. (UEN) / IDEAL Organisation ID |
| _____ |

b. File Transfer

| |
|--|
| <input type="checkbox"/> Access this service |
| File Transfer is a facility whereby you can generate a payment/payroll file from your system into a DBS compatible format, to be uploaded directly in IDEAL. It is recommended to send a test file to DBS for testing prior to uploading actual payment/payroll file. You may send the test file to our DBS BusinessCare at BusinessCareSG@dbs.com or contact us at 1800-222-2200 for any queries. |

c. Other Specific Instructions

| |
|-------------|
| <div></div> |
|-------------|

I/we have read and agree to Section 9 (Agreement).

DBS IDEAL

DIGITAL MAINTENANCE FORM (FOR SUBMISSION TO BANK)

Please complete this form in **BLOCK LETTERS**.

*Mandatory Fields

Company Name* _____
Organisation ID* _____

3 ADD NEW/EDIT EXISTING USER

Tick where applicable



Note: 2 Contact Persons must be provided.

As part of our enhanced security process, we require you to provide us with a **valid mobile number & email address**. An invalid mobile number or email address may result in the inability to authenticate you and affect your login.

The 2FA mode will be the **IDEAL digital token**. If a Physical Token is required, kindly indicate it in the Additional information section (SGD\$50.00 charge applies per token).

To add more users, click [here](#) for additional pages.

☐ Add **OR** ☐ Supersede **OR** ☐ Remove

Name (as in NRIC/Passport)* _____ NRIC/Passport No.* _____
Nationality* _____ Date of Birth (DD/MM/YYYY)* _____
Preferred IDEAL User ID _____ Mobile No.* _____
(8-12 alphanumeric characters, ie. A-Z, 0-9)
Email* _____

Service(s) & Role(s)

| Role(s) Service(s) | Transaction Maker | Transaction Authoriser | Please indicate authoriser group for this user: (e.g. A, B, C, D, or E, if applicable to Authorisation Policy) |
|-----------------------|----------------------|---------------------------|---|
| Payment | | | |
| Payroll | | | |
| Collection | | | |
| Trade | | | |
| Loan ^{2,3} | | | |
| Others | | | |

☐ Enquiry ☐ Loan Enquiry

☐ DealOnline (Foreign Exchange)¹

☐ Contact Person

Customer Self Administrator³ (at least 2 required)

Administrator(s) will have the ability to add or remove a Transaction maker and authoriser, modify any user access to accounts and services, unlock Security Device, manage company authorisation policy, and more as listed in Section C - Service Types & User Roles.

Additional Information

Access to which Account(s)?

☐ All IDEAL Accounts **OR** ☐ The Accounts Listed Below

☐ Add **OR** ☐ Supersede **OR** ☐ Remove

Name (as in NRIC/Passport)* _____ NRIC/Passport No.* _____
Nationality* _____ Date of Birth (DD/MM/YYYY)* _____
Preferred IDEAL User ID _____ Mobile No.* _____
(8-12 alphanumeric characters, ie. A-Z, 0-9)
Email* _____

Service(s) & Role(s)

| Role(s) Service(s) | Transaction Maker | Transaction Authoriser | Please indicate authoriser group for this user: (e.g. A, B, C, D, or E, if applicable to Authorisation Policy) |
|-----------------------|----------------------|---------------------------|---|
| Payment | | | |
| Payroll | | | |
| Collection | | | |
| Trade | | | |
| Loan ^{2,3} | | | |
| Others | | | |

☐ Enquiry ☐ Loan Enquiry

☐ DealOnline (Foreign Exchange)¹

☐ Contact Person

Customer Self Administrator³ (at least 2 required)

Administrator(s) will have the ability to add or remove a Transaction maker and authoriser, modify any user access to accounts and services, unlock Security Device, manage company authorisation policy, and more as listed in Section C - Service Types & User Roles.

Additional Information

Access to which Account(s)?

☐ All IDEAL Accounts **OR** ☐ The Accounts Listed Below

¹ Separate control policy applies, refer to **Reference Notes** section **C**

² Authoriser groups are not available for Loan. Please fill up section 6.

³ Please submit the Electronic Banking Board Resolution (EBBR) when signing up for Loan or Customer Self Administrator service.

I/we have read and agree to Section 9 (Agreement).

DBS IDEAL

DIGITAL MAINTENANCE FORM (FOR SUBMISSION TO BANK)

Company Name* _____

Organisation ID* _____

Please complete this form in **BLOCK LETTERS**.

*Mandatory Fields

4

AUTHORISATION AND ACKNOWLEDGEMENT

Tick where applicable



Please indicate the number of Customer Self Administrator(s) required to approve a set-up, administration and/or maintenance created by a Customer Self Administrator.

If no option is given below, the default number of Customer Self Administrator(s) will be 1.

- ☐ Any 1 Customer Self Administrator required to approve a request
- ☐ Any 3 Customer Self Administrators required to approve a request
- ☐ Any 5 Customer Self Administrators required to approve a request

- ☐ Any 2 Customer Self Administrators required to approve a request
- ☐ Any 4 Customer Self Administrators required to approve a request

Scenario of Customer Self Administrator creating a request

(with 3 Customer Self Administrator approvals)



You may have up to 5 Customer Self Administrator approvals required for a request.

I/we have read and agree to Section 9 (Agreement).

DBS Bank Ltd Co. Reg. No: 196800306E · September 2020

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DIGITAL MAINTENANCE FORM (FOR SUBMISSION TO BANK)

Company Name* _____

Organisation ID* _____

Please complete this form in **BLOCK LETTERS**.

*Mandatory Fields

5 LOAN AUTHORISATION POLICY

Tick where applicable

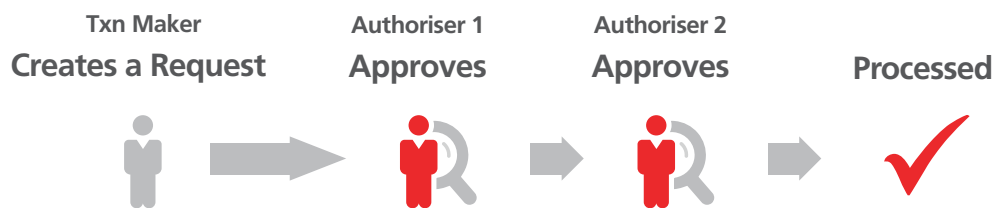


This authorisation policy is for Loan only and would apply for the 5 main servicing transactions: Loan Drawdown, Interest Rate Fixing, Loan Rollovers, Partial Repayment, Full Repayment. Any disbursements/repayments will be made to or from your DBS loan servicing account and will be based on the number of authorisers you have selected below.

☐ Any 1 Authoriser required to approve a request

☐ Any 2 Authorisers required to approve a request

Scenario of Loan Maker creating a request with 2 Authorisers' approval



You may have up to 2 Authorisers' approvals required for a request.

I/we have read and agree to Section 9 (Agreement).

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Please complete this form in **BLOCK LETTERS**.

*Mandatory Fields

Company Name* _____

Organisation ID* _____

6 AUTHORISATION POLICY

Tick where applicable ☒

Payment from **S\$0** to **S\$50,000** requires signatory from **Any 1 Authoriser**.

Payment from **S\$50,000** to **S\$100,000** requires 1 signatory from **Group A** or 1 from **Group B** and 1 from **Group C**.

| From | To | Authorisation Requirement | |
|--------|---------|---|--|
| 0 | 50,000 | No. of Authoriser required <input checked="" type="checkbox"/> Any 1 Authoriser <input type="checkbox"/> Any 2 Authorisers | Required Combination of Authorised Signatories <input type="checkbox"/> Sequential Authorisation |
| 50,000 | 100,000 | No. of Authoriser required <input type="checkbox"/> Any 1 Authoriser <input type="checkbox"/> Any 2 Authorisers | Required Combination of Authorised Signatories 1A or 1B and 1C <input type="checkbox"/> Sequential Authorisation |

Note: If 'Payment currency in SGD' is selected for this policy, it will apply to payments of any currency in its SGD equivalent.

If 'Specific Payment Currency' is selected for this policy, it will ONLY apply to payments in that said currency

The total transaction value of the batch will be used to calculate the authorisation limit.

To add more authorisation instructions, click [here](#) for additional pages.

The upper limit of each level of authorisation policy will be the transaction limit for each transaction approved by the relevant authoriser(s) per authorisation requirement(s) below and made from the applicable account.

- ☐ ALL Debit Accounts **OR** ☐ Specific Debit Account _____
- ☐ Payment currency in SGD **OR** ☐ Specific Payment Currency _____
- ☐ All Services **OR** ☐ Payment ☐ Payroll ☐ Collection ☐ Trade ☐ Others _____

| From | To | Authorisation Requirement | |
|------|----|---|--|
| | | No. of Authoriser(s) required <input type="checkbox"/> Any 1 Authoriser <input type="checkbox"/> Any 2 Authorisers | Required Combination of Authorised Signatories <input type="checkbox"/> Sequential Authorisation |
| | | No. of Authoriser(s) required <input type="checkbox"/> Any 1 Authoriser <input type="checkbox"/> Any 2 Authorisers | Required Combination of Authorised Signatories <input type="checkbox"/> Sequential Authorisation |
| | | No. of Authoriser(s) required <input type="checkbox"/> Any 1 Authoriser <input type="checkbox"/> Any 2 Authorisers | Required Combination of Authorised Signatories <input type="checkbox"/> Sequential Authorisation |

Additional Information

I/we have read and agree to Section 9 (Agreement).

DBS IDEAL

DIGITAL MAINTENANCE FORM (FOR SUBMISSION TO BANK)

Company Name* _____

Organisation ID* _____

Please complete this form in **BLOCK LETTERS**.

*Mandatory Fields

7

CHANGE OR AMEND USER ACCESS

Tick where applicable



Note: To add more instructions, click [here](#) for additional pages.

Name (as in NRIC/Passport)

IDEAL User ID*

Email*(valid)

Mobile*(valid)

I want to

1. ☐ Unlock Security Device

Security Device Serial No. (required for Unlock Security Device option)

- -

Security Device Unlock PIN (required for Unlock Security Device option)

2. ☐ Replace Security Device with Digital Token

Name (as in NRIC/Passport)

IDEAL User ID*

Email*(valid)

Mobile*(valid)

I want to

1. ☐ Unlock Security Device

Security Device Serial No. (required for Unlock Security Device option)

- -

Security Device Unlock PIN (required for Unlock Security Device option)

2. ☐ Replace Security Device with Digital Token

I/we have read and agree to Section 9 (Agreement).

DBS IDEAL

DIGITAL MAINTENANCE FORM (FOR SUBMISSION TO BANK)

Company Name* _____

Organisation ID* _____

Please complete this form in **BLOCK LETTERS**.

*Mandatory Fields

8 REMOVE EXISTING USER

Note: To remove more users, click [here](#) for additional pages.

REMOVE Existing User

User 1

Name (as in NRIC/Passport)*

IDEAL User ID*

User 2

Name (as in NRIC/Passport)*

IDEAL User ID*

User 3

Name (as in NRIC/Passport)*

IDEAL User ID*

User 4

Name (as in NRIC/Passport)*

IDEAL User ID*

REMOVE Existing User

User 5

Name (as in NRIC/Passport)*

IDEAL User ID*

User 6

Name (as in NRIC/Passport)*

IDEAL User ID*

User 7

Name (as in NRIC/Passport)*

IDEAL User ID*

User 8

Name (as in NRIC/Passport)*

IDEAL User ID*

I/we have read and agree to Section 9 (Agreement).

DBS IDEAL

DIGITAL MAINTENANCE FORM (FOR SUBMISSION TO BANK)

Company Name* _____

Organisation ID* _____

Please complete this form in **BLOCK LETTERS**.

*Mandatory Fields

9 AGREEMENT

By submitting my/our requests or instructions in this form to DBS Bank Ltd. (the "Bank") via the Bank's electronic banking platform, I/we confirm and agree :

1. I/We are duly authorised by the organisation named in the form ("Organisation") and confirm that the information provided above is true, complete and accurate.
2. Notwithstanding any other authorisation or instruction provided by the Organisation to the Bank, the Bank is authorised to act on the authorisations or instructions provided in this form without further checks, even if the authorisations or instructions may contradict any other instructions provided by the Organisation to the Bank.
3. I/we may provide personal data to the Bank (including without limitation personal data of my/our office holder, employee, shareholder and beneficial owner) in connection with me/us establishing and maintaining my/our relationship with the Bank. I/We have read, understood and agree to the matters in this form and agree that the provision of electronic banking services will be subject to DBS Electronic Banking Services Terms and Conditions, as the same may be amended, supplemented or substituted from time to time. I/We confirm that all information provided and documents submitted by me/us are true, complete and accurate. When providing any personal data to the Bank, I/we confirm that I am/we are lawfully providing the data for the Bank to use and disclose for the purposes of: (1) providing products or services to me/us; (2) meeting the operational, administrative and risk management requirements of DBS Group; and (3) complying with any requirement, as DBS Group reasonably deems necessary, under any law or of any court, government authority or regulator. "DBS Group" means DBS Group Holdings Ltd and its affiliates.
4. Should any Customer Self Administrator cease to be employed by the Organisation, I/we undertake to inform the Bank and the Organisation will submit the IDEAL Maintenance form to delete this Customer Self Administrator's user profile in IDEAL. I/We agree that the Organisation shall not hold the Bank liable for any act or omission by a Customer Self Administrator who ceases to be employed by the Organisation for which the Bank is not informed.

Please note:

For partnerships, authorisations from all partners are required. For a company which has furnished the Bank with a standalone Electronic Banking Board Resolution, the authorisers must be any two directors or the current authorised persons with the highest mandate as specified in that document.

For Associations, Clubs & Societies, authorisers must be any two of the existing / outgoing Chairman, Secretary or Treasurer.

I/we have read and agree to Section 9 (Agreement).