



Live more,
Bank less

IDEAL Loan Servicing User Guide

Version 5 |
29/07/2025



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Accessing IDEAL Loan Servicing

DBS IDEAL

Customer Name of TDS_Cust_ID:133111 Singapore

Dashboard

Approvals

Accounts

Merchant Services

Files

Reports

Apply

RAPID

Profile & Settings

Logout

Last Login: Friday, 13 Jan 2023, 10:02 (SGT)

Hi MAKER001

Loan repayments

Total loan balance SGD 15,947,385.27

Total repayment due in next 30 days

SGD 15,558,641.13

SYR0460606C	SYNDICATED REVOLVING CREDIT FACILITY - SF	SGD 476,000.00	Due in 190 days
SYR0460613C	SYNDICATED REVOLVING CREDIT FACILITY - SF	SGD 556,000.00	Due in 189 days
RCF0590440C	REVOLVING CREDIT FACILITY	SGD 888.00	Due in 169 days
STL0516716C	SHORT TERM LOAN	SGD 4,676.85	Due in 165 days
STL0516563C	SHORT TERM LOAN	SGD 4,790.08	Due in 165 days

View all loans

IDEAL is now more helpful

Show me what's new

Resource Center

Send a Message to DBS

Message from DBS

Security Guidelines

Vulnerability Disclosure Policy

DBS IDEAL

Customer Name of TDS_Cust_ID:133111 Singapore

Dashboard

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Accounts

Accounts

LMS Dashboard

Loans


After logging into IDEAL, IDEAL Loan Servicing can be accessed via:

- a) “Accounts” → “Loans” OR
- b) “Loan Repayments” Widget → “View all loans”

Note that the browser only works on Chrome.

Viewing of Your Facilities

- a) You will land on Facilities tab where loan facilities details such as “Payment Due” and “Maturity Date” can be viewed.
- b) You can export to pdf/csv to view these details in a fixed format (export to CSV & print is only applicable on web)

 DBS Loan Servicing

C043221239HS01, C0432212

Last login at: 12 Mar 2020 21:12 hrs

Logout

Facilities

View and manage loans

Loan Servicing Requests

View and manage loan servicing requests

Facilities

View loan balance for current month

Export to Pdf

Export to CSV

Print

Get new loan from existing credit limit

Show All Facilities, sort by Account Number

VTL0000170L - SGD

VESSEL TERM LOAN (M)

120,000.00	12,070.00	0.00	31-Dec-2018	30-Sep-2019	8 months
Outstanding Balance	Payment Due	Overdue Amount	Next Payment Date	Maturity Date	Tenor Remaining

Show more details

View transaction history

Action

Viewing of Your Facilities

Click on “Show more details” to view additional payment details of the loan.

811321204153 - INR

LONG TERM LOAN

5,000.00	42.47	573.04	01-Apr-2019	24-Nov-2021	31 months
Outstanding Balance	Payment Due	Overdue Amount	Next Payment Date	Maturity Date	Tenor Remaining

Show more details

View transaction history

Action

811321204153 - INR

LONG TERM LOAN

5,000.00	42.47	573.04	01-Apr-2019	24-Nov-2021	31 months
Outstanding Balance	Payment Due	Overdue Amount	Next Payment Date	Maturity Date	Tenor Remaining

Hide details

View transaction history

Action

0.00	10%	42.47	0.00
Principal Due	Interest Rate	Interest Due	Penal Due

Viewing of Your Facilities

Click on “View transaction history” to view your scheduled payment history.
Note: Any unscheduled payment will not be shown here.

VH001N00019E00 - SGD

VARIABLE HIRE PURCHASE

29,158.60
Outstanding Balance

14,585.03
Payment Due

29,222.90
Overdue Amount

17-Apr-2018
Next Payment Date

17-Apr-2018
Maturity Date

0 months
Tenor Remaining

Show more details

View transaction history


Action

Transaction Details


Filter by Due date or Total Due					
Due Date	Principal Due	Interest Due	Penal Due	Total Due	Amount Paid
17-Sep-2017	14,439.46	182.47	0.00	14,621.93	14,621.93
17-Oct-2017	14,461.73	154.63	0.00	14,616.36	14,616.36
17-Nov-2017	14,484.03	137.05	0.00	14,621.08	14,621.08
17-Dec-2017	14,506.36	110.61	0.00	14,616.97	14,616.97
17-Jan-2018	14,528.73	91.51	0.00	14,620.24	14,620.24
17-Feb-2018	14,551.14	68.68	0.00	14,619.82	14,619.82
17-Mar-2018	14,573.57	41.38	93.70	14,708.65	0.00
17-Apr-2018	14,585.03	22.92	249.74	14,857.69	0.00


Sorting Your Facilities

You can also choose to sort how you want to view your loan facilities.

 **DBS** Loan Servicing

null

 C043221239HS01, C0432212
Last login at: 17 Jun 2020 13:38 hrs

 Logout

Facilities

View and manage loans

Loan Servicing Requests

View and manage loan servicing requests

Facilities

View loan balance for current month

Export to Pdf

Export to CSV

Print

Get new loan from existing credit limit

Show All Facilities, sort by Account Number

Account Number

Currency

Account Type

Payment Date

Outstanding Balance

STL0068192C - SGD

SHORT TERM LOAN

6,000,000,000.00

3,009,836,065.57

0.00

01-Apr-2020

01-May-2020

Outstanding Balance

Payment Due

Overdue Amount

Next Payment Date

Maturity Date

Show more details

View transaction history

STL0068183C - SGD

SHORT TERM LOAN

600,000,000.00

600,983,606.56

0.00

01-Apr-2020

01-Apr-2020

0 months

Outstanding Balance

Payment Due

Overdue Amount

Next Payment Date

Maturity Date


Tenor Remaining

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Sorting Your Facilities

You will only see the facility types that you have.

 **DBS** Loan Servicing

null

 C043221239HS01, C0432212
Last login at: 17 Jun 2020 13:38 hrs

 Logout

Facilities
View and manage loans

Loan Servicing Requests
View and manage loan servicing requests

Facilities

View loan balance for current month

Get new loan from existing credit limit

Export to Pdf

Export to CSV

Print

Show All Facilities, Sort by Account Number

All Facilities

Fixed Advanced Facility

Revolving Credit Facility

Term Loan

Equipment Financing

Working Capital & Business Loan

Government-Assisted Schemes

STL0068192C - SGD						
SHORT TERM LOAN						
6,000,000,000.00	3,009,836,065.57	0.00	01-Apr-2020			
Outstanding Balance	Payment Due	Overdue Amount	Next Payment Date			1 months Tenor Remaining
<a>Show more details		<a>View transaction history		<a>Action		
STL0068183C - SGD						
SHORT TERM LOAN						
600,000,000.00	600,983,606.56	0.00	01-Apr-2020	01-Apr-2020		0 months
Outstanding Balance	Payment Due	Overdue Amount	Next Payment Date	Maturity Date		Tenor Remaining

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Bank less

IDEAL Loan Servicing User Guide (Maker)

Accessing IDEAL Loan Servicing

DBS IDEAL

Customer Name of TDS_Cust_ID:133111 Singapore

Dashboard

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Merchant Services

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Last Login: Friday, 13 Jan 2023, 10:02 (SGT)

Hi MAKER001

Loan repayments

Total loan balance SGD 15,947,385.27

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LMS Dashboard

Loans


After logging into IDEAL, IDEAL Loan Servicing can be accessed via:

- a) “Accounts” → “Loans” OR
- b) “Loan Repayments” Widget → “View all loans”

Note that the browser only works on Chrome.

Performing a Transaction

- a) You can either perform a repayment or rollover for your loan facilities.
- b) Click on “Action” button and the 2 options will appear (depending on your product/ facility type).

 DBS Loan Servicing

Customer Name of TDS_Cust_ID:133111

MK0001, C1003528
Last login at: 20 Jan 2023 09:21 hrs

Logout

Facilities
View and manage loans

Loan Servicing Requests
View and manage loan servicing requests

Facilities

View loan balance for current month

Export to PdfExport to CSVPrint

Get new loan from existing credit limit

Show All Facilities, sort by Account Number

STL0516761C - SGD

SHORT TERM LOAN

4,444.00	To be advised*	0.00	01 Jul 2022	01 Jul 2022	0 months
Outstanding Balance	Payment Due	Overdue Amount	Next Payment Date	Maturity Date	Tenor Remaining

Show more detailsView transaction history

*The values will be available 2 business days before next payment date

STL0516754C - SGD

SHORT TERM LOAN


4,444.00	To be advised*	0.00	01 Jul 2022	01 Jul 2022	0 months
Outstanding Balance	Payment Due	Overdue Amount	Next Payment Date	Maturity Date	Tenor Remaining

Show more detailsView transaction history

Action

Make a repayment

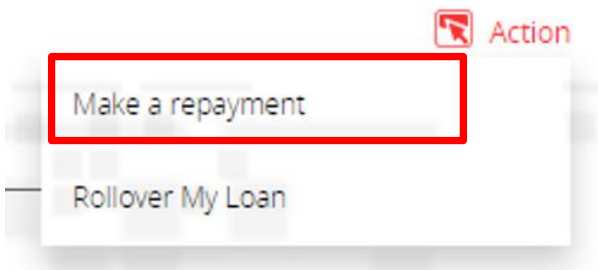
Rollover My Loan



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Make a Repayment

Clicking on “Make a Repayment” will bring you to the make a repayment request screen. This option is only available for revolving loan facilities.



Make a Repayment

Use this page to create a loan repayment request



Loan account details

Organisation	XXXXXXXX XXXXXXXXXXXX XXX XXX
Loan account	1TL0000596C (SGD)
Maturity date	04-Dec-2023
Current outstanding balance	SGD 5000

Make a Repayment

Select repayment method

Repayment type

☒ **Scheduled Payment**
Pay **SGD 83.33** to settle this month's repayment.

☐ **Full repayment**
Pay **SGD 5,118.00** to fully settle your loan today.

☐ **Other amount**
You can choose to pay less or more than your scheduled payment amount.

Payment breakdown

Principal due	Interest due
SGD 83.33	SGD 0.00

Debiting account

ABC Corporation 123-456789-1(SGD) 20000.00

▼


New outstanding balance

SGD 4,916.67

- a) You can choose to I) make a Scheduled repayment (Scheduled Payment) ii) Full repayment (Full payoff) iii) Other amount (Unscheduled Payment).
- b) Scheduled Payment can be selected up to 7 days in advance of due date of your loan.
- c) Breakdown of your payment will be shown.
- d) Input your debiting account.
- e) Check on your new outstanding balance.

Make a Repayment

Upload supporting documents

 Upload

Drag and drop your files anywhere, or browse for files


Each file is limited to 5MB in PNG, JPG, JPEG, and PDF.

File name

BI1313CC7_DOC2.pdf

Document Type


Repayment



Cancel

Save as draft

Next



A prepayment charge may be applicable based on the standard terms and conditions in the LO. Instructions submitted past 12pm (GMT +8:00) will be processed on the next working day, subject to bank's discretion.

There is no repayment account selected. Please indicate clearly in instructions uploaded.

Close

- a) You may upload any supporting documents or instructions for your transaction request.
- b) If repayment account is not selected, please ensure that it is indicated clearly in the document uploaded.
- c) Click on Next to proceed, Cancel to go back to previous page, or Save as draft to save your request.

Verify Transaction Details

1. Input Details

2. Verify Details

3. Submit

Preview your loan request

Edit

Organisation	XXXXXXXXXXXXXXXXXXXX XXXX XXXX
Loan account	1TL0000596C (SGD)
Maturity date	04 Dec 2023

Repayment type	Scheduled Payment
Total payment amount	SGD 83.33
Payment breakdown	
Principal due	Interest due
sgd 83.33	sgd

Debiting account	123-456789-1 (SGD) ABC Corporation
New outstanding balance	SGD 4,916.67

Supporting Documents

011313CC7_DOC2.pdf

Reference

Approve

☐ Approve now and submit immediately

Cancel

Submit

If you need to make any amendments, click on Edit and you will go back to the previous screen to make any amendments.

1. Input Details

2. Verify Details

3. Submit for Approval

Your loan repayment has been submitted

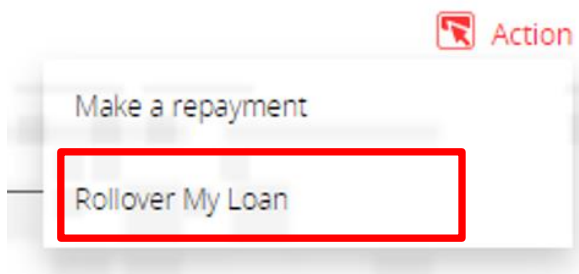
Print

Loan repayment LNOspp20102622020 on 26-Feb-2020 has been created successfully with status Pending Approval.

- a) Review the repayment request and click submit.
- b) Message will appear after request is submitted successfully.

Rollover My Loan (for Non RFR Revolving Loans)

- a) Clicking on “Rollover My Loan” will bring you to the rollover my loan request screen.
- b) Note that you can submit rollover request up to 7 days in advance of next payment date.



Create a Rollover Loan Request

Use this page to create a rollover loan request



Current loan details

Organisation	XXXXXXXX XXXXXXXXXXXX XXX XXX
Loan Account	STL0061223C (SGD)
Maturity Date	02-Jan-2019
Outstanding Principal	SGD 5,000.00
Interest Rate	0%

Rollover My Loan (for Non RFR Revolving Loans)

Step 1: Payment to make

i A loan rollover only applies to the outstanding principal. The interest payment must still be made.

Interest payment to make	SGD 100
Principal payment to make	SGD 0
Total payment to make	SGD 100.00 <small>Interest payment + Principal Payment</small>
Debiting Account	ABC Corporation 123-456789-1(SGD) 20000.00

Step 2: Rollover Details

New outstanding principal	SGD 4,900.00 <small>Total outstanding - Total payment amount</small>
Tenor	1M
New maturity date	02-Feb-2019 30 days
New Interest rate	10%

- a) Depending on whether you want to Rollover P only or Rollover P+I, amend the “interest payment to make” and “principal payment to make” accordingly.
- b) For Rollover P only, input the outstanding interest payment to make and input principal payment to make as 0. You can amend the payment amount to be more than the outstanding interest payment to make if you wish to perform only a partial rollover.
- c) For Rollover P+I, you may input both fields as 0.
- d) Input your debiting account.
- e) New outstanding principal will be shown after taking into consideration the payment you selected above.
- f) Choose your tenor and the new maturity date will be displayed.

Rollover My Loan (for RFR Revolving Loan)

For RFR loan, when you create rollover loan request before lag period, interest rate for the current period will not be available yet. Sample display is as per screenshot above.

Action

Make a repayment

Rollover My Loan

Create a Rollover Loan Request

Use this page to create a rollover loan request

1. Input Details

2. Verify Details

3. Submit for Approval

Current loan details

Organisation	H00TXXXG XXXNXXXCXXX XXX XXX
Loan Account	LTL0031222C (GBP)
Maturity Date	20-Jul-2020
Outstanding Principal	GBP 125,000.00
Interest Rate	To be advised*

*The value will be available 4 business days before next payment date

Rollover My Loan (for RFR Revolving Loan)

Step 1: Payment to make

A loan rollover only applies to the outstanding principal. The interest payment must still be made.

Interest payment to make

SGD 100

Principal payment to make

SGD 0

Total payment to make

SGD 100.00
Interest payment + Principal Payment

Debiting Account

ABC Corporation 123-456789-1(SGD) 20000.00

a) New interest rate will only be available at the end of the borrowing period depending on the lag period defined for the loan.

Step 2: Rollover Details

New outstanding principal

SGD 4,900.00
Total outstanding - Total payment amount

Tenor

1M

New maturity date

02-Feb-2019

30 days

New Interest rate


To be advised*

*New Interest rate will be available 2 business days before the new payment date

Rollover My Loan/ Verify Transaction Details

- a) You may upload any supporting documents or instructions for your transaction request.
- b) If repayment account is not selected, please ensure that it is indicated clearly in the document uploaded.
- c) Click on Next to proceed, Cancel to go back to previous page, or Save as draft to save your request.
- d) Review the rollover request and click submit.
- e) Message will appear after request is submitted successfully.

Upload supporting documents

 Upload

Drag and drop your files anywhere, or [browse for files](#)

Each file is limited to 5MB in PNG, JPG, JPEG, and PDF.

Cancel

Save as draft

Next

There is no repayment account selected. Please indicate clearly in instructions uploaded.

Close

Create a Rollover Loan Request

Use this page to create a rollover loan request

1. Input Details  2. Verify Details

Preview your rollover loan request

 Edit

Organisation	XXXXXXXX XXXXXXXXXXXX XXX XXX
Loan Account	STL0061223C (SGD)
Interest payment to make	SGD 0.00
Principal payment to make	SGD 100.00
Total payment to make	SGD 100.00

If you need to make any amendments, click on Edit and you will go back to the previous screen to make any amendments.

Get New Loan from Existing Credit Limit (New Drawdown)

Clicking on “Get new loan from existing credit limit” at the top of the Facilities tab will bring you to the Get new loan from existing credit limit request screen.

Facilities

View loan balance for current month

Get new loan from existing credit limit

Export to PdfExport to CSVPrint

Show All Facilities, sort by Account Number

Get a new loan from Existing Credit Limit

Request for a new loan from your existing credit limit

1. Input Details

2. Verify Details

3. Submit for Approval

Organisation

Get New Loan from Existing Credit Limit (New Drawdown)

Step 1: Credit limit and loan details

Facility type and available limit

Long Term Loan (SGD) 100,000,000

Loan amount

SGD

100000

Purpose of loan

XXX XXX

133 characters left

- a) Select your Facility. Only activated limit with available amount will be displayed for selection.
- b) Input your loan currency and loan amount. Note that loan amount cannot exceed available limit.
- c) You may input the purpose of loan.
- d) Input your receiving account.
- e) Select your loan start date/ date of disbursement.
 - Blocked dates
 - Saturdays and Sundays.
 - Note that the bank will also check if date selected is a Holiday.
- f) Input your Tenor. Tenor (Loan end date) selected cannot exceed Limit Expiry Date.
- g) Input the servicing account.

Step 2: Disburse loan to

Receiving account

ABC Corporation 123-456789-1(SGD) 20000.00

Step 3: Loan duration

Limit expiry date

31-Dec-2099

Loan start date

When do you want your loan to be disbursed?

Choose date

01-May-2020

This request must be approved by 16 Apr 2020 by Approver

Tenor

36

Months

Tenor may change upon review from the bank.

Step 4 : Repay loan from


Servicing account

ABC Corporation 123-456789-1(SGD) 20000.00

Please approve this request on the same day.


Get New Loan from Existing Credit Limit/ Verify Transaction Details


Upload supporting documents

 Upload

Drag and drop your files anywhere, or [browse for files](#)


Each file is limited to 5MB in PNG, JPG, JPEG, and PDF.

File name	Document Type	
BI1313CC7_DOC1.pdf	New Drawdown	

 The information submitted will be reviewed by the bank before the completion of this request.
Notice of Drawdown must be given up to 3 working days prior or as per stated in the Letter of Offer

[Cancel](#) [Save as draft](#) [Next](#)


- a) You may upload any supporting documents or instructions for your transaction request.
- b) Click on Next to proceed, Cancel to go back to previous page, or Save as draft to save your request.
- d) Review the new drawdown request and click Submit.
- e) Message will appear after request is submitted successfully.

1. Input Details 

2. Verify Details

3.

Preview your new loan request


 Edit


Organisation

Facility typeLong Term Loan (SGD) 100,000,000

Loan amountSGD 100,000.00

Purpose of loanXXX XXX

Your new loan request has been submitted Print



New loan request LNOSDD460281642020 on Thu Apr 16 2020 has been created successfully with status Pending Approval.

After final approval, you will be contacted within 3 working days to follow up on this request.

Want to be notified by SMS or Email when this transaction is approved? Set it up in [Alerts and Reminders](#)

If you need to make any amendments, click on Edit and you will go back to the previous screen to make any amendments.



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IDEAL Loan Servicing User Guide (Checker)

Accessing IDEAL Loan Servicing

DBS IDEAL

Customer Name of TDS_Cust_ID:133111 Singapore

Dashboard

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Foreign Exchange

Merchant Services

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Reports

Apply

RAPID

Last Login: Wednesday, 11 Jan 2023, 16:56 (SGT)

Hi CK0003

Customise dashboard

Loan repayments

Total loan balance SGD 15,947,385.27

Total repayment due in next 30 days

SGD 15,558,641.13

SYR0460606C

SYNDICATED REVOLVING CREDIT FACILITY - SF

SGD 476,000.00

Due in 193 days

SYR0460613C

SYNDICATED REVOLVING CREDIT FACILITY - SF

SGD 556,000.00

RCF0590440C

REVOLVING CREDIT FACILITY

STL0516716C

SHORT TERM LOAN

STL0516563C

SHORT TERM LOAN

View all loans

My approvals

Loan servicing requests

10

Application status

You don't have any pending applications

Payments / transfers

Loan Servicing Requests

Use this screen to view and manage loan servicing requests

Show All

Pending (55)

Rejected (44)

Completed

Show All (55)

Pending Approval (20)

Processing (0)

Received (28)

Approved (0)

Saved (7)

Filter by reference, loan account, or amount

Show additional filters

20 results found

View up to 10 100

<input type="checkbox"/>	Request Date	Reference / Type	Loan Account	Debiting Account	Amount to Pay	Status
<input type="checkbox"/>	01-Nov-2022	LNC5DD7050531112022 New Drawdown		003-952063-8 SGD	SGD 9,999	Pending Approval (0/1)

After logging into IDEAL, IDEAL Loan Servicing can be accessed via:



- a) “Accounts” → “Loans” OR
- b) “Loan Repayments” Widget → “View all loans”
- c) “My Approvals” widget → Click on Loan servicing request count → you will be navigated to Loan Servicing Requests.


Note that the browser only works on Chrome.





Accessing IDEAL Loan Servicing

- a) Find the case in Loan Servicing Requests tab and click on the reference number.
- b) Take note of the approval count.

 **DBS Loan Servicing** 

null 

 C043221239HS01, C0432212
Last login at: 16 Apr 2020 21:32 hrs

 Logout

Facilities
View and manage loans

Loan Servicing Requests
View and manage loan servicing requests

Loan Servicing Requests

Use this screen to view and manage loan servicing requests

Show allPending (355)Rejected (67)Completed

☐ Show All (355)


☒ Pending Approval (115)


☐ Processing (0)

☐ Received (166)


☐ Approved (1)

☐ Saved (72)

 LNOSDD460281642020

Show additional filters 

1 results found

<input type="checkbox"/> Request Date	Reference / Type	Loan Account	Debiting Account	Amount to Pay	Status 
<input type="checkbox"/> 16-Apr-2020	LNOSDD460281642020 New Drawdown		00289797440008 SGD	SGD 100,000	Pending Approval (0/1)

Approve Own Transaction

- a) For users with **Approve Own access**, you may approve your own transaction immediately in maker screen.
- b) Under verify details, tick on checkbox “Approve now” and submit immediately.
- c) **Approve via IDEAL mobile authentication** OR enter the challenge in your digital token or security device and input the response returned accordingly.
- d) Click submit.

Get a new loan from Existing Credit Limit

Request for a new loan from your existing credit limit

1. Input Details

2. Verify Details

3. Submit

Preview your new loan request

Edit

Organisation

Facility typeNR HP I (SGD) 2,200,000

Loan amountSGD 50,000.00

Purpose of loanXXX XXX

Disburse To00289797440008(SGD)
TEJZTUMI BZFOXLF

Loan start date17 Apr 2020
This request must be approved by 16 Apr 2020 by Approver

Tenor12 Months

Servicing account123-456789-1 (SGD)
ABC Corporation

Reference

Use the IDEAL mobile app to approve requests

Approve now

Alternatively, use your Digital Token or Security Device for approval

Approve

1 Enter this Challenge to your Digital Token or Security Device:
1179 7357

Digital Token InstructionsSecurity Device Instructions

2 Enter Response

.....

Cancel

Reject

Approve

Mobile Authentication

Request approved

Prepayment loan request LNOSPP20102622020 has been successfully approved.

Dismiss

Challenge Response

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Approving a Transaction

- a) Verify the details of the request.
- b) Click on Approve now, Authentication will be sent to mobile device installed with Digital Token for approval.
- c) Upon approval, the status will reflect as Received and will be processed by the bank.

View New Drawdown Request

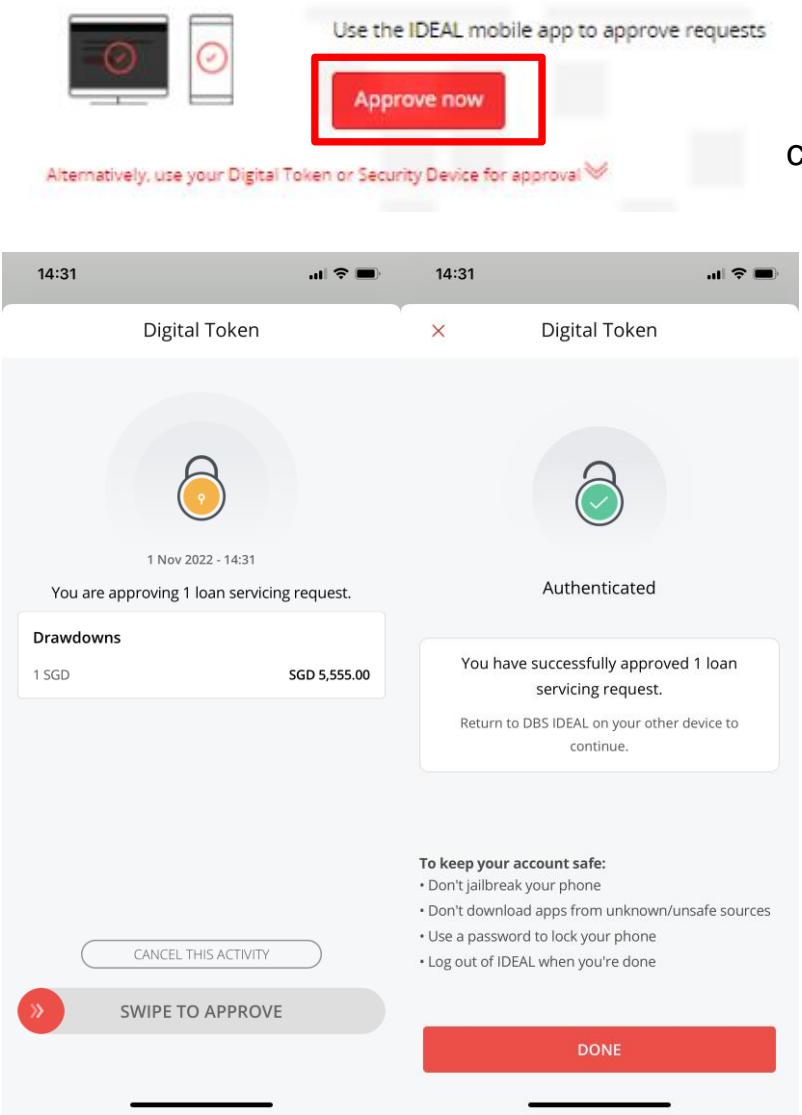
Details of this new drawdown request. Actions you may perform depend on you role and the status of this transfer.

Reference: LNOsDD460281642020


Status: Pending Approval




Organisation	XXXXXXXXX XXXXXXXXXXXX XXX XXX
Facility type	Long Term Loan (SGD) 100,000,000
Loan amount	SGD 100,000.00
Purpose of loan	XXX XXX
Disburse To	123-456789-1 (SGD) ABC Corporation




Loan Servicing Request Status

 **DBS** Loan Servicing

null

 C043221239H501, C0432212
Last login at: 17 Apr 2020 09:31 hrs

 Logout

Facilities
View and manage loans

Loan Servicing Requests
View and manage loan servicing requests

Loan Servicing Requests


Use this screen to view and manage loan servicing requests

Show all

Pending (357)

Rejected (67)

Completed

 LNOSPP460081642020

Show additional filters

1 results found

<input type="checkbox"/> Request Date	Reference / Type	Loan Account	Debiting Account	Amount to Pay	Status
16-Apr-2020	LNOSPP460081642020 Repayment	LTL0014739L SGD	0001036029019 USD	SGD 2,049,847.52	Received

Go to Loan Servicing Requests tab to check on the status of your transaction request.



Live more,
Bank less

IDEAL Loan Servicing on IDEAL Mobile App (Maker)

Accessing IDEAL Loan Servicing on IDEAL Mobile App

Loan Servicing module is now made available on IDEAL mobile app.

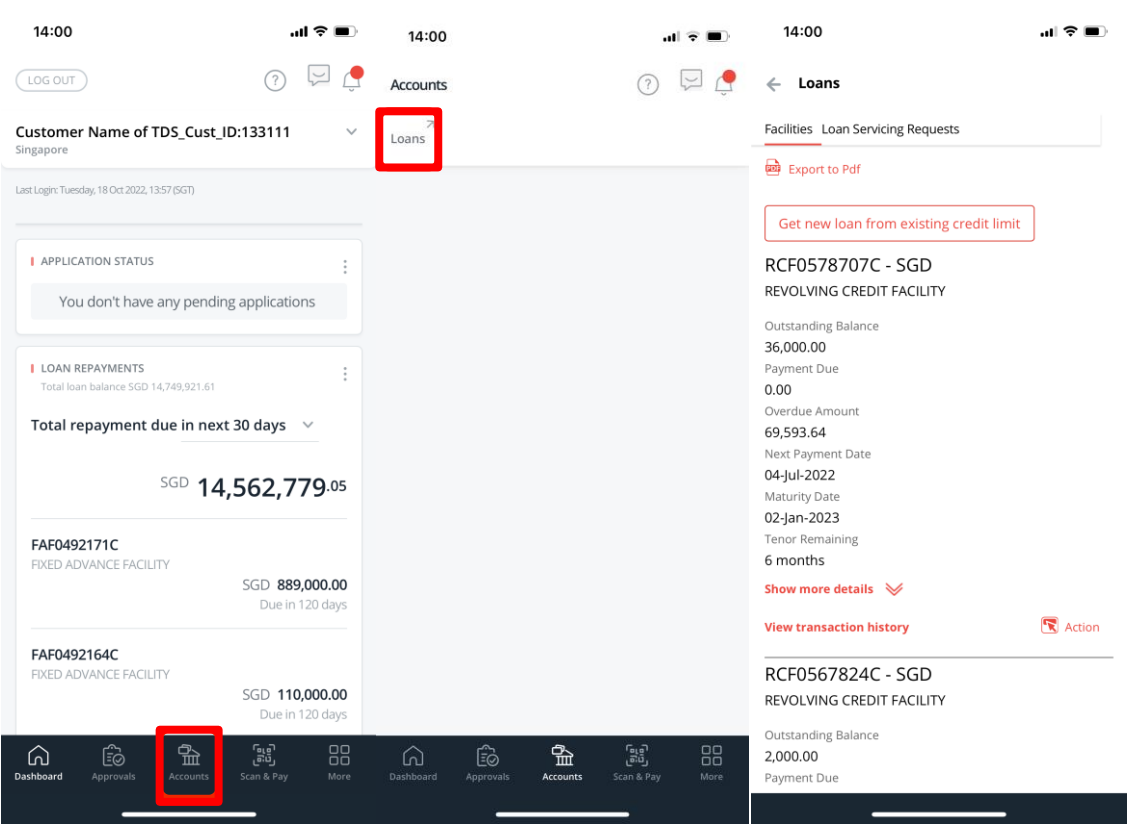


Figure 1 – “Accounts” → “Loans”

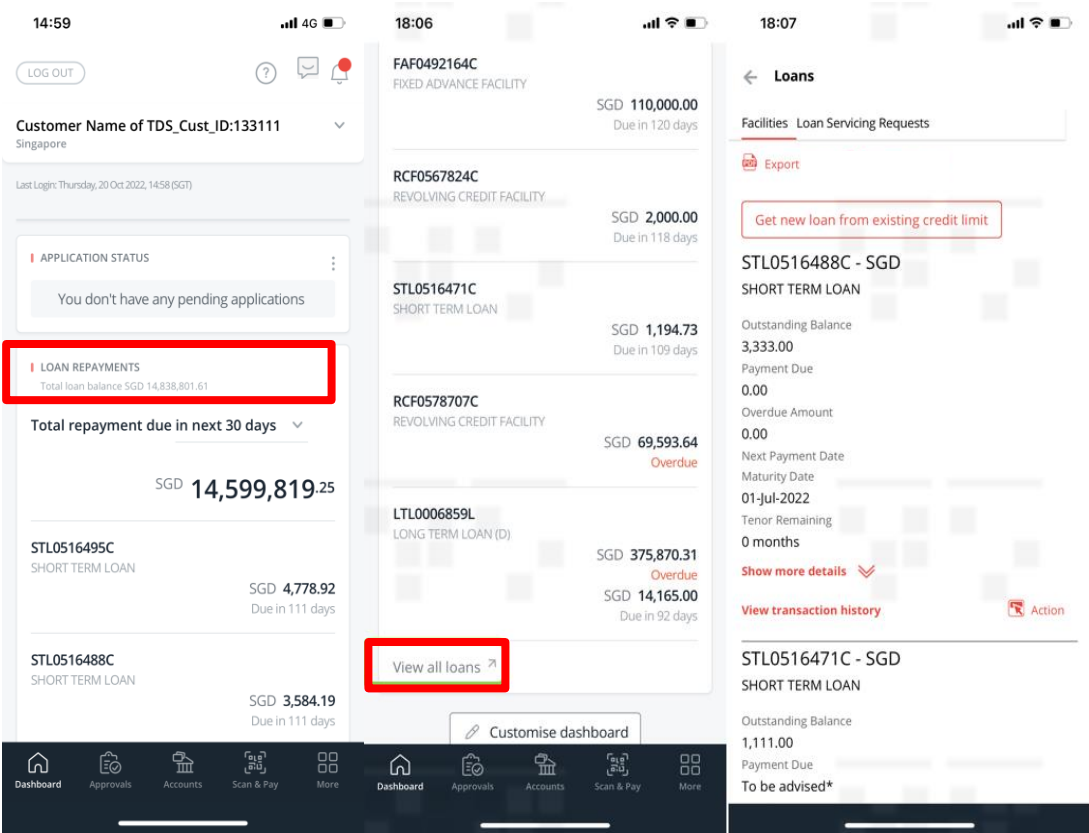


Figure 2 – Loan Repayments” Widget → View all loans

After logging in to IDEAL mobile app, IDEAL Loan Servicing can be accessed via:

- a) “Accounts” → “Loans” OR
- b) “Loan Repayments” Widget → “View all loans”

Viewing of Your Facilities on IDEAL Mobile App

- a) You will land on Facilities tab where loan facilities details such as Payment Due and Maturity Date can be viewed.
- b) You can tap on “Export to Pdf” to view these details in a fixed format.
- c) Tap on “Show more details” to view additional payment details of the loan.

09:39

Loans

Facilities Loan Servicing Requests

Export to Pdf

Get new loan from existing credit limit

STL0516693C - SGD

SHORT TERM LOAN

Outstanding Balance

4,444.00

Payment Due

0.00

Overdue Amount

0.00

Next Payment Date

-

Maturity Date

01-Jul-2022

Tenor Remaining

0 months

Show more details

View transaction history

Action

STL0516686C - SGD

SHORT TERM LOAN

Outstanding Balance

4,444.00

10:03

Loans

Facilities Loan Servicing Requests

Export to Pdf Export to CSV

Get new loan from existing credit limit

RCF0567824C - SGD

REVOLVING CREDIT FACILITY

Outstanding Balance

2,000.00

Payment Due

To be advised*

Overdue Amount

0.00

Next Payment Date

22-Jun-2022

Maturity Date

22-Jun-2022

Tenor Remaining

0 months

Show more details

*The values will be available 2 business days before next payment date

View transaction history

Action

RCF0565820C - SGD

REVOLVING CREDIT FACILITY

Outstanding Balance

10:03

2,000.00

Payment Due

To be advised*

Overdue Amount

0.00

Next Payment Date

22-Jun-2022

Maturity Date

22-Jun-2022

Tenor Remaining

0 months

Hide details

Principal Due

2,000.00

Interest Rate

To be advised*

Interest Due

To be advised*

Penal Due

0.00

Base Rate Type Convention

SORA In-Arrears Overnight

Computation Convention

Simple Interest

Quotation Period Convention

Look Back

Lag Period (No. of Business Days)

3

*The values will be available 2 business days before next payment date

View transaction history

Action

Viewing of Your Facilities on IDEAL Mobile App

Tap on “View transaction history” to view your scheduled payment history.
Note, any unscheduled payment will not be shown here.

10:03

← Loans

Facilities Loan Servicing Requests

Export to Pdf Export to CSV

Get new loan from existing credit limit

RCF0567824C - SGD

REVOLVING CREDIT FACILITY

Outstanding Balance

2,000.00

Payment Due

To be advised*

Overdue Amount

0.00

Next Payment Date

22-Jun-2022

Maturity Date

22-Jun-2022

Tenor Remaining

0 months

Show more details

*The values will be available 2 business days before next payment date

View transaction history

RCF0565820C - SGD

REVOLVING CREDIT FACILITY

Outstanding Balance

15:49

← Loans

Facilities Loan Servicing Requests

View Transaction History

View your transaction history

FAF0059334C - SGD

FIXED ADVANCE FACILITY

Outstanding Balance

1,800,000

Payment Due

0.00

Overdue Amount

2,026,547.42

Next Payment Date

20-Apr-2020

Maturity Date

20-Apr-2020

Tenor Remaining

0 months

Principal Due

0

Interest Rate

2.75%

Interest Due

0.00

Penal Due

15:49

Transaction Details

Search by Due date or Total Due

Due Date

28-Mar-2018

Principal Due

1,800,000.00

Interest Due

4,229.71

Penal Due

0.00

Total Due

1,804,229.71

Amount Paid

4,229.71

Due Date

24-Apr-2018

Principal Due

0.00

Interest Due

0.00

Penal Due

9,890.39

Total Due

9,890.39

Amount Paid

0.00

Due Date

26-Apr-2018

Principal Due

0.00

Interest Due

0.01

Penal Due

0.00

Total Due

0.01

Amount Paid

0.01

Due Date

27-Apr-2018

Principal Due

1,800,000.00

Interest Due

4,522.44

Penal Due

0.00

Total Due

1,804,522.44

Performing a Transaction on IDEAL Mobile App

- a) You can either perform a repayment or rollover for your loan facilities.
- b) Tap on “Action” button and the 2 options will appear (depending on your product/ facility type).

09:37

4G

← Loans

Facilities Loan Servicing Requests

Export to Pdf

Get new loan from existing credit limit

STL0516761C - SGD

SHORT TERM LOAN

Outstanding Balance

4,444.00

Payment Due

To be advised*

Overdue Amount

0.00

Next Payment Date

01 Jul 2022

Maturity Date

01 Jul 2022

Tenor Remaining

0 months

Show more details

*The values will be available 2 business days before next payment date

View transaction history

Action

STL0516754C - SGD

09:38

4G

Facilities Loan Servicing Requests

Export to Pdf

Get new loan from existing credit limit

STL0516761C - SGD

SHORT TERM LOAN

Outstanding Balance

4,444.00

Payment Due

To be advised*

Overdue Amount

0.00

Next Payment Date

01 Jul 2022

Maturity Date

01 Jul 2022

Tenor Remaining

0 months

Show more details

*The values will be available 2 business days before next payment date

View transaction history

Action

STL0516754

SHORT TERM LO

Outstanding Balance

Make a repayment

Rollover My Loan

Make a Repayment on IDEAL Mobile App

Repayment can also be performed on IDEAL mobile app. This option is only available for revolving loan facilities.

09:38

4G

*The values will be available 2 business days before next payment date

[View transaction history](#)

[Action](#)

STL0516754C - SGD

SHORT TERM LOAN

Outstanding Balance

4,444.00

Payment Due

To be advised*

Overdue Amount

0.00

Next Payment Date

01 Jul 2022

Maturity Date

01 Jul 2022

Tenor Remaining

0 months

[Show more details](#)

*The values will be available 2 business days before next payment date

[View transaction history](#)

STL0516747

SHORT TERM LO

Outstanding Balance

4,444.00

Make a repayment

Rollover My Loan

12:27

4G

Loans

Facilities

Loan Servicing Requests

Make a Repayment

Loan account details

Organisation

LXXN XX XXX XXXXXXXXXX XXRXXTXX LXXXTXX

Loan account

RCF0565820C (SGD)

Maturity date

20-Jun-2022

Current outstanding balance

SGD 230,000.00

Select repayment method

Repayment type

☐ Scheduled Payment

Pay SGD 0.00 to settle this month's repayment.

☒ Full repayment

Pay SGD 230,140.71 to fully settle your loan today.

Payment breakdown

12:27

4G

Early repayment fee

SGD 0.00

Debiting account

Non-DBS Account

New outstanding balance

SGD 229,990.00

Upload supporting documents

Upload

Drag and drop your files anywhere, or [browse for files](#)

Each file is limited to 5MB in PNG, JPG, JPEG, and PDF.

Cancel

Save as draft

Next

You may upload any supporting documents or instructions for your transaction request on your mobile

Version 5 |
29/07/2025 36

Verify Transaction Details on IDEAL Mobile App

If you need to make any amendments, tap on Edit and you will go back to the previous screen to make any amendments.

- a) Review the repayment request and tap Submit.
- b) Message will appear after request is submitted successfully.

19:01

Loans

Facilities Loan Servicing Requests

Make a Repayment

Preview your loan request

Organisation
冠XX業XXX限XX

Loan account
80304748288 (TWD)

Maturity date
03 Mar 2022

Repayment type
Full repayment

Total payment amount
TWD 6,085.00

Payment breakdown

Principal due
TWD 0.00

Interest due
TWD 0.00

Principal repaid early
TWD 5,999.00

Accrued Interest
TWD 26.00

Early repayment fee
TWD 60.00

Edit

19:01

Loan account
80304748288 (TWD)

Maturity date
03 Mar 2022

Repayment type
Full repayment

Total payment amount
TWD 6,085.00

Payment breakdown

Principal due
TWD 0.00

Interest due
TWD 0.00

Principal repaid early
TWD 5,999.00

Accrued Interest
TWD 26.00

Early repayment fee
TWD 60.00

Debiting account
016001307421 (TWD) 冠XX業XXX限XX

New outstanding balance
TWD 0.00

Supporting Documents

Attachment 1.pdf

Reference

Cancel

Submit

19:01

Loans

Facilities Loan Servicing Requests

Make a Repayment

Your loan repayment has been submitted

Loan Repayment LNOSFP10500118102022 on
18-Oct-2022 has been created successfully with status Pending Approval.

Organisation
冠XX業XXX限XX

Loan account
80304748288 (TWD)

Maturity date
03 Mar 2022

Repayment type
Full repayment

Total payment amount
TWD 6,085.00

Breakdown for this month's repayment

Principal due
TWD 0.00

Interest due
TWD 0.00



Rollover My Loan/ Verify Transaction Details on IDEAL Mobile App

Rollover can also be performed on IDEAL mobile app.

09:38

4G

*The values will be available 2 business days before next payment date

[View transaction history](#)

[Action](#)

STL0516754C - SGD

SHORT TERM LOAN

Outstanding Balance

4,444.00

Payment Due

To be advised*

Overdue Amount

0.00

Next Payment Date

01 Jul 2022

Maturity Date

01 Jul 2022

Tenor Remaining

0 months

Show more details

*The values will be available 2 business days before next payment date

[View transaction history](#)

STL0516747

SHORT TERM LO

Outstanding Balance

4,444.00

Make a repayment

Rollover My Loan

15:01

4G

← Loans

Facilities Loan Servicing Requests

Create a Rollover Loan Request

Current loan details

Organisation

LXXN XX XXX XXXSXXXCXXXN XXRXOXTXX LXXXTXX

Loan Account

STL0516594C (SGD)

Base Rate Type Convention

SORA In-Arrears Overnight

Computation Convention

Compound Interest

Quotation Period Convention

Observation Shift

Lag Period (No. of Business Days)

3

Maturity Date

01-Jul-2022

Outstanding Principal

SGD 4,444.00

Interest Rate

To be advised*

*The value will be available 2 business days before the Next Payment Date

14:06

← Loans

Facilities Loan Servicing Requests

Create a Rollover Loan Request

Preview your rollover loan request [Edit](#)

Organisation

LXXN XX XXX XXXSXXXCXXXN XXRXOXTXX LXXXTXX

Loan Account

STL0516648C (SGD)

Interest payment to make

SGD 334.92

Principal payment to make

SGD 0.00

Total payment to make

SGD 334.92

Debiting Account

Non-DBS Account

New outstanding principal

SGD 4,444.00

Tenor

1M

New maturity date

01-Aug-2022

New Interest rate

To be advised*

Supporting Documents

[Attachment 2.pdf](#)

Reference

Cancel

Submit

14:06

← Loans

Facilities Loan Servicing Requests

Create a Rollover Loan Request

Your rollover loan has been submitted

Rollover loan request

LNOSRO7050201112022 on 01-Nov-2022 has been created successfully with status Pending Approval.

Organisation

LXXN XX XXX XXXSXXXCXXXN XXRXOXTXX LXXXTXX

Loan Account

STL0516648C (SGD)

Interest payment to make

SGD 334.92

Principal payment to make

SGD 0.00

Total payment to make

SGD 334.92

Debiting Account

Non-DBS Account

Version 5 |
29/07/2025 38

Get New Loan from Existing Credit Limit/ Verify Transaction Details on IDEAL Mobile App

Get new loan from existing credit limit can also be performed on IDEAL mobile app.

Screenshot 1: Loans Menu

Loans

Facilities Loan Servicing Requests

Export to Pdf

Get new loan from existing credit limit

STL0516754C - SGD

SHORT TERM LOAN

Outstanding Balance
4,444.00

Payment Due
0.00

Overdue Amount
0.00

Next Payment Date
-

Maturity Date
01-Jul-2022

Tenor Remaining
0 months

Show more details

View transaction history

Action

STL0516747C - SGD

SHORT TERM LOAN

Outstanding Balance
4,444.00

Screenshot 2: Get a new loan from Existing Credit Limit

Loans

Facilities Loan Servicing Requests

Get a new loan from Existing Credit Limit

Organisation
Customer Name of TDS_Cust_ID:133111

Step 1: Credit limit and loan details

Facility type and available limit

Loan amount

Purpose of loan

140 characters left

Step 2: Disburse loan to

Receiving account
Non-DBS Account

Step 3: Loan duration

Screenshot 3: Step 4: Repay loan from

Step 4: Repay loan from

Servicing account
LIAN HO LEE CONSTR (PRIVATE) LIMITED 003-

Upload supporting documents

Upload

Drag and drop your files anywhere, or
browse for files

Each file is limited to 5MB in PNG, JPG, JPEG, and PDF.

File name
Attachment 2.pdf

Document Type
New

The information submitted will be reviewed by the bank before the completion of this request. Notice of Drawdown must be given up to 3 working days prior or as per stated in the Letter of Offer

Cancel Save as draft Next

Screenshot 4: Preview your new loan request

Loans

Facilities Loan Servicing Requests

Get a new loan from Existing Credit Limit

Preview your new loan request

Organisation
Customer Name of TDS_Cust_ID:133111

Facility type
UAT RCF revol multi ccy (SGD) 9,999,818,332.34

Loan amount
SGD 1,000.00

Purpose of loan
Working capital purpose

Disburse To
003-952063-8 (SGD) LIAN HO LEE CONSTR (PRIVATE) LIMITED

Loan start date
08 Nov 2022

This request must be approved by 31 Oct 2022 by Approver

Tenor
12 Months

Screenshot 5: Confirmation

Loans

Facilities Loan Servicing Requests

Get a new loan from Existing Credit Limit

Your new loan request has been submitted

New loan request LNO5DD69908625102022 on Wed Oct 26 2022 has been created successfully with status Pending Approval.

After final approval, you will be contacted within 3 working days to follow up on this request.

Organisation
Customer Name of TDS_Cust_ID:133111

Facility type
UAT RCF revol multi ccy (SGD) 9,999,999,999

Loan amount
SGD 12,345.67

Purpose of loan
Create in android. Edit n submit in ios

Disburse To
003-952063-8 (SGD) LIAN HO LEE CONSTR (PRIVATE) LIMITED

You may upload any supporting documents or instructions for your transaction request.

You may upload any supporting documents or instructions for your transaction request.

11:07

4G

This request must be approved by 09 Nov 2022 by Approver

Tenor

Months

Tenor may change upon review from the bank.

Step 4 : Repay loan from

Servicing account

Upload supporting documents

Upload

Drag and drop your files anywhere, or
browse for files

Photo Library

Take Photo or Video

Choose Files

G, JPEG,

The information submitted will be reviewed by the bank before the completion of this request. Notice of Drawdown must be given up to 3 working days prior or as per stated in the Letter of Offer

Cancel

Save as draft

Next

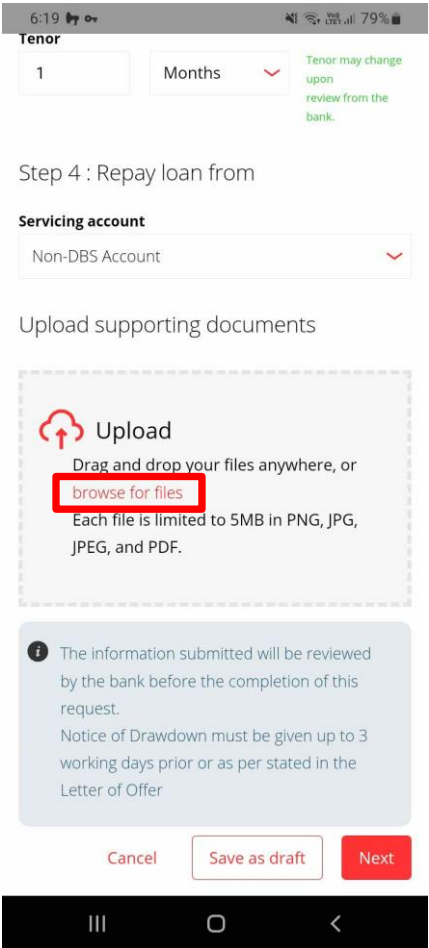
The image is a collage of screenshots from an Android phone, illustrating the process of selecting items for backup. The top row shows the 'Select Items' screen with 'Photos', 'Albums', and 'Add' buttons. Below are screenshots of the 'Photos' app showing various photo albums and individual photos. The bottom row shows the 'Share' menu with options like 'Copy', 'Markup', 'Print', 'Save to Files', and 'Save to Pinterest'. The bottom-most screenshot shows the 'Total payment due in next 30 days' screen with a balance of 15,657,085.93 and a 'Pay' button.

A screenshot of an iOS system dialog box. The dialog has a dark gray background with rounded corners. At the top, the text "SIT IDEAL" is displayed in a light gray font. Below it, the main title "Would Like to Access the Camera" is in white. Underneath the title, the reason "Used to scan QR Code" is shown in a smaller white font. At the bottom of the dialog, there are two buttons: "Don't Allow" on the left and "OK" on the right, both in a light blue color.

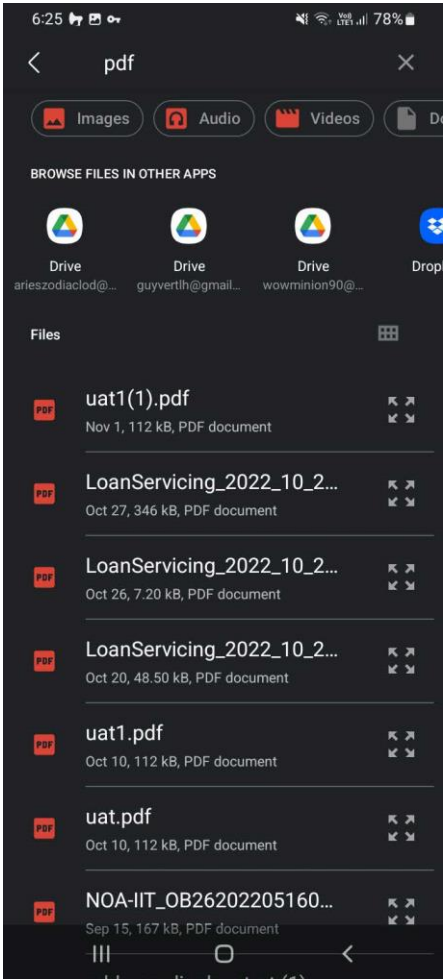
Uploading of Supporting Documents on IDEAL Mobile App (Android)

You may upload any supporting documents or instructions for your transaction request.

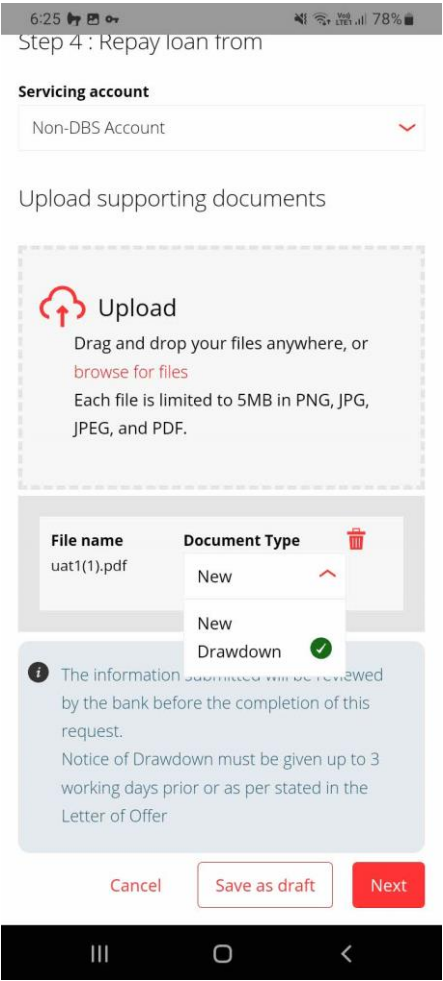
Select “Browse for files”



Customer will be prompt to select file from their mobile folder.



Once file is selected, select the document type accordingly

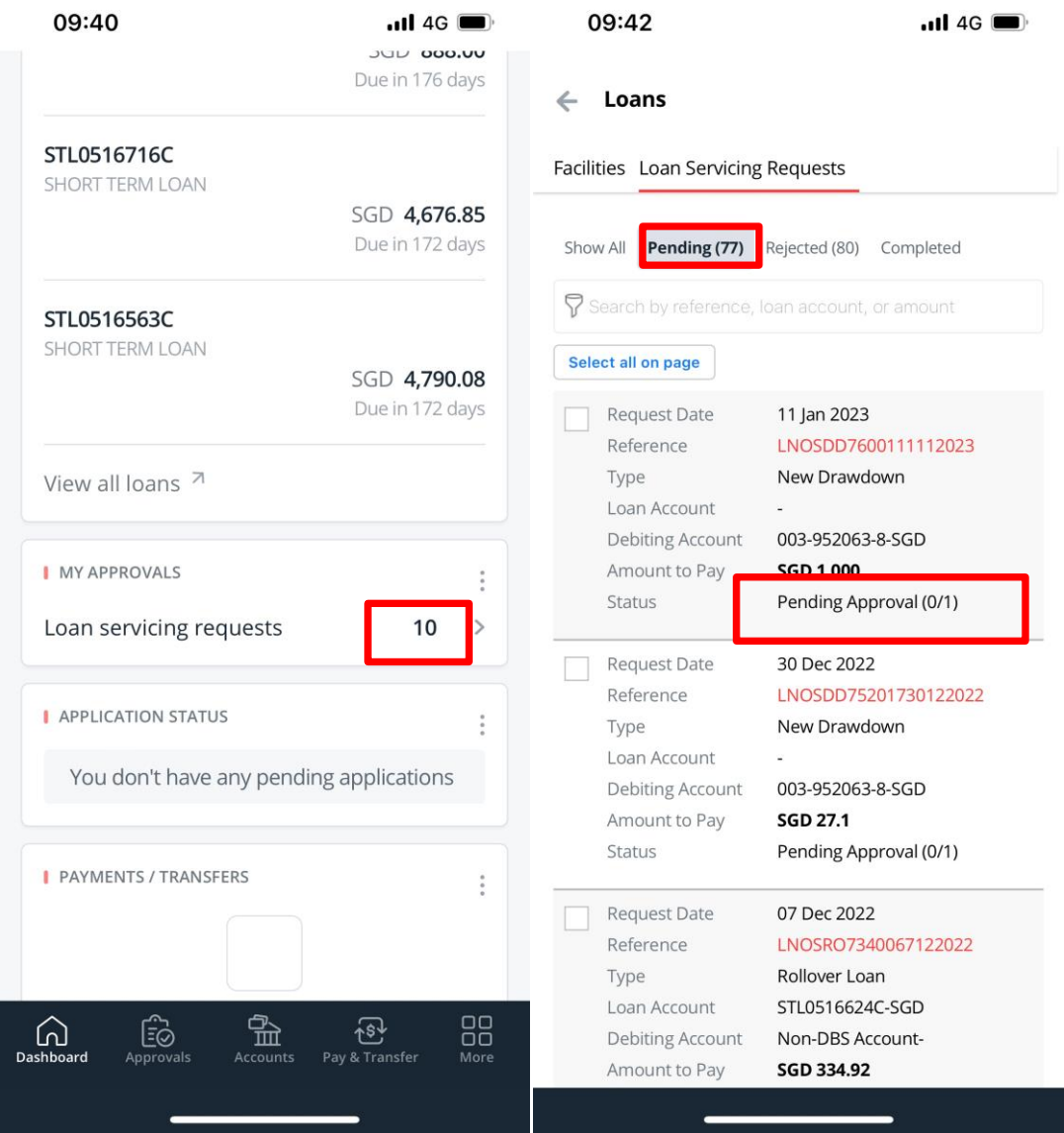




Live more,
Bank less

IDEAL Loan Servicing on IDEAL Mobile App (Checker)

Accessing IDEAL Loan Servicing on IDEAL Mobile App

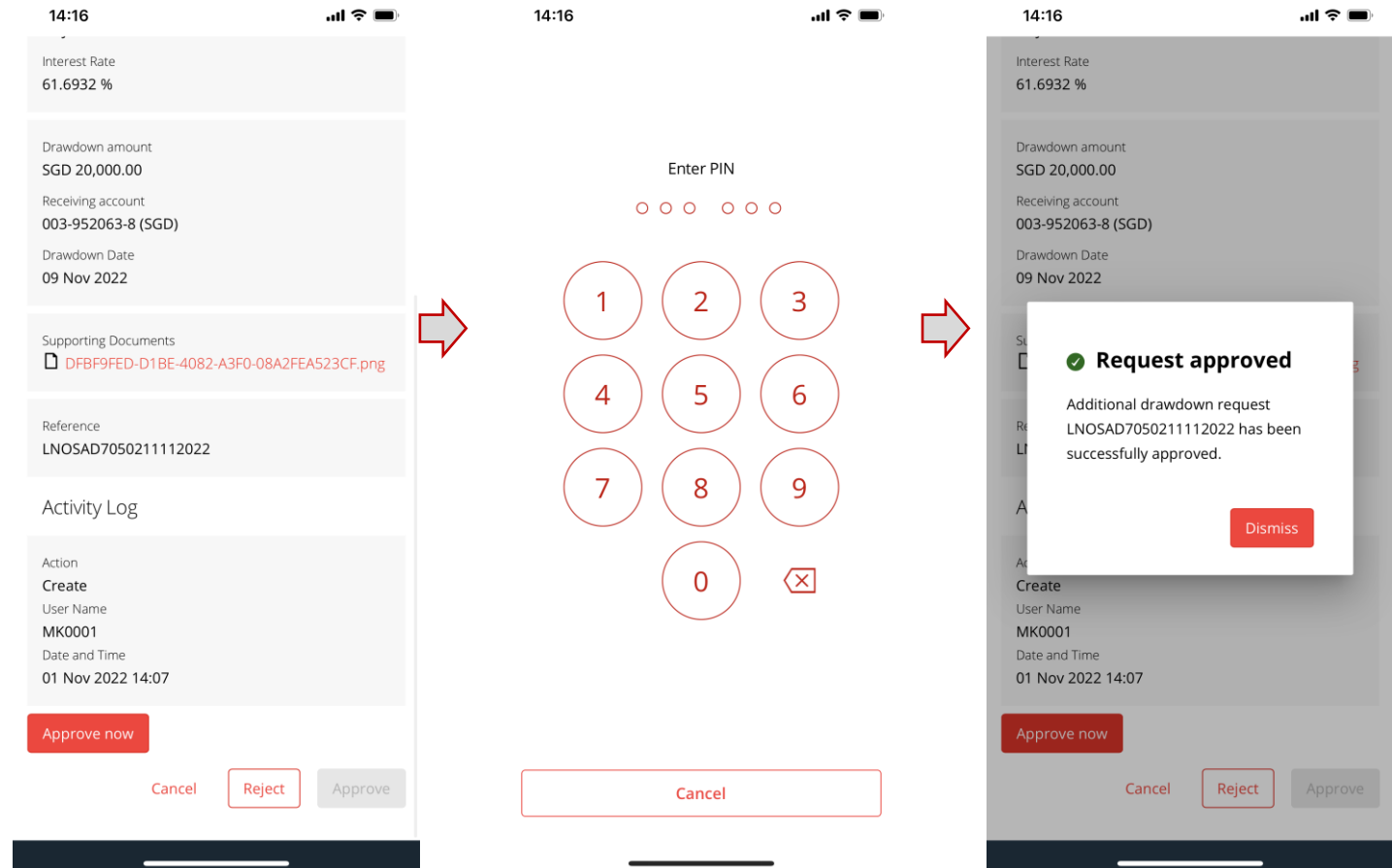


- a) As an approver, you can access Loan Serving Request on mobile via the “My Approval” widget, Loan Serving Request count.
- b) Tap on the count, you will be navigated to Loan Servicing Requests.
- c) “Pending Approval” request will be shown

Approving a Transaction on IDEAL Mobile App

For approving request via mobile, you will tap on “Approve” -> “Approve Now”:

1. If digital token is on same mobile device:
 - User will be prompted for biometric authentication (if enabled), or enter digital token approval PIN
2. If digital token is on a different mobile OR no digital token:
 - User will be prompted to authenticate on their registered IDEAL mobile device





Live more,
Bank less


Loan Servicing Request Status


Loan Servicing Request Status


Loan Servicing Status	Description
Pending Approval	A user has created a Loan Servicing Request, and it awaits approval.
Approved	The instruction has received all the required approvals and is ready to be sent to the back office for processing.
Saved	A user has saved instruction details (possibly with incomplete information) without submitting the instruction for processing; the user can access the instruction at a later time to complete the details and submit it for approval and processing.
Rejected	The approver has rejected the Loan Servicing request.
Received	The Loan Servicing request is getting processed at the bank and is waiting for processing at the bank.
Completed	This Loan Servicing request is completed processing successfully at the back office.
Bank Rejected	Bank has rejected the Loan Servicing request.

Viewing of Transaction Requests

Click on the tab loan servicing requests and you will be able to see all the requests that have been submitted.

 **DBS** Loan Servicing

 5062067M01, 5062067
Last login at: 26 Feb 2020 20:17 hrs

 Logout

Facilities
View and manage loans

Loan Servicing Requests
View and manage loan servicing requests

Loan Servicing Requests


Use this screen to view and manage loan servicing requests


Show all

Pending (2)

Rejected (0)

Completed

 Filter by reference, loan account, or amount



Show additional filters 

2 results found


Request Date	Reference / Type	Loan Account	Debiting Account	Amount to Pay	Status
25-Feb-2020	LNOSRP182522020 Repayment	3444788000129769 HKD		HKD 1,655,541.1	Pending Approval (0/1)
25-Feb-2020	LNOSRP192522020 Repayment	3444788000159513 HKD		HKD 3,281.44	Pending Approval (0/1)


You can search via reference number, loan account number, or amount.

Log Out

 **DBS** Loan Servicing 

Go to IDEAL Main

 C043221239HS01, C0432212
Last login at: 26 Feb 2020 11:36 hrs




 Logout


Loan Servicing Requests

View and manage loan servicing requests

Facilities

View loan balance for current month


 Export to Pdf  Export to CSV  Print

Show All Facilities, sort by Account Number 


VH001N00019E00 - SGD

VARIABLE HIRE PURCHASE

29,158.60	14,585.03	29,222.90	17-Apr-2018	17-Apr-2018	0 months
Outstanding Balance	Payment Due	Overdue Amount	Next Payment Date	Maturity Date	Tenor Remaining

Show more details 

View transaction history

 Action

You can either log out to IDEAL Main (click on the triangle) or log out completely.

SMS & Email Notifications

<DBS BANK>
The loan Prepayment request
with Ref
LNOSFP450141542020 of SGD
1949.96 has been created and
is pending approval.

<DBS BANK>
We have received your
approval for loan Prepayment
request with Ref
LNOSFP450141542020 of SGD
1949.96 on 15-Apr-2020 17:43.

<DBS BANK>
The loan Prepayment request
with Ref
LNOSFP450141542020 of SGD
1949.96 has been sent to the
Bank.

<DBS BANK>
The loan Drawdown request
with Ref
LNOSDD37003542020 of SGD
1234.46 has been rejected by
the Approver.

<DBS BANK>
The loan Prepayment request
with Ref LNOSFP41023942020
of SGD 5118.00 has been
rejected by the Bank.

<DBS BANK>
The loan Drawdown request
with Ref
LNOSDD40013842020 of AUD
5454.00 has been successfully
processed by the Bank.

SMS
Samples

Makers and/or Checkers subscribed to
notifications will receive SMS & Email when:

- a) Request is pending approval
- b) Request is approved
- c) Request is rejected by Checker
- d) Request is sent to the bank for processing
- e) Request is rejected by the bank
- f) Request is successfully processed by the
bank

SMS & Email Notifications

The loan Drawdown request with Ref LNOSDD460281642020 of SGD 100000.00 has been created and is pending approval.

Should you require any clarification, please do not hesitate to contact our Customer Service Hotline. We take this opportunity to thank you for using DBS IDEAL™.

Please do not reply to this email as it is auto-generated.

CONFIDENTIAL NOTE: The information contained in this email is intended only for the use of the individual or entity named above and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this message in error, please immediately notify the sender and delete the mail. Thank you.

We have received your approval for loan Scheduled Payment request with Ref LNOSRP460221642020 of SGD 8588.12 on 16-Apr-2020 18:25.

Should you require any clarification, please do not hesitate to contact our Customer Service Hotline. We take this opportunity to thank you for using DBS IDEAL™.

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The loan Rollover request with Ref LNOSRO230131932020 of SGD .00 has been rejected by the Approver.

Should you require any clarification, please do not hesitate to contact our Customer Service Hotline. We take this opportunity to thank you for using DBS IDEAL™.

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CONFIDENTIAL NOTE: The information contained in this email is intended only for the use of the individual or entity named above and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this message in error, please immediately notify the sender and delete the mail. Thank you.

The loan Additional Drawdown request with Ref LNOSAD460141642020 of SGD 400.00 has been sent to the Bank.

Should you require any clarification, please do not hesitate to contact our Customer Service Hotline. We take this opportunity to thank you for using DBS IDEAL™.

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The loan Prepayment request with Ref LNOSFP41023942020 of SGD 5118.00 has been rejected by the Bank.

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The loan Prepayment request with Ref LNOSFP34007342020 of SGD 1003287.67 has been successfully processed by the Bank.

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Live more,
Bank less

Loan eStatement & eAdvice on IDEAL

Loan eStatement & eAdvice on IDEAL

- To provide convenience to our Customers for easy online access to their loan statements/advices store up to 7 years
- Loan eAdvices will be available on IDEAL for 7 years from Sep 2021

CHANNEL MANAGEMENT - TEST ACCOUNTS

Singapore

Dashboard

Accounts

Pay & Transfer

Foreign Exchange

Files

Reports

Apply

Account Reports

Payment Reports

File Upload Reports

Cash Management

Account eStatements

Loan eStatement / Advices

Admin Reports

July 2021

View statements

June 2021

View statements

May 2021

Hide statements

Date	Type	Account	Download
11 May 2021	BILLING ADVICE	REVOLVING CREDIT FACILITY RCF0078931C SGD	Download
11 May 2021	ROLLOVER NOTICE	REVOLVING CREDIT FACILITY RCF0078977C USD	Download

April 2021

View statements

March 2021

View statements

Loan eStatement & eAdvice on IDEAL

Click Download to view your Loan
eStatements/eAdvices

DBS Bank Ltd
12 Marina Boulevard, Marina Bay Financial Centre Tower 3, Singapore 018962
www.dbs.com

Loan Billing Advice

Page 1 of 1

10-May-2021

Product Name : Long Term Loan
Account No. : LTL003
Bill Due Date : 17-May-2021

Please make payment for the following:

Interest	: SGD 34,156.19
SGD 32,750,000.00 @ 1.1896% from 15-Apr-2021 to 16-May-2021	
Current Amount Payable	: SGD 34,156.19
Base Rate Type Convention*	: SORA 3m+Ar+Years Overnight
Computation Convention*	: Compounding
Quotation Period Convention*	: Observation Shift
Lag Period (No. of Business Days)*	: 5 Business Days

*These are the Risk Free Rates attributes as per contractual agreements with the Bank.

Please note that the interest amount is projected based on the prevailing rate on billing date, not including revision thereafter. Overdue interest (if applicable) is computed up to billing date. It will continue to accrue on the outstanding instalment(s) until receipt of full payment.

Please make your cheque payable to DBS, write your company's name and loan account number (LTL0031062G) on the reverse of the cheque and drop it into the Quick Cheque Deposit Box at any of our DBS/POSB Branch by the due date.

Loan eStatements / eAdvices are now available on DBS IDEAL for your convenience. We will progressively stop mailing you printed advices, notices, letters and statements for your loans. Please view or download your eStatements / eAdvices from DBS IDEAL. For non-IDEAL customers, you may visit our website to sign up for DBS IDEAL.

For more information, please visit: go.dbs.com/estatement

For further assistance or enquiries, please contact DBS BusinessCare at 1800 222 2200 or email us at BusinessCareSG@dbs.com. Our operating hours are from 8:30am to 8:30pm Mon - Fri, excluding Public Holidays.

Thank you for banking with DBS Bank.

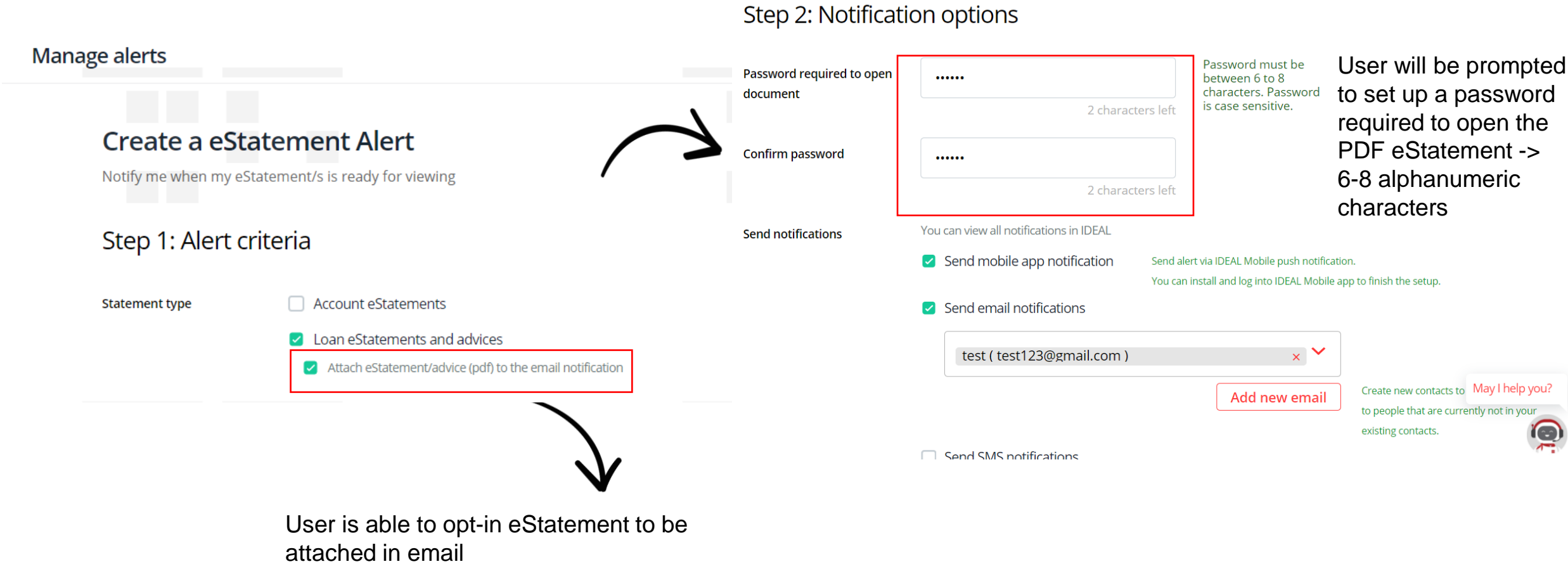
This is a computer-generated letter and requires no signature.

DBS Bank Ltd, 12 Marina Boulevard, Marina Bay Financial Centre Tower 3, Singapore 018962

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eStatement Delivery via Email

Allow IDEAL users to schedule alerts and opt-in to deliver PDF eStatement to their email addresses



eStatement Delivery via Email

Once setup, IDEAL users will receive PDF eStatements to their email addresses when they are ready.

Loan eStatements

Mail - eadvuser9@uat1bank.dbs.com

webmail.uat1bank.dbs.com/owa/#path=/mail/inbox

Apps IDEAL R8.3 UAT Reg... DBS - MARS Login Outlook

Mail

Search Mail and People

New Delete Archive Junk Sweep Move to Categories

Favorites

Inbox 475

Sent Items

eadvuser9

Inbox 475

Drafts 11

Sent Items

Deleted Items

Junk E-mail

Notes

Inbox

DBSeAdvice@dbs.com

<DBS IDEAL> - eStatement Alert

This e-mail delivers to: eadvuser9@uat1bank.dbs.com Description: Your Loan e...

4:45 PM

DBSeAdvice@dbs.com

<DBS IDEAL> - eStatement Alert

This e-mail delivers to: eadvuser9@uat1bank.dbs.com Description: Your monthl...

4:26 PM

DBSeAdvice@dbs.com

<DBS IDEAL> - eStatement Alert

This e-mail delivers to: eadvuser9@uat1bank.dbs.com Description: Your monthl...

4:25 PM

DBSeAdvice@dbs.com

<DBS IDEAL> - eStatement Alert

This e-mail delivers to: eadvuser9@uat1bank.dbs.com Description: Your monthl...

4:25 PM

eadvuser15

Pre Settlement Report07-05-2021 16:15:21

(No message text)

4:15 PM

DBSeAdvice@dbs.com

<DBS IDEAL> - eStatement Alert

This e-mail delivers to: eadvuser9@uat1bank.dbs.com Description: Your monthl...

3:40 PM

DBSeAdvice@dbs.com

<DBS IDEAL> - eStatement Alert

This e-mail delivers to: eadvuser9@uat1bank.dbs.com Description: Your monthl...

3:40 PM

eadvuser15

Pre Settlement Report07-05-2021 15:00:14

(No message text)

3:00 PM

<DBS IDEAL> eStatement Alert

DBSeAdvice@dbs.com

Today, 4:45 PM

eadvuser9

This item will expire in 5 days. To keep this item longer, apply a different label.

Label: Delete Inbox 5 Days (5 days) Expires: 5/12/2021 4:45 PM

240-20210507-621671.z... 448 KB

Download

This e-mail delivers to: eadvuser9@uat1bank.dbs.com

Description: Your Loan eStatement(s)/advice(s) are ready for viewing. Login to DBS IDEAL to view your statement(s)/advice(s).

Should you require any clarification, please do not hesitate to contact our Customer Service Hotline.We take this opportunity to thank you for using DBS IDEAL™

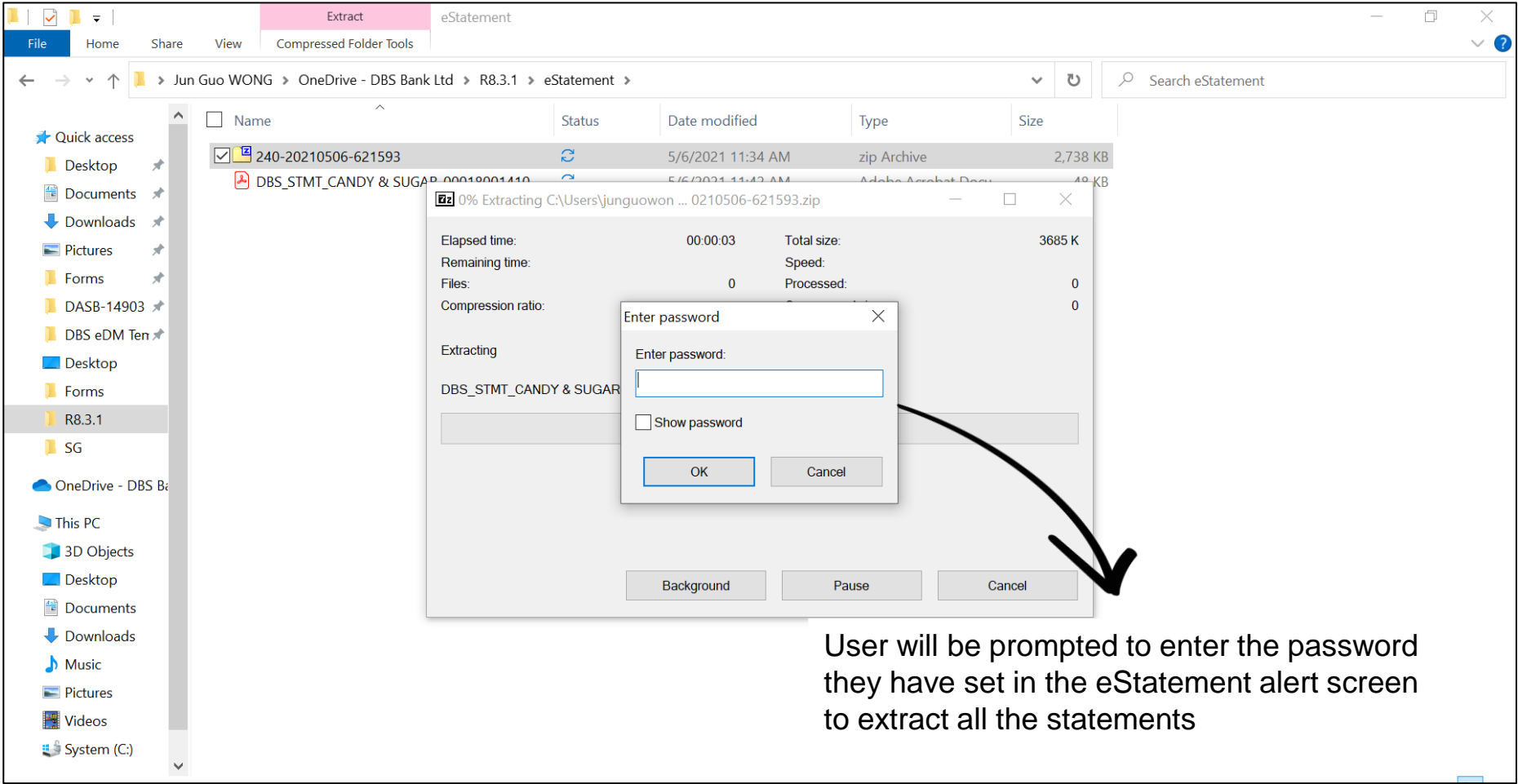
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Once user receives eStatement alert, .zip file containing all the statements online are attached

Version 5 |
29/07/2025 55

eStatement Delivery via Email



DBS Global Transaction Services

Committed | Agile | Digital | Insight-led | Safe

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