



Live more,
Bank less

Loan Servicing Portal User Guide (Inquiry)

Accessing Loan Servicing Portal



The screenshot displays the DBS IDEAL user interface. At the top, the header includes the DBS IDEAL logo, a user ID 'C043221239HS01 null', and links for Help, Notifications, and Logout. Below the header is a navigation bar with tabs: Home, Approvals, Accounts, Payments, Files, Reports, Forex (FX), and Admin. The 'Accounts' tab is selected, and its dropdown menu is open, showing options like View, Balances, Activities, Notice Accounts, Fixed Deposits, **Loans** (highlighted with a red box), and Cheque Status. On the left sidebar, there is an announcement about a new service, a date '26 FEB', and a greeting 'Hi C04322123'. The main content area features a search bar and a 'CASH OVERVIEW' section with tabs for Account, Fixed Deposits, and **Loans** (highlighted with a red box). Under the 'Loans' tab, there is a 'LOAN DETAILS' section with a button labeled 'View all loans' (highlighted with a red box). Below this, a note says 'Use Settings to customize or add accounts to the dashboard'.


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

- a) "Accounts" → "Loans" OR
- b) "Cash Overview" → "Loans" → "View all loans"

Note that the browser only works on Chrome.

Viewing of Your Facilities

 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

- You will land on Facilities tab where loan facilities details such as Payment Due and Maturity Date can be viewed.
- You can export to pdf/ csv to view these details in a fixed format.

Viewing of Your Facilities

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

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 |

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

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 | |

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

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

 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 PdfExport to CSVPrint

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
Outstanding Balance

3,009,836,065.57
Payment Due

0.00
Overdue Amount

01-Apr-2020
Next Payment Date

01-May-2020
Maturity Date

Show more detailsView transaction history

STL0068183C - SGD
SHORT TERM LOAN

600,000,000.00
Outstanding Balance

600,983,606.56
Payment Due

0.00
Overdue Amount

01-Apr-2020
Next Payment Date


01-Apr-2020
Maturity Date

0 months
Tenor Remaining





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

Sorting your 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

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 |

You will only see the facility types that you have.

Version 3|
24/03/2021



Live more,
Bank less

Loan Servicing Portal User Guide (Maker)

Accessing Loan Servicing Portal



The screenshot displays the DBS IDEAL user interface. At the top, the header includes the DBS IDEAL logo, a user ID (C043221239HS01), and a Logout button. Below the header is a navigation bar with tabs for Home, Approvals, Accounts, Payments, Files, Reports, Forex (FX), and Admin. The 'Accounts' tab is selected, and its dropdown menu is open, showing options like Balances, Activities, Notice Accounts, Fixed Deposits, and Loans. The 'Loans' option is highlighted with a red box. Below the navigation bar, the main content area shows a 'CASH OVERVIEW' section with tabs for Account, Fixed Deposits, and Loans. The 'Loans' tab is selected, and a 'View all loans' button is highlighted with a red box. On the left side, there is a sidebar with an 'Announcement' section and a '26 FEB' calendar. The bottom of the sidebar shows a greeting 'Hi C04322123' and login details.


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


- a) “Accounts” → “Loans” OR
- b) “Cash Overview” → “Loans” → “View all loans”

Note that the browser only works on Chrome.

Performing a Transaction

 **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 Fixed Advanced Facility, sort by Account Number

| | | | | | |
|-------------------------------------|--------------------------|----------------|-------------------|---------------|-----------------|
| AFA0000356C - SGD | | | | | |
| FIXED ADVANCE FACILITY - AFFILIATES | | | | | |
| 1,200,000.00 | 100,000.00 | 100,000.00 | 30-Dec-2018 | 30-Nov-2019 | 11 months |
| Outstanding Balance | Payment Due | Overdue Amount | Next Payment Date | Maturity Date | Tenor Remaining |
| Show more details | View transaction history | | Action | | |
| AFA0000365C - SGD | | | | | |
| FIXED ADVANCE FACILITY - AFFILIATES | | | | | |
| 224,000.00 | 120,000.00 | 0.00 | 02-Jan-2019 | 02-Jan-2020 | |
| Outstanding Balance | Payment Due | Overdue Amount | Next Payment Date | Maturity Date | |

- You can either perform a repayment/ rollover/ additional drawdown for your loan facilities.
- Click on “Action” button and the 3 options will appear (depending on your product/ facility type).



Version 3|
24/03/2021

Make a Repayment

Action

Make a repayment

Rollover My Loan

Get additional drawdown

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 |

Clicking on “Make a Repayment” will bring you to the make a repayment request screen.

Make a Repayment

Select repayment method

Repayment type

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

Payment breakdown

| | |
|---------------|--------------|
| Principal due | Interest due |
| SGD 83.33 | SGD 0.00 |

☐ **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.

Debiting account

ABC Corporation 123-456789-1(SGD) 20000.00


New outstanding
balance


SGD 4,916.67

- a) You can choose to either make a Scheduled repayment (Scheduled Payment), Full repayment (Full payoff), or any 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 | Document Type | |
|--------------------|---------------|---|
| BI1313CC7_DOC2.pdf | Repayment |  |

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


 A prepayment charge and GST may be applicable based on the standard terms and conditions in the LO.


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 

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


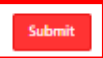
| | |
|----------------------|-------------------|
| Repayment type | Scheduled Payment |
| Total payment amount | SGD 83.33 |
| Payment breakdown | |
| Principal due | Interest due |
| sgd: 83.33 | sgd: |

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



Supporting Documents  B11313CC7_b0C2.pdf


Reference


Approve ☐ Approve now and submit immediately

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 

 Loan repayment LNOSPP20102622020 on 26-Feb-2020 has been created successfully with status Pending Approval.

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

Rollover My Loan (for Non RFR Loans)

Create a Rollover Loan Request

Use this page to create a rollover loan request

1. Input Details

2. Verify Details

3. Submit for Approval

Action

Make a repayment

Rollover My Loan

Get additional drawdown

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% |

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

Rollover My Loan (for RFR Loan)

Action

Make a repayment

Rollover My Loan

Get additional drawdown

Create a Rollover Loan Request

Use this page to create a rollover loan request



Current loan details

| | |
|-----------------------|-----------------------------|
| Organisation | HXXTXXXG XXNXXXCXXX 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

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.

Rollover My Loan (for Non RFR 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

Interest payment + Principal Payment

Debiting Account

ABC Corporation 123-456789-1(SGD) 20000.00

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

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 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

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

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

Rollover My Loan/ 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.

[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

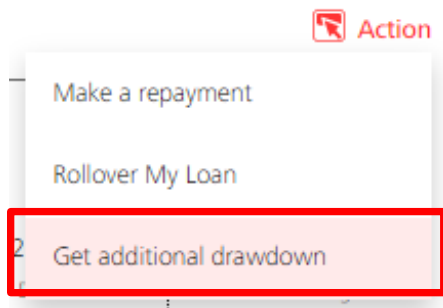
[Edit](#)

| | |
|---------------------------|--------------------------------|
| Organisation | XXXXXXXXXXXXXXXXXXXX XXXX XXXX |
| 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.

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

Get Additional Drawdown



Request for Additional Drawdown

Take out more funds from your loan

1. Input Details 

2. Verify Details

3. Submit for Approval

Current loan details

Organisation

Loan account

LTL0014739L(SGD)

Facility type

LONG TERM LOAN (D)

Maturity date

30 Nov 2023

Interest Rate

2%

Clicking on “Get Additional Drawdown” will bring you to the Additional Drawdown request screen.

Get Additional Drawdown

Step 1: Drawdown amount

Drawdown amount

SGD

1000

Step 2: Disburse loan to

Receiving account

ABC Corporation 123-456789-1(SGD) 20000.00

Step 3: Disbursement date

Loan start date

When do you want your loan to be disbursed?

Choose date

01-Jun-2020




- a) Input your Drawdown amount.
- b) Input your receiving account.
- c) 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.

Please approve this request on the same day.


Get Additional Drawdown/ 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 | Additional 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](#)

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

1. Input Details  2. Verify Details 3. S

Preview your drawdown request


 Edit

| | |
|---------------|--------------------|
| Loan account | LTL0014739L(SGD) |
| Facility type | LONG TERM LOAN (D) |
| Maturity Date | 30 Nov 2023 |
| Interest Rate | 2 % |

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

Your drawdown request has been submitted

 Print

 Additional drawdown request LNOSAD460271642020 on Thu Apr 16 2020 has been created successfully with status Pending Approval.

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

Get New Loan from Existing Credit Limit (New Drawdown)

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 ↕

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

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.

Get New Loan from Existing Credit Limit

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

- Select your Facility. Only activated limit with available amount will be displayed for selection.
- Input your loan currency and loan amount. Note that loan amount cannot exceed available limit.
- You may input the purpose of loan.
- Input your receiving account.
- 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.
- Input your Tenor. Tenor (Loan end date) selected cannot exceed Limit Expiry Date.
- 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](#)

1. Input Details 

2. Verify Details


3.


Preview your new loan request

 Edit

| | |
|-----------------|----------------------------------|
| Organisation | |
| Facility type | Long Term Loan (SGD) 100,000,000 |
| Loan amount | SGD 100,000.00 |
| Purpose of loan | XXX 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.

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



Live more,
Bank less

Loan Servicing Portal User Guide (Checker)

Accessing Loan Servicing Portal



The screenshot displays the DBS IDEAL user interface. At the top, the header includes the DBS IDEAL logo, a user ID (C043221239HS01), and a Logout button. Below the header is a navigation bar with tabs: Home, Approvals, Accounts, Payments, Files, Reports, Forex (FX), and Admin. The 'Accounts' tab is selected, and its dropdown menu is open, showing options like View, Balances, Activities, Notice Accounts, Fixed Deposits, **Loans** (highlighted with a red box), and Cheque Status. On the left sidebar, there is an announcement for '26 FEB' and a greeting 'Hi C04322123'. The main content area features a 'CASH OVERVIEW' section with tabs for Account, Fixed Deposits, and **Loans** (highlighted with a red box). Under the 'Loans' tab, there is a 'LOAN DETAILS' section with a button labeled 'View all loans' (highlighted with a red box). A search bar is also visible above the 'CASH OVERVIEW' section.


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


- a) “Accounts” → “Loans” OR
- b) “Cash Overview” → “Loans” → “View all loans”


Note that the browser only works on Chrome.

Approving a Transaction

 **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 all

Pending (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) |

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

Approving a Transaction

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: LNO5DD460281642020

Status: Pending Approval



| | |
|-----------------|---------------------------------------|
| Organisation | XXXXXXXX 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 |



Activity Log

| Action | User Name | Date and Time |
|--------|----------------|-------------------|
| Create | C002941236HM01 | 26 Feb 2020 16:51 |

Approve

1

Enter this Challenge to your Digital Token or Security Device:
1361 0898

Digital Token Instructions Security Device Instructions

2

Enter Response
.....

Cancel

Reject

Approve

Request approved

Prepayment loan request LNO5PP20102622020 has been successfully approved.

Dismiss

- Verify the details of the request.
- Enter the challenge in your digital token or security device and input the response returned accordingly.
- Click Approve to approve this transaction or Click Reject to reject this transaction.
- Upon approval, the status will reflect as received and will be processed by the bank.

Version 31
24/03/2021

Approve Own Transaction

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

Organisation

Facility type NR HP I (SGD) 2,200,000

Loan amount SGD 50,000.00

Purpose of loan XXX XXX

Disburse To 123-456789-1 (SGD)
ABC Corporation

Loan start date 17 Apr 2020

This request must be approved by 16 Apr 2020 by Approver

Tenor 12 Months

Servicing account 123-456789-1 (SGD)
ABC Corporation

Reference

Approve

☒ Approve now and submit immediately

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

1303 1418

Digital Token
Instructions



Security Device
Instructions



2 Enter Response


.....

Cancel


Submit


- For users with **Approve Own access**, you may approve your own transaction immediately in maker screen.
- Under verify details, tick on checkbox “Approve now and submit immediately”.
- Enter the challenge in your digital token or security device and input the response returned accordingly.
- Click submit.

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.

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

 **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) |

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

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

Log Out

The screenshot shows the DBS Loan Servicing interface. At the top, there is a black header bar. On the left, the DBS logo is followed by 'Loan Servicing' and a dropdown arrow. A red box highlights a menu item 'Go to IDEAL Main'. On the right, user information is displayed: 'C043221239HS01, C0432212' and 'Last login at: 26 Feb 2020 11:36 hrs'. A red box highlights a red 'Logout' button with a door icon. Below the header, the main content area is titled 'Loan Servicing Requests' with the subtitle 'View and manage loan servicing requests'. A red horizontal line is drawn across the page. Below this line, the 'Facilities' section is shown with the subtitle 'View loan balance for current month'. To the right of the subtitle are three icons: 'Export to Pdf', 'Export to CSV', and 'Print'. Below these icons is a link 'Show All Facilities, sort by Account Number' with a dropdown arrow. A red horizontal line is drawn below this link. Below the line, the facility details are shown: 'VH001N00019E00 - SGD' and 'VARIABLE HIRE PURCHASE'. Below this, there is a table with six columns: 'Outstanding Balance', 'Payment Due', 'Overdue Amount', 'Next Payment Date', 'Maturity Date', and 'Tenor Remaining'. The values in the table are: 29,158.60, 14,585.03, 29,222.90, 17-Apr-2018, 17-Apr-2018, and 0 months. Below the table, there are three links: 'Show more details' with a downward arrow, 'View transaction history', and 'Action' with a cursor icon.

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

<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 LNOSFP41023942020
of SGD 5118.00 has been
rejected by the Bank.

<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
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 LNO5DD460281642020 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 LNO5RP460221642020 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 LNO5RO230131932020 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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The loan Additional Drawdown request with Ref LNO5AD460141642020 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 LNO5FP41023942020 of SGD 5118.00 has been rejected by 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 LNO5FP34007342020 of SGD 1003287.67 has been successfully processed by 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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