



Live more,  
Bank less

# Loan Servicing Portal User Guide



# Accessing Loan Servicing Portal

The screenshot displays the DBS IDEAL portal interface. At the top, the DBS IDEAL logo is on the left, and user information (C043221239HS01 null) and a Logout button are on the right. Below the header is a navigation menu with tabs: Home, Approvals (Pending approval), Accounts (View account info), Payments (Payments & transfers), Files (File-related services), Reports (All reports), Forex (FX) (Foreign exchange), and Admin (Company & user admin). The 'Accounts' tab is selected, and its dropdown menu is open, showing options: View, Balances, Activities, Notice Accounts, Fixed Deposits, **Loans** (highlighted with a red box), and Cheque Status. Below the menu, there is a search bar with the placeholder text 'Type any keyword or reference here, e.g. payment or 123456'. To the right of the search bar is a 'CASH OVERVIEW' section with three tabs: Account, Fixed Deposits, and **Loans** (highlighted with a red box). Under the 'Loans' tab, there is a 'LOAN DETAILS' section with a **View all loans** button (highlighted with a red box). On the left side of the dashboard, there is an 'Announcements' section and a '26 TODAY FEB' banner. Below the banner, there is a greeting 'Hi C04322123' and a message 'Last login was on 25 Feb 2020, 21:52 (SGT), from IDEAL 3.0'. At the bottom left, there are two bullet points: '0 new messages' and 'View business calendar'.

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

- "Accounts" → "Loans" OR
- "Cash Overview" → "Loans" → "View all loans"

# 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

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 "Show more details" to view additional payment details of the loan.

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

Hide details



View transaction history



Action

14,585.03	0%	0.00	249.74
Principal Due	Interest Rate	Interest Due	Penal Due

# Viewing of Your Facilities

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

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 	Pending Due 	Total Due 	AmtPaid 
17-Sep-2017	14,439.46	182.47	0	14,621.93	14,621.93
17-Oct-2017	14,461.73	154.63	0	14,616.36	14,616.36
17-Nov-2017	14,484.03	137.05	0	14,621.08	14,621.08
17-Dec-2017	14,506.36	110.61	0	14,616.97	14,616.97
17-Jan-2018	14,528.73	91.51	0	14,620.24	14,620.24

# Sorting 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-2020
Outstanding Balance	Payment Due	Overdue Amount	Next Payment Date	Maturity Date
<a href="#">Show more details</a> <span>⌵</span>	<a href="#">View transaction history</a>			
VTL0000152L - SGD				

- Account Number
- Currency
- Account Type
- Payment Date
- Outstanding Balance

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

# Sorting your Facilities

## Facilities

View and manage loans

## Loan Servicing Requests

View and manage loan servicing requests

VTL0000170L - SGD

VESSEL TERM LOAN (M)

120,000.00    12,070.00    0.00    31-Dec  
Outstanding Balance    Payment Due    Overdue Amount    Next Payment Date

Show more details

View transaction history

VTL0000152L - SGD

VESSEL TERM LOAN (M)

1,000,000.00    0.00    0.00    Next Payment Date  
Outstanding Balance    Payment Due    Overdue Amount

Show more details

View transaction history

VH001N00019E00 - SGD

VARIABLE HIRE PURCHASE

29,158.60    14,585.03    29,222.90    17-Apr-2020    0 months  
Outstanding Balance    Payment Due    Overdue Amount    Next Payment Date    Maturity Date    Tenor Remaining

Show All Facilities, Sort by Account Number

- All Facilities
- Fixed Advanced Facility
- Revolving Credit Facility
- Term Loan
- Vessel Financing
- Equipment Financing
- Working Capital & Business Loan
- Property Loan
- Merger & Acquisition
- Government-Assisted Schemes
- Venture Loan

# 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 product/ facility type).

# Make a Repayment

## Make a Repayment

Use this page to create a loan repayment request

1. Input Details

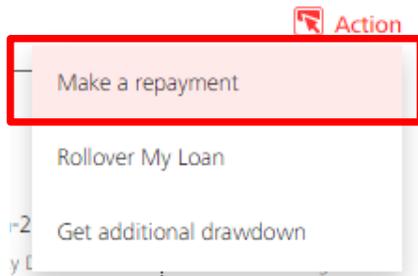
2. Verify Details

3. Submit for Approval

### Loan account details

<b>Organisation</b>	XXX XXXXXXXX XXXXXXXXXXXX (XXXXXXXXXX) XXX XXX
<b>Loan account</b>	1ML0000116C (GBP)
<b>Maturity date</b>	04-Jul-2018
<b>Current outstanding balance</b>	GBP 100000

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



# Make a Repayment

Select repayment method

Repayment type

**Monthly repayment**  
Pay GBP 102,281.91 to settle this month's repayment.

**Full repayment**  
Pay GBP 102,644.76 to fully settle your loan today.

Payment breakdown

Principal due	Interest due	Principal repaid early
GBP 100000	GBP 2281.91	GBP 0.00
Accrued Interest		
GBP 362.85		

**Other amount**  
You can choose to pay less or more than your monthly repayment amount.

Debiting account

New outstanding balance

GBP 0.00

- You can choose to either make a Monthly repayment (Scheduled Payment), Full repayment (Full payoff), or any Other amount (Unscheduled Payment).
- Breakdown of your payment will be shown.
- 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	
Repayment Instruction.pdf	Doc1	

[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

- 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.

# Verify Transaction Details

## Make a Repayment

Use this page to create a loan repayment request

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

Preview your loan request [Edit](#)

Organisation	XXX XXXXXXX XXXXXXXXXXX (XXXXXXXX) XXX XXX		
Loan account	1ML0000116C (GBP)		
Maturity date	04 Jul 2018		

Repayment type	Full repayment		
Total payment amount	GBP 102,644.76		
Payment breakdown			
Principal due	Interest due	Principal repaid early	
GBP 100,000.00	GBP 2,281.91	GBP 0.00	
Accrued Interest			
GBP 362.85			

Debiting account	0		
New outstanding balance	GBP 0.00		

Supporting Documents [Repayment Instruction.pdf](#)

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.

- Verify the payment request and click submit.
- Message will appear after request is submitted successfully.



# Rollover My Loan

1. Input Details | 2. Verify Details | 3. Submit for Approval

### Current loan details

<b>Organisation</b>	XXXXXXXX XXXXXXXXXXXX XXX XXX
<b>Loan Account</b>	1TL0000587C (SGD)
<b>Maturity Date</b>	02-Jan-2019
<b>Outstanding Principal</b>	SGD 1,000.00
<b>Interest Rate</b>	1%

- Action
- Make a repayment
- Rollover My Loan**
- Get additional drawdown

Clicking on Rollover My Loan will bring you to the rollover my loan request screen.



# Rollover My Loan

## Step 1: Payment to make

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

Compulsory interest payment	SGD 0.00
Principal payment to make	SGD <input type="text" value="0"/>
Total payment to make	SGD 0.00 <small>Compulsory interest payment + Principal payment</small>

Debiting Account

## Step 2: Rollover Details

New outstanding principal	SGD 1,000.00 <small>Outstanding principal - Principal payment</small>
New maturity date	<input type="text" value="02-Feb-2019"/>
New interest rate	To be updated

**i** TBC - Your RM will follow up with you on the latest interest rate.

Here will show the compulsory interest payment that needs to be made.

You can amend the payment amount to be more than the compulsory interest payment to make if you wish to perform only a partial rollover.

Here will show what is the new outstanding principal after taking into consideration the payment you selected above and you can choose a new maturity date.

For the new interest rate, your RM will be contacting you shortly to agree upon the new interest rate after you authorized this transaction.

# 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

- 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.

## Preview your rollover loan request

Organisation XXXXXXXX XXXXXXXXXXXX XXX XXX

Loan Account 1TL0000587C (SGD)

Compulsory interest payment SGD 0.00

Principal payment to make SGD 0.00

Total payment to make SGD 0.00

Debiting Account 0

New outstanding principal SGD 1,000.00  
Current: SGD 1,000.00

New maturity date 02-Feb-2019  
Current: 02-Sep-2019

New Interest rate To be updated  
Current: 1%

Reference

Approve  Approve now and submit immediately.

Cancel **Submit**

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

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

# 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**

VTL0000152L(SGD)

**Facility type**

VESSEL TERM LOAN (M)

**Maturity date**

30 Aug 2019

 Action

- Make a repayment
- Rollover My Loan
- 2 Get additional drawdown**

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

# Get Additional Drawdown

Interest Rate

2%

## Step 1: Drawdown amount

Drawdown amount

SGD

40000

## Step 2: Disburse loan to

Receiving account

123456789

## Step 3: Disbursement date

Loan start date

When do you want your loan to be disbursed?

Choose date

12-Mar-2020

- Input your Drawdown amount
- 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

Please approve this request on the same day

# Get Additional Drawdown

**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
210120_SY210120F01T0101.pdf.pdf	Additional Drawdown

[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 rollover request and click submit.
- Message will appear after request is submitted successfully.

1. Input Details  2. Verify Details  3. Submit

Preview your drawdown request [Edit](#)

Loan account	VTL0000152L(SGD)
Facility type	VESSEL TERM LOAN (M)
Maturity Date	30 Aug 2019
Supporting Documents	Payment advice 210120_SY210120F01T0101.pdf.pdf
Reference	

[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.

## Request for Additional Drawdown

Take out more funds from your loan

1. Input Details  2. Verify Details  3. Submit for Approval

Your drawdown request has been submitted [Print](#)

Additional drawdown request LNOSAD160511132020 on Wed Mar 11 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

Step 1: Credit limit and loan details

Clicking on Get new loan from existing credit limit will bring you to the Get new loan from existing credit limit request screen.

# Get New Loan from Existing Credit Limit

1. Input Details      2. Verify Details      3. ...

Organisation

Step 1: Credit limit and loan details

Facility type and available limit: IBLC\_LOCAL (SGD) 10,000,000

Loan amount: SGD 10000

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 amount. Note that loan currency will be based on your Facility currency and loan amount cannot exceed available limit.
- c) You may input the purpose of loan.

## Step 2: Disburse loan to

Receiving account: 123123

## Step 3: Loan duration

Limit expiry date: 31-Dec-2099

Loan start date: When do you want your loan to be disbursed?  
 Choose date: 30-Mar-2020

Tenor: 12 Months  
Tenor may change upon review from the bank.

- 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



Please approve this request on the same day

# Get New Loan from Existing Credit Limit

Servicing account

123123

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

2020-01-13\_LNOS\_NewDrawdown.pdf

Document type

New Drawdown



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

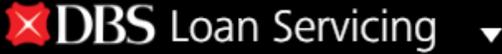
Cancel

Save as draft

Next

- Input your servicing account
- 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 rollover request and click submit.
- Message will appear after request is submitted successfully.

# Approving a Transaction

C002941236HC01, C0029412  
Last login at: 26 Feb 2020 17:16 hrsLogout

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 (20) Rejected (6) Completed

Show additional filters

1 results found

<input type="checkbox"/>	Request Date	Reference / Type	Loan Account	Debiting Account	Amount to Pay	Status
<input type="checkbox"/>	26-Feb-2020	LNOSPP20102622020 Repayment	1ML0000116C GBP		GBP 102,644.76	Pending Approval (0/1)

Find the case in Loan Servicing Requests tab and click on the reference number

# Approving a Transaction

## View Repayment Loan Request

Details of this repayment loan request. Actions you may perform depend on your role and the status of this transfer.

Reference: LNOSPP20102622020

Status: Pending Approval



Organisation	XXX XXXXXXXX XXXXXXXXXXXX (XXXXXXXXXX) XXX XXX
Loan Account	1ML0000116C (GBP)
Maturity Date	04 Jul 2018

Prepayment type	Partial early repayment
Total payment amount	GBP 102,644.76
Breakdown for this month's repayment	
Principal due	Interest due
GBP 100,000.00	GBP 2,281.91
Early repayment breakdown	
Principal repaid early	
GBP 362.85	

Debiting Account	0
New outstanding balance	GBP -362.85 Current: GBP 100,000.00

Supporting Documents	Repayment Instruction.pdf
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Reference	LNOSPP20102622020
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## 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 LNOSPP20102622020 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.

# Loan Servicing Request Status

The screenshot shows the DBS Loan Servicing interface. At the top, there's a navigation bar with 'DBS Loan Servicing' and a user profile section showing 'C002941236HC01, C0029412' and 'Last login at: 26 Feb 2020 17:16 hrs'. Below this, there are two tabs: 'Facilities' (View and manage loans) and 'Loan Servicing Requests' (View and manage loan servicing requests). The 'Loan Servicing Requests' tab is active. Underneath, there's a heading 'Loan Servicing Requests' and a sub-heading 'Use this screen to view and manage loan servicing requests'. There are filter buttons: 'Show all', 'Pending (20)', 'Rejected (6)', and 'Completed'. Below these are radio buttons for 'Show all (20)', 'Pending Approval (7)', 'Processing (0)', 'Received (13)', 'Approved (0)', and 'Saved (0)'. A search bar contains '1ML0000116C' and a 'Show additional filters' button. Below the search bar, it says '1 results found'. A table displays the results with columns: Request Date, Reference / Type, Loan Account, Debiting Account, Amount to Pay, and Status. The 'Status' column for the first row is 'Received' and is highlighted with a red box.

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

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

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

**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

The screenshot shows the DBS Loan Servicing interface. At the top left, the DBS logo and 'DBS Loan Servicing' are displayed. A dropdown menu is open, showing 'Go to IDEAL Main'. At the top right, the user ID 'C043221239H501, C0432212' and the last login time 'Last login at: 26 Feb 2020 11:36 hrs' are shown. A red 'Logout' button is also visible. Below the header, the main heading is 'Loan Servicing Requests' with the subtitle 'View and manage loan servicing requests'. The 'Facilities' section is titled 'Facilities' with the subtitle 'View loan balance for current month'. It includes options for 'Export to Pdf', 'Export to CSV', and 'Print'. A link 'Show All Facilities, sort by Account Number' is also present. The main facility details are for 'VH001N00019E00 - SGD' with the type 'VARIABLE HIRE PURCHASE'. The details are as follows:

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

Below the table, there are links for 'Show more details', 'View transaction history', and 'Action'.

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

# SMS & Email Notifications

<DBS BANK>  
The loan Drawdown request with Ref LNOSDD260062532020 has been created and is pending approval.

## Transaction Pending Approval Alert

DBSeAdvice@dbs.com



To: eadvrpuser2

Wednesday, 25 March, 2020 2:48:20 PM

- Retention Policy: Delete Inbox 5 Days (5 Days) Expires: 30/3/2020
- This item will expire in 4 days. To keep this item longer, apply a different Retention Policy.

The loan Drawdown request with Ref LNOSDD260032532020 of SGD 5000.0 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 IDEALTM.

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.

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

- a) Case is pending approval
- b) Case is completed
- c) Case is unsuccessful
- d) Case is rejected by Checker
- e) Case is received by the bank for processing
- f) Payment is due in 7 days, 3 days, and 1 day (SMS only)
- g) Loan is maturing in 7 days, 3 days, and 1 day (SMS only)
- h) Upcoming Activities of the Month (Email sent on 1<sup>st</sup> day of the month)

