

# File Exchange Request Rejection Reasons



Please refer to the table below for form rejection code(s) and reason(s)

IDEAL Maintenance form Request	Rejection Code	Rejection Reason
	ID1	IDEAL Approver not according to Mandate
	ID2	Incomplete Documents
	ID3	Incomplete mandatory set-up data
	ID4	Incorrect Form version / type / purpose
	ID5	Unable to identify and verify IDEAL Approver / Administrator
	ID6	Others
	ID7	Your request for Change of Mandate is completed, however IDEAL Approver not according to Mandate
	ID8	Your request for Change of Mandate is completed, however there are incomplete IDEAL documents submitted
	ID9	Your request for Change of Mandate is completed, however there are incomplete mandatory set-up data required for IDEAL maintenance
	ID10	Your request for Change of Mandate is completed, however there are incorrect Form version / type / purpose for IDEAL maintenance
	ID11	Your request for Change of Mandate is completed, however we are unable to identify & verify IDEAL Approver / Administrator
	ID12	Please provide company name & OrgID on form & resubmit.
	ID13	Please provide all mandatory setup data such as full user details, email address &/or mobile no.
	ID14	Please provide all applicable documents eg latest EBBR &/or ID &/or PORA documents for Transaction Authorisers to be added.
	ID15	Please submit form in its entirety.
	ID16	Please submit documents together with applicable IDEAL form
	ID17	Your request has been partially completed except for Loan. Please re-submit Loan request with mandatory set-up data & applicable document.
	ID18	Original document / form has to be submitted. You can mail-in or submit at any DBS Bank Branch.
Change of Account Mandate Request	Rejection Code	Rejection Reason
	C1	Indicate the entity name on the Form/Resolution/Minutes of Meeting as per our Bank's records.
	C2	Amend the account number(s) to be updated as the signing mandate differs across accounts.
	C3	Ensure the account number(s) indicated on the Form and Resolution are the same.
	C4	Ensure the account number(s) indicated on the Form and Minutes of Meeting are the same.
	C5	Provide all account number(s) to be updated under Section 1 of the Form/Resolution.

C6	Provide all account number(s) to be updated under Section 1 of the Form/Minutes of Meeting.
C7	Provide groupings for signing requirement and positions held for all existing and new signatories, in compliance with the Constitution.
C8	Provide groupings for all existing and new signatories.
C9	Ensure the authorised signatory(s) to be added/deleted are the same across the Form and Resolution as there are discrepancies.
C10	Ensure the authorised signatory(s) to be added/deleted are the same across the Form and Minutes of Meeting as there are discrepancies.
C11	Indicate the signatory(s) to be deleted on the Form/Resolution as there are existing signatories in our Bank's records which are not deleted.
C12	Indicate the signatory(s) to be deleted on the Form/Minutes of Meeting as there are existing signatories in our Bank's records which are not deleted.
C13	Arrange for a DBS/POSB bank staff/Notary Public to verify the specimen signature of the new signatory(s).
C14	Provide specimen signature(s) of the new authorised signatory(s) on the signature card, certified by 2 Directors or 1 Director and Company Secretary or verified by a DBS/POSB bank staff/Notary Public.
C15	Provide specimen signature(s) of the new authorised signatory(s) on the signature card, certified by any 2 of Chairman/Secretary/Treasurer or verified by a DBS/POSB bank staff/Notary Public.
C16	Ensure the signature requirement is the same on the Form and Resolution.
C17	Ensure the signature requirement is the same on the Form and Minutes of Meeting.
C18	Amend the signature requirement as it does not comply with the latest Constitution.
C19	Revise the signature requirement as it is ambiguous.
C20	Complete the signature requirement under Section 5 of the Form.
C21	Revise the signature requirement as there is a gap in the dollar amount.
C22	Indicate the number of signatory(s) required from each group for the signature requirement (e.g. <u>1</u> A+ <u>2</u> B).
C23	Ensure the currency indicated for signature requirements are the same on the Form and Resolution.
C24	Indicate a new signature requirement following the deletion of signatory(s) as there is/are insufficient signatory(s) to fulfil the signature requirement.
C25	Indicate a new signature requirement (e.g. any one/any two jointly) following the addition of signatory(s) as the existing signature requirement is no longer valid.
C26	Arrange for the Director/Company Secretary's signature to be verified by a DBS/POSB bank staff/Notary Public so that we can ascertain its authenticity.
C27	Arrange for the Chairman/Secretary/Treasurer's signature to be verified by a DBS/POSB bank staff/Notary Public so that we can ascertain its authenticity.

	C28	Arrange for the Authorised Person's signature to be verified by a DBS/POSB bank staff/Notary Public as it differs from our Bank's records.
	C29	Arrange for the Director/Company Secretary's signature to be verified by a DBS/POSB bank staff/Notary Public as it differs from our Bank's records.
	C30	Arrange for the Chairman/Secretary/Treasurer's signature to be verified by a DBS/POSB bank staff/Notary Public as it differs from our Bank's records.
	C31	Indicate the date on the Form/Resolution.
	C32	Indicate the date on the Form/Minutes of Meeting.
	C33	Provide a Form/Resolution, signed by 2 Directors or 1 Director and Company Secretary. Please ensure the signatures are in accordance with our Bank's records or arrange for them to be verified by a DBS/POSB bank staff/Notary Public.
	C34	Arrange for the Form/Resolution to be signed by 2 Directors or 1 Director and Company Secretary. Please ensure the signatures are in accordance with our Bank's records or arrange for them to be verified by a DBS/POSB bank staff/Notary Public.
	C35	Arrange for the Form/Minutes of Meeting to be signed by 2 existing/outgoing or 1 existing/outgoing and 1 incoming Chairman/Secretary/Treasurer with different positions. Please ensure the signatures are in accordance with our Bank's records or arrange for them to be verified by a DBS/POSB bank staff/Notary Public.
	C36	Arrange for the Form to be signed by the authorised signatory(s) with the highest authorisation limit. Please ensure the signatures are in accordance with our Bank's records or arrange for them to be verified by a DBS/POSB bank staff/Notary Public.
	C37	Submit all pages of the Form.
	C38	Provide a copy of NRIC / Passport of the new signatory(s), certified by a DBS / POSB bank staff / suitable certifier in a non-high AML risk country/jurisdiction. The certifying party cannot be the NRIC / Passport holder himself / herself. Please indicate Name and Signature of certifier, Occupation/Title of certifier, Name of certifier's Firm/Company, Country of practice of certifier, Professional Registration/ID number of the certifier (optional and where applicable) and date of documents being certified.
	C39	Arrange for the copy of NRIC / Passport of the new signatory(s) to be certified by a DBS / POSB bank staff / suitable certifier in a non-high AML risk country/jurisdiction. The certifying party cannot be the NRIC / Passport holder himself / herself. Please indicate Name and Signature of certifier, Occupation/Title of certifier, Name of certifier's Firm/Company, Country of practice of certifier, Professional Registration/ID number of the certifier (optional and where applicable) and date of documents being certified.
	C40	Provide a copy of NRIC / Passport of the new signatory(s), certified by a DBS / POSB bank staff / suitable certifier in a non-high AML risk

		country/jurisdiction. The certifying party cannot be the NRIC / Passport holder himself / herself. Please indicate Name and Signature of certifier, Occupation/Title of certifier, Name of certifier's Firm/Company, Country of practice of certifier, Professional Registration/ID number of the certifier (optional and where applicable) and date of documents being certified.
	C41	Provide certified true copies of proof of residential address, bearing the name and address of all new authorised signatories in English. Please note that it has to be dated within the last 3 months and certified by DBS / POSB bank staff / suitable certifier in a non-high AML risk country/jurisdiction (the certifying party cannot certify his / her own proof of residential address). Examples: Utility / Phone Bill, Bank Statement / Government Correspondence. Please indicate Name and Signature of certifier, Occupation/Title of certifier, Name of certifier's Firm/Company, Country of practice of certifier, Professional Registration/ID number of the certifier (optional and where applicable) and date of documents being certified.
	C42	Arrange for the certified true copies of proof of residential address, bearing the name and address of all new authorised signatories in English to be certified by DBS / POSB bank staff / suitable certifier in a non-high AML risk country/jurisdiction (the certifying party cannot certify his / her own proof of residential address). Examples: Utility / Phone Bill, Bank Statement / Government Correspondence. Please indicate Name and Signature of certifier, Occupation/Title of certifier, Name of certifier's Firm/Company, Country of practice of certifier, Professional Registration/ID number of the certifier (optional and where applicable) and date of documents being certified.
	C43	Provide a copy of the latest Constitution, certified by the Chairman/Secretary. Please ensure the signature requirement complies with the Constitution
	C44	Provide a copy of NRIC / Passport of the Liquidator, certified by a DBS / POSB bank staff / suitable certifier in a non-high AML risk country/jurisdiction. The certifying party cannot be the NRIC / Passport holder himself / herself. Please indicate Name and Signature of certifier, Occupation/Title of certifier, Name of certifier's Firm/Company, Country of practice of certifier, Professional Registration/ID number of the certifier (optional and where applicable) and date of documents being certified.
	C45	Arrange for a DBS/POSB bank staff/Notary Public to verify the Liquidator's signature on the instruction letter.
	C46	Submit a Special Resolution from the entity winding up, resolving the liquidation and appointment of Liquidator, certified by the Liquidator.
	C47	Provide a Court Order ordering the entity's winding up and appointment of Liquidator, certified by the Liquidator.
	C48	Provide an Instruction Letter to update entity name, mailing address and change in mandate, signed by the Liquidator(s). Please ensure the

		signatures are in accordance with our Bank's records or arrange for them to be verified by a DBS/POSB bank staff/Notary Public.
	C49	Arrange for the Liquidator's certification to be on all supporting documents.
	C50	Provide an Instruction Letter signed by all Partners as per ACRA records. Please ensure the signatures are in accordance with our Bank's records or arrange for them to be verified by a DBS/POSB bank staff/Notary Public.
	C51	Arrange for all partners as per ACRA records to sign on the Form/Instruction Letter.
	C52	Provide a latest copy of Power of Attorney document, certified by a DBS / POSB bank staff / suitable certifier in a non-high AML risk country/jurisdiction. Please indicate Name and Signature of certifier, Occupation/Title of certifier, Name of certifier's Firm/Company, Country of practice of certifier, Professional Registration/ID number of the certifier (optional and where applicable) and date of documents being certified.
	C53	Arrange for a DBS/POSB bank staff/Notary Public to verify the Power of Attorney's signature.
	C54	Provide an Instruction Letter, signed by the Power of Attorney.
	C55	Provide a copy of the Certificate of Incumbency issued by a registered agent or latest Register of Directors issued by a recognized independent party, certified by a DBS / POSB bank staff / suitable certifier in a non-high AML risk country/jurisdiction. Please indicate Name and Signature of certifier, Occupation/Title of certifier, Name of certifier's Firm/Company, Country of practice of certifier, Professional Registration/ID number of the certifier (optional and where applicable) and date of documents being certified.
	C56	Arrange for another Director as listed in the Certificate of Incumbency to sign on the Form/Resolution.
	C57	Arrange for the Sole Proprietor as per ACRA records to sign on the Form/Instruction Letter.
	C58	Arrange for the company to execute a Form/Resolution on behalf of the Sole Proprietorship.
	C59	Ensure all non-English language documents are translated into English by an official translator, with an official seal affixed and certified by a DBS / POSB bank staff / suitable certifier in a non-high AML risk country/jurisdiction. Please indicate Name and Signature of certifier, Occupation/Title of certifier, Name of certifier's Firm/Company, Country of practice of certifier, Professional Registration/ID number of the certifier (optional and where applicable) and date of documents being certified.
	C60	IDEAL Approver not according to Mandate
	C61	Please provide the specimen signature(s) of the new authorised signatory(s) on the Form.
	C62	Please indicate the base currency for a Multi-Currency Account

	C63	Please provide maximum authorisation amount for your signature requirement and who will be able to operate for this maximum amount.
	C64	Please arrange for the POA document to be signed off by the existing Power-of-Attorney. Please ensure the signatures are in accordance with our Bank's records or arrange for them to be verified by a DBS/POSB bank staff/Notary Public.
	C65	Others

For further queries, please contact DBS BusinessCare.