



Live more,
Bank less

DBS IDEAL

DBS IDEAL & Digisign Approval Guide

Updated 17 March 2026

Approve Digitally with DBS IDEAL or Digisign

Eliminate the need for wet ink signatures. You can now sign/authorise online forms digitally through DBS IDEAL or Digisign with ease.

Here are some important steps to keep in mind:

- Ensure your company's Electronic Banking Board Resolutions/Bank Standard Board Resolution/ Company drafted Board Resolution is **updated with the correct list of authorised signatories**.
- Ensure that all Authorised Signatories' **contact details are updated** to receive notification for digital signing/authorisation. To update contact details, please refer to the [guide](#) .
- **Login DBS IDEAL** when filling online forms. This allows the signing requirements and Authorised Signatories to be automatically populated for your selection.
- Select **DBS IDEAL / Digisign** as the authorisation method.

For more information, you may refer to [Help & Support page](#).

1

Access the online form you need to complete, such as:

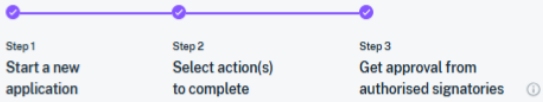
DBS IDEAL Online Maintenance Form
<https://www.dbs.com.sg/ibg-eforms/sg/idealmaintenance>

Change of Mandate Form
<https://www.dbs.com.sg/ibg-eforms/sg/changeofmandate>

With Customer Self-Administration (CSA) you can add, modify, or delete users for your company, and enjoy fast approvals without the need for form submissions.

- If you are a CSA user, go to Administration > Manage company & users function on [DBS IDEAL](#).
- If you are not a CSA user, get started with this [step-by-step guide](#).

Welcome to IDEAL Maintenance Form



Unsure how the IDEAL Maintenance Form works? See [Guides & FAQs](#) for more details.

Create a new application IDEAL Maintenance Form <ul style="list-style-type: none">• Manage accounts and user(s) access• Update authorisation policies You can save anytime and continue later. Create a new application >	Resume existing application How to find my Application ID? Enter Application ID eg. IDEALMAINT-000000-00-00000 Resume existing application
---	--

2

Click on "Create new application".

[Digital Channel Services \(For Banks\)](#)

The screenshot shows a web browser window with two overlapping pages. The background page is the 'DBS IDEAL Maintenance Form' with a section titled 'Let's start by getting your b...' and a list of benefits: 'Get this done faster with IDEAL', 'Easy input of details', and 'Faster online approvals'. A red box highlights a 'Quick fill with DBS IDEAL' button. The foreground page is the 'DBS IDEAL MARS Login' page, which says 'Securely log in with your DBS IDEAL account to continue.' It features a login form with three options: 'Email', 'Organisation ID', and 'QR Code' (marked 'NEW'). Below these are input fields for 'Organisation ID', 'User ID', and 'PIN, Password, or Reg. code'. A red 'Log in' button is at the bottom. A red circle with the number '3' points to the 'Quick fill with DBS IDEAL' button, and a red circle with the number '4' points to the 'QR Code' option in the login form.

3 Select "Quick fill with DBS IDEAL".

4 Log in to DBS IDEAL using your preferred method (try QR Login!).

The image shows a screenshot of a web browser displaying the DBS IDEAL Maintenance Form. The page title is "DBS IDEAL Maintenance Form". The main heading is "Let's start by getting your b...". Below this, there is an "IMPORTANT" notice: "Please ensure your web bro...". A section titled "Get this done faster with IDEAL" lists two benefits: "Easy input of details" and "Faster online approvals". There are two buttons: a red "Quick fill with..." button and a "Don't have DB..." button.

Overlaid on the right side of the page is a modal window titled "DBS - MARS Login" with the URL "ideal.dbs.com/marsErpSubscriber/login/push". The modal has a close button (X) in the top left. The main heading inside the modal is "Authenticate with digital token +". Below this is an illustration of a laptop and a smartphone, both with checkmarks, and a padlock icon above them. The text below the illustration says "Use your IDEAL mobile app to verify your identity. [Learn more](#)". At the bottom of the modal are two buttons: "Enter code manually" and "Authenticate now".

A red circle with the number "5" is positioned at the bottom left of the modal. A white box with a black border is positioned at the bottom right of the modal, containing the text: "Authenticate yourself using your DBS IDEAL mobile app."

At the bottom of the page, there is a footer with the following text: "Terms & Conditions (For Corporates and NBFIs) | Terms & Conditions with Digital Channel Services (For Banks) | Privacy Policy | Fair Dealing Commitment | Compliance with Tax Requirements | ©2020 DBS Bank Ltd | Co. Reg. No. 196800306E | Version 1.0.1"

The image shows a screenshot of a web browser displaying the DBS IDEAL Maintenance Form. The page title is "DBS IDEAL Maintenance Form". The main heading is "Let's start by getting your b...". Below this, there is an important notice: "IMPORTANT: Please ensure your web bro...". A section titled "Get this done faster with IDEAL" lists two benefits: "Easy input of details" and "Faster online approvals". A red button labeled "Quick fill with" is visible, along with a link "Don't have DB...".

An overlay window titled "DBS - MARS Login" is shown in the foreground. The URL is "ideal.dbs.com/marsErpSubscriber/login/push". The overlay has a dark background and features the text "Authenticate with digital token +". Below this, there is an illustration of a laptop, a smartphone, and a tablet. A red box highlights the text: "Tap the notification on your registered IDEAL mobile device to verify your identity. Not Working? Please try again in 53 seconds... or Cancel". Below the red box is a button labeled "Enter code manually". A red circle with the number "6" is positioned to the left of the text "Verify your Identity using your digital token.", which is enclosed in a white box.

The screenshot shows the 'IDEAL Maintenance Form' interface. At the top left is the DBS logo and the text 'IDEAL Maintenance Form'. The main heading is 'IDEAL Maintenance Form'. Below this is an information box with a blue 'i' icon and the text: 'Please verify your mobile number and email address below. If they are incorrect, update your details in DBS IDEAL > Profile & Settings - otherwise you will not be able to complete this application.' Below the information box is a form with a red border. The form contains the following fields: 'Who is filling out this application?' (with a redacted name), 'On behalf of company' (with a redacted company name), 'Phone number' (with a redacted number), and 'Email address' (with a redacted email). A red 'Next' button is located at the bottom right of the form. Two callouts are present: callout 7, a red circle with the number 7, points to the form with the text 'Upon successful log in, your information will be automatically populated.'; callout 8, a red circle with the number 8, points to the 'Next' button with the text 'Click on "Next".'

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by a Customer Self Administrator who ceases to be employed by the Organisation for which the Bank is not informed.

5. For partnership, the signatures of all partners are required. For a company which has furnished the Bank with a standalone Electronic Banking Board Resolution, the authorised signatories must be the current authorised signatories specified in that document. For a company which has furnished the Bank with a Board Resolution for the opening of the current account that covers Electronic Banking services, the authorised signatories must be any two directors or the current authorised signatories with the highest authorisation limit as specified in that document.

6. For Associations, Clubs & Societies, signatures of any two of existing/outgoing Chairman, Secretary or Treasurer are required.

I/We agree to be bound by your prevailing General Banking Terms and Conditions that are applicable to us, applicable Jurisdiction Schedules and relevant Service Schedule(each as may be amended, supplemented, substituted and/or replaced from time to time). We confirm that we have been given such prevailing terms or accessed them, where published, at go.dbs.com/gbtc (For Corporates and NBFIs) or go.dbs.com/gbtc-banks-digitalchannels (For Banks) and have reviewed them.

I/We also acknowledge that the Bank will be updating its records with the details provided in this form and/or in the Appendix (if applicable), which would replace any existing details of any relevant persons (in their corporate capacities) which the Bank may have in its records.

I/We confirm that notwithstanding any other authorisation or instruction provided by the Organisation named in this form ("Organisation") to the Bank, the Bank is authorised to act on the authorisations or instructions provided in this form without further checks, even if the authorisations or instructions may contradict any other instructions provided by the Organisation to the Bank. I/We also acknowledge that the Bank will be updating its records with the details (including personal particulars) in this form and/or in the Appendix (if applicable), which would replace any existing details of me/us which the Bank may have in its records.

For Partnerships, signatures of all partners are required. For companies, signatures of the authorised officers are required.

For Associations, Clubs & Societies, signatures of any two of existing/outgoing Chairman, Secretary or Treasurer are required.

I/We have read the Risk Disclosure Statement of Single Control in DBS IDEAL and where I/we authorise the Bank to proceed with Single Control setup in DBS IDEAL, I/we fully understand and acknowledge the characteristics of Single Control and the risks with this authorisation, and agree to assume and be responsible for all the risks associated with and losses arising out of or in connection with the application and use of Single Control in or through DBS IDEAL.

I/We undertake to keep the Bank fully indemnified from and against any loss, costs (including legal costs on a full indemnity basis), charges, damages, claims, demands, actions, proceedings and all other liabilities of whatever nature and howsoever incurred or suffered by the Bank or which may be brought or preferred against the Bank as a result of the Bank agreeing to act on our said authorisation. I/We also understand that the Bank may terminate the provision of Single Control procedure by notice to us at any time.

I understand and acknowledge the important notes and declarations above.

Back Save for later Next

Terms & Conditions (For Corporates and NBFIs) | Terms & Conditions with Digital Channel Services (For Banks) | Privacy Policy | Fair Dealing Commitment | Compliance with Tax Requirements | ©2020 DBS Bank

9

Fill out the online form and read through the Terms & Conditions before providing us your acknowledgement.

10

Click on "Authorise Submission".



11 Select authorised signatories from the list. Ensure that you do not select signatories who do not qualify for digital signing.

12 Click on "Next".

DBS IDEAL Maintenance Form

Application form
Review Application
Select signatories
Review and submit →

Edit sections

Application Reference No.: [Redacted]
Registered Business Name: [Redacted]

Review and submit

1. Review signatories' contact details

Make sure the details are correct. That's how they'll receive instructions on how to approve your request.

Signatories	Contact details
[Redacted]	[Redacted]

Need to update their details? >

How would you like your signatories to approve this request?

DBS IDEAL
Log in and select this request to approve with digital token

DBS Digisign
Use a secured link to add digital signature on document

How does digital approval work? >

2. Send hard copies of supporting documents

For important changes, more verification is needed to ensure your organisation's security and safety. After you submit this request, you need to send additional documents by post or courier.

For example, if you are adding a new transaction approver, you need to provide a certified true copy of their identity document and proof of residential address.

For full details, [read the checklist](#).

I will provide the documents accordingly

Back Save for later **Submit**

Terms & Conditions (For Corporates and NBFIs) | Terms & Conditions with Digital Channel Services (For Banks) | Privacy Policy | Fair Dealing Commitment | Compliance with Tax Requirements | ©2020 DBS Bank

13 Ensure that signatories details are correct.

14 Select the preferred authorisation method.

15 Take note of the supporting documents requirements which is required for processing.

16 Click "Submit".

DBS IDEAL Maintenance Form

Pending documents and signatories' approval
Application ID: [REDACTED]
[Download application](#)

1 An email and SMS with a password to open the attachment have been sent to:
[REDACTED]

Created Pending documents and signatories' approval In progress Completed

Action required

These need to be done by 04 May 2026.

1. **Ensure all selected signatories approve online**
They should have received instructions via email and mobile to provide their approval using DBS DigiSign [Ⓜ]
2. **Send hard copies of supporting documents**
 - For full details, [read the checklist](#).
 - For the mailing address, refer to the first page of the application document.

1 **Signatories not receiving emails?**
Ask them to:

- check the junk or spam folder
- check if your organisation allows emails and attachments from external senders
- [update their contact details](#) if needed.

What to expect

Processing takes about **7 business days** after we receive your documents and all selected signatories have completed their approvals.

How would you rate your overall experience today?
★ ★ ★ ★ ★

17 Follow the instruction post submission.

The screenshot shows the DBS IDEAL interface. On the left is a dark sidebar with a 'Files' menu item highlighted in red. A red circle with the number '18' is next to it, with a callout box containing the text: "For DBS IDEAL Approval, login to DBS IDEAL and go to 'Files' at the main menu." The main content area is titled 'Files' and has three tabs: 'Files Management Center', 'File Enquiry', and 'Files Exchange Center'. The 'Files Exchange Center' tab is selected and underlined. A red circle with the number '19' is next to it, with a callout box containing the text: "Go to 'File Exchange Center' tab." Below the tabs, there is a section for sending files to DBS, followed by a list of instructions. Below that are two tabs: 'Sent files' (highlighted with a red line) and 'Received files'. An 'Upload' button is present with the text "Drag and drop your files anywhere, or browse for files". Below the upload area is a search bar and a 'Show additional filters' link. At the bottom, there is a table with columns: File Date, File Name, Description, Creator, Approver, Request Type, File Status, and Remarks From Bank. The first row shows a file from 26 Jul 2024 with file name TOGIRO01_JB GGTS.zip, description Others (for non-maintenance request), and status Downloaded. A chatbot icon with the text "May I help you?" is in the bottom right corner.

DBS IDEAL | Approve online forms digitally via DBS IDEAL or Digisign

The screenshot shows the DBS IDEAL Files Exchange Center interface. The left sidebar contains navigation options: Dashboard, Approvals, Accounts, Pay & Transfer, Foreign Exchange, Merchant Services, Files, Reports, Trade Finance, and Apply. The main content area displays a table of applications:

Application ID	Date	Form Name	Category	Status	Applicant	Applicant Name
00002 T065327.pdf						
<input type="checkbox"/>	08 Jul 2024	IDEAL_Digital_Maintenance_Form-Oct2021(LV).pdf	FOR LV TESTING ONLY		[Redacted]	IDEAL Maintenance Form
<input type="checkbox"/>	10 Jun 2024	IDEAL_Digital_Maintenance_Form-Oct2021(LV).pdf	FOR LV PURPOSE ONLY		[Redacted]	IDEAL Maintenance Form
<input checked="" type="checkbox"/>	28 May 2024	IDEAL_Digital_Maintenance_Form-Oct2021(LV).pdf	TESTING ONLY		[Redacted]	IDEAL Maintenance Form

Below the table, there is a pagination control showing 'View up to 10 per page 100 per page' and a callout '20' pointing to the selected application with the text 'Select the application to approve.' Below the table are three buttons: 'Delete', 'Approve', and 'Reject'. A red box highlights the 'Approve' button, with a callout '21' and the text 'Click on "Approve."'.



ideal.dbs.com/idealx/#/file/file-exchange/send

Files Management Center File Enquiry Files Exchange Center

T065327.pdf

Date	File Name	Status
08 Jul 2024	IDEAL_Digital_Maintenance_Form-Oct2021(LV).pdf	FOR LV TESTING ONLY
10 Jun 2024	IDEAL_Digital_Maintenance_Form-Oct2021(LV).pdf	FOR LV TESTING ONLY
28 May 2024	IDEALMAINT [redacted]	uploaded on 14 Jul 2024 will be approved

View up to 10 per page 100 per page

Click here to find out more on the rejection code and reason.

Delete Approve Reject

IDEAL is now more helpful Show me what's new

Resource Center
Message BusinessCare
Check replies from BusinessCare
Security Guidelines
Vulnerability Disclosure Policy

Privacy Policy
Terms & Conditions
© 2021 DBS Bank Ltd
Co. Reg. No. 196800306E

May I help you?

22

23

Click on "Approve" to confirm.

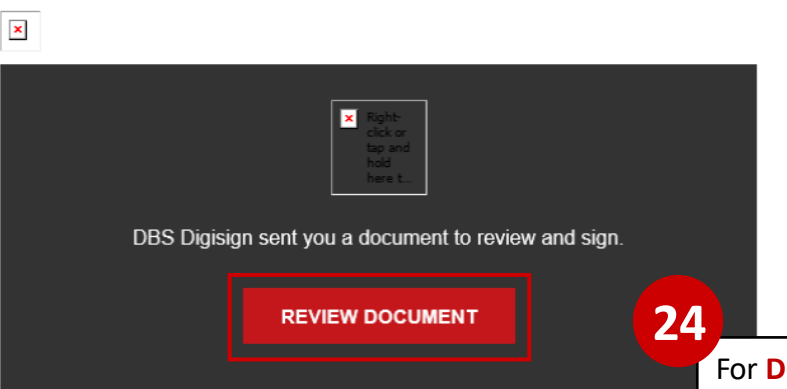
Ensure all approvals are given and status of the application change to "Approved" for bank processing.

Please complete and eSign [Reference No : IDEALMAINT-210226-65-00005]

DocuSign EU System <dse@eumail.docusign.net>

With how this message is displayed, click here to view it in a web browser.
pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

This mail originated from an external party outside DBS - 010f019c7e8b67c8-0608b42a-6624-4474-8a48-a90a6b93b0c7-000000@mail11.docusign.net.
Do not click on links or open attachments unless you recognize the sender and know the content is safe.



DBS Digisign
dbsdigisign@dbs.com

Dear Sir/ Mdm,

You have been nominated to review and eSign documents.

Please note that your use of DocuSign and electronic signatures will be governed by our [Terms Governing Use of Electronic Signatures](#) ("Terms of Use"). By proceeding with DocuSign/electronic signatures, you will be treated as having agreed to our Terms of Use.

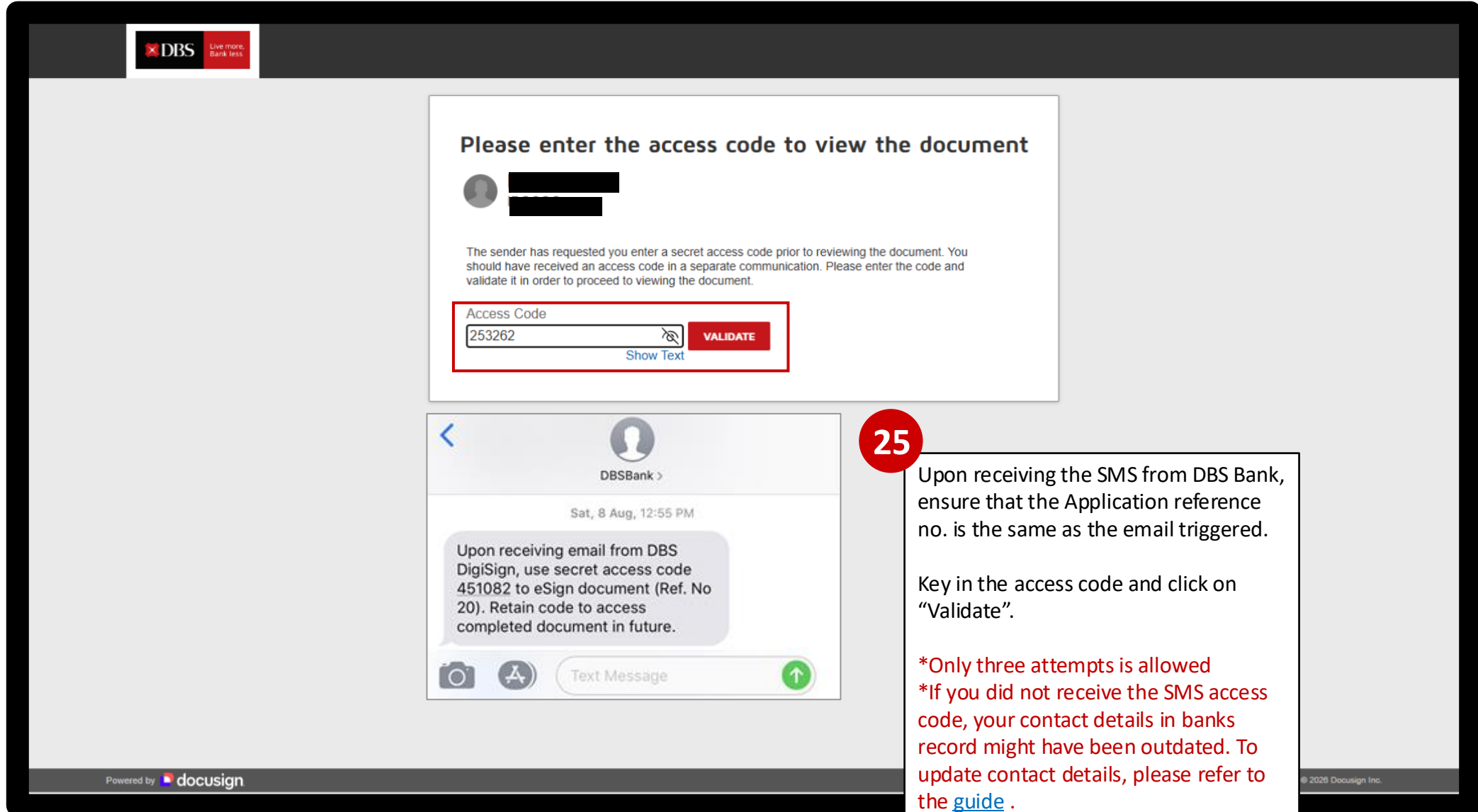
Please review and eSign as per your authorised specimen signature before expiry date March 4, 2026 | 12:53. For authentication purposes, please use the secret access code sent to your mobile to open the document for signing.

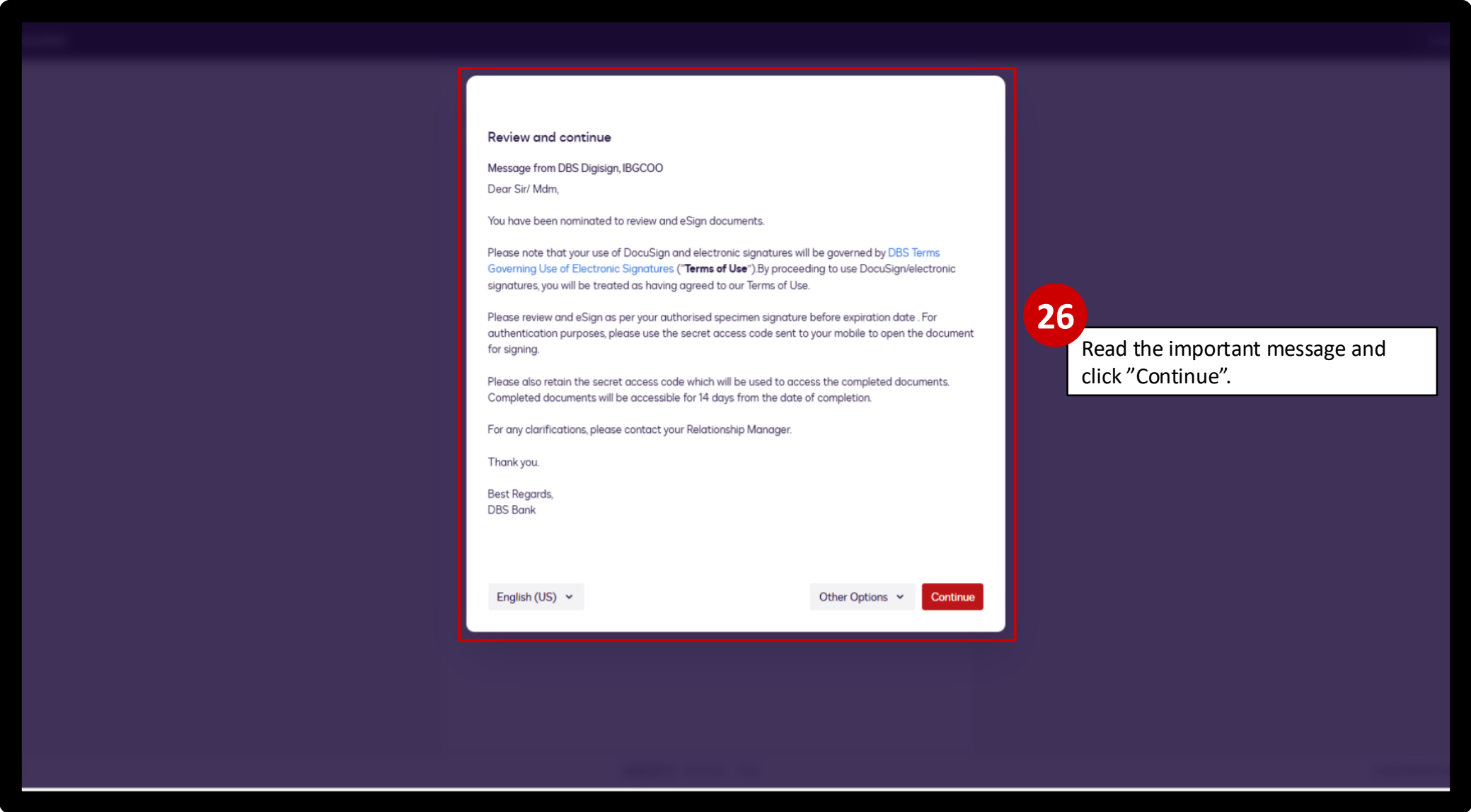
Please also retain the secret access code which will be used to access the completed document.

For **Digisign** Approval, your signatories will receive an email from dse@eumail.docusign.net.

Ensure that the Application Reference No. is correct before clicking on "Review Document".

***Do not forward the email as link to document is unique to each person.**





26

Read the important message and click "Continue".

7. ACCOUNT HOLDERS' AGREEMENT Required - Sign Here

Name: [Redacted]
Date: 08-Aug-2020
Signature:

27 Sign the document digitally after reviewing the application.
Click on "Sign".

28 You may sign using the following method:

- **Upload via file:** Ensure that the signature has been cropped
- **Upload via photo:** Ensure that signature is signed with black ink on a white background and the uploaded photo does not have shadows
- **For Draw:** Use a stylus to draw on mobile only

Adopt Your Signature

Confirm your name, initials, and signature

* Required

Full Name* [Redacted]

DRAW UPLOAD

PREVIEW

DocuSigned by:
[Signature]
8096909D4F394F8...

UPLOAD YOUR SIGNATURE

For best results use an image that is 400 x 145 pixels

By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents including legally binding contracts - just the same as a pen-and-paper signature or initial.

29 Click "Adopt and Sign"

*Please ensure that you review your signature before you "Adopt and Sign". Any edits to the signature **must** be done during this stage.

ADOPT AND SIGN

Copyright © 2020 DocuSign

complete Finish


Organisation to the Bank. I/We also acknowledge that the Bank will be updating its records with the details (including personal particulars) in this form and/or in the Appendix (if applicable), which would replace any existing details of me/us which the Bank may have in its records.

For Partnerships, signatures of all partners are required. For companies, signatures of the authorised officers are required. For Associations, Clubs & Societies, signatures of any two of existing/outgoing Chairman, Secretary or Treasurer are required. I/We have read the Risk Disclosure Statement of Single Control in DBS IDEAL and where I/we authorise the Bank to proceed with Single Control setup in DBS IDEAL, I/we fully understand and acknowledge the characteristics of Single Control and the risks with this authorisation, and agree to assume and be responsible for all the risks associated with and losses arising out of or in connection with the application and use of Single Control in or through DBS IDEAL.

I/We undertake to keep the Bank fully indemnified from and against any loss, costs (including legal costs on a full indemnity basis), charges, damages, claims, demands, actions, proceedings and all other liabilities of whatever nature and howsoever incurred or suffered by the Bank or which may be brought or preferred against the Bank as a result of the Bank agreeing to act on our said authorisation. I/We also understand that the Bank may terminate the provision of Single Control procedure by notice to us at any time.

I understand and acknowledge the terms and conditions stated above.

Authorised Signatories

Required - Signature Applied		
		21-Feb-2026
Signature of Authorised Person	Name	Date

I understand the document requirements for my application and acknowledge that any missing documents might lead to delays in processing.

DBS Bank Ltd Co. Reg. No. 1960003942 / Form No. 9005-vL21022026 12.52 Page 3 of 3

IDEALMAINT- 5 of 5

Finish

Ready to Finish?
You've completed the required fields. Review your work, then select Finish.

30

Click "Finish" to complete the digital signing.

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complete Finish

You're Done Signing

You may download or print using the icons above.

To learn more about signing, [click here](#).

CONTINUE

31

Click "Continue".

For Associations, Clubs...
I/We have read the Risk...
with Single Control setu...
risks with this authoris...
or in connection with th...
I/We undertake to keep...
basis), charges, damage...
incurred or suffered by t...
on our said authorisatio...
notice to us at any time.

I understand and acknowledge the terms and conditions sta...

Authorised Signatories

<small>person signed as:</small> [Redacted]	<small>Name</small> [Redacted]	<small>Date</small> 05-Feb-2026
<small>Signature of Authorised Person</small>	<small>Name</small>	<small>Date</small>

I understand the document requirements for my application and acknowledge that any missing documents might lead to delays in processing.

DBS Bank Ltd Co. Reg. No. 196800396C / Form No. 0094-v1.05222026 10-45

DEALMAINT- [Redacted] 8 of 8

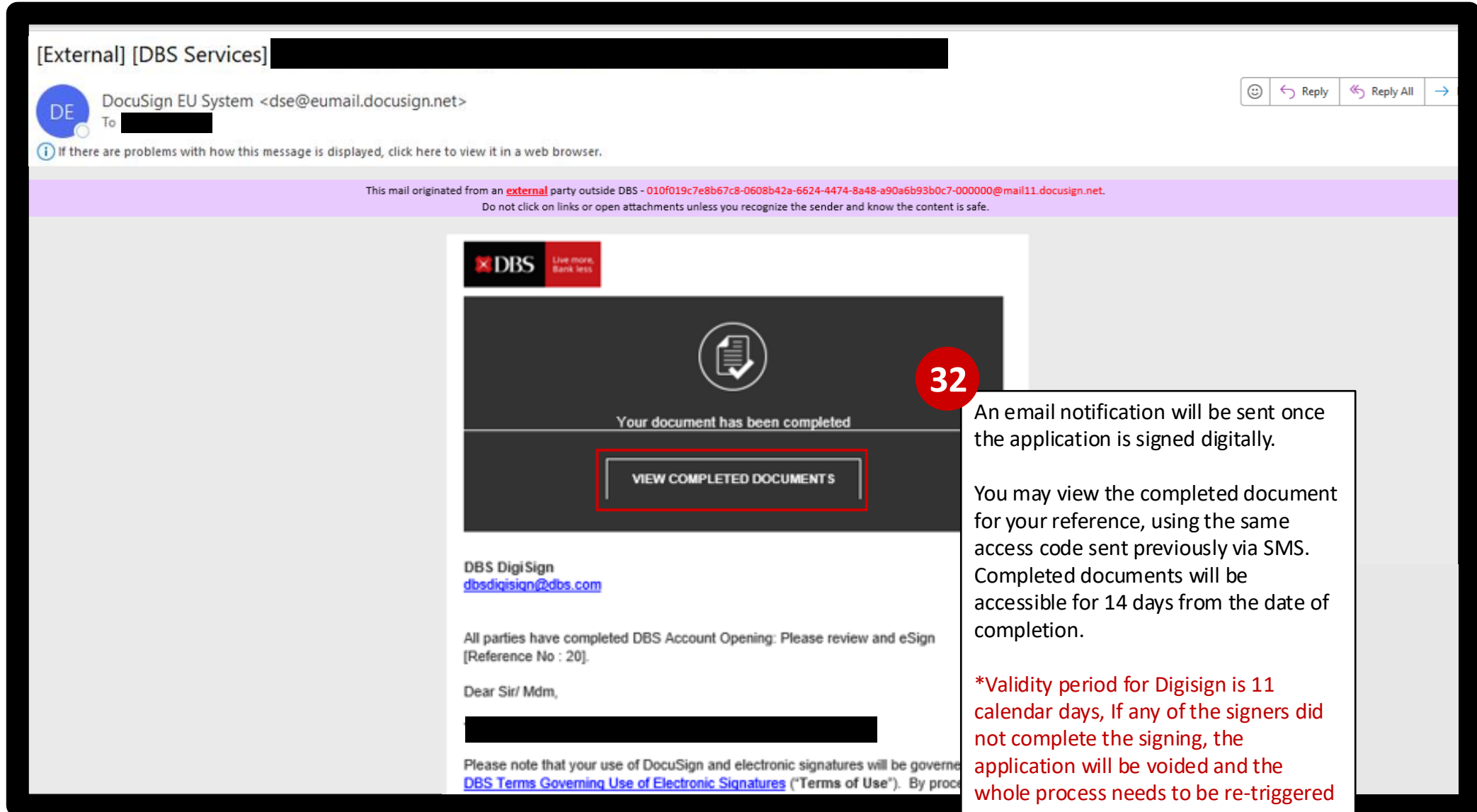
Finish

Ready to Finish?
You've completed the required fields. Review your work, then select Finish.

Finish

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An email notification will be sent once the application is signed digitally.

You may view the completed document for your reference, using the same access code sent previously via SMS. Completed documents will be accessible for 14 days from the date of completion.

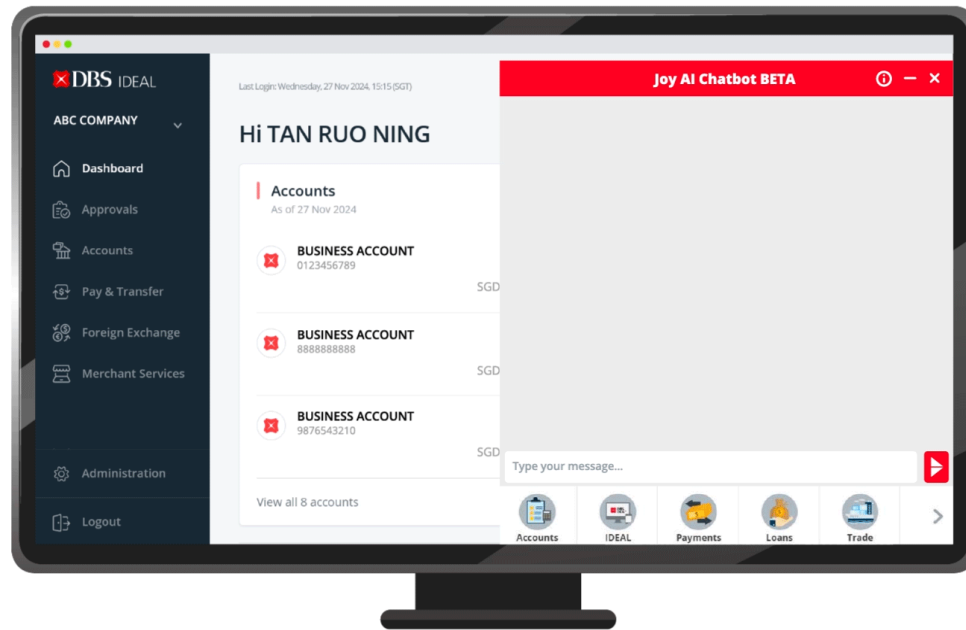
*Validity period for Digisign is 11 calendar days, If any of the signers did not complete the signing, the application will be voided and the whole process needs to be re-triggered again.

With **DBS Joy**, You are Always First in Line

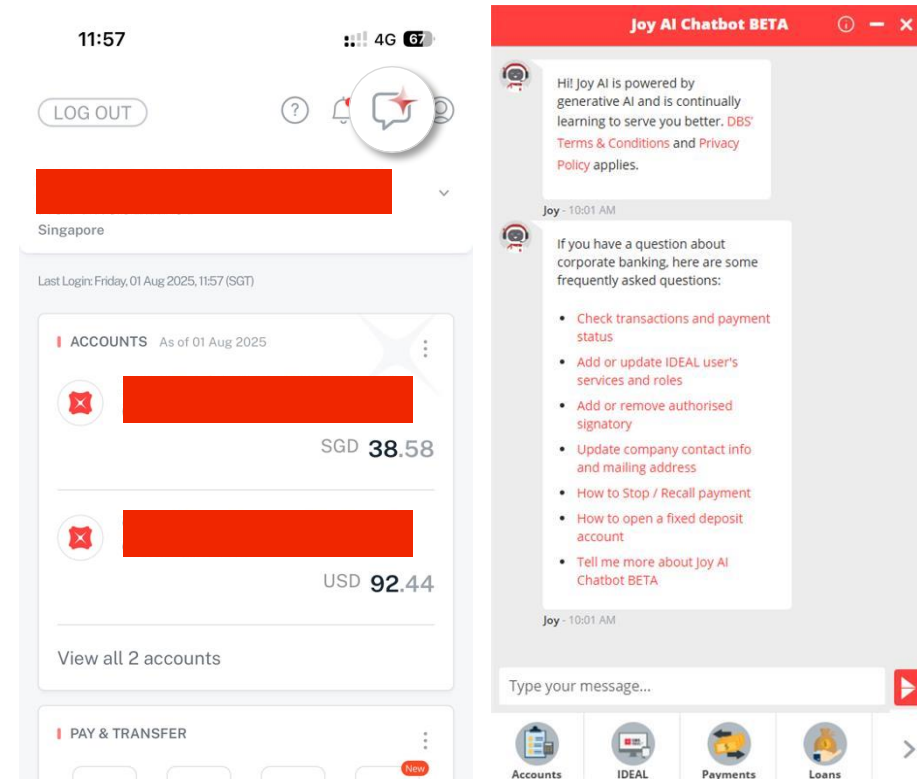
DBS Joy is our new Generative AI-powered chatbot designed to make your workday easier

Whether you need help navigating DBS IDEAL or would want to check on the status of your payments or form submissions, DBS Joy is able to guide you every step of the way

IDEAL Desktop



IDEAL Mobile App



You are done!

For the full list of forms available, visit

[DBS Forms & Guides page](#)

For more information on DBS IDEAL servicing, visit

[DBS IDEAL Online Maintenance Form](#)

For more information on online form signing requirement

[Help & Support page](#)

To register for trainings on DBS IDEAL modules, visit

[DBS IDEAL Online training](#)