



DBS IDEAL Customer Self Administration

Cover letter to be submitted to bank to set up new/existing DBS IDEAL user with approver entitlements

Full name of the User

User ID

Nationality

Company Name

Org ID

Identity type and number

Following documents are required to set up a DBS IDEAL approver

1. Printed copy of this **cover letter** with the details of new DBS IDEAL approver
2. **For Singapore Citizen / Permanent Resident**
 - Certified true copy of both sides of NRIC**For Foreigner**
 - Certified true copy of National ID with residential address, OR
 - Certified true copy of Passport and Residential Address proof
(e.g. recent utility or phone bill, bank statement or correspondence from a government agency)

Documents must be dated within 3 months before the date of application, with the same name and Identity number used in the CSA request. Kindly ensure that your documents are in English, and refer to this [checklist](#) for the accepted certifiers

For faster processing, please mail the documents to:



T&O-SG IBG Ops
Corporate Account Services - Channel R&M
2 Changi Business Park Crescent
#04-06 DBS Asia Hub
Singapore 486029

Alternatively, you can submit the documents at any DBS branch (excluding POSB branches)

After the above-mentioned documents are submitted and received by the bank, your application will take an estimated 7 business days or longer to process, depending on the complexity of the request:

1. You will receive an acknowledgement email when we process your application
2. Upon successful application, new DBS IDEAL user will receive a Welcome Pack (including login credentials, One Time Registration Code (OTRC), instructions to setup digital token and to complete your first time login. New DBS IDEAL user will have to complete their first time login within 30 days upon receiving the welcome pack.