

FAQ for Remittance Online form

1. What is a Remittance Online form?

Remittance Online form is an online form which you may complete digitally to submit a payment instruction to the bank for processing.

2. How is the Remittance Online Form different from IDEAL?

The Remittance Online form is an alternative to manual instructions in the event you do not have IDEAL access. DBS IDEAL remains our core platform for your transacting needs, and we do recommend that you evaluate moving your transactional flows to IDEAL.

3. Where can I access the Remittance Online form?

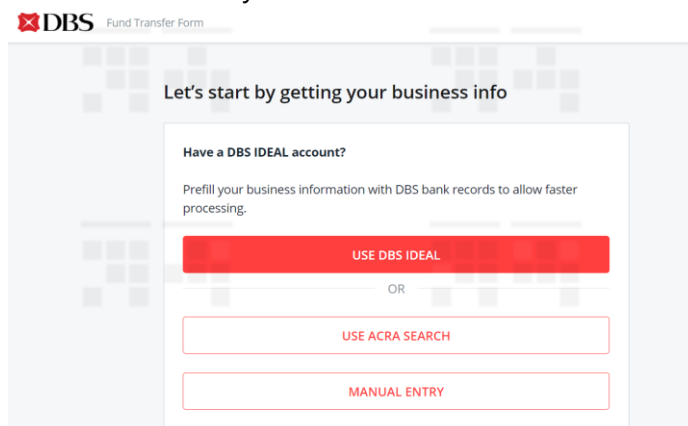
Visit DBS SME Banking page > Day to Day > Payments> Telegraphic Transfers > Download PDF > Application Form.

Or

Visit DBS Corporate Banking Page > Forms & Guides > Payments > Telegraphic Transfer > Application Form.

4. Do I need IDEAL access to use Remittance Online form?

You may access Remittance Online form either using DBS IDEAL credentials or using ACRA search or manual entry.



5. What are the payment methods supported by Remittance Online form?

Telegraphic Transfer, MEPS and Account transfer.

6. What are the charges for payments submitted via Remittance Online?

Charges for manual instruction will apply. You may refer to DBS website for the Pricing Guide.

7. What is the cut-off time for payments submitted via Remittance Online?

Current cut-off time for manual submission which is by 2:00pm on business days.

8. What are the signing options available for the Remittance Online Form?

There are 2 signing options available:

- DocuSign
- Print, Sign & upload the signed form to a designated link sent to applicant's email.

9. Do I need to submit the physical copy?

No. Physical copy form is not required for submission.

10. Do my authorized signors need to sign the Remittance Online forms?

- For DocuSign option, your authorized signor is required to sign digitally via DocuSign link.
- For Print & Send option, your authorized signor is required to sign on hardcopy PDF form and applicant to upload the signed form to a designated link sent to applicant's email.

11. Is there a transaction limit for submission via Remittance Online?

No. There is no transaction limit.

12. How will I be notified of the status from submission – processing – rejected/completed?

You will be notified via SMS & email.

13. Can I amend my application after I submitted the Remittance Online form?

No, you cannot amend the application. Kindly contact DBS BusinessCare for further assistance.

14. How can I cancel my application if I choose to not to proceed with my application?

- If you have not uploaded the document under Print & Send option or complete the DocuSign, the application will automatically lapsed after 3 days.
- If you have completed the submission, kindly contact DBS BusinessCare for further assistance.

15. I was asked to print and upload the form. Is there any reason why my other company showed a DocuSign option?

DocuSign option is available if authorized signer's signing mandate is indicated in the application per our record.

16. I did not receive the email on notification for DocuSign or Print & Send upload link. What should I do?

Kindly contact DBS BusinessCare for further assistance.

17. I did not receive the OTP. What should I do?

Kindly contact DBS BusinessCare for further assistance.

18. Must I submit any documentation with my application?

No. Additional documentation is not required.

19. If I have additional payment information that needs to be added but there is space constraint, how can I submit the additional information?

Kindly keep the information within the payment details fields provided.

20. Can I still use the manual form?

You can still proceed to use manual cash payment form, however we strongly encourage you to use either DBS IDEAL or Remittance Online form so that you will get update on the payment status.

21. What if I had uploaded a wrong attachment and submitted? Can I still re-submit the correct attachment?

Re-submission of document is not available. Kindly contact DBS BusinessCare or your relationship manager for further assistance to void the payment instruction before submitting a fresh instruction.

22. When will my beneficiary receive the funds?

Payment Type	When will beneficiary receives the funds?
Account Transfer	Same day
MEPS	Same day if payment made before cut-off time
Telegraphic Transfer	The beneficiary should receive the funds within 1 to 4 days. This may vary depending on the country or bank to which you are sending money

23. What are the currencies supported by Remittance Online form?

Payment Type	Currency
Account Transfer	SGD, USD, AUD, CAD, EUR, HKD, JPY, NZD, NOK, GBP, SEK, CHF, and THB
MEPS	SGD
Telegraphic Transfer	34 currencies including USD, EUR, GBP, JPY, AUD, HKD & SGD