

**OCBC BANK IS FIRST TO OFFER TWO-FACTOR AUTHENTICATION
OPTIONS TO PERSONAL BANKING CUSTOMERS**

Personal Internet Banking customers will have choices of hardware token, software application installed in mobile phones, or SMS service; Corporate banking customers will continue to use hardware tokens

Singapore, 21 July 2006 – In a move to offer a higher level of security in the area of online banking, OCBC Bank will be rolling out three types of two-factor authentication (2FA) solutions for its personal banking customers by the end of the year.

With these solutions in place, customers can carry out their online banking transactions with greater peace of mind, knowing that their accounts are protected by a second layer of authentication, in addition to the current password protection system.

While recognising the need to offer its customers a secure online banking environment, OCBC Bank is also mindful that 2FA solutions should not mean added inconvenience, hence the decision to offer different options to match its customers' different lifestyle needs.

By the end of the year, OCBC Bank will be writing to its personal banking customers, inviting them to choose either a hardware token, a software application or a short messaging service (SMS) token. Any of these will generate a unique One-Time-Password (OTP) that customers will require, on top of an existing password, to access their online personal bank accounts.

Said Mr Andrew Wong, OCBC Bank's Head of Information Security, Group Risk Management: "We recognise the public's concern over the recent spate of online banking threats. We are therefore focusing our efforts on anticipating and responding to these threats as quickly as we can. 2FA will help to combat these threats. We want to take this opportunity to remind our customers that they play an important part too as vigilance and care are the two best defences against fraud."

All the three 2FA options that OCBC Bank offers meet Singapore's mandated regulatory requirements of 2FA.

Said Mr Patrick Chew, the Bank's Head of Delivery, Consumer Financial Services: "Even as we beef up our online security to better protect our customers, we also realise they need choices to complement their lifestyles, suit their routines or simply meet their expectations. OCBC wants to be keenly attuned to these situations to make sure our customers' online banking experience is simple, secure and convenient."

OCBC sees the mobile phone as very much a part of consumers' lifestyle, so both the software-enabled phones and SMS options would give them access to their OTP whenever they need to do Internet or Mobile banking.

Just last month, OCBC launched its mobile bank portal through GPRS, in addition to the i-mode® service. OCBC customers can now enjoy banking convenience by making account enquiries, third party fund transfers and bill payments securely across all 3 local mobile network operators.

Mr Chew explained: "Customers can choose to hold the hardware token, but if they do not want to carry an extra device around, they can download the token onto their mobile phones or opt for the SMS solution to access their accounts anytime they want."

On the corporate banking front, OCBC has been successful in providing its customers with hardware tokens for online transaction authorisation since the launch of its corporate internet banking platform, *Velocity@ocbc*, in 2001.

The next phase is to extend usage of tokens to all *Velocity@ocbc* users within a company, and not just transaction authorisers. Hardware tokens provide a more visible control point for OCBC corporate customers, which is important for them given the element of staff movements in a company.

Said Mr Ricky Lim, Head of Implementation, Group Transaction Banking: "Having embarked on the journey five years ago to secure our customers' online banking experience, our corporate customers have been very comfortable with the approach we have taken on banking security. Notwithstanding this, OCBC will continue to pursue the highest standards of security and convenience for corporate internet banking."

Additional Information

The three 2FA solutions for OCBC Bank's Personal Banking customers are:

- **Hardware token**
This is a physical device in the size of a key-chain with an LCD display that generates a unique and constantly-changing OTP. The customer needs to enter this OTP after keying in his user name and password on the Internet Banking log-in page.
- **Software application**
Customers have to do a one-time installation of the software into their mobile phones.* Thereafter, they can conveniently use the same mobile phone to obtain an OTP each time they want to access their internet or mobile banking accounts.

*Mobile phones that support OCBC Mobile Banking for login to their accounts.

- **SMS solution**

An OTP would be automatically sent to customers' pre-designated mobile number via SMS every time they log on to Internet or Mobile Banking.

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About OCBC Bank

Singapore's longest established local bank, OCBC Bank, currently has assets of S\$134 billion and a network of over 310 branches and representative offices in 15 countries and territories including Singapore, Malaysia, Indonesia, Vietnam, China, Hong Kong SAR, Brunei, Japan, Australia, UK and USA. This network includes more than 200 branches and offices in Indonesia operated by OCBC Bank's subsidiary, PT Bank NISP. OCBC Bank and its banking subsidiaries offer a wide range of specialist financial services, from consumer, corporate, investment, private and transaction banking to global treasury and stockbroking services to meet the needs of its customers across communities.

OCBC Bank's insurance subsidiary, Great Eastern Holdings, is the largest insurance group in Singapore and Malaysia, in terms of assets and market share, and its asset management subsidiary, Lion Capital Management, is one of the largest asset management companies in Southeast Asia.

In 2005, OCBC Bank was named *Global Finance* magazine's Best Trade Finance Bank and *FinanceAsia*'s Best Bond House. Additional information may be found at www.ocbc.com.
