



Media Release

Includes suggested Tweets,
Facebook posts, keywords and
official hashtags

OCBC BANK FIRST TO LAUNCH BIOMETRIC AUTHENTICATION FOR A BUSINESS BANKING MOBILE APP

Corporate customers can access business account balances and view transactions at the touch of a finger on mobile phones anytime, anywhere

Singapore, 25 April 2016 – OCBC Bank has been at the forefront of digital innovations and making its products and services simple, fast and convenient for business banking customers. Today, we are the first bank to launch a business banking mobile app, the *OCBC Business Mobile Banking* app, that uses **biometric authentication**. It enables smartphone users to perform the following tasks at the touch of a finger:

- View balances for business accounts, including current accounts and time deposits
- Check the status of incoming and outgoing funds
- View business debit card transactions.

Based on a customer focus group conducted in January 2015, our business customers have indicated that they would like to perform the above three tasks while on the move. They shared that their top priorities are: being in control of their company's operating cashflow; having the assurance that payments are made and funds received; and getting quick access to the above information. The *OCBC Business Mobile Banking* app was developed based on these customer insights.

In addition, enquiries relating to the three tasks account for more than 15% of calls made to the Bank's call centre for businesses, the OCBC Business Banking Commercial Service Centre, in 2015. Between 2013 and 2015, the number of calls enquiring about these same tasks increased by 30%. These are the most common types of calls received.

The new app, featuring OCBC OneTouch™ which leverages Apple's Touch ID technology, will allow Singapore-registered users of the Bank's business internet banking portal, Velocity@ocbc, to access their account balances and transactional activities using fingerprint recognition. It is a convenient, secure and quick method that does not require them to log in to the app using their User IDs and password. There are over 120,000 customers who will benefit from this app, anytime and anywhere, even when they are overseas.

Said Mr Gregory Trotter, Head of Cash Management, Global Transaction Banking, OCBC Bank: “We are very excited with the launch of the *OCBC Business Mobile Banking* app. In this increasingly fast-paced business world, people are always on the move and they want immediate access to information, and that is why the mobile phone has become an indispensable gadget for business owners. With banking information at their fingertips, this new OCBC app will empower business owners to make decisions on the go.”

Mobile phone users in Singapore are increasingly using their smartphones to obtain information. According to the Infocomm Development Authority of Singapore (IDA), mobile data usage in Singapore has doubled over the short span of just over three years, from a monthly average of 5.33 petabytes¹ in the second quarter of 2012 to 10.68 petabytes in the fourth quarter of 2015.

Added Mr Trotter: “Our studies have shown a 30% increase in the number of calls from customers enquiring about their business account information in the last three years. The need to know their account balances and status of incoming and outgoing funds are clearly critical for business owners to effectively manage their day-to-day operations. Understanding this need, we developed this app to provide control, assurance and accessibility to our customers, which fits their business requirements as well.”

OCBC OneTouch™ is available on Touch ID enabled Apple iPhones, such as iPhone 5s and newer models that run on at least iOS 8 operating system (or later versions).

To get started, customers need to download the *OCBC Business Mobile Banking* app from the Apple App Store. They will need to perform a one-time activation by keying in their Velocity@ocbc organisation ID, user ID and password, followed by a one-time password (OTP) sent via SMS or security token. Thereafter, within the app, customers need only to place their finger on the home button to view their account balances and transactional activities.

The *OCBC Business Mobile Banking* app is also available for Android phone users on Google Play. Customers using Android phones will need to perform a two-factor authentication (2FA) using their security token or SMS-OTP to log in.

Quote from Velocity@ocbc customer:

Said Ms Fanny See, Chief Marketing Officer and co-founder of Detrack Systems Pte Ltd: “I like the simplicity and convenience that the new OCBC app offers. I can now check my company’s balances and the status of our

¹ 1 petabyte = 1,000 terabytes = 1,000,000 gigabytes

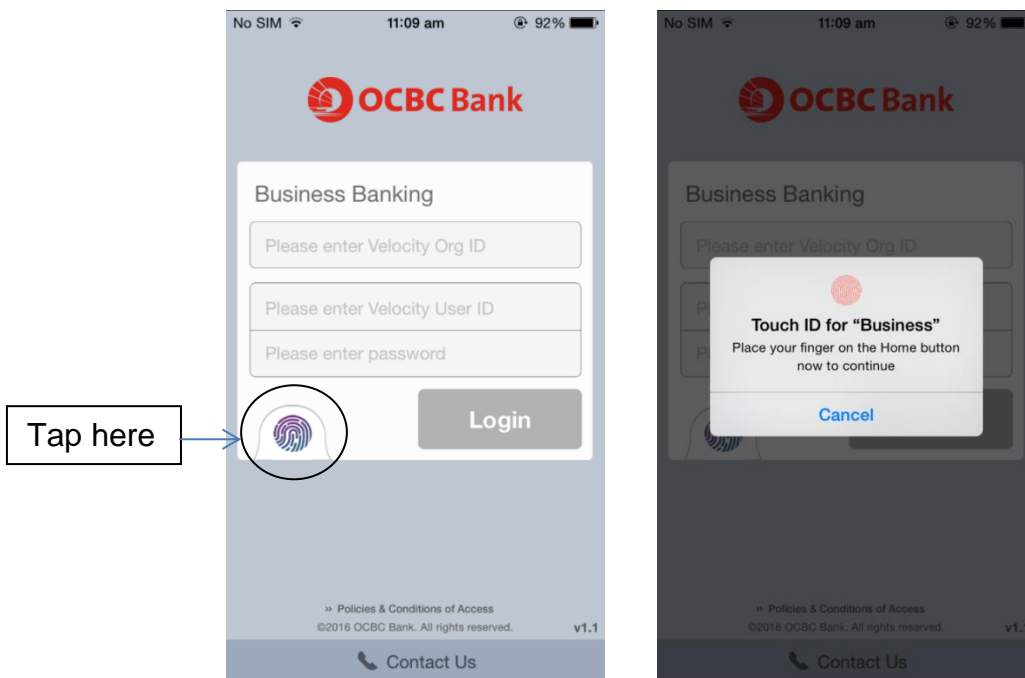
payments and receipts – especially business debit card transactions – when I’m on the go. All it takes is the touch of a button and I’m on top of my company’s cashflow.”

Detrack Systems is a technology solutions company that developed Detrack – a mobile app-based tracking system for logistics companies.

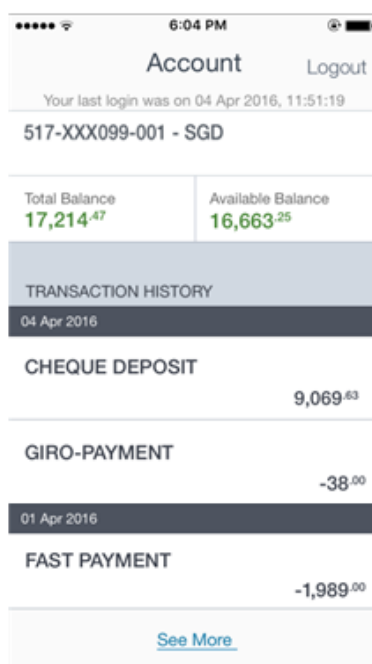
For more information about the OCBC Business Mobile Banking app, go to: www.ocbc.com/businessmobile.

Check your Account Balances and Latest Transactions with Touch ID Fingerprint

Step 1: Access Touch ID on phone and place finger on home button



Step 2: View your Account Balances and Latest Transactions



SOCIAL MEDIA ASSETS

Official hashtags: #ocbcbank #ocbcbusinessmobileapp
#ocbcbusinessbanking

Keywords:

OCBC, OCBC Business Mobile Banking App, Mobile Banking, Business Banking



Suggested tweet: OCBC is the first to launch a business banking mobile app that uses biometric authentication, with the OCBC Business Mobile Banking app. (136 characters)



Suggested Facebook post: OCBC Bank today launches the OCBC Business Mobile Banking app, becoming the first bank to launch a business banking mobile app that uses biometric authentication. The app enables business customers to view all their account balances and transactional activities on their smartphones at the touch of a finger.

For all other updates on OCBC, follow @OCBCBank on Twitter and “like” facebook.com/ocbcbank on Facebook.

About OCBC Bank

OCBC Bank is the longest established Singapore bank, formed in 1932 from the merger of three local banks, the oldest of which was founded in 1912. It is now the second largest financial services group in Southeast Asia by assets and one of the world's most highly-rated banks, with an Aa1 rating from Moody's. Recognised for its financial strength and stability, OCBC Bank has been ranked Asean's strongest bank and among the world's five strongest banks by Bloomberg Markets for five consecutive years since the ranking's inception in 2011.

OCBC Bank and its subsidiaries offer a broad array of commercial banking, specialist financial and wealth management services, ranging from consumer, corporate, investment, private and transaction banking to treasury, insurance, asset management and stockbroking services.

OCBC Bank's key markets are Singapore, Malaysia, Indonesia and Greater China. It has over 620 branches and representative offices in 18 countries and regions. These include the more than 330 branches and offices in Indonesia under subsidiary Bank OCBC NISP, and more than 90 branches and offices in Hong Kong, China and Macau under OCBC Wing Hang.

OCBC Bank's private banking services are provided by its wholly-owned subsidiary Bank of Singapore, which operates on a unique open-architecture product platform to source for the best-in-class products to meet its clients' goals.

OCBC Bank's insurance subsidiary, Great Eastern Holdings, is the oldest and most established life insurance group in Singapore and Malaysia. Its asset management subsidiary, Lion Global Investors, is one of the largest private sector asset management companies in Southeast Asia.

For more information, please visit www.ocbc.com.
