


Double the security. Double the reliability.


At OCBC Bank, we're committed to enhancing your online business banking security. The Two-factor Authentication (2FA) process is designed to provide additional security for customers on Velocity@ocbc, our online business banking service.

2FA is a security process in which the User provides two means of identification. One is typically a physical token (e.g. Digipass) which generates a security code. The other is typically something memorised (i.e. **USER NAME, PASSWORD, ORGANISATION ID**). Used in combination, these two factors provide greater peace of mind in performing banking transactions over the Internet.

Since the inception of Velocity@ocbc in 2001, Authorisers have been approving transactions online using the Digipass. In this 2FA exercise, we will be issuing new Digipasses to all Users of Velocity@ocbc for login.

All Velocity@ocbc customers can look forward to receiving a new Velocity@ocbc Starter Kit containing:

- Digipass (new look!) 

- Getting Started guide 

- Velocity@ocbc eAcademy CD 

Starting December 2006, we will be contacting Velocity@ocbc customers and sending you the Starter Kits. If you have not received your Velocity@ocbc Starter Kit by March 2007, please contact us at **6531 7001**.

Frequently Asked Questions

What is 2FA?

2FA refers to Two-factor Authentication, an enhanced process to secure your access and use of Velocity@ocbc.

Two-factor Authentication is a security process in which the user provides two means of identification. One is typically a physical token which generates a security code, for example, the Digipass. The other is typically something memorised (i.e. **USER NAME**, **PASSWORD** and **ORGANISATION ID**). In this context, the two factors involved are sometimes spoken of as "something you have" and "something you know".

Used in combination, these two factors will provide greater peace of mind in performing banking transactions over the Internet.

Why is OCBC Bank introducing 2FA?

OCBC Bank is committed to high levels of online banking security.

The introduction of 2FA during login process provides an additional layer of security to ensure that our customers' banking information and transactions online are safe and secure.

We introduced 2FA in Velocity@ocbc since its inception in 2001 to Authorisers who have to authorise transactions online. This 2FA exercise will extend to include all Users of Velocity@ocbc.

What are the benefits of migrating to 2FA?

In light of increased Internet security threats like Phishing and the use of Spyware, implementing 2FA will significantly mitigate the risk of someone impersonating you to gain illegal access to your Internet banking account. By combining the use of "something you know" (your login credentials and password) and "something you have" (your personal Digipass) to access Velocity@ocbc, this works in combination to provide you with greater assurance and confidence when performing financial transactions over the Internet.

Is there a migration cost to 2FA?

No. There will be no migration cost for 2FA.

How does 2FA impact my use of Velocity@ocbc?

Currently, only the Authoriser is issued a Digipass, a security device. With the introduction of 2FA, all Users of Velocity@ocbc will be issued a personal Digipass.

The features of Velocity@ocbc are not affected.

Why did OCBC Bank choose a hardware token?

The Digipass security device has been successfully adopted by Velocity@ocbc customers since its inception in 2001. Hence, we would like to continue a practice which our customers from the business community are already familiar and comfortable with.

What is the difference between the old and the new Digipass?

The new Digipass is a thumb-size device that generates a unique one-time password (OTP) each time you switch it on. If you are an existing Velocity@ocbc User, we will be issuing you the new Digipass in replacement of the old Digipass. The old Digipass will no longer be in use.



Old



New

Will OCBC Bank be contacting me?

For existing Velocity@ocbc Users (applications submitted prior Nov 2006): We will be contacting you from Nov 2006 to verify correspondence details. Thereafter, we will send you a Velocity@ocbc Starter Kit containing the new Digipass and operating instructions for each User.

The exercise to issue the new Digipasses to existing Velocity@ocbc Users will take effect in several phases from Dec 2006 – Mar 2007. If you have not heard from us by Mar 2007, please contact us at 6531 7001.

For new Velocity@ocbc Users (applications submitted after Nov 2006): We will send you a Velocity@ocbc Starter Kit containing the new Digipass and operating instructions for each User.

If I am currently a Velocity@ocbc User, when will my company receive the new Digipass(es) for 2FA?

The exercise to issue the new Digipasses to existing Velocity@ocbc Users will take effect in several phases from Dec 2006 – Mar 2007. If you have not been contacted by Mar 2007, please contact us at 6531 7001.

If I have not received the Velocity@ocbc Starter Kit, whom do I contact?

If you have not received the Velocity@ocbc Starter Kit by Mar 2007, please contact us at 6531 7001.

What is a Digipass?

The Digipass is a hardware security device that will be issued to each Velocity@ocbc User.

With the Digipass, together with **USER NAME**, **PASSWORD** and **ORGANISATION ID**, you can login to view your company's account details, and create and process transactions via Velocity@ocbc.

This is part of the enhanced 2FA process to further secure your access and use of Velocity@ocbc

Who will be issued a Digipass?

All Velocity@ocbc Users will be issued a Digipass.

How do I know when to register and activate my Digipass?

For customers already using Velocity@ocbc prior to Nov 2006, there will be an Effective Date indicated on the letter as part of the migration kit delivered to you. You should start using the new Digipass to login from the Effective Date onwards.

Will I need to return the existing Digipass?

Yes. Once you have registered and activated your new Digipass, please enclose and return the old Digipass with a User Request Form indicating the return of the Digipass. Enclose it in an envelope and mail to the following address:

Attn: Group Transaction Banking, 65 Chulia St # 09-00, Singapore 049513.

Alternatively, you can also return the Digipass with the User Request Form to any OCBC Bank Branch.

Can I choose not to use Digipass for Velocity@ocbc?

For greater online security, all Users are required to use the Digipass to access Velocity@ocbc.

I have a Digipass which is issued for Velocity@ocbc. Can I use the same token to transact on OCBC Internet/Mobile Banking or finatiQ?

No. The Digipass is issued for Velocity@ocbc and can only be used for OCBC corporate Internet Banking transactions via Velocity@ocbc.

What is in the Starter Kit?

The Starter kit contains Digipasses, Getting Started guides and the eAcademy CD-ROMs for your distribution to all your nominated users of Velocity@ocbc. The Password Mailer containing the **USER NAME**, **PASSWORD** and **ORGANISATION ID** is sent separately and individually to each User in your company.

Will I be issued a new Password, User Name and Organisation ID because of 2FA?

For customers who are already using Velocity@ocbc (prior to Nov 2006), your existing **USER NAME**, **PASSWORD** and **ORGANISATION ID** will remain unchanged. However, in order to access Velocity@ocbc, you will need to use the new Digipasses sent to your company in the Starter Kit. They can be used to login from the 2FA Effective Date indicated.

For enquiries on 2FA



call 6531 7001 or



visit http://www.ocbc.com/corp-banking/help_centre/HCr_FAQ_eSrv_Velocity@ocbc.shtm