

# OCBC BizExpress

## A Free Document Collection Service for OCBC Business Banking Customers

### PRODUCT FAQs

**Q: What is OCBC BizExpress?**

**A:**

- OCBC BizExpress is a free document collection service (via van collection) that is available exclusively to OCBC Business Banking customers.
- The new alternative channel that gives OCBC's Business Banking customers greater ease and convenience in their banking transactions.

**Q: What Can I Do with OCBC BizExpress?**

**A:**

- You can deposit all your business banking documents into OCBC BizExpress that are intended for OCBC Bank. OCBC BizExpress accepts these documents:
  - Cheques
  - Trade documents
  - Remittance documents
  - Other Business Banking documents (e.g. applications for electronic banking, account opening, cheque book request, letters etc)
- OCBC BizExpress will deliver your documents to OCBC Bank. Cheques, trade documents and remittance documents will be processed the same day.

| Types of documents collected                          | Estimated arrival time of documents at OCBC Bank |
|---|--|
| 1. Cheques for deposit into OCBC Bank accounts        | Same day before 2pm                              |
| 2. Trade Finance documents<br>3. Remittance documents | Same day before 3pm                              |
| 4. Other business banking documents                   | Next working day                                 |

**TABLE 1**

**Q: Where can I find OCBC BizExpress?**

A:

- OCBC BizExpress is currently available Monday to Friday at the following locations and times:

| Document collection point   | Arrival time | Departure time |
|---|--------------|----------------|
| <b>KAMPONG UBI INDUSTRIAL ESTATE</b><br>3014A Ubi Road 1<br><i>Beside Food Centre</i> | 9.00am       | 9.45am         |
| <b>ENTERPRISE ONE</b><br>1 Kaki Bukit Road 1,<br><i>Loading/Unloading Bay</i>         | 10.00am      | 10.45am        |
| <b>SHUN LI INDUSTRIAL PARK</b><br>61 Kaki Bukit Ave 1<br><i>Main Lift Lobby</i>       | 11.00am      | 11.45am        |
| <b>UBI TECHPARK</b><br>10 Ubi Crescent<br><i>Lobby A Carpark, Level 1</i>             | 12.00pm      | 12.45pm        |

**TABLE 2**

**Q: How do I use OCBC BizExpress?**

A:

1. Place the document into an envelope and seal it. (1 type of document per envelope)
2. Complete the "OCBC BizExpress" consignment note (1 consignment note per envelope) \*Note that all fields must be completed.
3. Hand the envelope and consignment note to OCBC BizExpress at the designated collection point and time
4. OCBC BizExpress will acknowledge receipt of documents and return a copy of the consignment note to you for your reference

**Q: Do I have to use envelopes for the documents?**

A:

Yes. You are required to place the documents into the envelope and seal it before handing it to OCBC BizExpress. Documents not enclosed in an envelope will not be accepted.

**Q: Can I place different types of documents (e.g. Trade and cheque deposits) into the same envelope?**

A:

No. Each envelope should contain only one type of document.

**Q: How do I complete the OCBC BizExpress consignment note?**

A:

You have to furnish the following details in the consignment note, which include:

- Contact Name (I.e. Sender's Name)
- Contact No. (I.e. Sender's telephone/mobile number)
- Company Name (I.e. Sender's Company Name)
- Address (Sender's Company Address)
- Document Type (Select/Tick either – Trade applications/documents, Remittance, Cheques or Other Business Banking documents)

- If document type selected is "Other business banking documents", do specify type of document as well as intended address

**Q: Can I address the documents to be delivered to recipients other than OCBC Bank using "OCBC BizExpress"?**

A: No. "OCBC BizExpress" is a free document collection service for business banking customers to forward their business banking documents to OCBC Bank.

**Q: Are there any documents that OCBC BizExpress does NOT accept?**

A: OCBC BizExpress does not accept prohibited items such as cash, cash cheques or physical items such as jewellery, gold, precious metals or scripts. In the event that any prohibited item is received, OCBC Bank will not be held liable or be responsible for any loss or damage to them.

**Q: How can I be sure my documents are safe with OCBC BizExpress?**

A: Rest assured that we have put in place stringent operational controls and security measures so as to safeguard your documents once they have been properly deposited with OCBC BizExpress.

**Q: Will OCBC BizExpress conduct door-to-door collection of documents?**

A: No.  
OCBC BizExpress is a service to collect your documents at the designated document collection points at the appointed times for delivery to OCBC Bank.

**Q: What happens if I miss the timing of OCBC BizExpress?**

A: OCBC Bank offers you a number of convenient alternative channels for your business banking transactions. You may wish to:

- wait for the next OCBC BizExpress document collection; or
- visit our branches (we currently have seven dedicated business banking branches); or
- transact via [Velocity@ocbc.com](mailto:Velocity@ocbc.com); or
- use one of our 11 Quick Cheque Deposit boxes conveniently located at selected petrol stations in or around industrial estates.