

**Customer's Particulars**

Name (Dr/Mr/Mrs/Mdm/Ms)	Access Code (If Applicable)	NRIC/Passport No.
E-mail Address	Contact Number	

**Internet / Mobile Banking Services – For New Applications**

- I would like to apply for Internet/Mobile Banking services and select the following token as my 2-Factor Authentication mode:** (please tick only one)
- Hardware token** – My mailing address is: \_\_\_\_\_
- SMS token** – my mobile phone number: +65- \_\_\_\_\_ (only local numbers supported) & my mailing address is: \_\_\_\_\_
- Mobile Phone token** - Please download & activate this token via your mobile phone. Go to <http://mobile.ocbc.com> via your mobile phone browser, select **"Login Setup"** >> **"Download Application"**. Open the token application, and select **"Activate Mobile Phone Token"**. More information available at [www.ocbc.com/2FA](http://www.ocbc.com/2FA).
- Accounts to be Accessed via Internet/Mobile Banking**
- I wish to access all my Accounts (Current, Savings, Foreign Currency and Credit Card Accounts) **OR**
- I wish to access only the following Accounts (Current, Savings, Foreign Currency or Credit Card only):  
Account Number: \_\_\_\_\_

**Change of Daily 3<sup>rd</sup> Party Funds Transfer Limit – For New Applications & Existing Users**

- Daily limit is defaulted to S\$3,000. Please select your new daily 3<sup>rd</sup> party Funds Transfer Limit:-
- |   |                                |                                    |                                |
|---|--------------------------------|------------------------------------|--------------------------------|
| <input type="checkbox"/> Disable 3rd Funds Transfer Service | <b>For Bank Use</b><br>(IBP00) | <input type="checkbox"/> S\$5,000  | <b>For Bank Use</b><br>(IBP05) |
| <input type="checkbox"/> S\$1,000                           | (IBP01)                        | <input type="checkbox"/> S\$10,000 | (IBP10)                        |
| <input type="checkbox"/> S\$3,000 (default daily limit)     | (IBP)                          |                                    |                                |

**Internet / Mobile Banking Services Maintenance – For Existing Users**

- Re-activate my Internet/Mobile Banking services (as it has been locked out)
- Request for a new PIN as I have forgotten my current PIN. (Please call 1800 363 3333 if you have also forgotten your Access Code.)
- Terminate my Internet/Mobile Banking services
- Add / delete the following accounts (Current, Savings, or Foreign Currency only) that I can access via Internet / Mobile Banking:-
- |                          |                          |                |                          |                          |                |
|--------------------------|--------------------------|----------------|--------------------------|--------------------------|----------------|
| Add                      | Delete                   | Account Number | Add                      | Delete                   | Account Number |
| <input type="checkbox"/> | <input type="checkbox"/> | _____          | <input type="checkbox"/> | <input type="checkbox"/> | _____          |
| <input type="checkbox"/> | <input type="checkbox"/> | _____          | <input type="checkbox"/> | <input type="checkbox"/> | _____          |

**2-Factor Authentication (2FA) Maintenance – For Existing users**

1. **Please issue me a new HardwareToken because my present Hardware token is:-**
- Damaged (a \$20 replacement fee is applicable)       Defective (replacement is free if current token is returned)
2. **I wish to update my existing 2FA Token as follows:-**
- Change SMS Token mobile number:** - my (new) mobile number is +65 \_\_\_\_\_ (only local numbers supported)
- Change to Mobile Phone Token** – if your existing token is still usable, this form is not needed. Just download the Mobile Banking application from <http://mobile.ocbc.com> via your mobile phone and select **Activate Mobile Phone Token**. Please refer to the FAQ section of [www.ocbc.com/2FA](http://www.ocbc.com/2FA) for more information.
- Transfer Mobile Phone Token to a new phone** - my (new) mobile number is :- +65 \_\_\_\_\_ (only local numbers supported).  
To ensure that your online access is not interrupted, we will activate SMS Token using this number for you temporarily and notify you later when to download and activate the Mobile Phone Token on your new mobile phone.
- Change to Hardware Token** – my mailing address is :- \_\_\_\_\_
- Change to SMS Token** - my mobile phone number: +65- \_\_\_\_\_ (only local numbers supported) & my mailing address is: \_\_\_\_\_
3.  **Re-activate my existing Token** (eg. Token was deactivated due to many invalid entries of One-Time Password (OTP))

**Agreement**

I agree to abide and be bound by the Terms And Conditions Governing Electronic Banking Services \* which I have read and any amendments, alterations and additions thereto as may be from time to time be made I consent to disclosures as provided therein and agree that all payments be debited to my account(s) with you

**Signature & Date** (For Bank records using thumbprints, please visit any OCBC branch for verification)

**For Bank Use**

Remarks	Verified By :	Processed by (Date and Time):
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