

FAQs for Loan E-Statements

1. What are the eligible loan accounts for which I can download loan e-Statements from OCBC Velocity?

You can download e-Statements for the following loan accounts:

- Business Term Loan
- Revolving Term Loan
- Business Venture Loan
- Commercial Property Loan
- Secured Term Loan

We are working to introduce loan e-Statements on OCBC Velocity for additional loan types, which will be rolled out progressively.

2. Who can download loan e-Statements* on OCBC Velocity?

All authorised users on OCBC Velocity within your entity will be able to download loan e-Statements*.

3. How far back can I access my loan e-Statements*?

You can access your loan e-Statements* for up to two years prior. For e-Statements older than two years, please contact the OCBC Business Service Centre at 6538 1111 (8am to 8pm, Monday to Friday, excluding public holidays) for assistance.

4. What formats are loan e-Statements* available in?

E-Statements* are available for download in PDF format.

5. Can I still receive a hard copy of my loan statement?

Yes, you will continue to receive a physical copy of your loan statement in addition to the e-Statements*.

6. Do I have to pay to download loan e-Statements* on OCBC Velocity?

This service is offered free of charge on OCBC Velocity for all eligible loan accounts, except for customers on the Flex Service Package, for whom the feature is not available.

7. How do I apply to download loan e-Statements* on OCBC Velocity?

No application is required. e-Statements for all eligible loan accounts will be automatically available on OCBC Velocity after the loan is disbursed, except for customers on the Flex Service Package.

8. How do I access my loan e-Statements* on OCBC Velocity?

You can access your loan e-Statements by navigating to Accounts > e-Statements.

****Applicable only for eligible loan types – see FAQ 1.***