OCBC Bank
65 Chulia Street OCBC Centre
Singapore 049513

Frequently Asked Questions

1. **What is changing from 30 June 2026?**

   From 30 June 2026, all emails containing electronic documents related to your Corporate Credit Card (e.g. statements, letters and Summary Reports) will be sent to you in an encrypted format.

2. **How do I access documents sent via encrypted email?**

   If your email provider is Microsoft:
   As the encryption service automatically recognises Microsoft accounts, simply open the email to view and download your electronic documents.

   If you are using an email provider other than Microsoft:

   Option 1: Signing in to your email account
   1. Open the email and click on 'Read the message'.
   2. Select the button that allows you to sign in with your email account. Then, follow the instructions shown – you will be able to enter your login credentials.

   Option 2: Using a One-Time Passcode (OTP)

   1. Open the email and click on 'Read the message'.
   2. Select 'Sign in with a One-time passcode'. An OTP will be emailed to you.
   3. Enter the OTP in the 'One-time passcode' field shown, then click on 'Continue' to view the email.

3. **Do I need to install any software to open encrypted emails?**
   No installation or software download is required to access encrypted emails.

4. **I did not receive the One-Time Passcode. What do I do?**
   The One-Time Passcode (OTP) will be sent to the same email address. You may check in your Spam/Junk folder. Alternatively, please request a new OTP.

5. **Will I still be able to view past statements and documents?**
   Your past statements sent to your email before 30 June 2026 remain available. You may access and download the statements using the default password format indicated in the email.

6. **Where can I obtain further assistance?**
   Please contact your Relationship Manager for further assistance.

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