

**DBS Bank India Limited**  
**IDEAL Customer Self Administration Form**  
**(FOR SUBMISSION TO BANK)**



<b>Company Name*</b>	_____
<b>Organisation ID*</b>	_____

Please complete this form in **BLOCK LETTERS**.

**Purpose**

This form must be completed by the authorised person or persons to appoint or remove Administrator(s) for the organisation listed above.

Administrators will have the authority and responsibility for the set-up, administration, maintenance, and ongoing use of and access to IDEAL Services on behalf of the organisation listed above, including:

CATEGORY	ROLES	ADMINISTRATOR
User Creation & Maintenance	Adding or removing a Transaction maker and authoriser	✓
	Modifying any user access to accounts and services	✓
	Suspending and reactivating a User's IDEAL access	✓
	Resetting User's PIN	✓
	Modifying contact details of users	✓
Security Device	Unlocking Security Device	✓
	Requesting for a new Security Device	✓
Company Profile	Managing company profile in IDEAL	✓
	Managing company authorisation policy	✓

**Important Notes**

- I. Given the wide powers conferred on the appointed Administrator(s), Administrator(s) should be persons within the organisation with sufficient executive power and authority to take on the role and the organisation is responsible for ensuring that it has appropriate and adequate internal controls procedures and security measures in place to prevent any fraud, abuse or unauthorised acts/omissions by Administrators.
- II. For security reasons, at least 2 Administrators must be appointed, and any action initiated by one Administrator must be approved by at least one other Administrator.
- III. This form will only remove Administrator rights. To delete a user, use the IDEAL Maintenance Form.

**Documents to be submitted for new Administrator**

Please read through thoroughly before submitting the form. If the documents are not furnished previously, please furnish us necessary documents to avoid any delay.

- Photo ID document (self-attested)
- Proof of Residential Address (self-attested)
- Signature Card
- Appointment letter of Administrator signed by authorized signatories
- PAN Card (self-attested and only for Indian Nationals)

Authorised signatories required			
<b>Name:</b>	<b>Signature:</b>	<b>Name:</b>	<b>Signature</b>
	SIGN HERE		SIGN HERE
<b>Date:</b>		<b>Date:</b>	

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**Company Name\*** \_\_\_\_\_

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**1 USER DETAILS**

**Note:** To add / remove more Administrators, click here for additional pages. The “Remove Administrator” option will only remove administrator access from the user. To delete the user profile, use the IDEAL Maintenance form.

Add **OR**  Remove Administrator

**Administrator 1**

Name \*

\_\_\_\_\_

Preferred IDEAL™ User ID Mobile No.\*  
*(8-12 alphanumeric characters, ie. A-Z, 0-9)*

\_\_\_\_\_

Email\*

\_\_\_\_\_

Add **OR**  Remove Administrator

**Administrator 2**

Name \*

\_\_\_\_\_

Preferred IDEAL™ User ID Mobile No.\*  
*(8-12 alphanumeric characters, ie. A-Z, 0-9)*

\_\_\_\_\_

Email\*

\_\_\_\_\_

Add **OR**  Remove Administrator

**Administrator 3**

Name \*

\_\_\_\_\_

Preferred IDEAL™ User ID Mobile No.\*  
*(8-12 alphanumeric characters, ie. A-Z, 0-9)*

\_\_\_\_\_

Email\*

\_\_\_\_\_

Add **OR**  Remove Administrator

**Administrator 4**

Name \*

\_\_\_\_\_

Preferred IDEAL™ User ID Mobile No.\*  
*(8-12 alphanumeric characters, ie. A-Z, 0-9)*

\_\_\_\_\_

Email\*

\_\_\_\_\_

Add **OR**  Remove Administrator

**Administrator 5**

Name \*

\_\_\_\_\_

Preferred IDEAL™ User ID Mobile No.\*  
*(8-12 alphanumeric characters, ie. A-Z, 0-9)*

\_\_\_\_\_

Email\*

\_\_\_\_\_

Add **OR**  Remove Administrator

**Administrator 6**

Name \*

\_\_\_\_\_

Preferred IDEAL™ User ID Mobile No.\*  
*(8-12 alphanumeric characters, ie. A-Z, 0-9)*

\_\_\_\_\_

Email\*

\_\_\_\_\_

Authorised signatories required			
<b>Name:</b>	<b>Signature:</b>	<b>Name:</b>	<b>Signature:</b>
	SIGN HERE		SIGN HERE
<b>Date:</b>		<b>Date:</b>	

**Company Name\*** \_\_\_\_\_

**Organisation ID\*** \_\_\_\_\_

Please complete this form in **BLOCK LETTERS**.

**2 AUTHORISATION AND ACKNOWLEDGEMENT**

Please indicate number of Administrator(s) required to approve a set-up, administration and/or maintenance created by an Administrator.

This will be applicable for all scenarios allowed to Administrators and will supersede any previous approval setup.

- Any 1 Administrator required to approve a request
- Any 2 Administrators required to approve a request
- Any 3 Administrators required to approve a request
- Any 4 Administrators required to approve a request
- Any 5 Administrators required to approve a request

**Scenario of Administrator creating a request**  
*(with 3 Administrator approvals)*



You may have up to 5 administrator approvals required or a request.

Authorised signatories required			
<b>Name:</b>	<b>Signature:</b>	<b>Name:</b>	<b>Signature</b>
	SIGN HERE		SIGN HERE
<b>Date:</b>		<b>Date:</b>	

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**3** **AGREEMENT AND ACCEPTANCE**

I am/We are duly authorised by the organisation named in this form (“Organisation”) to sign and deliver this form to DBS Bank India Limited (the “Bank”).

I/We have read, understood and agree to the matters in this form and agree that the provision of electronic banking services will be subject to DBS Electronic Banking Services Terms and Conditions, as the same may be amended, supplemented or substituted from time to time. I/We confirm that all information provided, and documents submitted by me/us are true, complete and accurate. When providing any personal data to the Bank, I/we confirm that I am/we are lawfully providing the data for the Bank to use and disclose for the purposes of: (1) providing products or services to me/us; (2) meeting the operational, administrative and risk management requirements of DBS Group; and (3) complying with any requirement, as DBS Group reasonably deems necessary, under any law or of any court, government authority or regulator. “DBS Group” means DBS Group Holdings Ltd and its affiliates.

Should any Administrator cease to be employed by the Organisation, I/we undertake to inform the Bank and the Organisation will submit the IDEAL Maintenance form to delete this Administrator’s user profile in IDEAL. I/We agree that the Organisation shall not hold the Bank liable for any act or omission by an Administrator.

Authorised signatories required			
<b>Name:</b>	<b>Signature:</b>	<b>Name:</b>	<b>Signature</b>
<b>Date:</b>	SIGN HERE	<b>Date:</b>	SIGN HERE

## **FREQUENTLY ASKED QUESTIONS**

**Q1: Can an Administrator be an existing IDEAL user or also be an authorizer in IDEAL?**

A1: Yes, existing IDEAL users can be added as Administrator using this form. Please input the existing IDEAL User ID under the 'Preferred User ID' to add this role to the user's existing roles in IDEAL.

**Q2: Can I add a new Administrator using the Customer Self Admin (CSA) module?**

A2: Due to the wide powers for Administrators and security reasons, we do not allow Administrators to be added using the CSA modules.

**Q3: Can I create new IDEAL Makers and Authorizers using Self-Service Admin?**

A3: Yes users can be created via CSA module and assigned roles as required.

Do note that for IDEAL authorizers, their authorization limits in IDEAL cannot exceed the limits specified in the account mandate for that user and KYC documents is mandatory (if not previously given).

Hence you are requested to ensure while creating IDEAL authorizers that their IDEAL authorization limits do not exceed that of the account mandate to prevent rejection of the request.

**Q4: What if the new IDEAL authorizer I have created is a new authorizer to the account?**

A4: In addition to this CSA request for IDEAL authorizer, you will need to submit a copy of a board resolution for change of account mandate and necessary KYC documents to add the user to the account mandate.

In summary you will need to submit the following documents to complete processing:

1. Printed copy of the cover letter of the request adding the authorizer in the CSA module,
2. Board resolution adding user to account mandate
3. ID proof with picture of user (self-attested)
4. Proof of Residential Address of user (self-attested)
5. Signature card of user
6. PAN Card of user (for Indian Nationals)

**Q5: Where do I submit the hardcopy documents to?**

A5: Please submit them to the nearest branch / banking kiosk of DBS Bank India Limited. The locations of branch / banking kiosk are available at [www.dbs.com/in](http://www.dbs.com/in)

Please do include the cover letter of the request in the CSA module, and ensure that all the requirement documents are in order to ensure that your request will be successfully processed.

**Q6: When do I have submitted the documents by?**

A6: CSA request which are not completed will expire after 30 calendar days due to security reasons. Reminder notification to submit the necessary documents, will be sent to all Admins after 15 days if a CSA request is still not completed.

**Q7: Is there an audit trail of all activities done by the Administrator?**

A7: Audit trails are available online in the CSA module for all activities done by Administrators.