

DBS IDEAL Australia

MAINTENANCE FORM - REFERENCE (FOR CUSTOMER'S RETENTION)

For service package upgrade from Enquiry to Transaction, please use the Application Pack.

IDEAL Maintenance requests is available online now.

1



Appoint at least 2 Customer Self Administrators from your organisation

2



Submit the relevant pages of the respective form(s)








For more information, please visit <https://www.dbs.com/au>

Please read through thoroughly before submitting the form. We regret to inform you that incorrect applications may cause delays in processing.

Submit the relevant pages of this Maintenance Form to:

Page 1	Update Account Number(s); Account Settings and Instructions; IDEAL Maintenance Control	Page 4	Authorisation Policy
Page 2	Add New/Edit Existing User	Page 5	Change User Access
Page 3	Authorisation and Acknowledgement	Page 6	Remove Existing User

A BENEFITS

		Notes
DBS IDEAL Mobile	<ul style="list-style-type: none">View Account Balances and StatementsApprove transactions (for transaction authorisers only)Create payments easily from your fingertipsIntegrated with IDEAL digital token – you can perform 2-Factor Authentication (2FA) via your registered smartphone for added convenience and ease of use <div><div><p>IDEAL Mobile App on the App Store</p></div><div><p>IDEAL Mobile App on Google Play</p></div></div>	IDEAL Digital Token will be used as the security token for authentications and authorisations.

B IDEAL MAINTENANCE REQUEST PROCESS

- 
 - Complete relevant sections of the Maintenance Form
 - Attach ID documents and proof of residence (ID containing nationality is mandatory for CSA. Is containing nationality and residential address is mandatory for IDEAL approvers.)
- 

Mail the completed forms to
- 

Receive acknowledgement email that informs you that your application is being processed
- 

Receive upon successful application (after 7 business days)

For New and Upgraded User
Welcome Pack that includes:
Organisation ID, User ID, and
One Time Registration Code

*Please furnish us with necessary documents to avoid any delay to setup your IDEAL access.

For all users please provide certified true copy of identity documents containing nationality and residential address (e.g. passport, driver license or recent notice issued by a government body or utility provider).

DBS IDEAL *Australia*

APPLICATION PACK - REFERENCE (FOR CUSTOMER'S RETENTION)

C

SERVICE TYPES & USER ROLES

SERVICE TYPES

Enquiry

View account statements, trade transactions, remittance advices, loan accounts, subscribe to alerts & trade notifications or enquire on Fixed Deposits.

Payment

Make payments locally & internationally via Intra Company Transfer, Account Transfer, Direct Entry, RTGS or Telegraphic Transfer.

Payroll

Make payroll transfers to multiple recipients on a regular basis via Direct Entry Payroll.

Trade

Enquire on trade transaction details and history. Send new trade applications including Documentary Credit, Documentary Collection, Guarantees & Standby LC & Trade Loan; provide acceptance of Import Bills and settlement instructions.

Other Specific Services

Specify other types of services not listed above or selected products that the user requires (e.g. Telegraphic Transfers only).

Security Token

- IDEAL Digital Token (Kindly ensure that your mobile device is not jailbroken or rooted)
- Physical Token (AUD\$50.00 per token, at the point of registration)

USER ROLES

Transaction Maker

User who creates transactions.

Transaction Authoriser

User who approves transactions.

Contact Person

The bank will liaise directly with him/her on matters relating to IDEAL sign up and services.

**Customer Self Administrator
(at least 2 required)**

Nominated Customer Self Administrator(s) will have the full power to administer and operate DBS IDEAL on behalf of the organisation, including:

- Add or remove a Transaction maker and authoriser
- Modify any user access to accounts and services
- Suspending and re-activate a User's IDEAL access
- Unlocking Security Device
- Requesting for a new Security Device
- Managing company profile in IDEAL
- Manage company authorisation policy

IMPORTANT NOTES

Given the wide powers conferred on the appointed Customer Self Administrator(s), Customer Self 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 Customer Self Administrators.

For security reasons, at least 2 Customer Self Administrators must be appointed and any action initiated by one Customer Self Administrator must be approved by at least one other Customer Self Administrator. Hence,

- Customer Self Administrator cannot act alone to add/modify any setup.
- Dual control is always required for any actions performed. It is mandatory to provide a valid mobile number and submit a Certified True Copy of identification document for all Customer Self Administrators together with this application.
- ID containing nationality is required for CSA. ID containing nationality and residential address is required for IDEAL approvers.

DBS IDEAL Australia

MAINTENANCE FORM (FOR SUBMISSION TO BANK)

Company Name* _____

Organisation ID* _____

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

*Mandatory Fields

1 UPDATE ACCOUNT NUMBER(S)

Tick where applicable



Note: All Users will be granted access to the accounts listed below. All accounts are granted as Trade Settlement if you have signed up for Trade Services. If there is/are any account(s) to be excluded from Trade Settlement, please indicate clearly in **Other Specific Instructions** (from section 2). Please complete Section 3 (Add / Edit Existing User) if user is not to be granted access to all accounts / newly added accounts.

<input type="checkbox"/> Add	OR	<input type="checkbox"/> Remove
<div></div>		
<input type="checkbox"/> Add	OR	<input type="checkbox"/> Remove
<div></div>		
<input type="checkbox"/> Add	OR	<input type="checkbox"/> Remove
<div></div>		

<input type="checkbox"/> Add	OR	<input type="checkbox"/> Remove
<div></div>		
<input type="checkbox"/> Add	OR	<input type="checkbox"/> Remove
<div></div>		
<input type="checkbox"/> Add	OR	<input type="checkbox"/> Remove
<div></div>		

2 ACCOUNT SETTINGS AND INSTRUCTIONS

Tick where applicable



Note: Please make copies of this page if required.

a. Parent/Subsidiary Companies Linkage

The relevant parent/subsidiary companies are required to submit a separate maintenance form to confirm linkage

Parent/Subsidiary Company Name
Parent Subsidiary
Company Registration No. (ACN/ABN/ARBN) / IDEAL Organisation ID

Parent/Subsidiary Company Name
Parent Subsidiary
Company Registration No. (ACN/ABN/ARBN) / IDEAL Organisation ID

b. File Services

<input type="checkbox"/> Access this service
File Transfer is a facility whereby you can generate a payment/payroll file from your system into a DBS compatible format, to be uploaded directly in IDEAL. It is recommended to send a test file to DBS for testing prior to uploading actual payment/payroll file. You may send the test file to our DBS BusinessCare at IDEALSupportAU@dbs.com or contact us at +61 2 8823 9300 for any queries.

c. Other Specific Instructions

--

By signing this form, I/we hereby confirm that I/we have read "Maintenance Form Reference - Section 8 (Agreement and Authorised Signatories)", and agree to abide and be bound by the terms and conditions.

Authorised signatories required

Name:
Date:

Signature:
SIGN HERE

Name:
Date:

Signature:
SIGN HERE

DBS IDEAL Australia
MAINTENANCE FORM (FOR SUBMISSION TO BANK)

Company Name*
Organisation ID*

Please complete this form in BLOCK LETTERS.
*Mandatory Fields

3 ADD NEW/EDIT EXISTING USER
Tick where applicable

Note: 2 Contact Persons must be provided. In case contact persons are not identified, the first two users will be marked as contact persons.
As part of our enhanced security process, we require you to provide us with a valid mobile number & email address. An invalid mobile number or email address may result in the inability to authenticate you and affect your login.
The 2FA mode will be the IDEAL digital token. If a Physical Token is required, kindly indicate it in the Additional information section (AUD\$50.00 charge applies per token).
To add more users, click here for additional pages.

Form section for adding or editing a user, including fields for Name, Nationality, Date of Birth, User ID, Mobile No., Email, and Service(s) & Role(s).

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Signature and Date fields for authorised signatories, with a 'SIGN HERE' watermark.



DBS IDEAL Australia
MAINTENANCE FORM (FOR SUBMISSION TO BANK)

Company Name*
Organisation ID*

Please complete this form in BLOCK LETTERS.
*Mandatory Fields

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DBS IDEAL Australia
MAINTENANCE FORM (FOR SUBMISSION TO BANK)

Company Name*
Organisation ID*

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*Mandatory Fields

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Authorised signatories required
Name:
Date:
Signature: SIGN HERE



DBS IDEAL Australia
MAINTENANCE FORM (FOR SUBMISSION TO BANK)

Company Name*
Organisation ID*

Please complete this form in BLOCK LETTERS.
*Mandatory Fields

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Signature and Date fields for authorised signatories.



DBS IDEAL *Australia*

MAINTENANCE FORM (FOR SUBMISSION TO BANK)

Company Name* _____

Organisation ID* _____

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

*Mandatory Fields

4 AUTHORISATION AND ACKNOWLEDGEMENT

Tick where applicable



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

If no option is given below, the default number of Customer Self Administrator(s) required to approve a request will be 1.

☐ Any 1 Customer Self Administrator required to approve a request

☐ Any 3 Customer Self Administrators required to approve a request

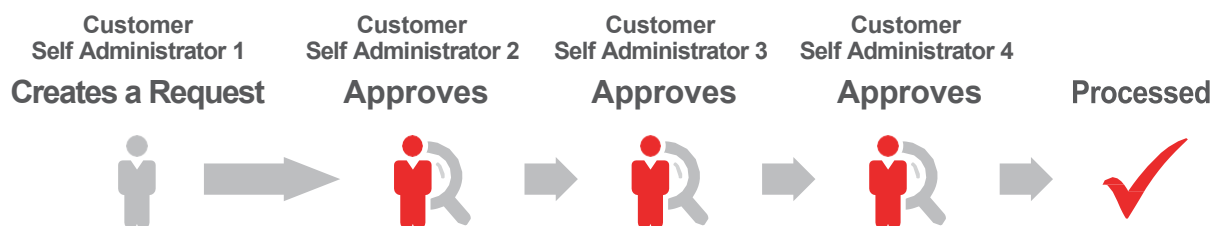
☐ Any 5 Customer Self Administrators required to approve a request

☐ Any 2 Customer Self Administrators required to approve a request

☐ Any 4 Customer Self Administrators required to approve a request

Scenario of Customer Self Administrator creating a request

(with 3 Customer Self Administrator approvals)



You may have up to 5 Customer Self Administrator approvals required for a request.

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Authorised signatories required

Name:

Date:

Signature:

SIGN HERE

Name:

Date:

Signature:

SIGN HERE

DBS IDEAL Australia

MAINTENANCE FORM (FOR SUBMISSION TO BANK)

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

*Mandatory Fields

Company Name* _____

Organisation ID* _____

5 AUTHORISATION POLICY

Tick where applicable



Payment from \$0 to \$50,000 requires signatory from Any 1 Authoriser.

Payment from \$50,000 to \$100,000 requires 1 signatory from Group A or 1 from Group B and 1 from Group C.

From	To	Authorisation Requirement	
0	50,000	No. of Authoriser required <input checked="" type="checkbox"/> Any 1 Authoriser <input type="checkbox"/> Any 2 Authorisers	Required Combination of Authorised Signatories <input type="checkbox"/> Sequential Authorisation
50,000	100,000	No. of Authoriser required <input type="checkbox"/> Any 1 Authoriser <input type="checkbox"/> Any 2 Authorisers	Required Combination of Authorised Signatories 1A or 1B and 1C <input type="checkbox"/> Sequential Authorisation

Note: If 'Payment currency in AUD' is selected for this policy, it will apply to payments of any currency in its AUD equivalent.

If 'Specific Payment Currency' is selected for this policy, it will ONLY apply to payments in that said currency

The total transaction value of the batch will be used to calculate the authorisation limit.

To add more authorisation instructions, click [here](#) for additional pages.

The upper limit of each level of authorisation policy will be the transaction limit for each transaction approved by the relevant authoriser(s) per authorisation requirement(s) below and made from the applicable account.

- ☐ ALL Debit Accounts **OR** ☐ Specific Debit Account _____
- ☐ Payment currency in AUD **OR** ☐ Specific Payment Currency _____
- ☐ All Services **OR** ☐ Payment ☐ Payroll ☐ Trade ☐ Others _____

From	To	Authorisation Requirement	
0	unlimited	No. of Authoriser(s) required <input type="checkbox"/> Any 1 Authoriser <input type="checkbox"/> Any 2 Authorisers	Required Combination of Authorised Signatories <input type="checkbox"/> Sequential Authorisation
		No. of Authoriser(s) required <input type="checkbox"/> Any 1 Authoriser <input type="checkbox"/> Any 2 Authorisers	Required Combination of Authorised Signatories <input type="checkbox"/> Sequential Authorisation
		No. of Authoriser(s) required <input type="checkbox"/> Any 1 Authoriser <input type="checkbox"/> Any 2 Authorisers	Required Combination of Authorised Signatories <input type="checkbox"/> Sequential Authorisation

Additional Information

By signing this form, I/we hereby confirm that I/we have read "Maintenance Form Reference - Section 8 (Agreement and Authorised Signatories)", and agree to abide and be bound by the terms and conditions.

Authorised signatories required

Name:	Signature:	Name:	Signature:
Date:	SIGN HERE	Date:	SIGN HERE

DBS IDEAL *Australia*

MAINTENANCE FORM (FOR SUBMISSION TO BANK)

Company Name* _____

Organisation ID* _____

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

*Mandatory Fields

6

CHANGE OR AMEND USER ACCESS

Tick where applicable



Note: To add more instructions, click [here](#) for additional pages.

Name (as in Passport/Driver License No.)

IDEAL User ID*

Email*(valid)

Mobile*(valid)

Name (as in Passport/Driver License No.)

IDEAL User ID*

Email*(valid)

Mobile*(valid)

I want to

1. ☐ Unlock Security Device

Security Device Serial No. (required for Unlock Security Device option)

- -

Security Device Unlock PIN (required for Unlock Security Device option)

2. ☐ Replace Security Device with Digital Token

I want to

1. ☐ Unlock Security Device

Security Device Serial No. (required for Unlock Security Device option)

- -

Security Device Unlock PIN (required for Unlock Security Device option)

2. ☐ Replace Security Device with Digital Token

By signing this form, I/we hereby confirm that I/we have read "Maintenance Form Reference - Section 8 (Agreement and Authorised Signatories)", and agree to abide and be bound by the terms and conditions.

Authorised signatories required

Name:

Date:

Signature:

SIGN HERE

Name:

Date:

Signature:

SIGN HERE

DBS IDEAL *Australia*

MAINTENANCE FORM (FOR SUBMISSION TO BANK)

Company Name* _____

Organisation ID* _____

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

*Mandatory Fields

7

REMOVE EXISTING USER

Note: To remove more users, click [here](#) for additional pages.

REMOVE Existing User

User 1

Name (as in Passport/Driver License No.)*

IDEAL User ID*

User 2

Name (as in Passport/Driver License No.)*

IDEAL User ID*

User 3

Name (as in Passport/Driver License No.)*

IDEAL User ID*

User 4

Name (as in Passport/Driver License No.)*

IDEAL User ID*

REMOVE Existing User

User 5

Name (as in Passport/Driver License No.)*

IDEAL User ID*

User 6

Name (as in Passport/Driver License No.)*

IDEAL User ID*

User 7

Name (as in Passport/Driver License No.)*

IDEAL User ID*

User 8

Name (as in Passport/Driver License No.)*

IDEAL User ID*

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Authorised signatories required

Name:

Date:

Signature:

SIGN HERE

Name:

Date:

Signature:

SIGN HERE

DBS IDEAL *Australia*

MAINTENANCE FORM (FOR SUBMISSION TO BANK)

Company Name* _____

Organisation ID* _____

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

*Mandatory Fields

8 AGREEMENT AND AUTHORISED SIGNATORIES REQUIREMENT

1. I/We confirm that I/We are duly authorised by the organisation named in this form ("Organisation") to sign and deliver this form to DBS Bank Ltd. (ARBN 601 105 373, AFSL 475946) and I/we may provide personal data to the Bank (including without limitation personal data of my/our office holder, employee, shareholder and beneficial owner) in connection with me/us establishing and maintaining my/our relationship with 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 General Banking Terms and Conditions and the Australia Jurisdiction Schedule (available at www.dbs.com/au), 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.
2. Should any Customer Self 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 Customer Self Administrator's user profile in IDEAL. I/We agree that the Organisation shall not hold the Bank liable for any act or omission by a Customer Self Administrator who ceases to be employed by the Organisation for which the Bank is not informed.
3. For a partnership, the signatures of all partners are required.
4. For companies, signatures of the following persons are required:
 - a sole director and sole company secretary OR a sole director (if no company secretary exists) OR two directors OR a director and a company secretary; OR
 - where the company has furnished the Bank with a standalone Electronic Banking Board Resolution, the currently authorised signatories specified in that document; OR
 - where the company has furnished the Bank with a Board Resolution for the opening of the current account that covers Electronic Banking services, the currently authorised signatories with the highest authorisation limit as specified in that document; OR
 - any other authorised signatory/ies provided that documentation must be provided showing that the relevant signatory/ies can sign on behalf of the company.
5. For Trusts, signatures of all the trustees in accordance with the trust deed are required.
6. Any other authorised signatory must be approved in writing by the relevant company, trust, association or partnership by board resolution or such other written form acceptable to the Bank (and a copy provided to the Bank).
7. This form may be executed in counterparts, each of which will be an original and which together constitute the same document.
8. If I/we have accepted this form, including the documents referenced in this form (including the General Banking Terms and Conditions and the Australia Jurisdiction Schedule), through electronically signing this form or other applicable document, I/we shall immediately upon the Bank's request, deliver to the Bank a confirmation of our acceptance of such terms. Such confirmation shall be in form and substance satisfactory to the Bank. I/we irrevocably authorise the Bank to carry out the Organisation's obligations under this paragraph in the Organisation's name and on the Organisation's behalf.