DBS IDEAL MAINTENANCE FORM
星展IDEAL網上理財更改表格

DBS Live more, Bank less

Step 步驟 01 **Fill in the form 填寫表格**

For new Transaction Authoriser & Customer Self Administrator roles, please submit ID / passport & residential proof[1].

新交易授權人及客戶自助管理員必須提供身份證明文件及住址證明[1]。

Step 步驟 02 **Send the form with supporting documents (if applicable) to DBS**
郵寄表格及其他所需文件（如適用）到本行

DBS Bank (Hong Kong) Limited -
Channel Management
G.P.O Box No.400

星展銀行（香港）有限公司 -
Channel Management
香港郵政總局信箱400號

Step 步驟 03 **Receive acknowledgement email that your application is being processed[2]**
收到本行的電郵通知您的申請正在處理[2]

	Sections 部分	
For all requests, please fill in 任何更改必須填寫	01	
	13	

	Maintenance Requests 更改請求		Sections
User Management 用戶管理	• Update existing user(s)'s info (email / mobile etc.)	• 更新用戶資料（如電郵 / 手機號碼等）	> 02
	• Add user(s)	• 新增用戶	
	• Edit existing user(s)'s services and roles	• 更改現有用戶服務及權限	
	• Delete existing user(s)	• 移除用戶	
	• Unlock user / Security Token	• 解鎖用戶 / 保安編碼器	> 07
Authorisation and Control 授權和監控	• Add / Update authorisation amount / policy	• 新增 / 更新授權金額 / 政策	> 03
	• Add / Update management control	• 新增 / 更新管理監控	> 04
	• Add / Update Customer Self Administrator approval	• 新增 / 更新客戶自助管理授權請求確認	> 05
	• Add / Update Loan authorisation policy	• 新增 / 更新貸款交易授權政策	> 06
Linkage 賬戶連結	• Add / Remove account(s) from IDEAL	• 新增 / 移除於IDEAL管理的戶口	> 09
	• Add / Update parent-subsidiary linkage	• 新增 / 更新主公司 / 聯繫公司	> 11
Administration 賬戶管理	• Add / Update / Remove contact person of company IDEAL profile	• 新增 / 更新 / 移除IDEAL聯絡人	> 08
	• Update account to settle IDEAL related charges	• 更新支付IDEAL相關費用的戶口	> 10
	• Terminate IDEAL service	• 終止IDEAL服務	> 11
Others 其他	• Other request	• 其他更改請求	> 11
First-time registration for Customer Self Administrator (CSA), please fill in 如有限公司首次申請客戶自助管理服務，必須填寫	• Limited Company	• 有限公司	> 14
	• Sole Proprietorship / Partnership	• 合夥人 / 獨資經營	> 15

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Note 備註：

Please furnish us with the necessary documents below to avoid any delay to setup your application. 為免您的申請延誤，請向本行提供以下列出文件。

1. Certified true copy of (i) ID card / passport and (ii) residential address proof issued in the last 3 months (e.g. recent utility or phone bill, bank statement or correspondence from a government agency). 認證核實的（i）身份證 / 護照副本及（ii）三個月內發出的住宅地址證明（例如：近期的公共服務或電話電話費賬單、銀行結單或政府部門的信件）。
2. For Security Device (Physical Token) users, the Welcome Pack will be sent to the Contact Person (refer to section 8) in 7 business days upon successful application. 如有用戶選用實體保安編碼器，我們將在申請成功的7個工作日內向聯絡人（第8部分）隨迎新包一併寄出。

Need Help? Scan here for instruction
掃碼以取得協助

Please complete this form in English **BLOCK LETTERS**. 請以英文**正楷**填寫此表格。 *Mandatory 必須填寫

Fill in 填寫

(Hong Kong) Limited and its successors and assigns. 備註："星展銀行"指星展銀行（香港）有限公司及受讓人。

01 Company Details 公司資料

Company Name*
公司名稱* *ABC Company*

Organisation ID*
公司編號* *ABC123*

Notes 備註：

You can also provide any Account Number if Organisation ID is not available
如果未能提供公司編號，您也可以提供戶口號碼

Fill in 填寫

07 Unlock User / Security Token Request 用戶解鎖、解鎖 / 更換實體保安編碼器

IDEAL User ID / User Full Name IDEAL 用戶編號 / 用戶全名*
(as in HKID / Passport) （須與香港身份證 / 護照相同 ） Chan Tai Man

- [x] Unlock / Reactivate user access 解鎖 / 重啟用戶
- [ ] Reset login PIN / password 重設登入密碼
- [ ] Replace Security Token / Report Physical Token Loss 更換保安編碼器 / 遺失實體保安編碼器

☐ **Digital Token (Security Authentication via smartphone)**
數碼編碼器（經由智能手機進行保安認證）

- Free of charge 免費
- More secure 更安全
- Quick set up 快速設定
- One tap to authenticate 一鍵驗證
- Go green 環保

☐ **Physical Token Security Device**
實體保安編碼器

- Application HK$250 each 申請每部HK$250
- Replacement of lost / damaged HK$500 更換遺失 / 損壞每部HK$500

☐ Unlock Physical Security Token 解鎖實體保安編碼器

Notes 備註:
Only token for Transaction Authoriser will be locked 只有交易授權人的保安編碼器才會被鎖

Serial Number 編碼器序號
At the back of token
於編碼器背面 _____

Lock Pin 解鎖編碼
7 digits on token screen
於編碼器屏幕上的7位數字 _____

08 Change Contact Person Information 更改聯絡人資料

Contect Person is for receiving Welcome Pack only if user has opted in for Security Device (Physical Token). 聯絡人僅用於接受收有實體保安編碼器的迎新包。

☐ Add Contact Person 新增聯絡人 ☐ Update Contact Person 更改聯絡人 ☐ Remove Contact Person 移除聯絡人

Contact Person Full Name*
聯絡人全名 _____

Email Address
電郵地址 _____

Telephone Number
電話號碼

Country / Region Code
國家 / 地區號碼 _____

Telephone Number
電話號碼 _____

09 Update Account(s) Under IDEAL 更新IDEAL戶口

Select 1 from below. This will apply to all IDEAL users. 從下列選擇1項。此將適用於所有 IDEAL 用戶。

☐ Add 新增 ☐ Remove 移除

Add / Remove 新增 / 移除戶口

☐ All Accounts (including sub accounts) 所有戶口（包括附屬戶口）

☐ Specific Account(s) 指定戶口 1. _____ 2. _____

☐ All Accounts except
所有戶口（不包括指定戶口） 3. _____ 4. _____

10 Update Debit Account To Settle IDEAL Related Charges 更改支付IDEAL相關費用的戶口

IDEAL monthly service fee for Inquire & Transact package: HK$150 / US$19.5 per company
IDEAL戶口查詢及交易組合每月服務月費：每間公司HK$150 / US$19.5

Current / Saving / Multi-Currency Savings Account Number*
往來 / 儲蓄 / 多種貨幣儲蓄戶口號碼* _____

Note 備註:

1. If no account is specified, your Current / Savings / Multi-Currency Account will be used to settle any IDEAL related charges. If the funds in the above specified account are insufficent to settle any IDEAL related charges (e.g. IDEAL monthly service fee, Security Device (Physical Token) fee, etc), any of your other Current / Savings / Mufti-Currency Savings Account will be debited for settlement of such charges without further notice. 如沒有註明付款戶口，貴公司的往來 / 儲蓄 / 多種貨幣儲蓄戶口將自動用作扣除任何IDEAL相關費用。如上述註明付款戶口存款不足以支付IDEAL相關費用（例如：IDEAL 服務月費，實體保安編碼器收費等），貴公司的任何其他往來 / 儲蓄 / 多種貨幣儲蓄戶口將自動用作扣除有關費用，而不另作通知。
2. The Bank is hereby authorised to effect any necessary currency exchange at the prevailing exchange rate. 星展銀行獲授權用其釐訂的匯率，以執行任何所需的貨幣兑換。
3. IDEAL monthly service fee will be charged on 25th of every month. If the payment date falls on a day which is not a business day, it will be effected on the following business day. IDEAL 服務月費將於每月25日收取。如支賬日非營業日，月費則於下一個營業日收取。

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12 Important Notes 重要事項

Loan Servicing Authorisation 貸款交易授權

The Bank is authorised to act on the authorisations and instructions provided in this form without further checks, even if the authorisations and instructions may differ from any other authorisations or instructions provided by the Company to the Bank elsewhere. The authorisations and instructions provided in this form do not revoke or amend any authorisations or instructions provided by the Company elsewhere.

授權銀行根據本表格中提供的授權或指示執行，而無需進一步檢查授權或指示可能與本公司向銀行在其他地方提供的任何授權或指示不同。本表格提供的授權和指示不會撤銷或修改本公司在其他地方向銀行提供的任何授權或指示。

Risk Disclosure Statement For The Application Of Single Management Control In IDEAL 採納IDEAL單一管理監控模式的風險披露聲明

This disclosure statement discusses the characteristics and risks of having a Single Management Control ("Single Management Control") for transactions initiated through IDEAL provided by the Bank. For all transactions initiated through IDEAL (other than FX Online), the system defaults to have Dual Management Control ("Dual Management Control") in place such that no single person could initiate and approve transactions that would result in fraudulent actions.

本披露聲明論述採納單一管理監控模式（「單一管理監控」）於星展銀行提供的IDEAL服務進行交易之性質和風險。透過IDEAL進行的交易（FX Online除外）一律預設為採納雙重管理監控（「雙重管理監控」）以確保不會由於任何一名人士能夠同時經手及批核交易而發生欺詐行為。

Dual Management Control is a procedure whereby the active involvement of two or more people is required to complete a specified process. This involves having a person responsible for creating the transaction and another individual of higher authority to approve the transaction in the system.

在雙重管理監控的程序規定下，必須由兩名或以上人士參與完成特定項目，由一人負責在系統訂立交易，而另一名具有較高權力的人士則負責批核交易。

Dual Management Control is one of the foundations of Information Security as it is based upon the premise that, for a breach to be committed, then both parties would need to be in collusion and, because one should always alternate the pairs of people, it would require a much greater level of corruption in order to breach Dual Management Control procedures; especially if such procedures require nested Dual Management Control access, such that (say) 2 pairs of people are required to enable access.

雙重管理監控是資訊保安的一個基礎環節，建基於一個前提：越軌行為只有在有關雙方串謀的情況下方會成事，而由於公司理應經常調動負責人士，因此必須有多名人士串謀方能逾越雙重控制程序，如採用並聯式雙重管理監控程序（例如需要兩個負責組合參與方可完成交易）則尤甚。

Single Management Control is a procedure whereby only one person is required to complete a specified process. Thus, compar[illegible]anagement Control, Single Management Control for transactions may incur higher risks.

在單一管理監控的程序規定下，僅需一名人士即可完成特定項目。因此，與雙重管理監控交易比較，單一管理監控交易的風[illegible]高。

In respect of the FX Online service, only Single Management Control will be available. If you have selected the FX Online [illegible] in section 2 above, please read carefully the risk disclosure on Single Management Control mentioned above with respect to the risk of using the FX Online service.

FX Online服務將只提供單一管理監控。如果貴公司在本表格第2項選擇了FX Online服務，請仔細閱讀以上有關單一管理監[illegible]風險披露以了解使用FX Online服務之風險。

Important Notes of Customer Self Administrators 客戶自助管理員的重要事項

Given the wide powers conferred on the Customer Self Administrators, Customer Self Administrators shou[illegible]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 co[illegible]ols procedures and security measures in place to prevent any fraud, abuse or unauthorized acts / omissions by Customer Self Administrators.

鑑於授予客戶自助管理員的廣泛權力，客戶自助管理員應該是公司內部具有足夠行政權力及職[illegible]承擔責任的人員，及公司有責任確保其擁有適當及充足的內部監控程序及安全措施，以防止客戶自助管理員進行任何欺詐、濫用或未經授權的行為 / 疏忽。

For security reasons, at least 2 Customer Self Administrators must be appointed, and any [illegible]tion initiated by one Customer Self Administrator must be approved by at least one other Customer Self Administrator.

因此，基於保安理由，必須委派至少兩名客戶自助管理員，並且由一名客戶自助管理[illegible]任何行動必須經由至少另一名客戶自助管理員的批核。

a) Customer Self Administrator cannot act alone to add / modify any setup [illegible]自助管理員不能獨自新增或修改任何設定。

b) 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 ID / passport & residential proof for all Customer Self Administrators together with this application.

任何行動必須於雙重管理監控下進行。必須提供有效的流動電話號碼[illegible]同此表格一併提交所有客戶自助管理員之已認證核實的身份及住址證明文件。

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13 Declaration of the Company 公司聲明

1. I / We confirm that the information given in this form is correct and complete, and authorise the Bank to confirm this from any source you may choose.
   本人 / 吾等確認本表格所提供的資料為正確及完整，並授權貴行向任何資料來源查證。
2. I / We authorise the Bank to accept instructions / orders from the above authorised IDEAL users to operate my / our relevant account(s) covered by IDEAL from time to time. I / We confirm that the aforesaid arrangement overrides any signing authority and signing arrangement specified by me / us to the Bank with respect to the relevant account(s) covered by IDEAL from time to time.
   本人 / 吾等授權貴行接納上述IDEAL授權用戶的指示 / 命令，以操作IDEAL不時涵蓋的本人 / 吾等之賬戶。本人 / 吾等確認前述的安排凌駕本人 / 吾等向貴行就有關IDEAL不時涵蓋的本人 / 吾等之賬戶所提供的任何簽署授權及簽署安排。
3. I / We have read and understood the applicable terms and conditions governing the DBS Electronic Banking Services ("DBS Electronic Banking Services Terms & Conditions") provided by the Bank (found at http://www.dbs.com.hk/sme/day-to-day/ways-to-bank/online-banking-ideal.page) and agree to be bound by them.
   本人 / 吾等已閱讀及明白用以規管貴行提供的星展電子銀行服務的相關條款及細則（「星展電子銀行服務條款與細則」）（列於http://www.dbs.com.hk/sme-zh/day-to-day/ways-to-bank/online-banking-ideal.page），並同意受其約束。
4. I / We acknowledge that the authority and responsibility assigned to the appointed Customer Self Administrator in this form. I / We undertake to inform the Bank and the Company will submit the IDEAL Maintenance Form to delete this Customer Self Administrator's user profile in IDEAL should any Customer Self Administrator cease to be employed by the Company. I / We agree that the Company shall not hold the Bank liable for any act or omission by a Customer Self Administrator who ceases to be employed by the Company.
   本人 / 吾等確認以此表格分配給指定客戶自助管理員的權力和責任。若任何客戶自助管理員不再受僱於公司，本人 / 吾等承諾通知貴行，公司並將提交IDEAL更改表格以在IDEAL中刪除該客戶自助管理員的用戶權限。本人 / 吾等同意貴行不應就不再受僱於公司的客戶自助管理員的任何行為或疏忽承擔責任。
5. I / We understand that the Bank intends to use my / our personal data in direct marketing and cannot do so without my / our consent. I / We have previously selected whether or not to receive direct marketing contact or information and I / we confirm that there is no change to my / our existing choice and all information provided in this form (including email address of IDEAL User ID) shall be used in accordance with such choice. I / we understand that if I / we wish to change my / our existing choice, I / we may do so at any time and without charge by completing an opt-out form and returning it to the Bank.
   本人 / 吾等明白，貴行擬將本人 / 吾等的個人資料用於直銷推廣，惟必須先獲得本人 / 吾等的同意。本人 / 吾等曾就是否接收直銷推廣聯繫或資訊作出選擇，本人 / 吾等現確認本人 / 吾等的現有選擇將維持不變，而本表格內（包括IDEAL用戶編號的電郵地址）提供的所有資料均可根據該項選擇加以使用。本人 / 吾等明白，如本人 / 吾等欲更改現有的選擇，本人 / 吾等可隨時填妥拒絕直銷推廣表格後交回貴行，且無須就此支付任何費用。
6. I / We have read and understood the notes and risk disclosure outlined in the Important Notes of this form.
   本人 / 吾等已閱讀及明白重要事項內的備註及風險披露聲明。
7. I / We confirm that the Company ☐ is ☑ is not a licensed Money Service Operator (MSO).

Sign and fill in date 簽署並填寫「日期」

Signed by Authorised Signatories 被授權簽署人簽署*
with highest authority 擁有最高權限

*Mandatory 必須填寫

Date 日期*

2021-11-11 *Mandatory 必須填寫

For Bank Use Only
S.V.