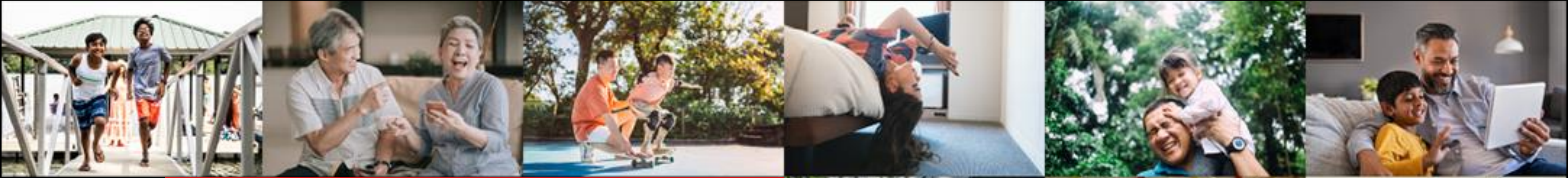
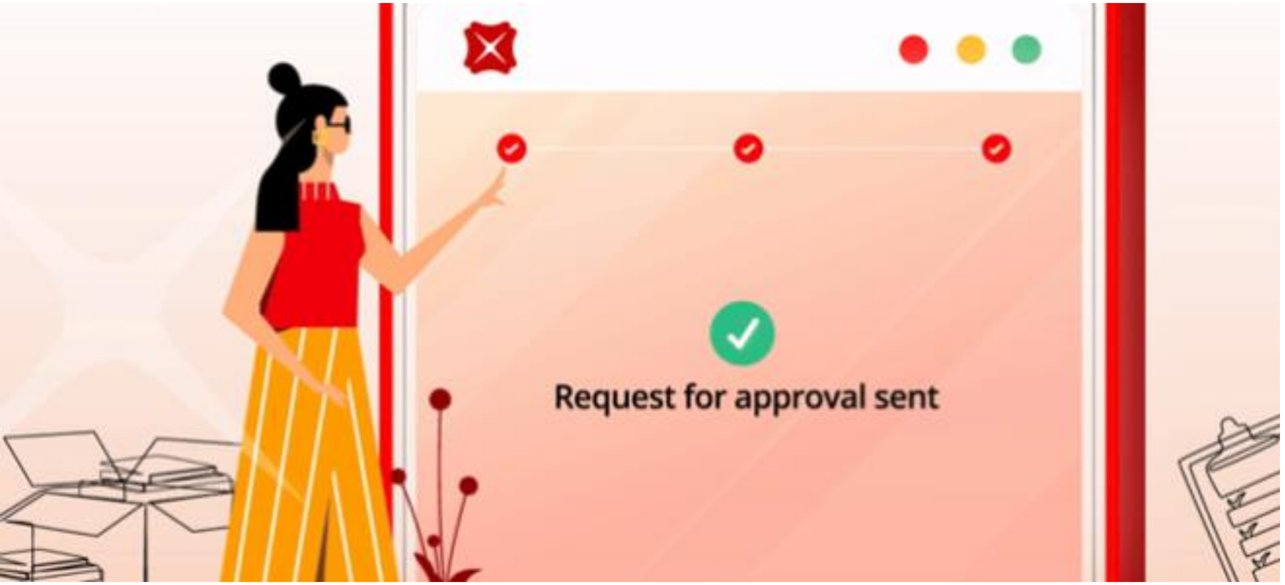


DBS

Live more,
Bank less

IDEAL Maintenance Form (Online)

Basic User Guide



3 steps, update your IDEAL account with ease

Go to:
https://go.dbs.com/hk-ideal-maintenance-eforms

Start a new request

04 To start with
05 Proceed with login with DBS IDEAL TIME SAVING
06 Proceed with Manually input

Fill in the details

08 Add New User(s)
10 Edit Existing User(s)
13 Unlock / Reset User(s) Login
14 Update Transaction Authorisation Policy
15 Upgrade from Enquiry to Transact
17 Add a CSA Administrator / Apply for CSA
20 Add Account to IDEAL
21 Decide to take a break

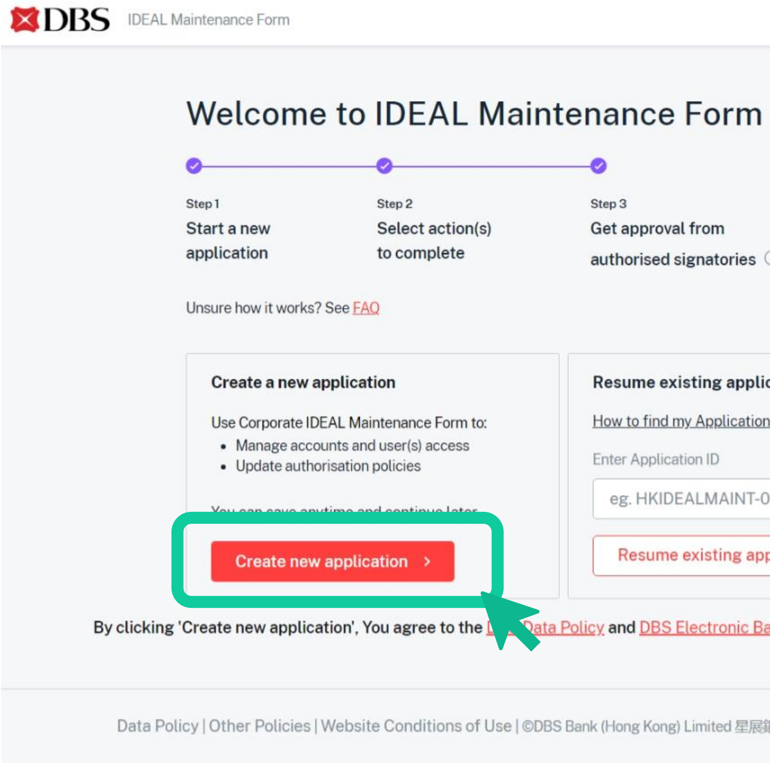
Authenticate

24 Authenticate digitally INSTANT
26 Authenticate with Print and Send

- **Start a new request**
- Fill in the details
- Authenticate

To start with…

1. To start a new request, click on "Create new application"



DBS IDEAL Maintenance Form

Welcome to IDEAL Maintenance Form

Step 1
Start a new application

Step 2
Select action(s) to complete

Step 3
Get approval from authorised signatories

Unsure how it works? See FAQ

Create a new application

Use Corporate IDEAL Maintenance Form to:
- Manage accounts and user(s) access
- Update authorisation policies

You can save anytime and continue later

Resume existing applic

How to find my Application

Enter Application ID

eg. HKIDEALMAINT-0

By clicking 'Create new application', You agree to the D Data Policy and DBS Electronic Ba

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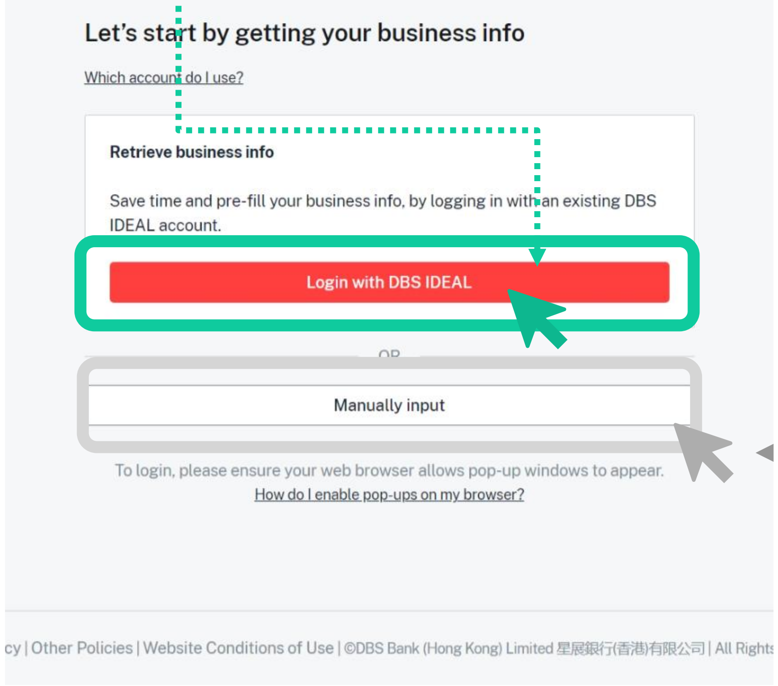
2. Provide applicant's information

Time Saving

(2A) Choose to "login with DBS IDEAL" if you have an IDEAL account

(2B) if you do not have an IDEAL / applying for subsidies, click "Manually input"



Let's start by getting your business info

Which account do I use?

Retrieve business info

Save time and pre-fill your business info, by logging in with an existing DBS IDEAL account.

To login, please ensure your web browser allows pop-up windows to appear.
How do I enable pop-ups on my browser?

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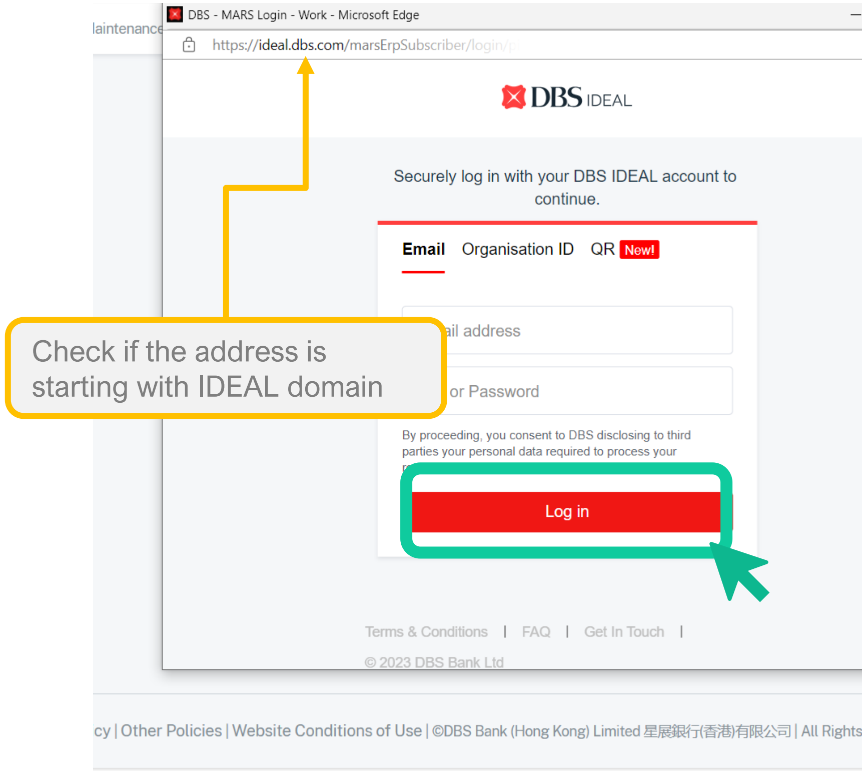
Proceed with login with DBS IDEAL

TIME SAVING

1. Login IDEAL via pop up window
   To login, please ensure your web browser allows pop-up windows to appear.

2. Your information will be retrieved
   Your registered email & mobile number on IDEAL will be used to retrieve your application

3. Organization details will be populated, select section(s) applicable to proceed



DBS - MARS Login - Work - Microsoft Edge

https://ideal.dbs.com/marsErpSubscriber/login/

DBS IDEAL

Securely log in with your DBS IDEAL account to continue.

By proceeding, you consent to DBS disclosing to third parties your personal data required to process your

Check if the address is starting with IDEAL domain

laintenance
Email
Organisation ID
QR New!
ail address
or Password
Log in
Terms & Conditions | FAQ | Get In Touch |
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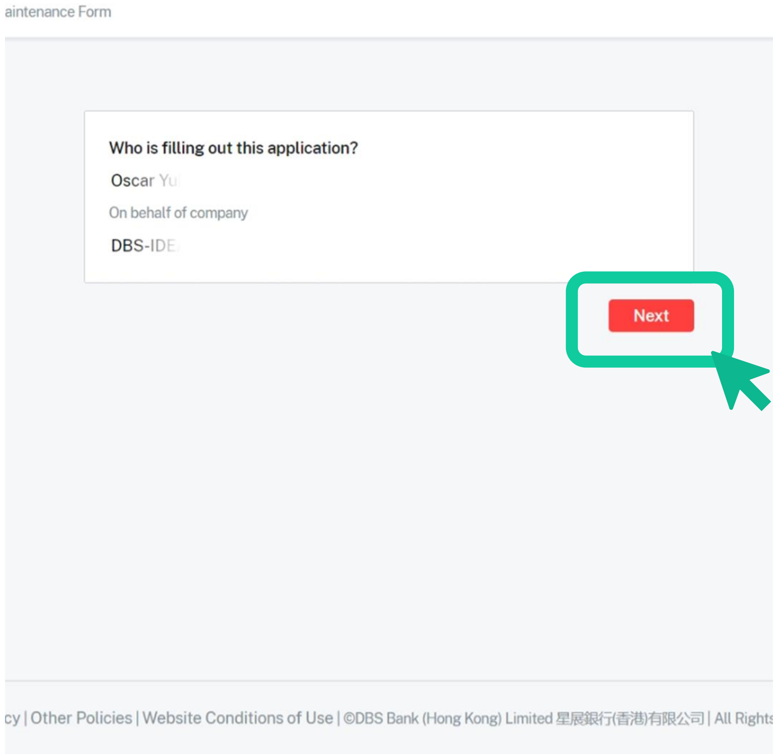


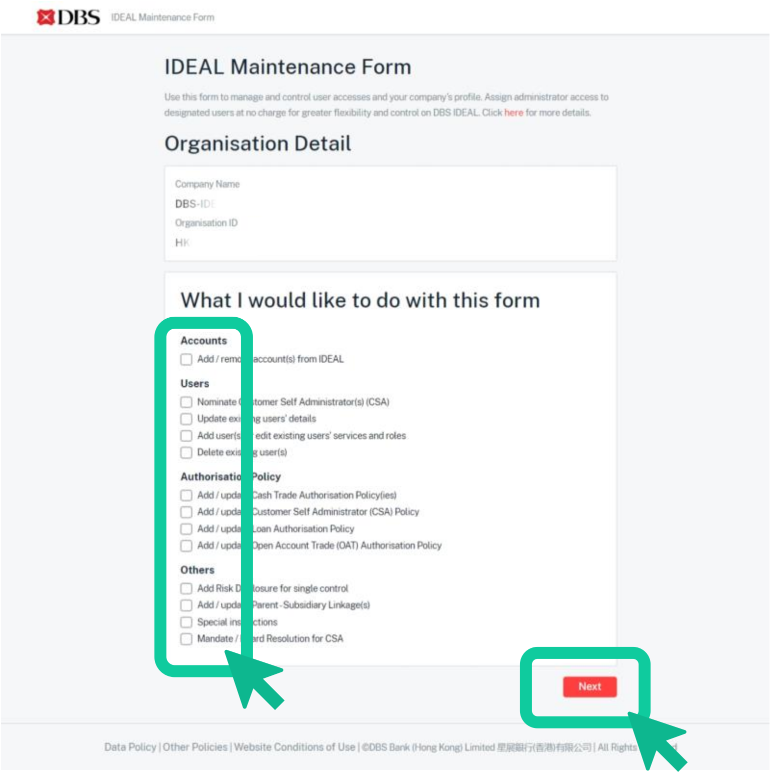
Who is filling out this application?

Oscar Yu

On behalf of company

DBS-IDE

aintenance Form
Next
cy | Other Policies | Website Conditions of Use | ©DBS Bank (Hong Kong) Limited 星展銀行(香港)有限公司 | All Rights



IDEAL Maintenance Form

Use this form to manage and control user accesses and your company's profile. Assign administrator access to designated users at no charge for greater flexibility and control on DBS IDEAL. Click here for more details.

Organisation Detail

Company Name
DBS-IDE

Organisation ID
HK

What I would like to do with this form

Accounts
- ☐ Add / remo account(s) from IDEAL

Users
- ☐ Nominate tomer Self Administrator(s) (CSA)
- ☐ Update exi g users' details
- ☐ Add user(s edit existing users' services and roles
- ☐ Delete exis g user(s)

Authorisatio Policy
- ☐ Add / upda Cash Trade Authorisation Policy(ies)
- ☐ Add / upda Customer Self Administrator (CSA) Policy
- ☐ Add / upda Loan Authorisation Policy
- ☐ Add / upda Open Account Trade (OAT) Authorisation Policy

Others
- ☐ Add Risk D losure for single control
- ☐ Add / upda Parent-Subsidiary Linkage(s)
- ☐ Special ins ctions
- ☐ Mandate / rd Resolution for CSA

DBS IDEAL Maintenance Form
Next
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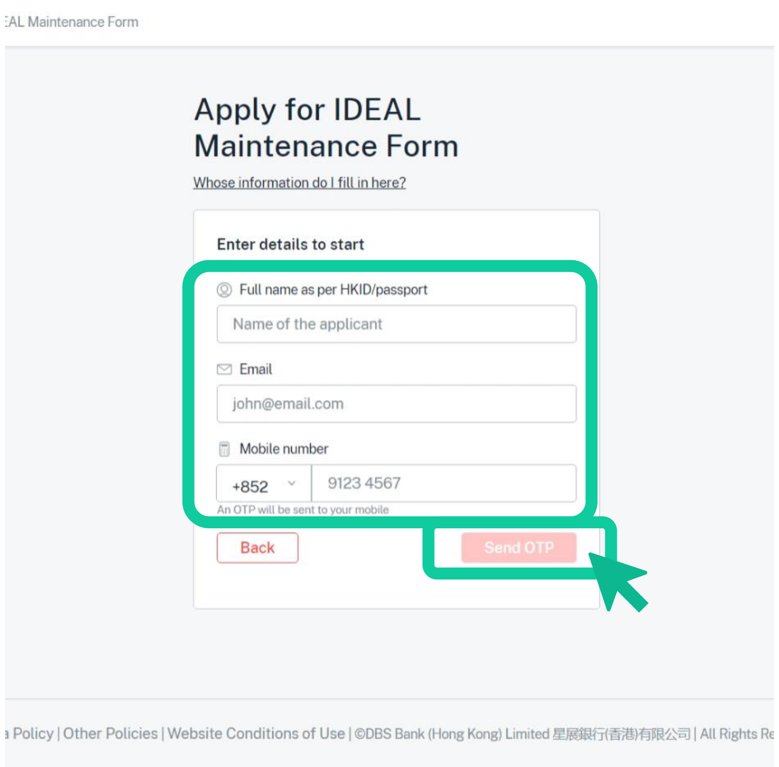
Proceed with Manually input

1. You will need to provide your personal particulars to proceed
   Information provided will be used to retrieve your application



AL Maintenance Form

Apply for IDEAL Maintenance Form

Whose information do I fill in here?

Enter details to start

Full name as per HKID/passport

Name of the applicant

Email

john@email.com

Mobile number

+852 | 9123 4567

An OTP will be sent to your mobile

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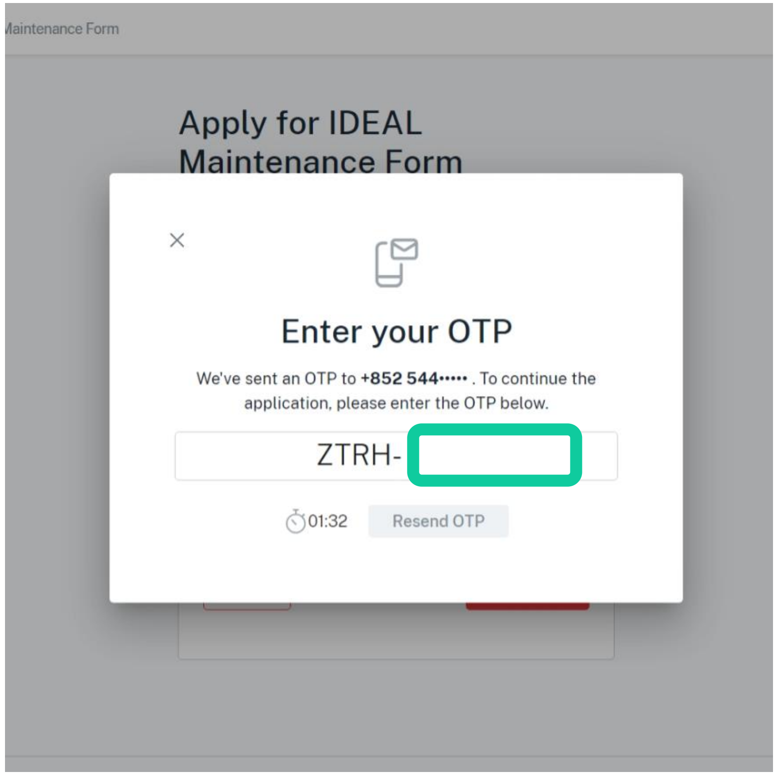
2. Verify your identity with SMS OTP



aintenance Form

Apply for IDEAL Maintenance Form

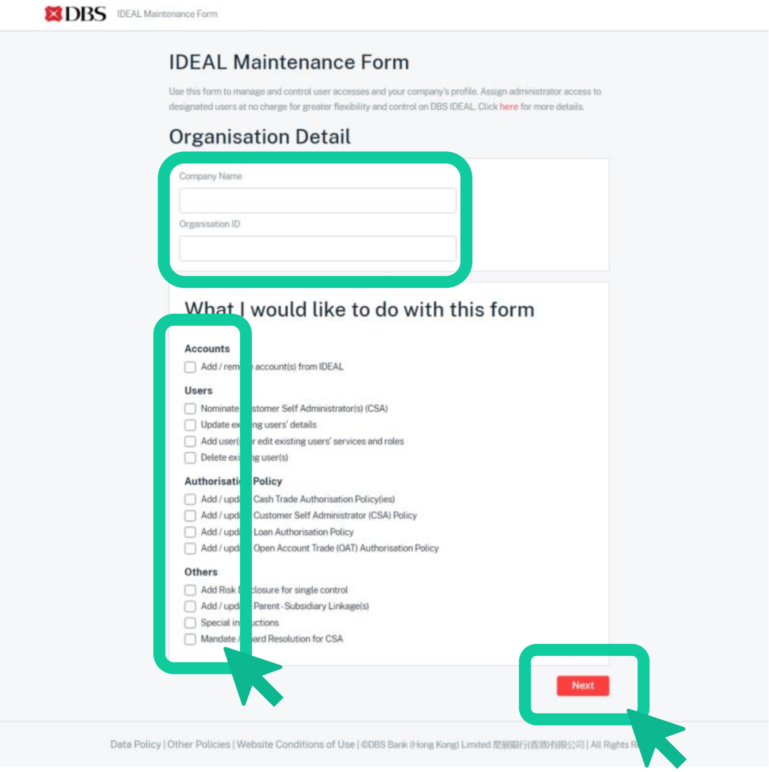
Enter your OTP

We've sent an OTP to **+852 544•••••** . To continue the application, please enter the OTP below.

ZTRH-

01:32

3. Provide your organization details & select section(s) applicable to proceed



DBS IDEAL Maintenance Form

IDEAL Maintenance Form

Use this form to manage and control user accesses and your company's profile. Assign administrator access to designated users at no charge for greater flexibility and control on DBS IDEAL. Click here for more details.

Organisation Detail

Company Name

Organisation ID

What I would like to do with this form

Accounts

☐ Add / rem account(s) from IDEAL

Users

☐ Nominate stomer Self Administrator(s) (CSA)

☐ Update ex ng users' details

☐ Add user(r edit existing users' services and roles

☐ Delete exi ng user(s)

Authorisati Policy

☐ Add / upd Cash Trade Authorisation Policy(ies)

☐ Add / upd Customer Self Administrator (CSA) Policy

☐ Add / upd Loan Authorisation Policy

☐ Add / upd Open Account Trade (OAT) Authorisation Policy

Others

☐ Add Risk closure for single control

☐ Add / upd Parent-Subsidiary Linkage(s)

☐ Special in uctions

☐ Mandate / ard Resolution for CSA

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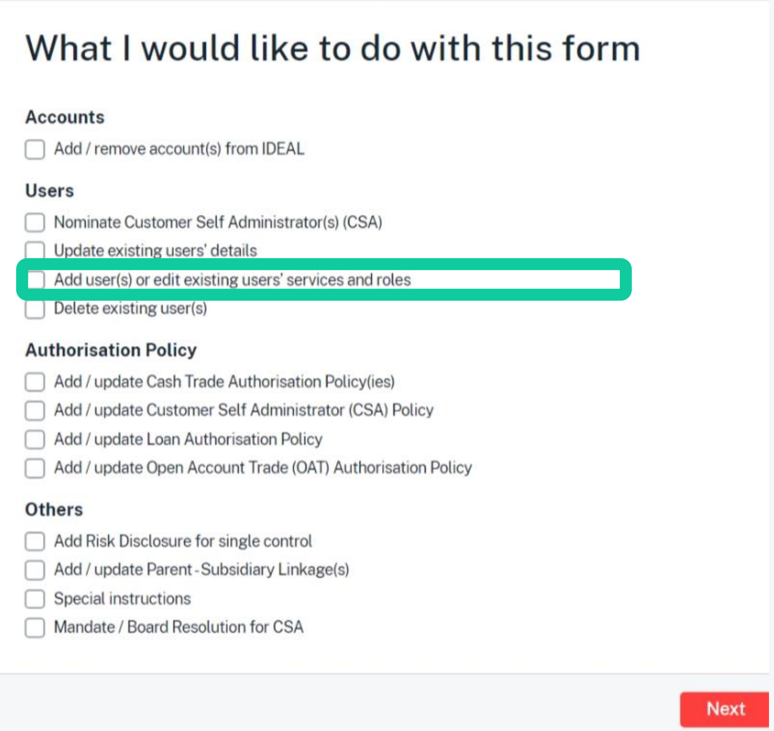
Looking for your Organisation ID? Just follow the simple steps in the Appendix (p. 28)!

Start a new request

Fill in the details

Authenticate

Add New User(s)



What I would like to do with this form

Accounts

- ☐ Add / remove account(s) from IDEAL

Users

- ☐ Nominate Customer Self Administrator(s) (CSA)
- ☐ Update existing users' details
- ☐ Add user(s) or edit existing users' services and roles
- ☐ Delete existing user(s)

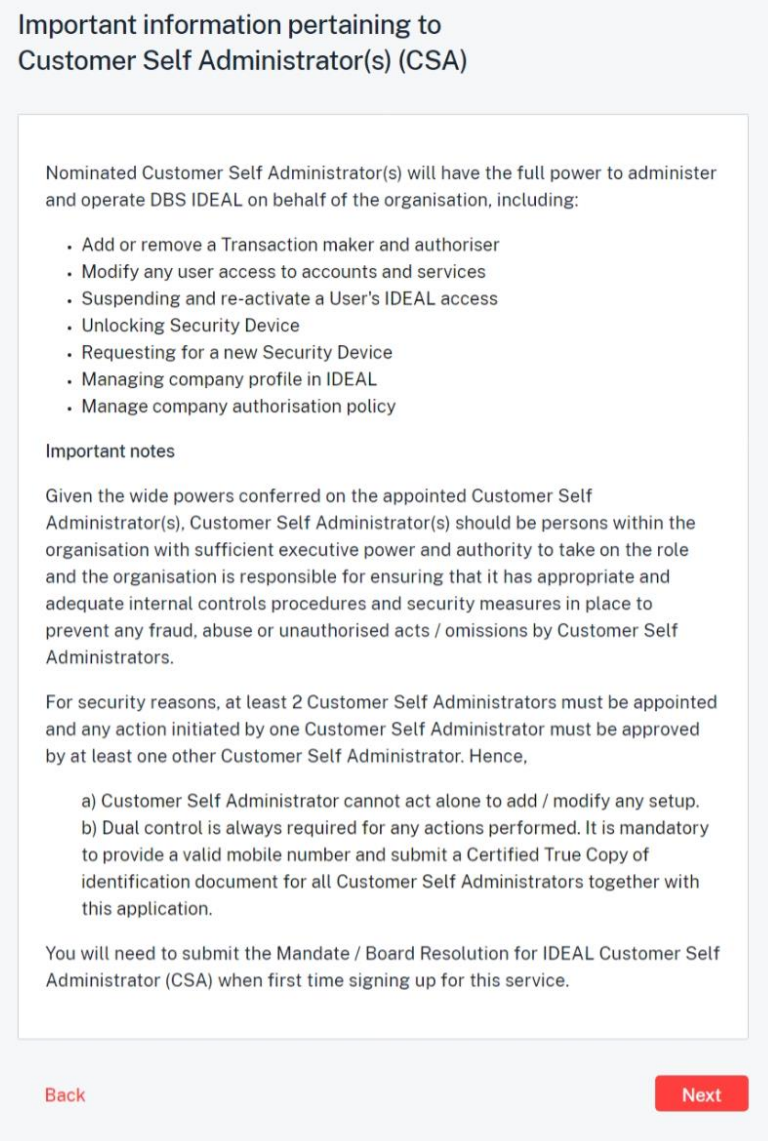
Authorisation Policy

- ☐ Add / update Cash Trade Authorisation Policy(ies)
- ☐ Add / update Customer Self Administrator (CSA) Policy
- ☐ Add / update Loan Authorisation Policy
- ☐ Add / update Open Account Trade (OAT) Authorisation Policy

Others

- ☐ Add Risk Disclosure for single control
- ☐ Add / update Parent - Subsidiary Linkage(s)
- ☐ Special instructions
- ☐ Mandate / Board Resolution for CSA

Read the Important information pertaining to Customer Self Administrator(s) (CSA)



Important information pertaining to Customer Self Administrator(s) (CSA)

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

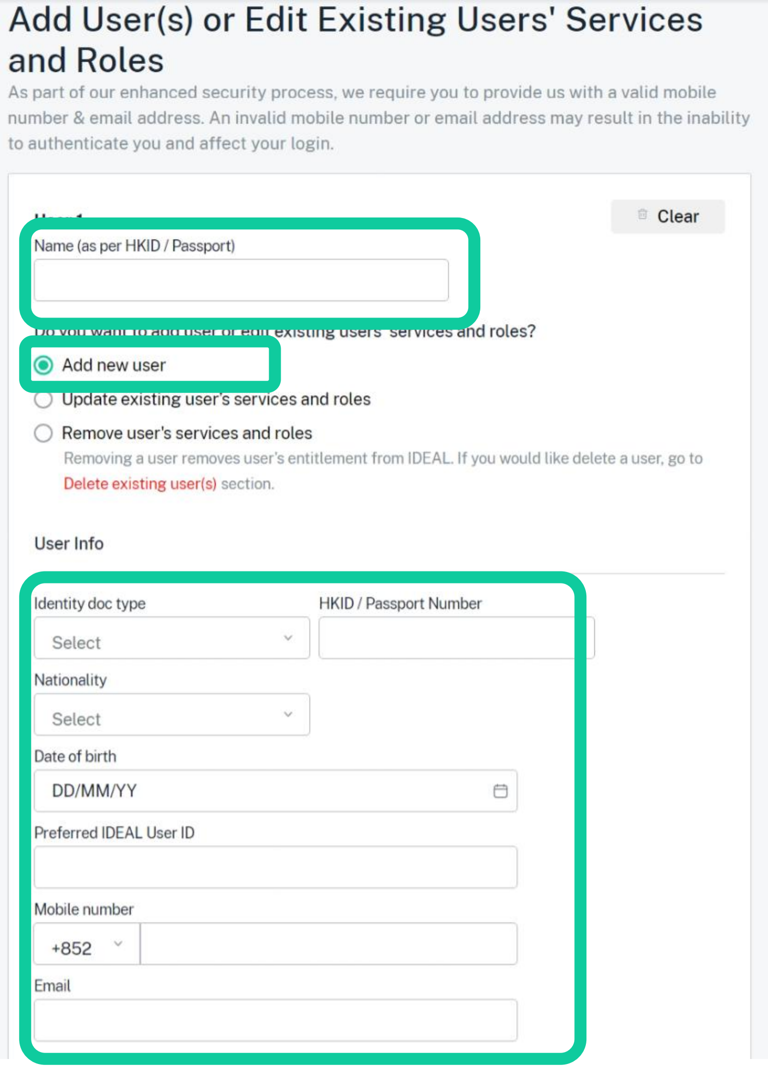
Given the wide powers conferred on the appointed Customer Self Administrator(s), Customer Self Administrator(s) should be persons within the organisation with sufficient executive power and authority to take on the role and the organisation is responsible for ensuring that it has appropriate and adequate 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,

a) Customer Self Administrator cannot act alone to add / modify any setup.
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 identification document for all Customer Self Administrators together with this application.

You will need to submit the Mandate / Board Resolution for IDEAL Customer Self Administrator (CSA) when first time signing up for this service.

1. Provide Full Name of new user. Select "Add new user" and provide new users personal information



Add User(s) or Edit Existing Users' Services and Roles

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.

Name (as per HKID / Passport)

Do you want to add user or edit existing users' services and roles?

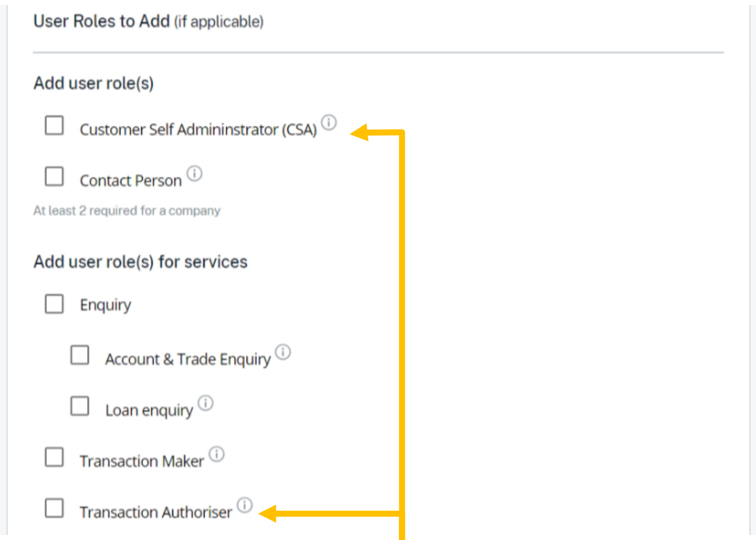
- ● Add new user
- ○ Update existing user's services and roles
- ○ Remove user's services and roles

Removing a user removes user's entitlement from IDEAL. If you would like delete a user, go to Delete existing user(s) section.

User Info

Identity doc type: Select
HKID / Passport Number:
Nationality: Select
Date of birth: DD/MM/YY
Preferred IDEAL User ID:
Mobile number: +852
Email:

2. Specify the role of the user



User Roles to Add (if applicable)

Add user role(s)

☐ Customer Self Admininstrator (CSA)

☐ Contact Person

At least 2 required for a company

Add user role(s) for services

☐ Enquiry

  ☐ Account & Trade Enquiry

  ☐ Loan enquiry

☐ Transaction Maker

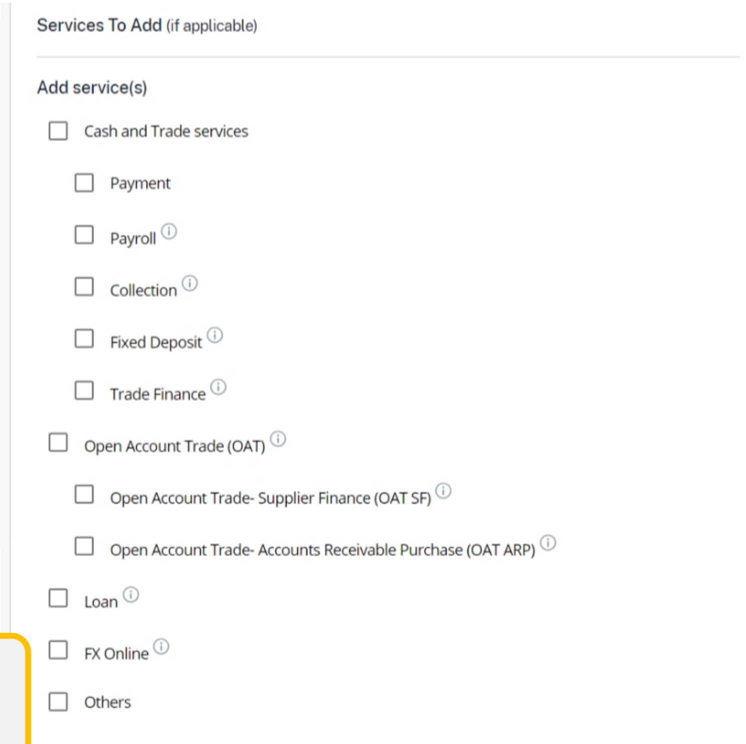
☐ Transaction Authoriser

For new approver / customer self administrator, please be reminded to provide your certified true copy of:

(i) ID / passport and

(ii) residential address proof issued in the last 6 months (e.g. recent utility or phone bill, bank statement or correspondence from a government agency).

3. Select services accessible to the user



Services To Add (if applicable)

Add service(s)

☐ Cash and Trade services

  ☐ Payment

  ☐ Payroll

  ☐ Collection

  ☐ Fixed Deposit

  ☐ Trade Finance

☐ Open Account Trade (OAT)

  ☐ Open Account Trade- Supplier Finance (OAT SF)

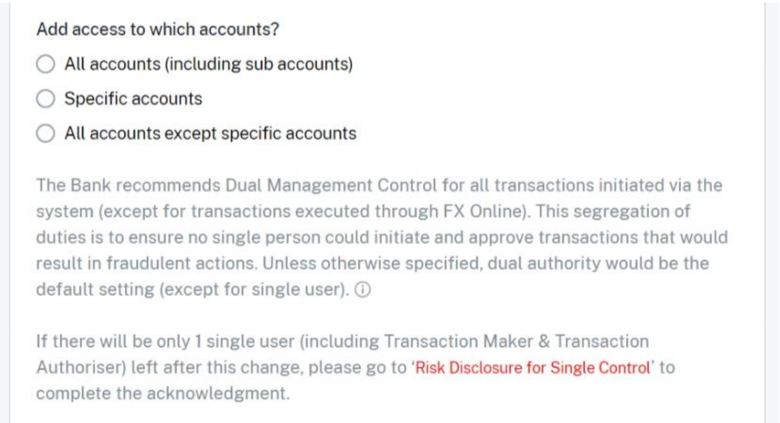
  ☐ Open Account Trade- Accounts Receivable Purchase (OAT ARP)

☐ Loan

☐ FX Online

☐ Others

4. Select accounts accessible to the user



Add access to which accounts?

○ All accounts (including sub accounts)

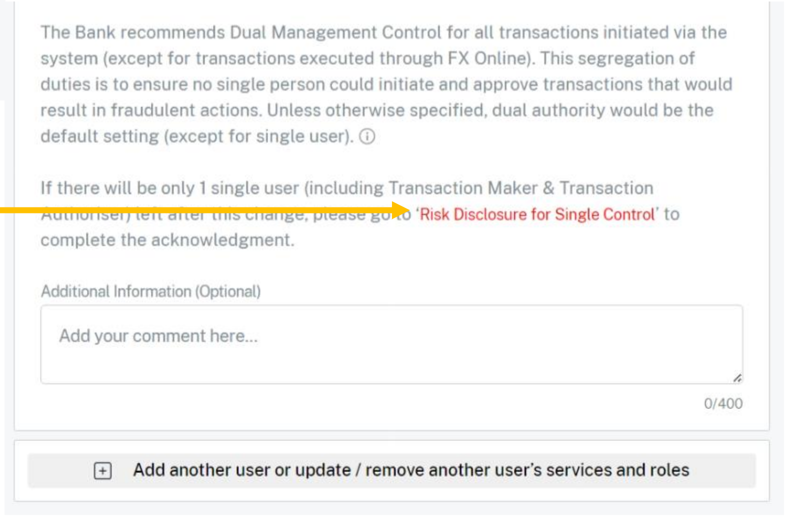
○ Specific accounts

○ All accounts except specific accounts

The Bank recommends Dual Management Control for all transactions initiated via the system (except for transactions executed through FX Online). This segregation of duties is to ensure no single person could initiate and approve transactions that would result in fraudulent actions. Unless otherwise specified, dual authority would be the default setting (except for single user).

If there will be only 1 single user (including Transaction Maker & Transaction Authoriser) left after this change, please go to 'Risk Disclosure for Single Control' to complete the acknowledgment.

5. Input if any special instruction & add instruction for another user



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If there will be only 1 single user (including Transaction Maker & Transaction Authoriser) left after this change, please go to 'Risk Disclosure for Single Control' to complete the acknowledgment.

Additional Information (Optional)

Add your comment here...

0/400

⊞ Add another user or update / remove another user's services and roles

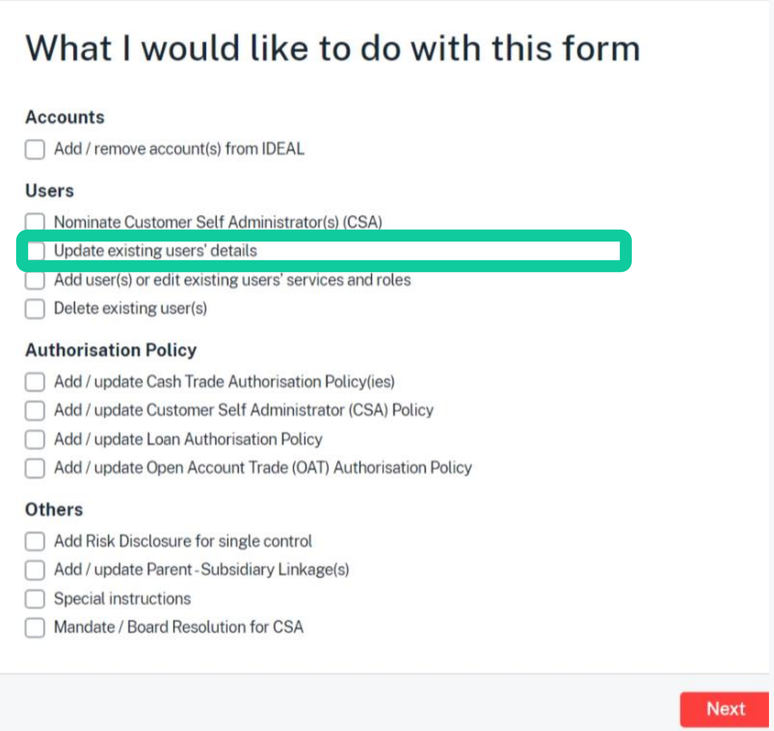
In case you are originally on Single Management Control and you are appointing new approver, if you want to remain as Single Management Control, you will need to acknowledge **'Risk Disclosure for Single Control'** again.

DBS

Edit Existing User(s)

Edit only static user information:

- ID Document
- Nationality
- Date of birth
- Contact info (email / mobile)



What I would like to do with this form

Accounts

☐ Add / remove account(s) from IDEAL

Users

☐ Nominate Customer Self Administrator(s) (CSA)
☐ Update existing users' details
☐ Add user(s) or edit existing users' services and roles
☐ Delete existing user(s)

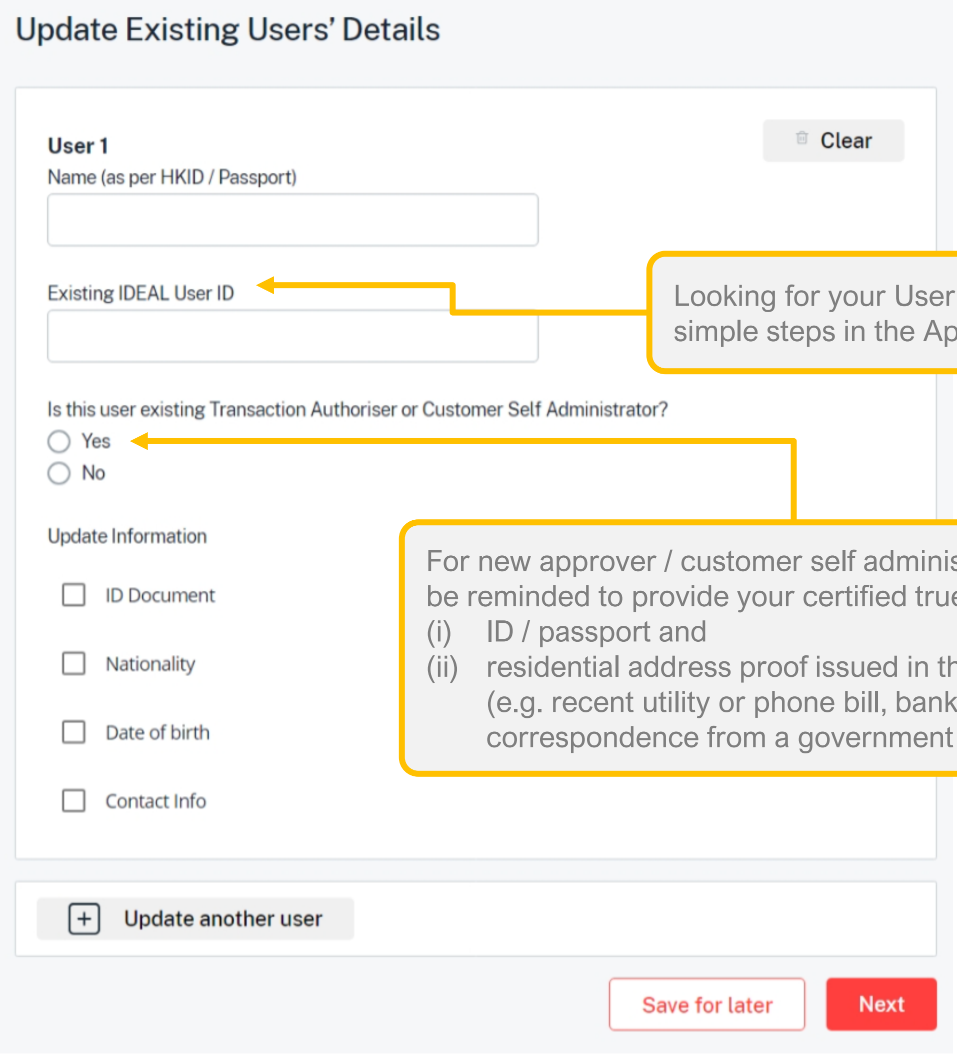
Authorisation Policy

☐ Add / update Cash Trade Authorisation Policy(ies)
☐ Add / update Customer Self Administrator (CSA) Policy
☐ Add / update Loan Authorisation Policy
☐ Add / update Open Account Trade (OAT) Authorisation Policy

Others

☐ Add Risk Disclosure for single control
☐ Add / update Parent-Subsidiary Linkage(s)
☐ Special instructions
☐ Mandate / Board Resolution for CSA

1. Fill in Name and UserID of the user, and supply with new information



Update Existing Users' Details

User 1

Name (as per HKID / Passport)

Existing IDEAL User ID

Is this user existing Transaction Authoriser or Customer Self Administrator?
○ Yes
○ No

Update Information

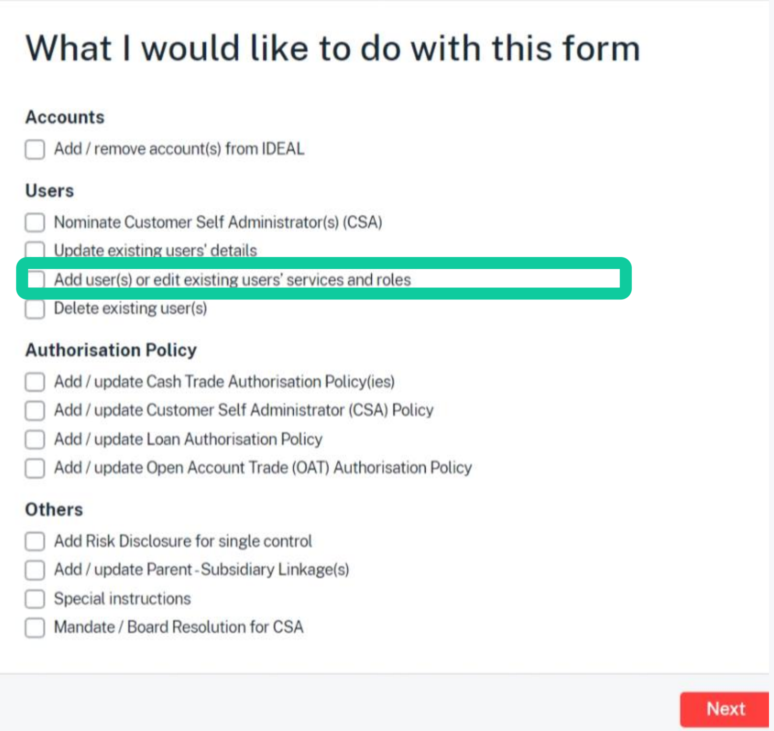
☐ ID Document
☐ Nationality
☐ Date of birth
☐ Contact Info

Looking for your User ID? Just follow the simple steps in the Appendix (p. 28)!

For new approver / customer self administrator, please be reminded to provide your certified true copy of:
(i) ID / passport and
(ii) residential address proof issued in the last 6 months (e.g. recent utility or phone bill, bank statement or correspondence from a government agency).

Edit Existing User(s)

Edit user service & roles



What I would like to do with this form

Accounts

☐ Add / remove account(s) from IDEAL

Users

☐ Nominate Customer Self Administrator(s) (CSA)
☐ Update existing users' details
☐ Add user(s) or edit existing users' services and roles
☐ Delete existing user(s)

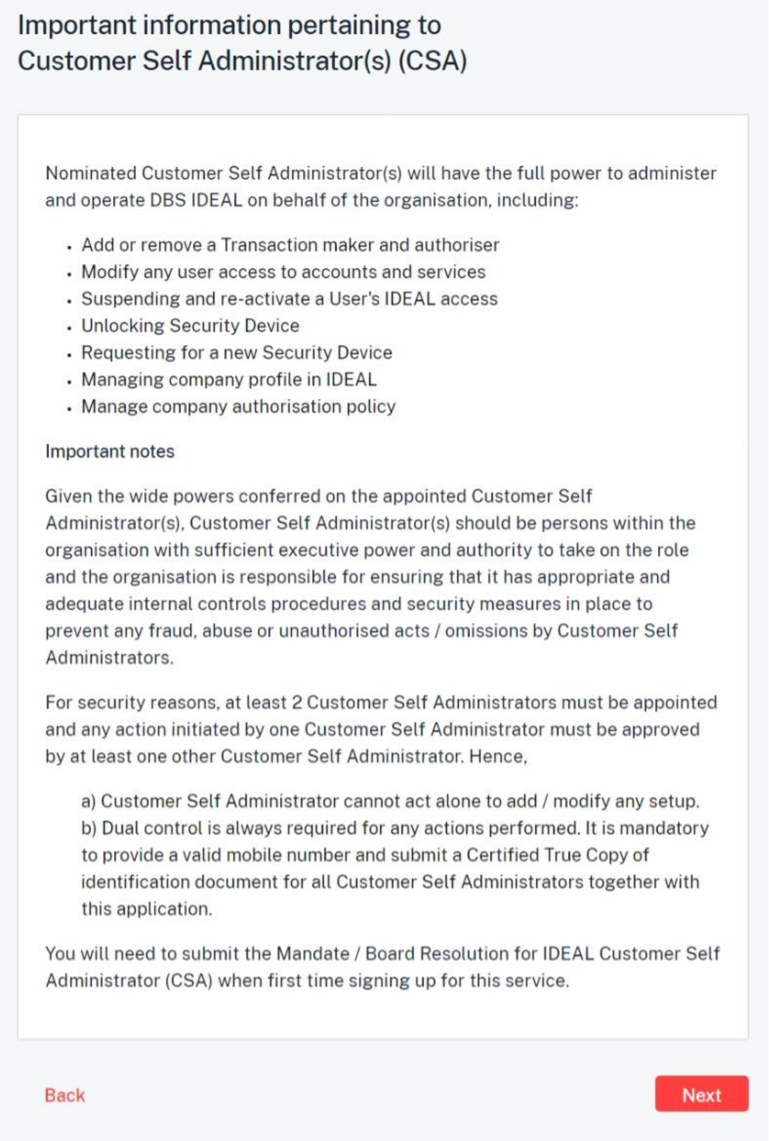
Authorisation Policy

☐ Add / update Cash Trade Authorisation Policy(ies)
☐ Add / update Customer Self Administrator (CSA) Policy
☐ Add / update Loan Authorisation Policy
☐ Add / update Open Account Trade (OAT) Authorisation Policy

Others

☐ Add Risk Disclosure for single control
☐ Add / update Parent - Subsidiary Linkage(s)
☐ Special instructions
☐ Mandate / Board Resolution for CSA

Read the Important information pertaining to Customer Self Administrator(s) (CSA)



Important information pertaining to Customer Self Administrator(s) (CSA)

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

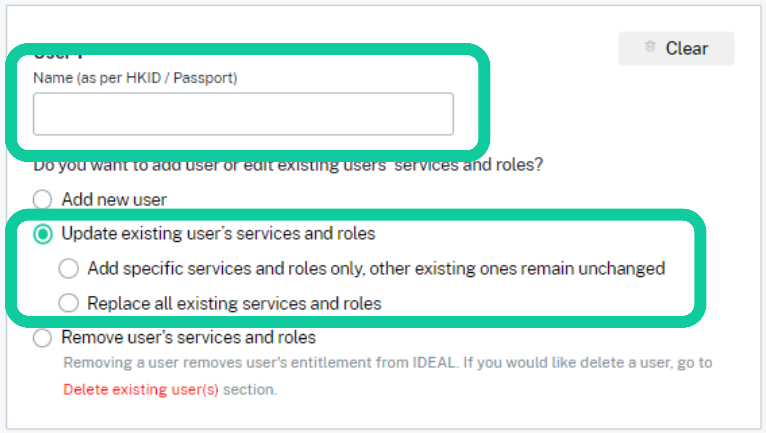
Given the wide powers conferred on the appointed Customer Self Administrator(s), Customer Self Administrator(s) should be persons within the organisation with sufficient executive power and authority to take on the role and the organisation is responsible for ensuring that it has appropriate and adequate 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,

> a) Customer Self Administrator cannot act alone to add / modify any setup.
> 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 identification document for all Customer Self Administrators together with this application.

You will need to submit the Mandate / Board Resolution for IDEAL Customer Self Administrator (CSA) when first time signing up for this service.

1. Provide user full name. Choose update type – either (1) add on top to existing or (2) supersede existing settings



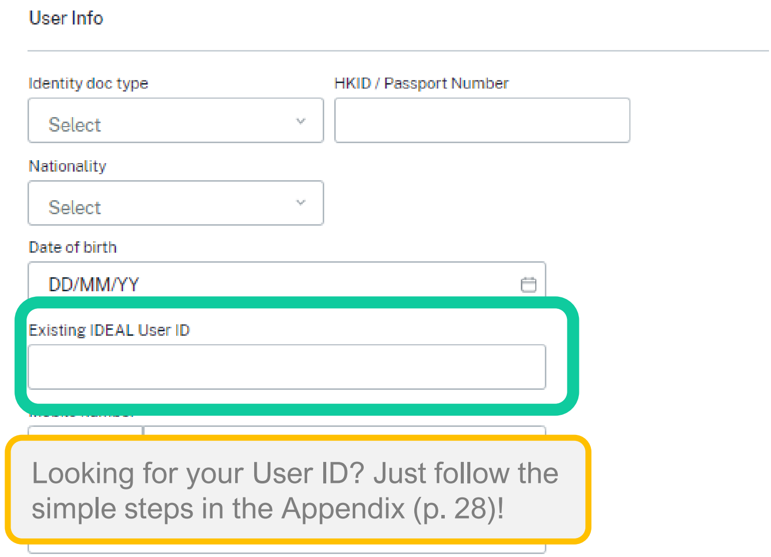
Name (as per HKID / Passport)

Do you want to add user or edit existing users' services and roles?

○ Add new user
● Update existing user's services and roles
  ○ Add specific services and roles only, other existing ones remain unchanged
  ○ Replace all existing services and roles
○ Remove user's services and roles

Removing a user removes user's entitlement from IDEAL. If you would like delete a user, go to Delete existing user(s) section.

2. Provide existing user ID

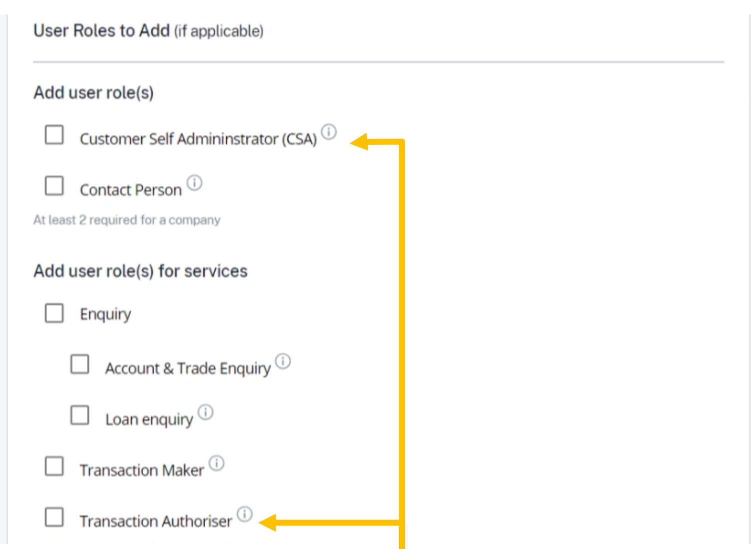


User Info

Identity doc type: Select
HKID / Passport Number
Nationality: Select
Date of birth: DD/MM/YY
Existing IDEAL User ID

Looking for your User ID? Just follow the simple steps in the Appendix (p. 28)!

3. Specify the role of the user



User Roles to Add (if applicable)

Add user role(s)

☐ Customer Self Admininstrator (CSA) ⓘ

☐ Contact Person ⓘ

At least 2 required for a company

Add user role(s) for services

☐ Enquiry
  ☐ Account & Trade Enquiry ⓘ
  ☐ Loan enquiry ⓘ

☐ Transaction Maker ⓘ

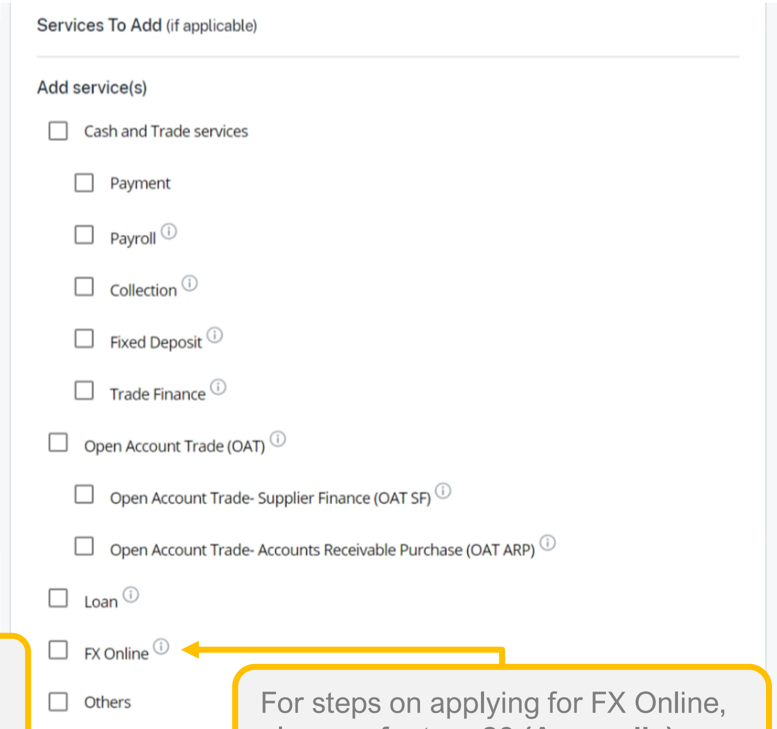
☐ Transaction Authoriser ⓘ

For new approver / customer self administrator, please be reminded to provide your certified true copy of:

(i) ID / passport and

(ii) residential address proof issued in the last 6 months (e.g. recent utility or phone bill, bank statement or correspondence from a government agency).

4. Select services accessible to the user



Services To Add (if applicable)

Add service(s)

☐ Cash and Trade services
  ☐ Payment
  ☐ Payroll ⓘ
  ☐ Collection ⓘ
  ☐ Fixed Deposit ⓘ
  ☐ Trade Finance ⓘ

☐ Open Account Trade (OAT) ⓘ
  ☐ Open Account Trade- Supplier Finance (OAT SF) ⓘ
  ☐ Open Account Trade- Accounts Receivable Purchase (OAT ARP) ⓘ

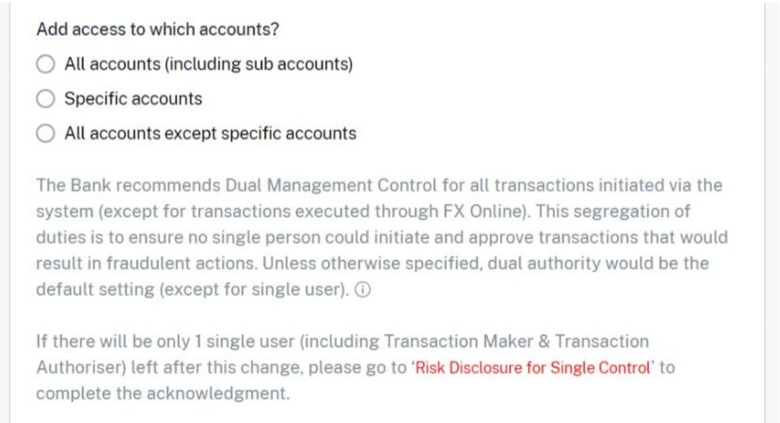
☐ Loan ⓘ

☐ FX Online ⓘ

☐ Others

For steps on applying for FX Online, please refer to **p.29 (Appendix)**.

5. Select accounts accessible to the user



Add access to which accounts?

○ All accounts (including sub accounts)

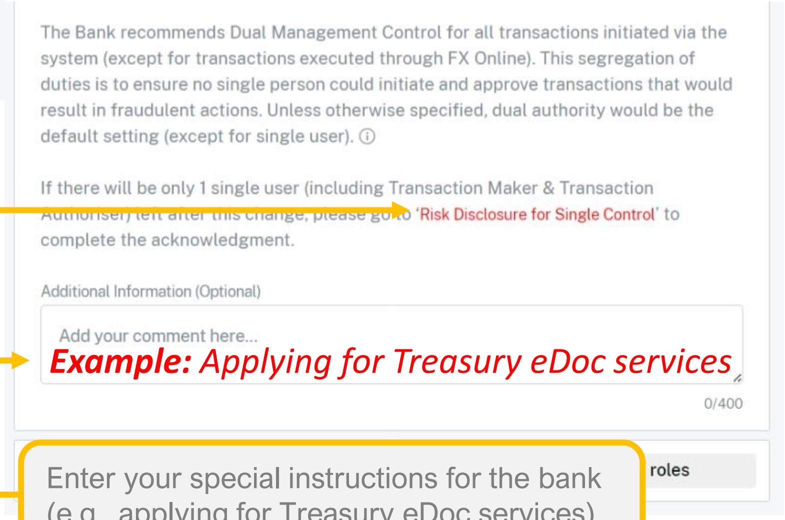
○ Specific accounts

○ All accounts except specific accounts

The Bank recommends Dual Management Control for all transactions initiated via the system (except for transactions executed through FX Online). This segregation of duties is to ensure no single person could initiate and approve transactions that would result in fraudulent actions. Unless otherwise specified, dual authority would be the default setting (except for single user). ⓘ

If there will be only 1 single user (including Transaction Maker & Transaction Authoriser) left after this change, please go to 'Risk Disclosure for Single Control' to complete the acknowledgment.

6. Input if any special instruction & add instruction for another user



The Bank recommends Dual Management Control for all transactions initiated via the system (except for transactions executed through FX Online). This segregation of duties is to ensure no single person could initiate and approve transactions that would result in fraudulent actions. Unless otherwise specified, dual authority would be the default setting (except for single user). ⓘ

If there will be only 1 single user (including Transaction Maker & Transaction Authoriser) left after this change, please go to 'Risk Disclosure for Single Control' to complete the acknowledgment.

Additional Information (Optional)

Add your comment here...

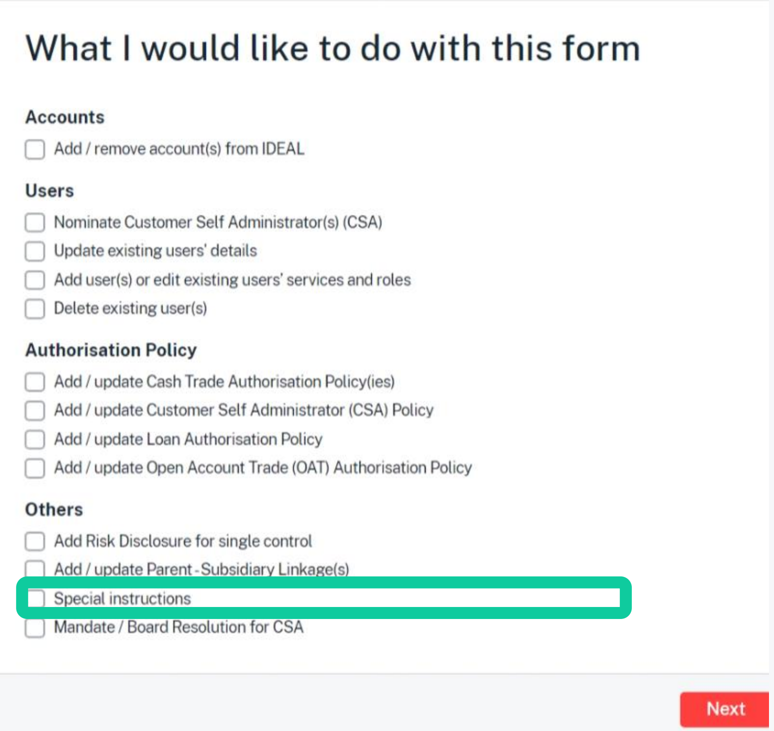
***Example:** Applying for Treasury eDoc services*

0/400

In case you are originally on Single Management Control and you are appointing new approver / removing existing approver, if you want to remain as Single Management Control, you will need to acknowledge **'Risk Disclosure for Single Control'** again.

Enter your special instructions for the bank (e.g., applying for Treasury eDoc services)

Unlock / Reset User(s) Login



What I would like to do with this form

Accounts

☐ Add / remove account(s) from IDEAL

Users

☐ Nominate Customer Self Administrator(s) (CSA)
☐ Update existing users' details
☐ Add user(s) or edit existing users' services and roles
☐ Delete existing user(s)

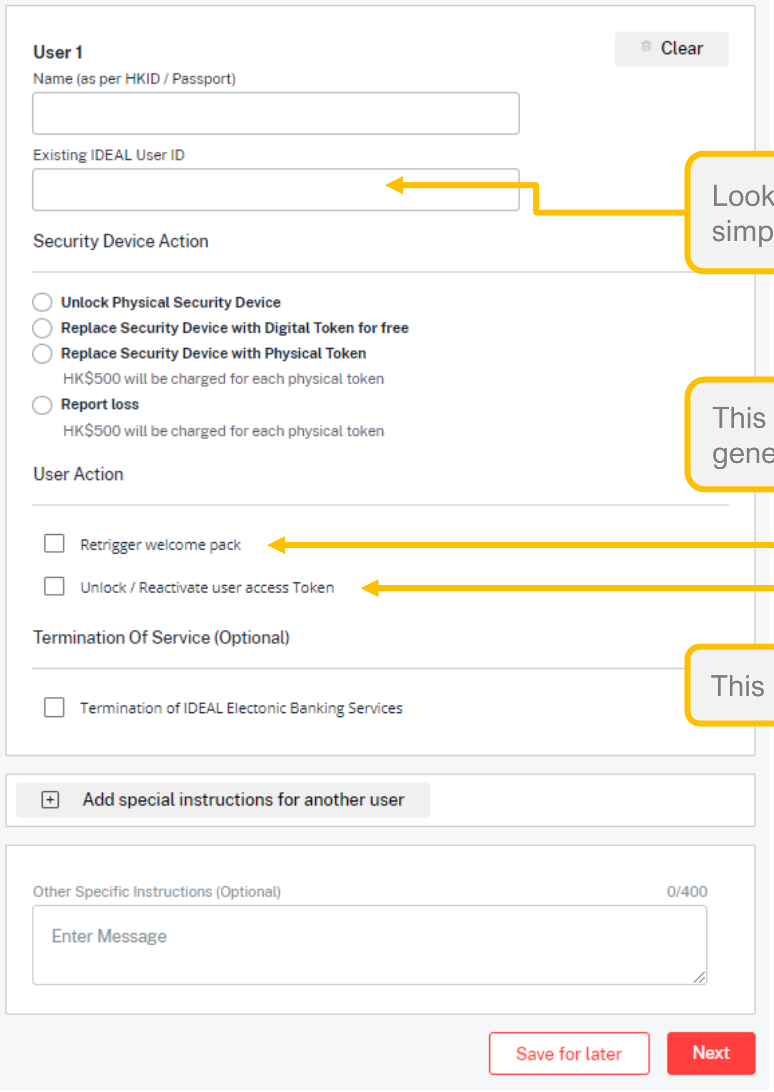
Authorisation Policy

☐ Add / update Cash Trade Authorisation Policy(ies)
☐ Add / update Customer Self Administrator (CSA) Policy
☐ Add / update Loan Authorisation Policy
☐ Add / update Open Account Trade (OAT) Authorisation Policy

Others

☐ Add Risk Disclosure for single control
☐ Add / update Parent-Subsidiary Linkage(s)
☐ Special instructions
☐ Mandate / Board Resolution for CSA

1. Put the existing user information & select respective action



User 1

Name (as per HKID / Passport)

Existing IDEAL User ID

Security Device Action

○ **Unlock Physical Security Device**
○ **Replace Security Device with Digital Token for free**
○ **Replace Security Device with Physical Token**
HK$500 will be charged for each physical token
○ **Report loss**
HK$500 will be charged for each physical token

User Action

☐ Retrigger welcome pack
☐ Unlock / Reactivate user access Token

Termination Of Service (Optional)

☐ Termination of IDEAL Electonic Banking Services

⊞ Add special instructions for another user

Other Specific Instructions (Optional) 0/400

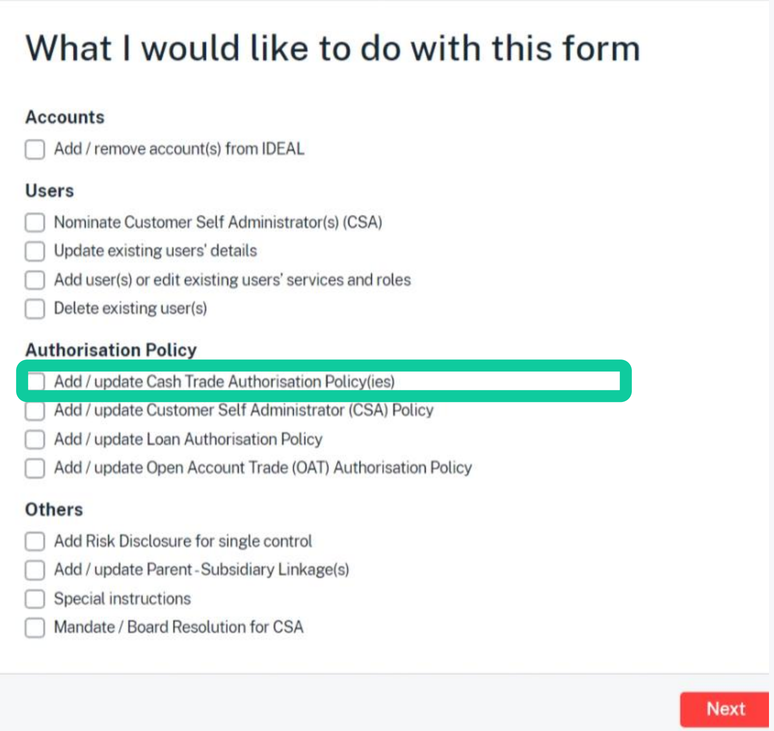
Enter Message

Looking for your User ID? Just follow the simple steps in the Appendix (p. 28)!

This is to reset user password and generate new password for user to login

This is to unlock user

Update Transaction Authorisation Policy



What I would like to do with this form

Accounts

☐ Add / remove account(s) from IDEAL

Users

☐ Nominate Customer Self Administrator(s) (CSA)
☐ Update existing users' details
☐ Add user(s) or edit existing users' services and roles
☐ Delete existing user(s)

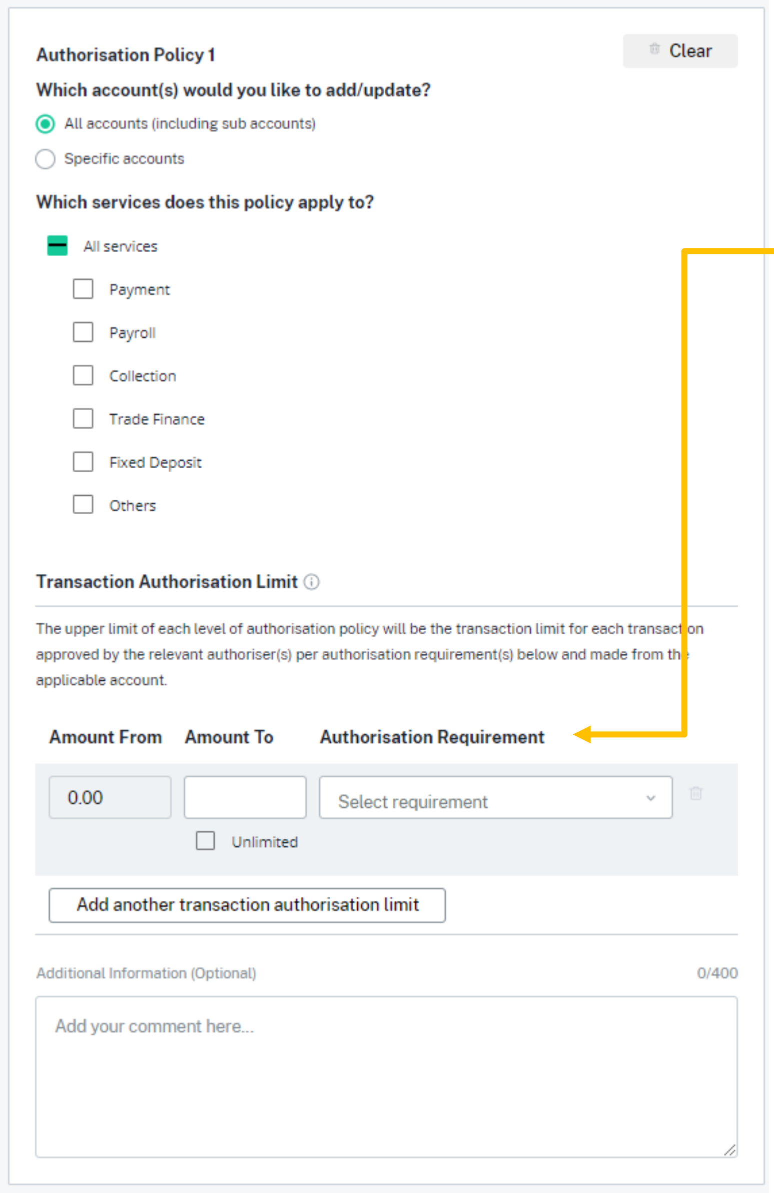
Authorisation Policy

☐ Add / update Cash Trade Authorisation Policy(ies)
☐ Add / update Customer Self Administrator (CSA) Policy
☐ Add / update Loan Authorisation Policy
☐ Add / update Open Account Trade (OAT) Authorisation Policy

Others

☐ Add Risk Disclosure for single control
☐ Add / update Parent - Subsidiary Linkage(s)
☐ Special instructions
☐ Mandate / Board Resolution for CSA

1. Select the payment type for the authorisation policy



Authorisation Policy 1

Which account(s) would you like to add/update?

● All accounts (including sub accounts)
○ Specific accounts

Which services does this policy apply to?

☐ All services
- ☐ Payment
- ☐ Payroll
- ☐ Collection
- ☐ Trade Finance
- ☐ Fixed Deposit
- ☐ Others

Transaction Authorisation Limit ⓘ

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.

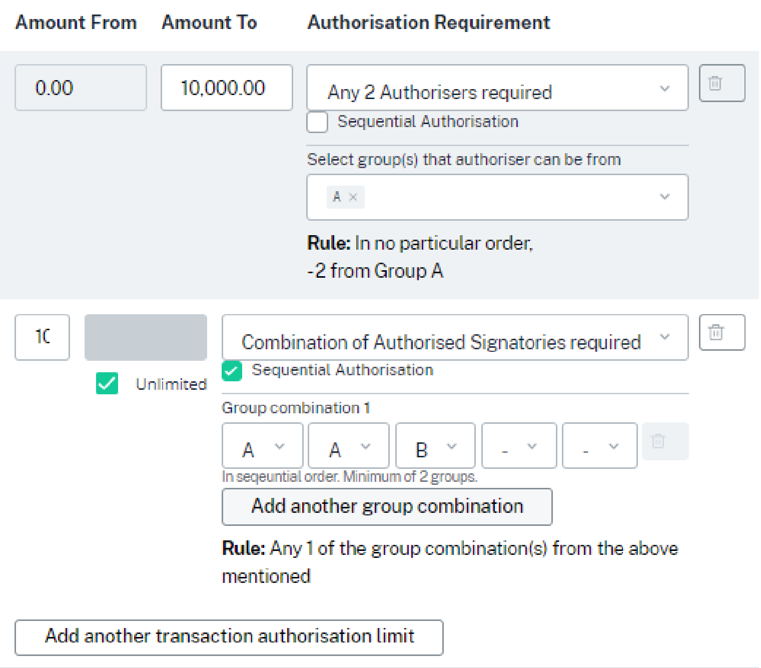
Amount From	Amount To	Authorisation Requirement
0.00	 ☐ Unlimited	Select requirement

Additional Information (Optional) 0/400

Add your comment here...

2. Specify the amount range and the corresponding approval matrix, for example:

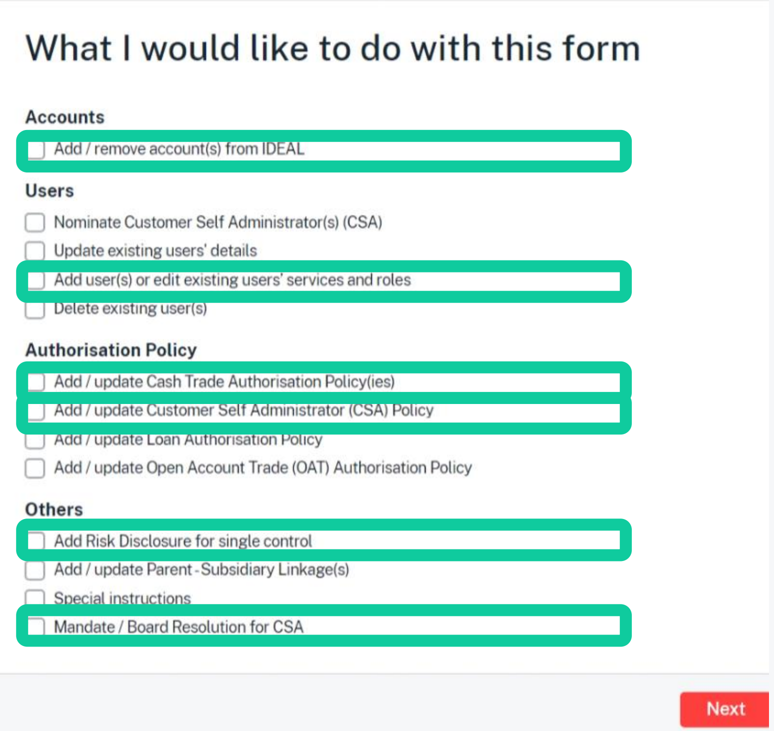
- From 0 – 10000.00,
  any 2 approver from group A can approve
- From 10000.01 – unlimited,
  any 2 approver from group A followed by 1 approver from group B (sequential)



Amount From	Amount To	Authorisation Requirement
0.00	10,000.00	Any 2 Authorisers required ☐ Sequential Authorisation Select group(s) that authoriser can be from: A × **Rule:** In no particular order, -2 from Group A
1C	☑ Unlimited	Combination of Authorised Signatories required ☑ Sequential Authorisation Group combination 1: A, A, B, -, - In seqeuntial order. Minimum of 2 groups. **Rule:** Any 1 of the group combination(s) from the above mentioned

Add another group combination
Add another transaction authorisation limit

Upgrade from Enquiry to Transact



What I would like to do with this form

Accounts

☐ Add / remove account(s) from IDEAL

Users

☐ Nominate Customer Self Administrator(s) (CSA)
☐ Update existing users' details
☐ Add user(s) or edit existing users' services and roles
☐ Delete existing user(s)

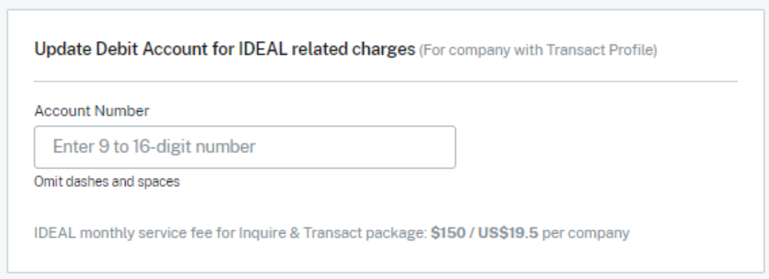
Authorisation Policy

☐ Add / update Cash Trade Authorisation Policy(ies)
☐ Add / update Customer Self Administrator (CSA) Policy
☐ Add / update Loan Authorisation Policy
☐ Add / update Open Account Trade (OAT) Authorisation Policy

Others

☐ Add Risk Disclosure for single control
☐ Add / update Parent - Subsidiary Linkage(s)
☐ Special instructions
☐ Mandate / Board Resolution for CSA

1. Provide debit account number for IDEAL related charges



Update Debit Account for IDEAL related charges (For company with Transact Profile)

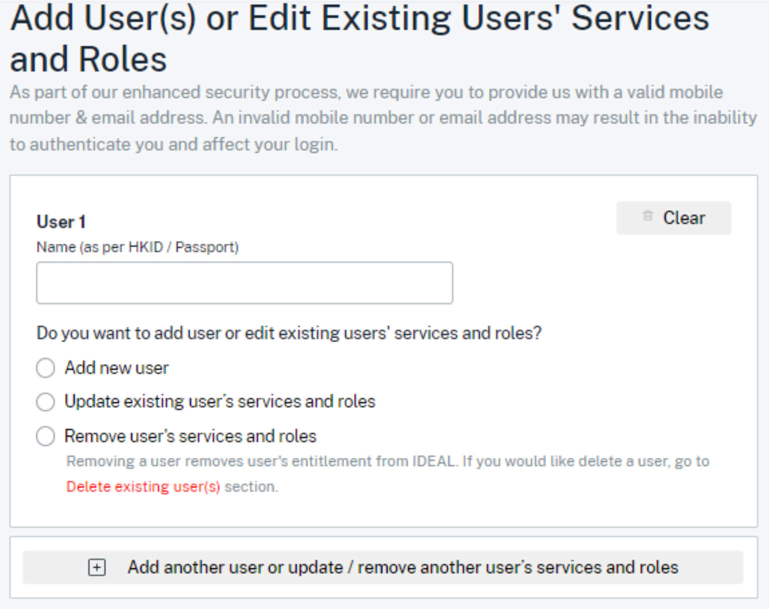
Account Number

Enter 9 to 16-digit number

Omit dashes and spaces

IDEAL monthly service fee for Inquire & Transact package: **$150 / US$19.5** per company

2. Add new transaction authorizer & administrator (Page.8) /
Upgrade existing user to transaction authoriser & administrator (Page.11)



Add User(s) or Edit Existing Users' Services and Roles

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.

User 1

Name (as per HKID / Passport)

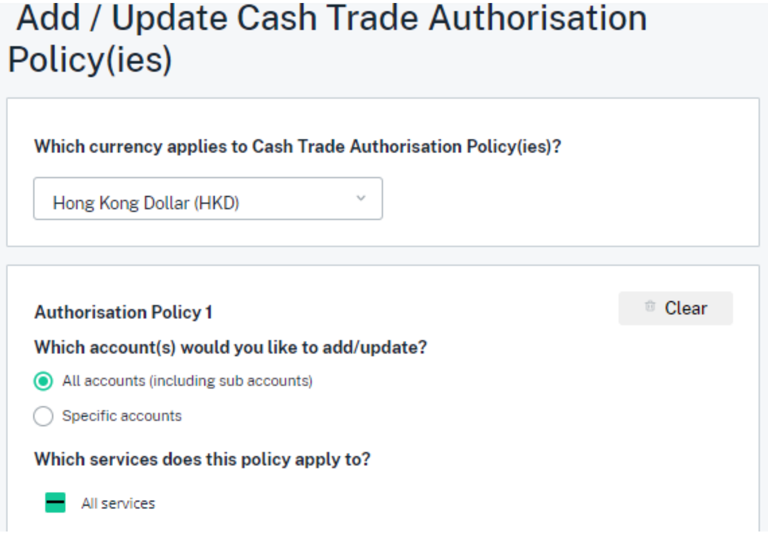
Do you want to add user or edit existing users' services and roles?

○ Add new user
○ Update existing user's services and roles
○ Remove user's services and roles

Removing a user removes user's entitlement from IDEAL. If you would like delete a user, go to Delete existing user(s) section.

Clear
Add another user or update / remove another user's services and roles

3. Define new transaction authorisation policy (Page.14)



Add / Update Cash Trade Authorisation Policy(ies)

Which currency applies to Cash Trade Authorisation Policy(ies)?

Hong Kong Dollar (HKD)

Authorisation Policy 1

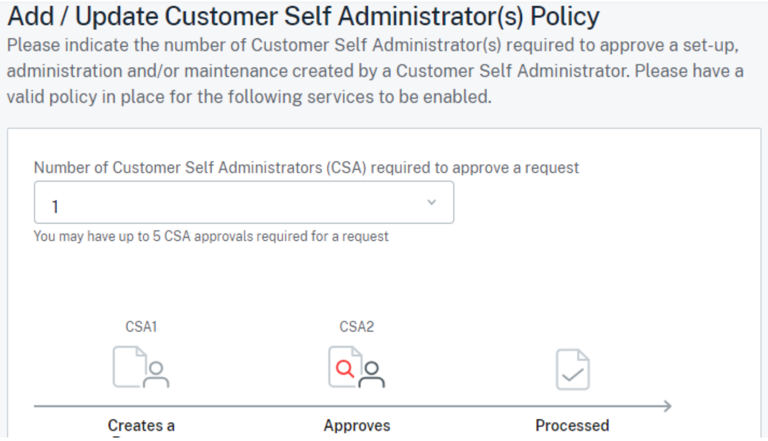
Which account(s) would you like to add/update?

● All accounts (including sub accounts)
○ Specific accounts

Which services does this policy apply to?

☐ All services

4. Define new Customer Self Administration request authorisation policy



Add / Update Customer Self Administrator(s) Policy

Please indicate the number of Customer Self Administrator(s) required to approve a set-up, administration and/or maintenance created by a Customer Self Administrator. Please have a valid policy in place for the following services to be enabled.

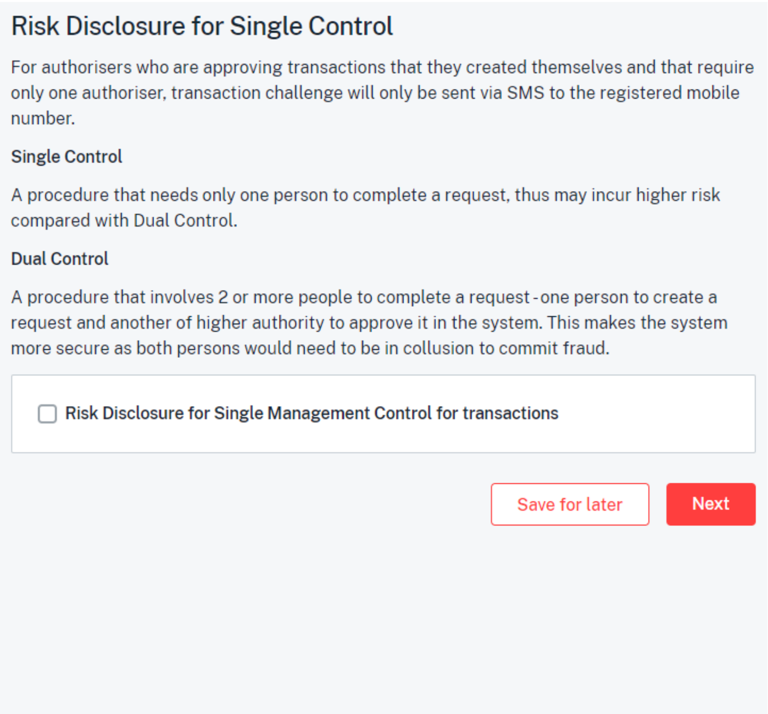
Number of Customer Self Administrators (CSA) required to approve a request

1

You may have up to 5 CSA approvals required for a request

5. Specify the role of the user

Dual Management Control is highly recommended if there are more than 1 'Transaction Maker' and 'Transaction Authoriser' in the organisation.



Risk Disclosure for Single Control

For authorisers who are approving transactions that they created themselves and that require only one authoriser, transaction challenge will only be sent via SMS to the registered mobile number.

Single Control

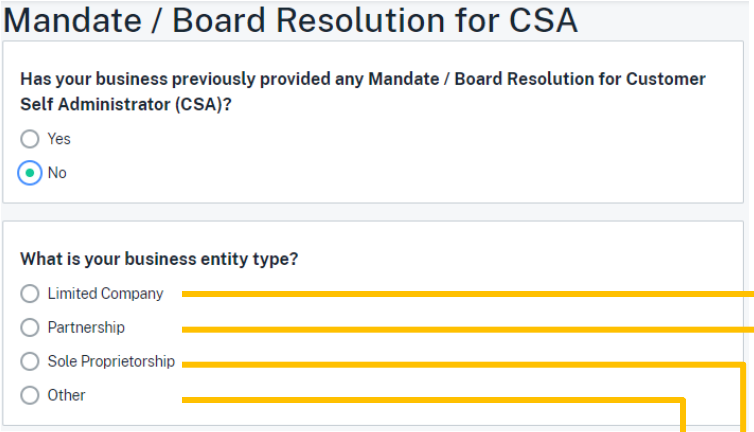
A procedure that needs only one person to complete a request, thus may incur higher risk compared with Dual Control.

Dual Control

A procedure that involves 2 or more people to complete a request - one person to create a request and another of higher authority to approve it in the system. This makes the system more secure as both persons would need to be in collusion to commit fraud.

☐ Risk Disclosure for Single Management Control for transactions

6. If this is the first your company register for Customer Self Administration, please indicate "No" and fill in



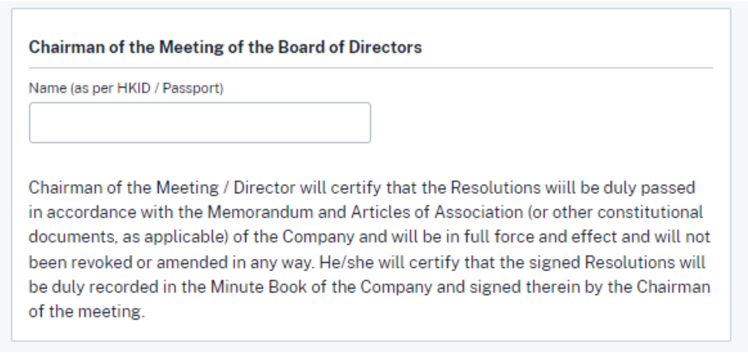
Mandate / Board Resolution for CSA

Has your business previously provided any Mandate / Board Resolution for Customer Self Administrator (CSA)?

○ Yes
● No

What is your business entity type?

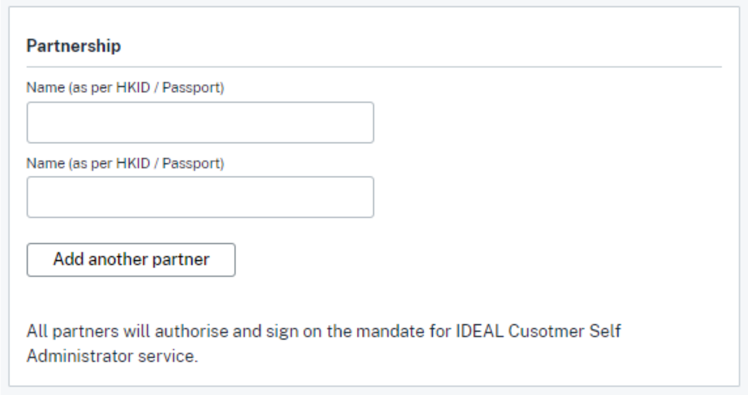
○ Limited Company
○ Partnership
○ Sole Proprietorship
○ Other



Chairman of the Meeting of the Board of Directors

Name (as per HKID / Passport)

Chairman of the Meeting / Director will certify that the Resolutions wiill be duly passed in accordance with the Memorandum and Articles of Association (or other constitutional documents, as applicable) of the Company and will be in full force and effect and will not been revoked or amended in any way. He/she will certify that the signed Resolutions will be duly recorded in the Minute Book of the Company and signed therein by the Chairman of the meeting.

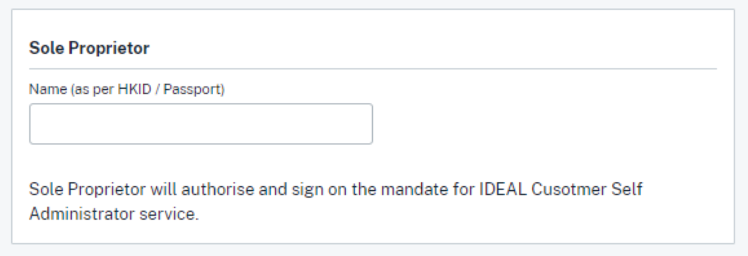


Partnership

Name (as per HKID / Passport)

Name (as per HKID / Passport)

All partners will authorise and sign on the mandate for IDEAL Cusotmer Self Administrator service.



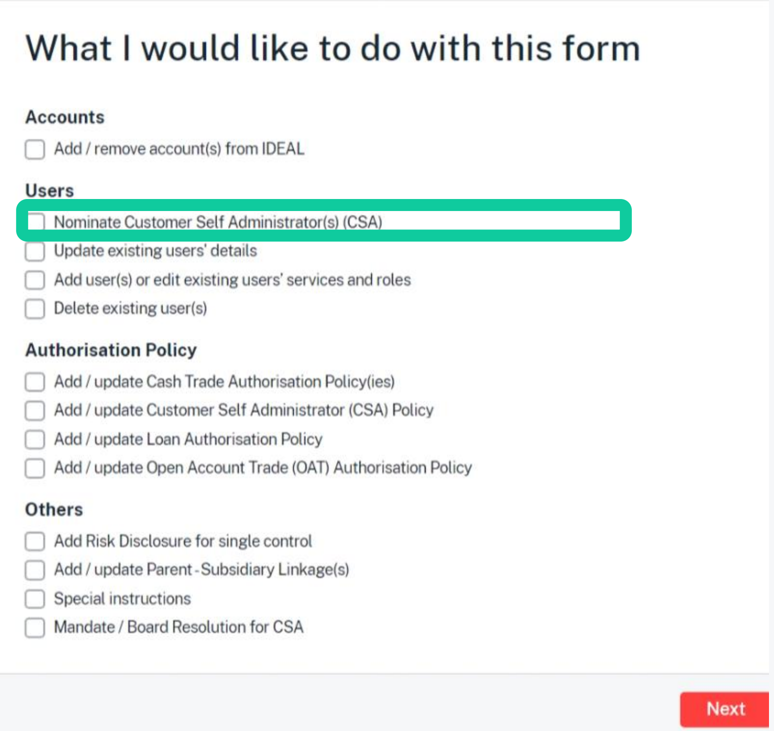
Sole Proprietor

Name (as per HKID / Passport)

Sole Proprietor will authorise and sign on the mandate for IDEAL Cusotmer Self Administrator service.

You will need separately submit customised Mandate / Board Resolution for Customer Self Administrator (CSA) service.

Add CSA Administrator



What I would like to do with this form

Accounts

☐ Add / remove account(s) from IDEAL

Users

☐ Nominate Customer Self Administrator(s) (CSA)
☐ Update existing users' details
☐ Add user(s) or edit existing users' services and roles
☐ Delete existing user(s)

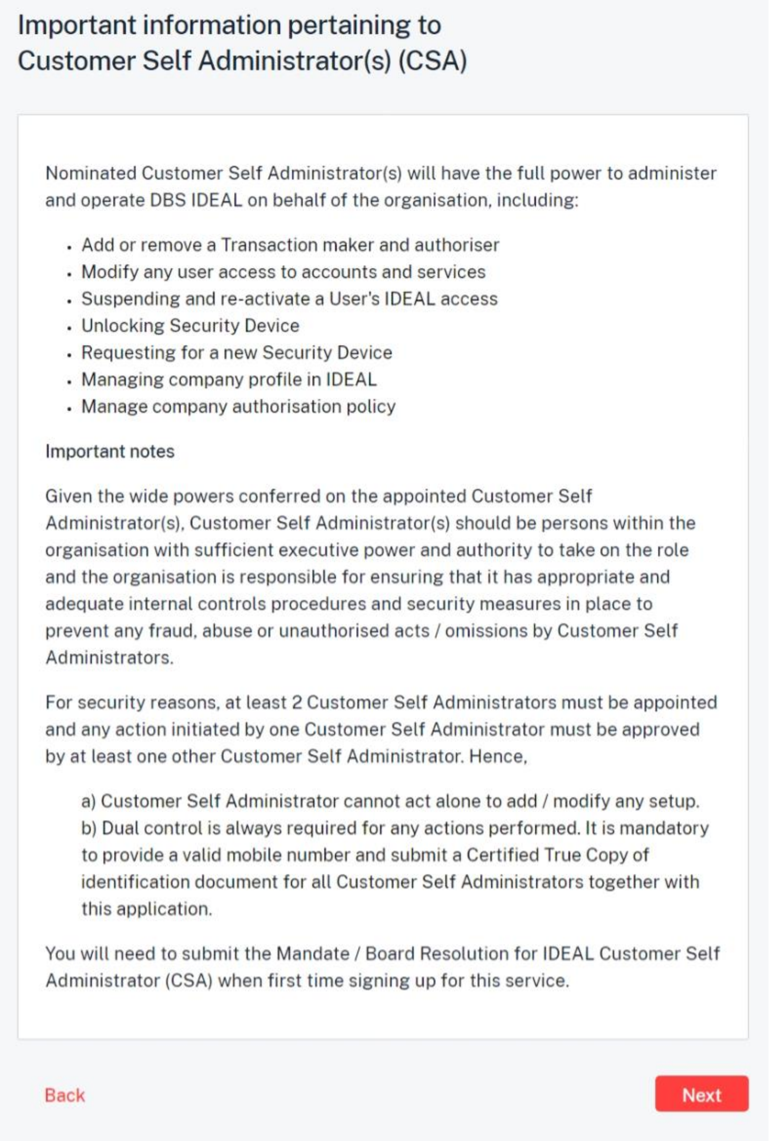
Authorisation Policy

☐ Add / update Cash Trade Authorisation Policy(ies)
☐ Add / update Customer Self Administrator (CSA) Policy
☐ Add / update Loan Authorisation Policy
☐ Add / update Open Account Trade (OAT) Authorisation Policy

Others

☐ Add Risk Disclosure for single control
☐ Add / update Parent - Subsidiary Linkage(s)
☐ Special instructions
☐ Mandate / Board Resolution for CSA

Read the Important information pertaining to Customer Self Administrator(s) (CSA)



Important information pertaining to Customer Self Administrator(s) (CSA)

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.

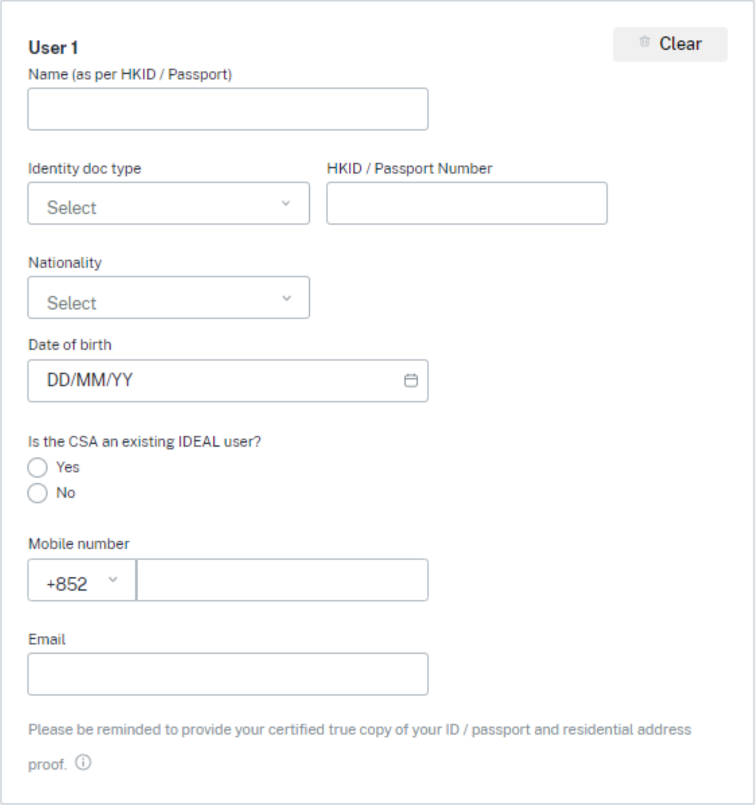
For security reasons, at least 2 Customer Self Administrators must be appointed and any action initiated by one Customer Self Administrator must be approved by at least one other Customer Self Administrator. Hence,

> a) Customer Self Administrator cannot act alone to add / modify any setup.
> 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 identification document for all Customer Self Administrators together with this application.

You will need to submit the Mandate / Board Resolution for IDEAL Customer Self Administrator (CSA) when first time signing up for this service.

1. Provide the new Administrator information

- For existing user, please provide UserID
- For new user, please indicate a preferred UserID



User 1

Name (as per HKID / Passport)

Identity doc type: Select

HKID / Passport Number

Nationality: Select

Date of birth: DD/MM/YY

Is the CSA an existing IDEAL user?
○ Yes
○ No

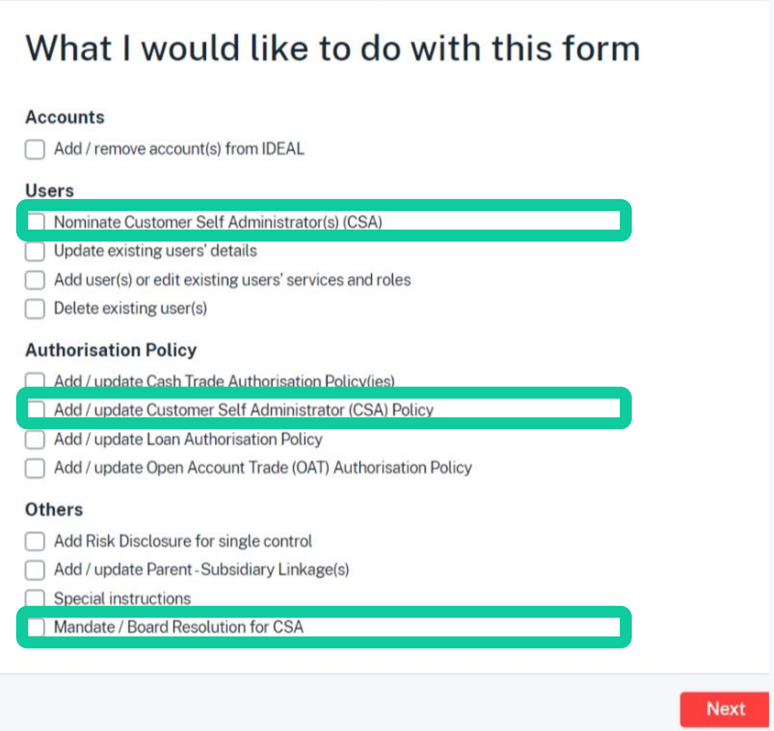
Mobile number: +852

Email

Please be reminded to provide your certified true copy of your ID / passport and residential address proof.

For customer self administrator, please be reminded to provide your certified true copy of:
(i) ID / passport and
(ii) residential address proof issued in the last 6 months (e.g. recent utility or phone bill, bank statement or correspondence from a government agency).

Newly apply CSA Service



What I would like to do with this form

Accounts

☐ Add / remove account(s) from IDEAL

Users

☐ Nominate Customer Self Administrator(s) (CSA)
☐ Update existing users' details
☐ Add user(s) or edit existing users' services and roles
☐ Delete existing user(s)

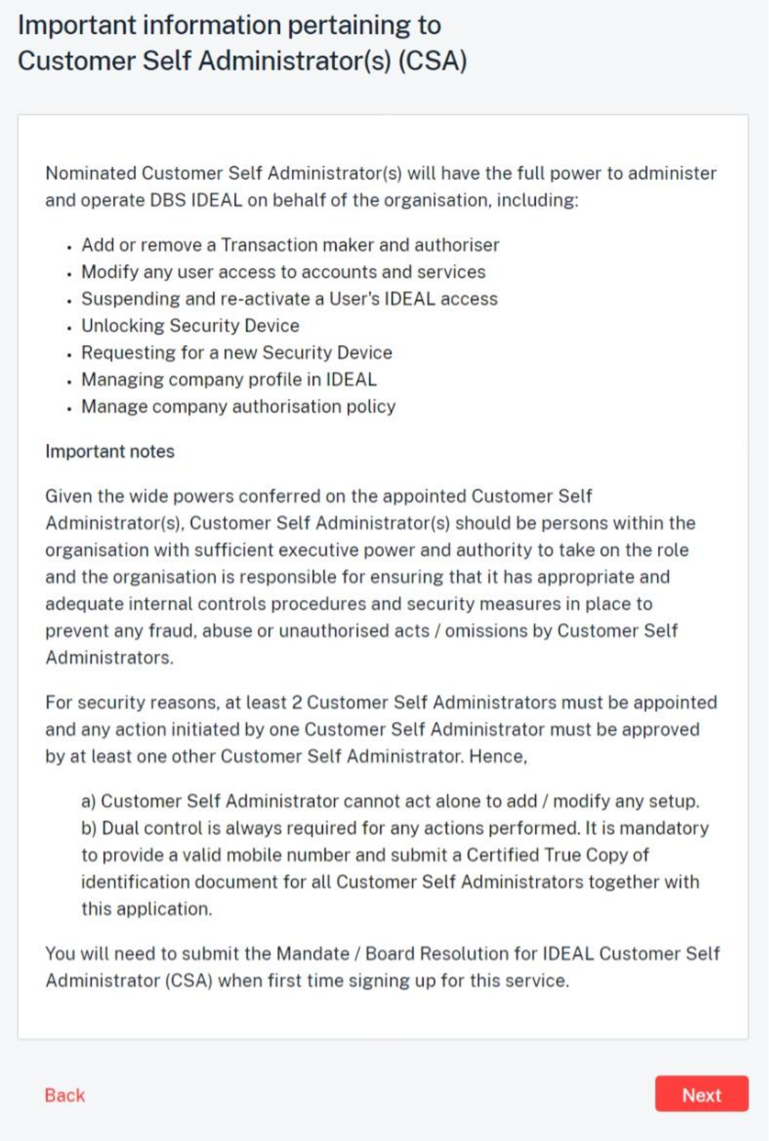
Authorisation Policy

☐ Add / update Cash Trade Authorisation Policy(ies)
☐ Add / update Customer Self Administrator (CSA) Policy
☐ Add / update Loan Authorisation Policy
☐ Add / update Open Account Trade (OAT) Authorisation Policy

Others

☐ Add Risk Disclosure for single control
☐ Add / update Parent-Subsidiary Linkage(s)
☐ Special instructions
☐ Mandate / Board Resolution for CSA

Read the Important information pertaining to Customer Self Administrator(s) (CSA)



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- 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.

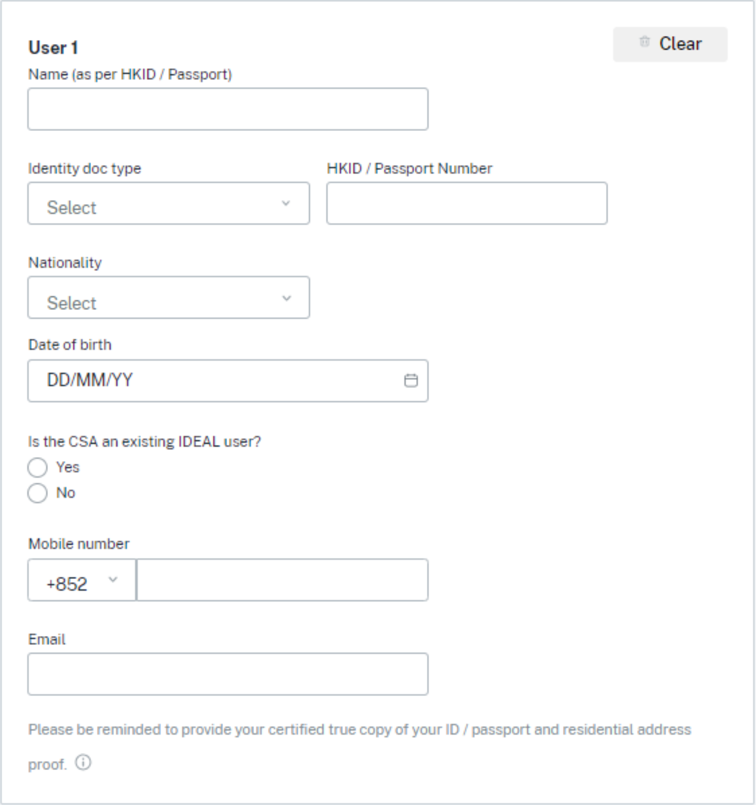
For security reasons, at least 2 Customer Self Administrators must be appointed and any action initiated by one Customer Self Administrator must be approved by at least one other Customer Self Administrator. Hence,

a) Customer Self Administrator cannot act alone to add / modify any setup.
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 identification document for all Customer Self Administrators together with this application.

You will need to submit the Mandate / Board Resolution for IDEAL Customer Self Administrator (CSA) when first time signing up for this service.

1. Provide the new Administrator information

- For existing user, please provide UserID
- For new user, please indicate a preferred UserID



User 1

Name (as per HKID / Passport)

Identity doc type: Select

HKID / Passport Number

Nationality: Select

Date of birth: DD/MM/YY

Is the CSA an existing IDEAL user?
○ Yes
○ No

Mobile number: +852

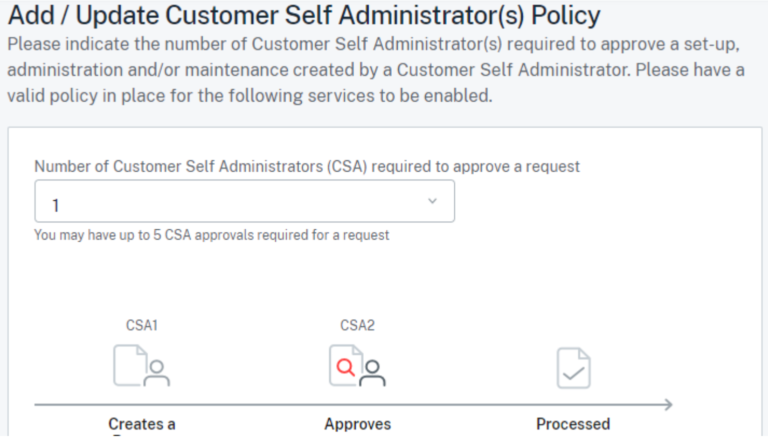
Email

Please be reminded to provide your certified true copy of your ID / passport and residential address proof.

For customer self administrator, please be reminded to provide your certified true copy of:

(i) ID / passport and
(ii) residential address proof issued in the last 6 months (e.g. recent utility or phone bill, bank statement or correspondence from a government agency).

2. Define new Customer Self Administration request authorisation policy



Add / Update Customer Self Administrator(s) Policy

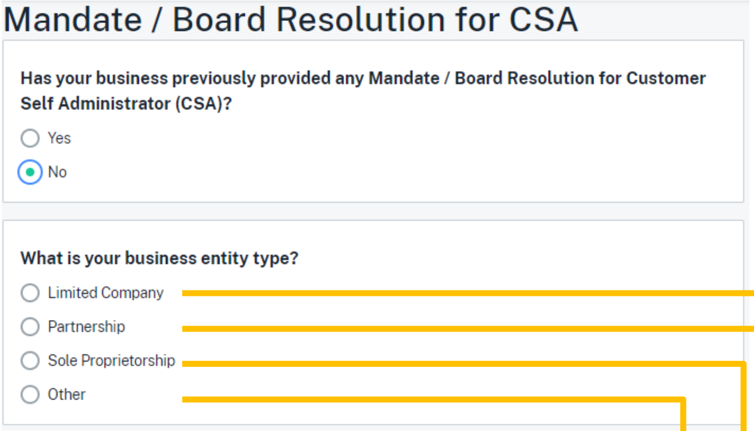
Please indicate the number of Customer Self Administrator(s) required to approve a set-up, administration and/or maintenance created by a Customer Self Administrator. Please have a valid policy in place for the following services to be enabled.

Number of Customer Self Administrators (CSA) required to approve a request

1

You may have up to 5 CSA approvals required for a request

3. If this is the first your company register for Customer Self Administration, please indicate "No" and fill in



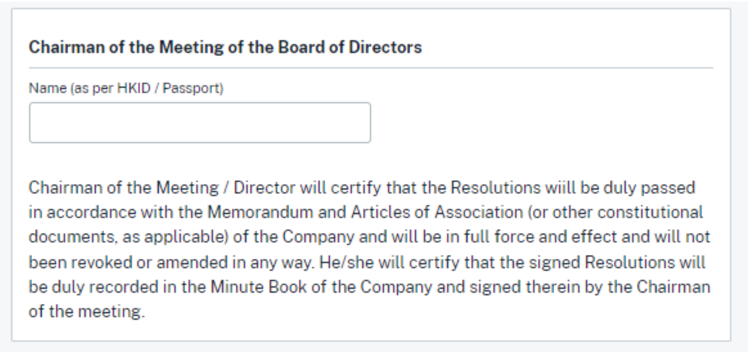
Mandate / Board Resolution for CSA

Has your business previously provided any Mandate / Board Resolution for Customer Self Administrator (CSA)?

○ Yes
● No

What is your business entity type?

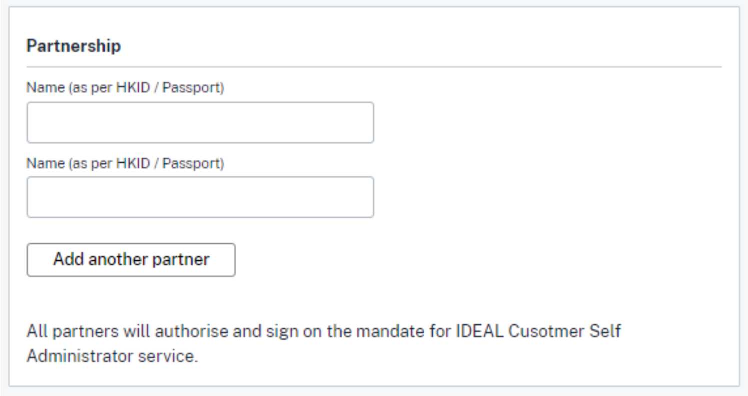
○ Limited Company
○ Partnership
○ Sole Proprietorship
○ Other



Chairman of the Meeting of the Board of Directors

Name (as per HKID / Passport)

Chairman of the Meeting / Director will certify that the Resolutions wiill be duly passed in accordance with the Memorandum and Articles of Association (or other constitutional documents, as applicable) of the Company and will be in full force and effect and will not been revoked or amended in any way. He/she will certify that the signed Resolutions will be duly recorded in the Minute Book of the Company and signed therein by the Chairman of the meeting.

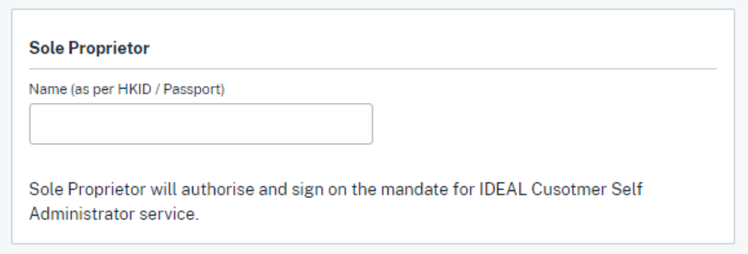


Partnership

Name (as per HKID / Passport)

Name (as per HKID / Passport)

All partners will authorise and sign on the mandate for IDEAL Cusotmer Self Administrator service.



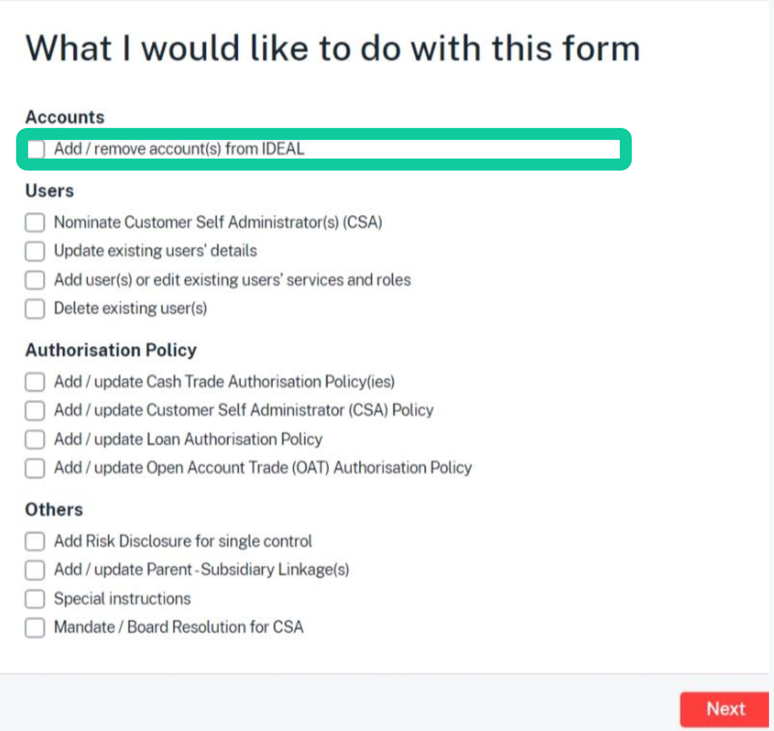
Sole Proprietor

Name (as per HKID / Passport)

Sole Proprietor will authorise and sign on the mandate for IDEAL Cusotmer Self Administrator service.

You will need separately submit customised Mandate / Board Resolution for Customer Self Administrator (CSA) service.

Add Account to IDEAL



What I would like to do with this form

Accounts

☐ Add / remove account(s) from IDEAL

Users

☐ Nominate Customer Self Administrator(s) (CSA)
☐ Update existing users' details
☐ Add user(s) or edit existing users' services and roles
☐ Delete existing user(s)

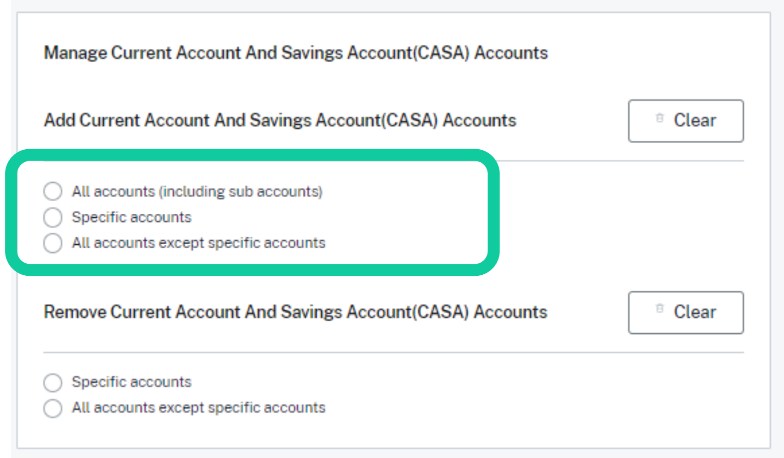
Authorisation Policy

☐ Add / update Cash Trade Authorisation Policy(ies)
☐ Add / update Customer Self Administrator (CSA) Policy
☐ Add / update Loan Authorisation Policy
☐ Add / update Open Account Trade (OAT) Authorisation Policy

Others

☐ Add Risk Disclosure for single control
☐ Add / update Parent-Subsidiary Linkage(s)
☐ Special instructions
☐ Mandate / Board Resolution for CSA

1. Choose action type under “Add Current Account And Savings Account(CASA) Accounts”



Manage Current Account And Savings Account(CASA) Accounts

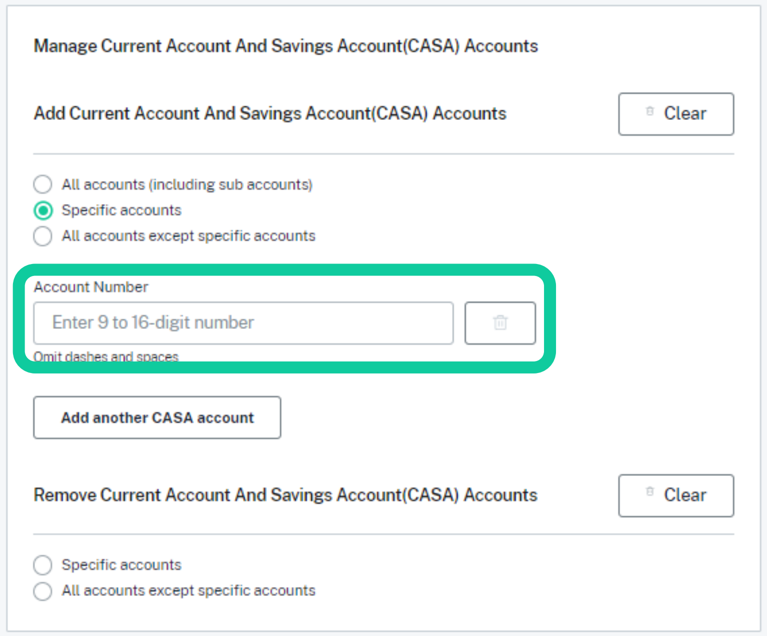
Add Current Account And Savings Account(CASA) Accounts

○ All accounts (including sub accounts)
○ Specific accounts
○ All accounts except specific accounts

Remove Current Account And Savings Account(CASA) Accounts

○ Specific accounts
○ All accounts except specific accounts

2. Provide the account number if requested



Manage Current Account And Savings Account(CASA) Accounts

Add Current Account And Savings Account(CASA) Accounts

○ All accounts (including sub accounts)
● Specific accounts
○ All accounts except specific accounts

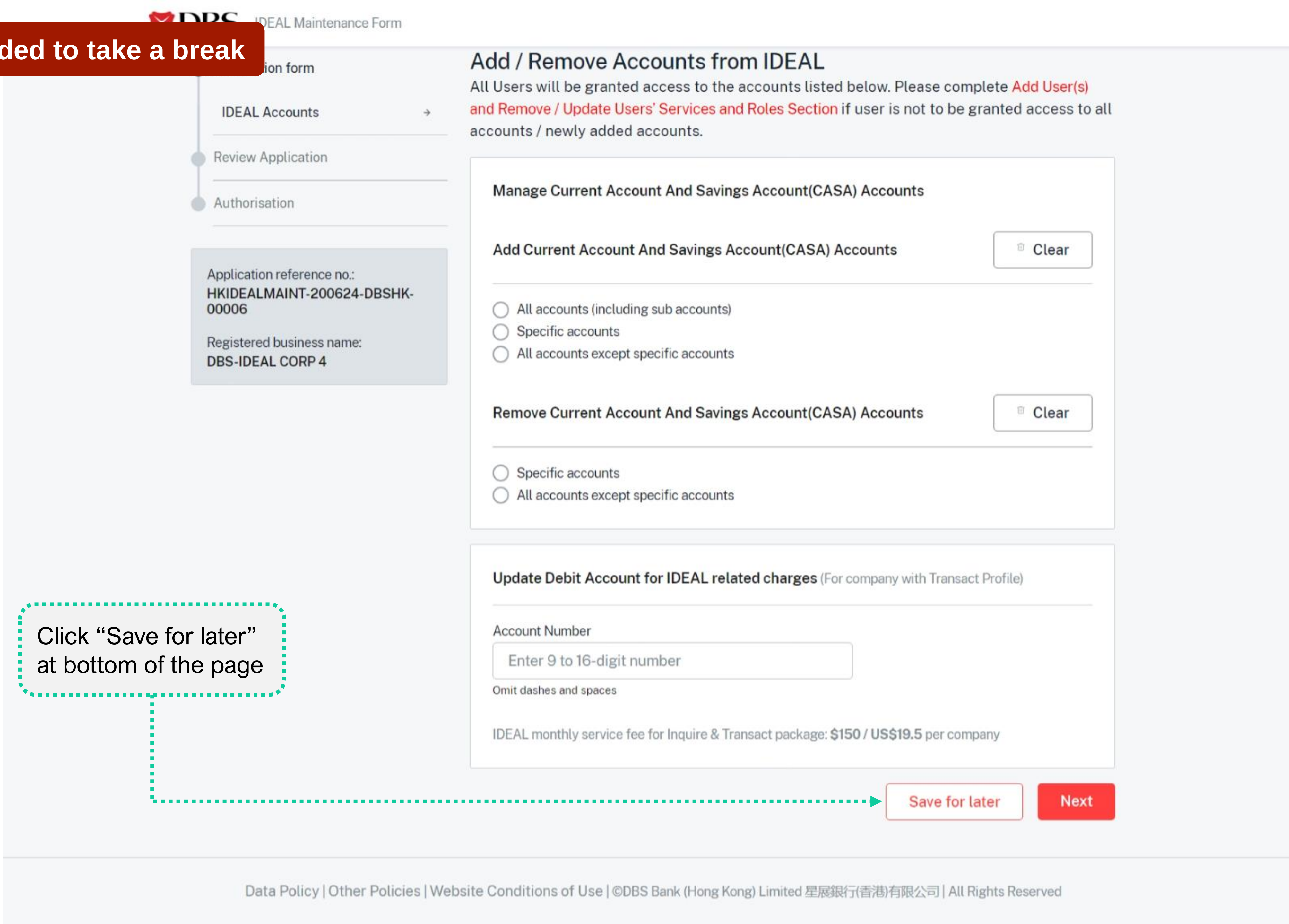
Account Number: Enter 9 to 16-digit number

Omit dashes and spaces

Remove Current Account And Savings Account(CASA) Accounts

○ Specific accounts
○ All accounts except specific accounts

If you decided to take a break



IDEAL Maintenance Form

ion form

IDEAL Accounts →

Review Application

Authorisation

Application reference no.:
HKIDEALMAINT-200624-DBSHK-00006

Registered business name:
DBS-IDEAL CORP 4

Add / Remove Accounts from IDEAL

All Users will be granted access to the accounts listed below. Please complete Add User(s) and Remove / Update Users' Services and Roles Section if user is not to be granted access to all accounts / newly added accounts.

Manage Current Account And Savings Account(CASA) Accounts

Add Current Account And Savings Account(CASA) Accounts Clear

○ All accounts (including sub accounts)
○ Specific accounts
○ All accounts except specific accounts

Remove Current Account And Savings Account(CASA) Accounts Clear

○ Specific accounts
○ All accounts except specific accounts

Update Debit Account for IDEAL related charges (For company with Transact Profile)

Account Number

Enter 9 to 16-digit number

Omit dashes and spaces

IDEAL monthly service fee for Inquire & Transact package: **$150 / US$19.5** per company

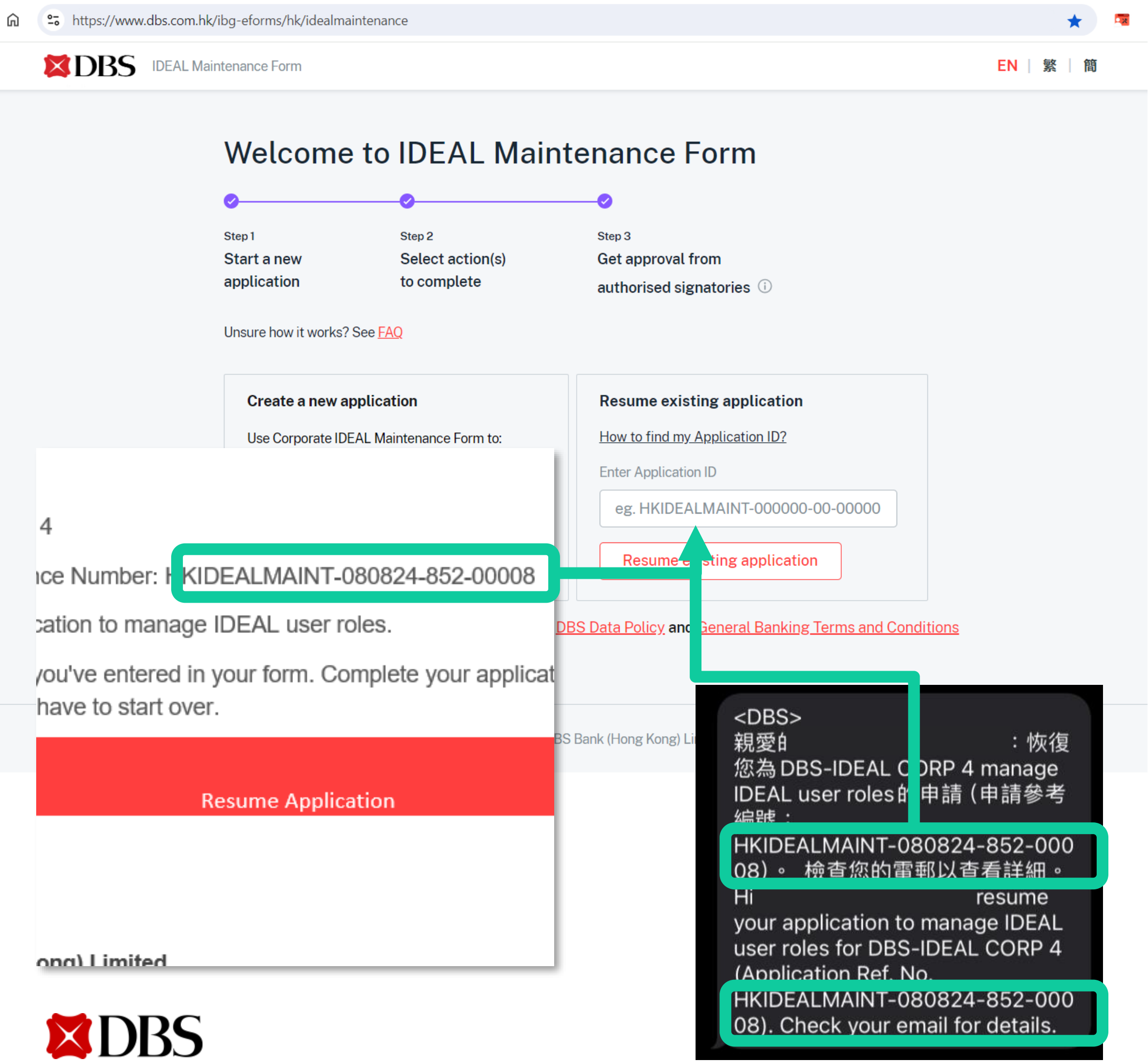
Save for later Next

Data Policy | Other Policies | Website Conditions of Use | ©DBS Bank (Hong Kong) Limited 星展銀行(香港)有限公司 | All Rights Reserved

Click "Save for later" at bottom of the page

If you decided to take a break

Fill in reference number from email / SMS



https://www.dbs.com.hk/ibg-eforms/hk/idealmaintenance

DBS IDEAL Maintenance Form

EN | 繁 | 簡

Welcome to IDEAL Maintenance Form

Step 1
Start a new application

Step 2
Select action(s) to complete

Step 3
Get approval from authorised signatories

Unsure how it works? See FAQ

Create a new application

Use Corporate IDEAL Maintenance Form to:

Resume existing application

How to find my Application ID?

Enter Application ID

eg. HKIDEALMAINT-000000-00-00000

Resume existing application

DBS Data Policy and General Banking Terms and Conditions

BS Bank (Hong Kong) Li

4

ice Number: HKIDEALMAINT-080824-852-00008

cation to manage IDEAL user roles.

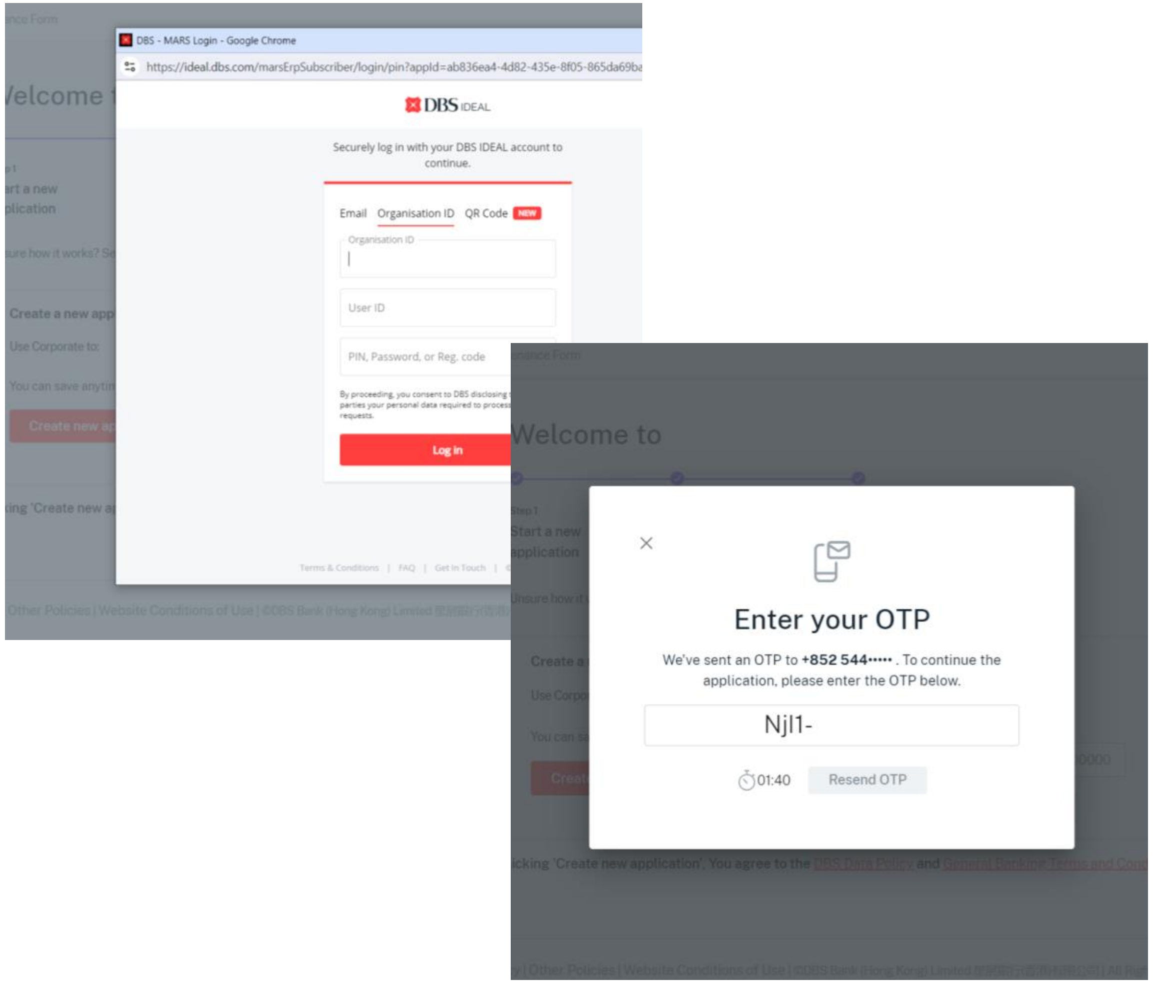
you've entered in your form. Complete your applicat
have to start over.

Resume Application

ong) Limited

<DBS>
親愛的　　　　　　　　：恢復您為 DBS-IDEAL CORP 4 manage IDEAL user roles的申請（申請參考編號：HKIDEALMAINT-080824-852-00008）。檢查您的電郵以查看詳細。
Hi　　　　　　　　resume your application to manage IDEAL user roles for DBS-IDEAL CORP 4 (Application Ref. No. HKIDEALMAINT-080824-852-00008). Check your email for details.

Verify your identity with IDEAL / SMS OTP



DBS - MARS Login - Google Chrome

https://ideal.dbs.com/marsErpSubscriber/login/pin?appId=ab836ea4-4d82-435e-8f05-865da69ba

DBS IDEAL

Securely log in with your DBS IDEAL account to continue.

Email | Organisation ID | QR Code NEW

Organisation ID

User ID

PIN, Password, or Reg. code

By proceeding, you consent to DBS disclosing parties your personal data required to process requests.

Log in

Terms & Conditions | FAQ | Get In Touch

Enter your OTP

We've sent an OTP to **+852 544••••**. To continue the application, please enter the OTP below.

NjI1-

01:40 Resend OTP

- Start a new request
- Fill in the details
- **Authenticate**

Authenticate digitally

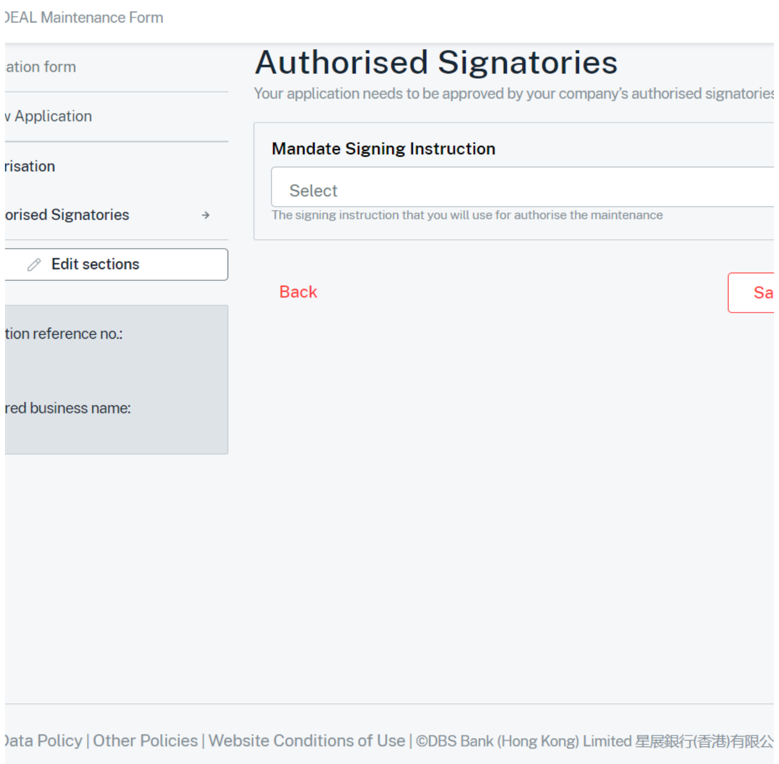
INSTANT

(for customers with mandate in simple structure)

1. Choose one of the mandate signing instruction from your account(s)

2. Select authorize signer(s) with registered email & mobile number and choose “DBS DigiSign” as authorization method

3. Chosen signer will receive a private link and SMS access code for DigiSign



EAL Maintenance Form

ation form

v Application

risation

orised Signatories

Edit sections

tion reference no.:

red business name:

Authorised Signatories

Your application needs to be approved by your company's authorised signatories

Mandate Signing Instruction

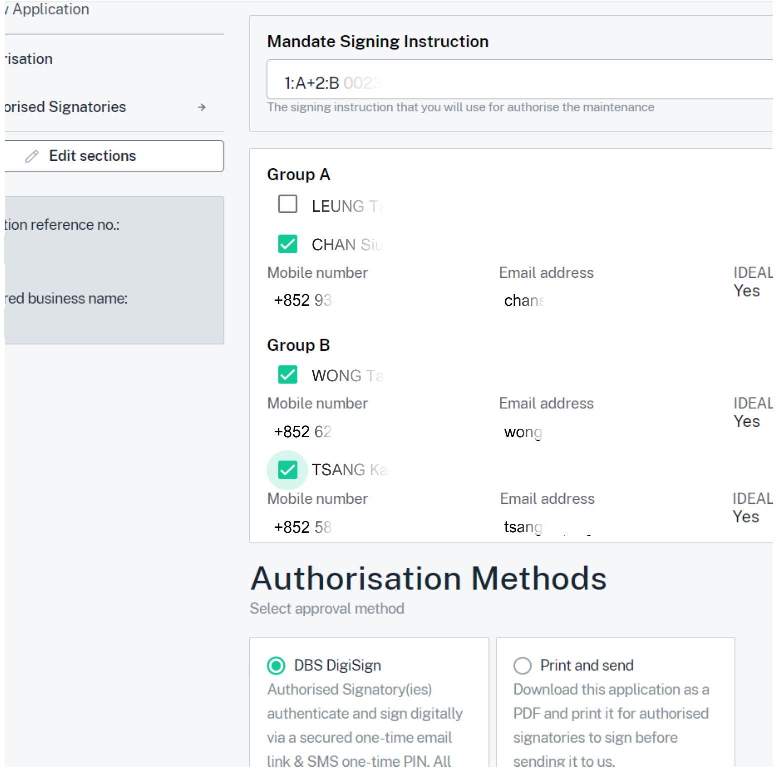
Select

The signing instruction that you will use for authorise the maintenance

Back

Sa

ata Policy | Other Policies | Website Conditions of Use | ©DBS Bank (Hong Kong) Limited 星展銀行(香港)有限公



Application

isation

orised Signatories

Edit sections

tion reference no.:

red business name:

Mandate Signing Instruction

1:A+2:B 002

The signing instruction that you will use for authorise the maintenance

Group A

☐ LEUNG T

☑ CHAN Si

Mobile number	Email address	IDEAL
+852 93	chan	Yes

Group B

☑ WONG Ta

Mobile number	Email address	IDEAL
+852 62	wong	Yes

☑ TSANG Ka

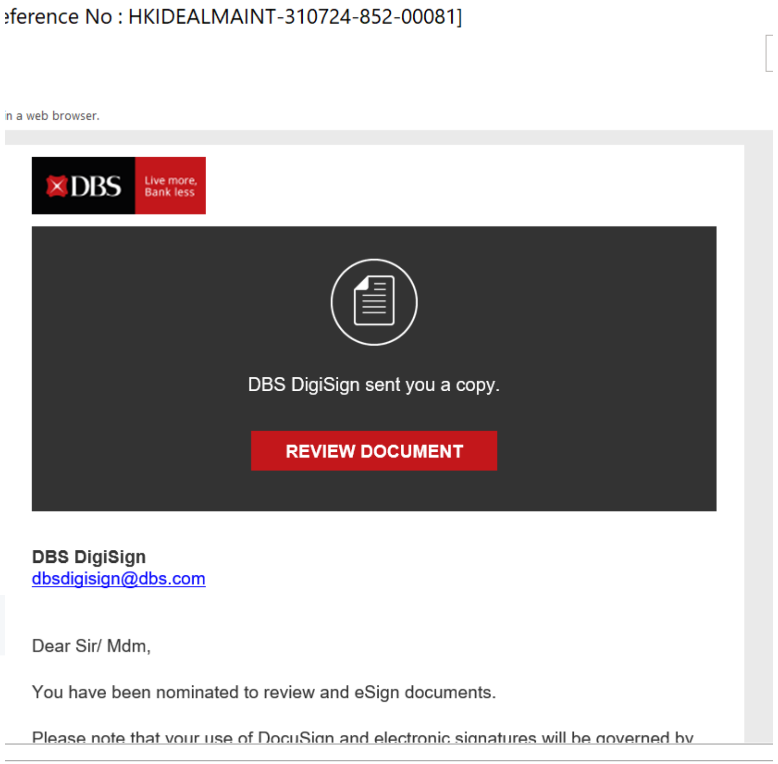
Mobile number	Email address	IDEAL
+852 58	tsang	Yes

Authorisation Methods

Select approval method

● DBS DigiSign
Authorised Signatory(ies) authenticate and sign digitally via a secured one-time email link & SMS one-time PIN. All

○ Print and send
Download this application as a PDF and print it for authorised signatories to sign before sending it to us.



eference No : HKIDEALMAINT-310724-852-00081]

n a web browser.

DBS DigiSign sent you a copy.

REVIEW DOCUMENT

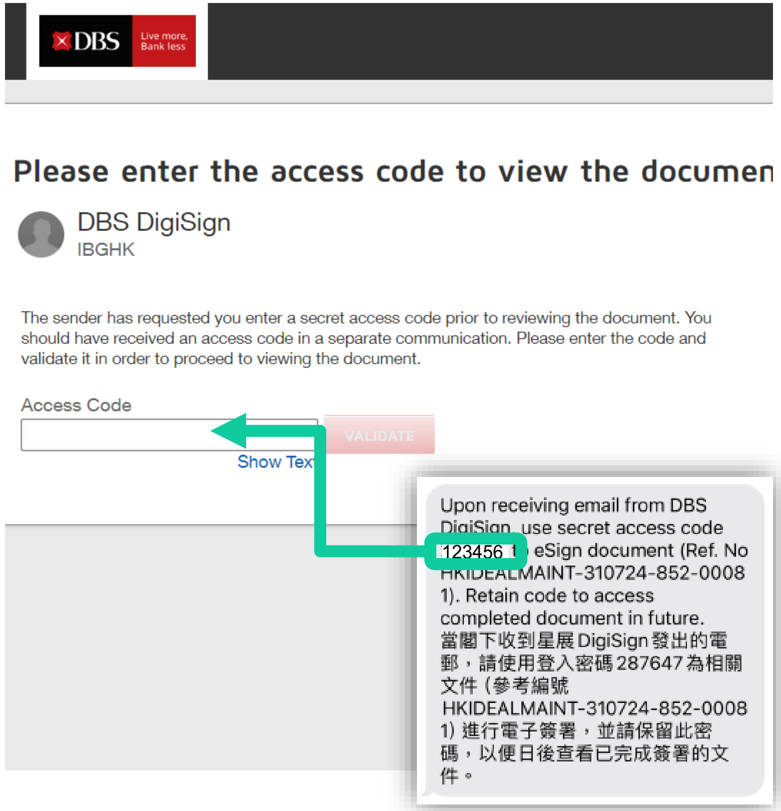
DBS DigiSign
dbsdigisign@dbs.com

Dear Sir/ Mdm,

You have been nominated to review and eSign documents.

Please note that your use of DocuSign and electronic signatures will be governed by

4. Open the link and use the SMS access code to open the document



Please enter the access code to view the documen

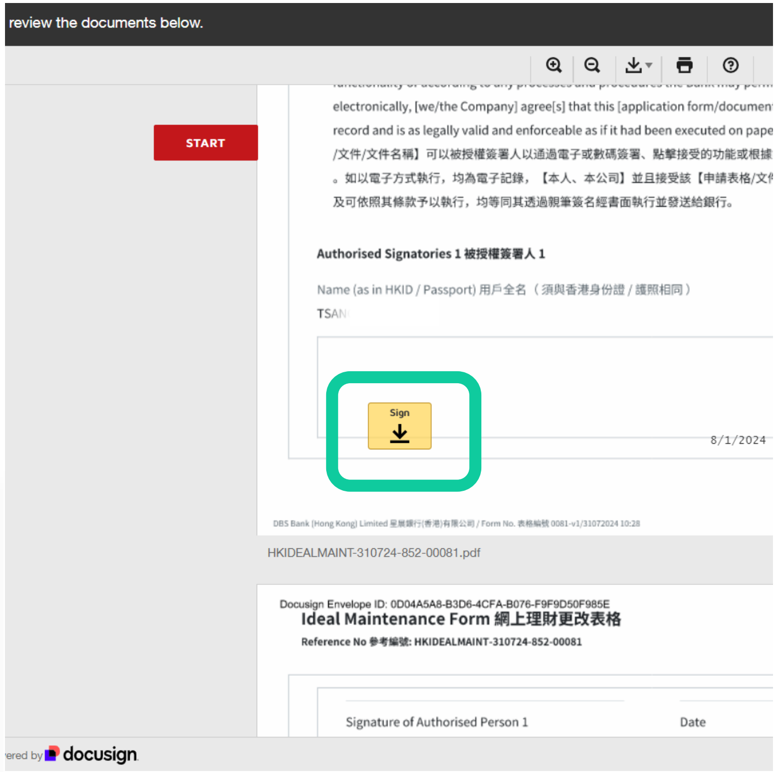
DBS DigiSign
IBGHK

The sender has requested you enter a secret access code prior to reviewing the document. You should have received an access code in a separate communication. Please enter the code and validate it in order to proceed to viewing the document.

Access Code

Upon receiving email from DBS DigiSign, use secret access code 123456 to eSign document (Ref. No HKIDEALMAINT-310724-852-00081). Retain code to access completed document in future.
當閣下收到星展DigiSign發出的電郵，請使用登入密碼287647為相關文件（參考編號HKIDEALMAINT-310724-852-00081）進行電子簽署，並請保留此密碼，以便日後查看已完成簽署的文件。

5. Verify details and sign digitally



review the documents below.

electronically, [we/the Company] agree[s] that this [application form/documen
record and is as legally valid and enforceable as if it had been executed on pape
/文件/文件名稱】可以被授權簽署人以通過電子或數碼簽署、點擊接受的功能或根據
。如以電子方式執行，均為電子記錄，【本人、本公司】並且接受該【申請表格/文
及可依照其條款予以執行，均等同其透過親筆簽名經書面執行並發送給銀行。

Authorised Signatories 1 被授權簽署人 1

Name (as in HKID / Passport) 用戶全名（須與香港身份證 / 護照相同）
TSAN

8/1/2024

DBS Bank (Hong Kong) Limited 星展銀行(香港)有限公司 / Form No. 表格編號 0081-v1/31072024 10:28

HKIDEALMAINT-310724-852-00081.pdf

Docusign Envelope ID: 0D04A5A8-B3D6-4CFA-B076-F9F9D50F985E
Ideal Maintenance Form 網上理財更改表格
Reference No 參考編號: HKIDEALMAINT-310724-852-00081

Signature of Authorised Person 1 Date

6. (Only when nominating new approver / customer self administrator)

Mail in a certified true copy of following supporting document **within 3 months** from submission date

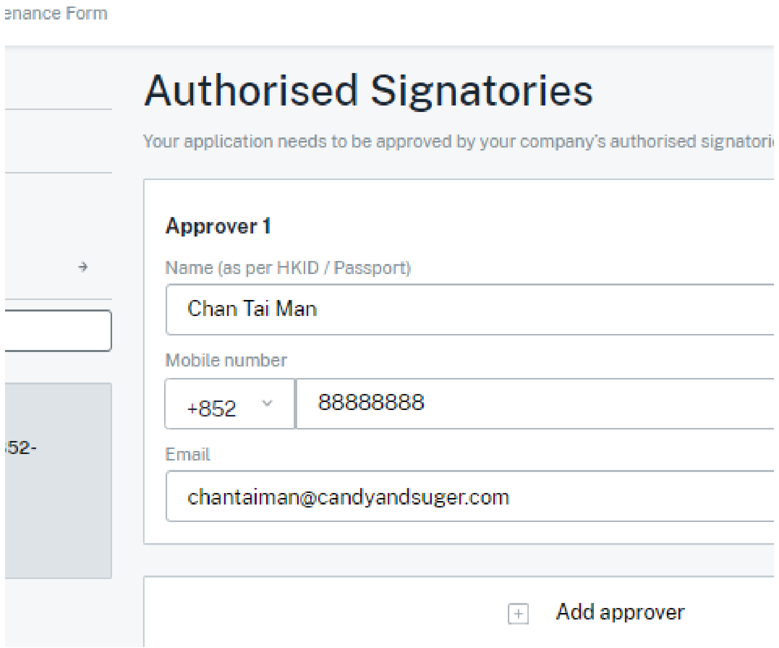
- ID / passport and
- residential address proof issued in the last 6 months (e.g. recent utility or phone bill, bank statement or correspondence from a government agency).

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

Authenticate with Print and Send

1. Provide the authorised signer details, add another authorised signer if necessary

Make sure the authorize signer(s) nominated fulfill:
- highest CASA signing authority; or
- signing arrangement specified otherwise to the bank



enance Form

Authorised Signatories

Your application needs to be approved by your company's authorised signatori

Approver 1

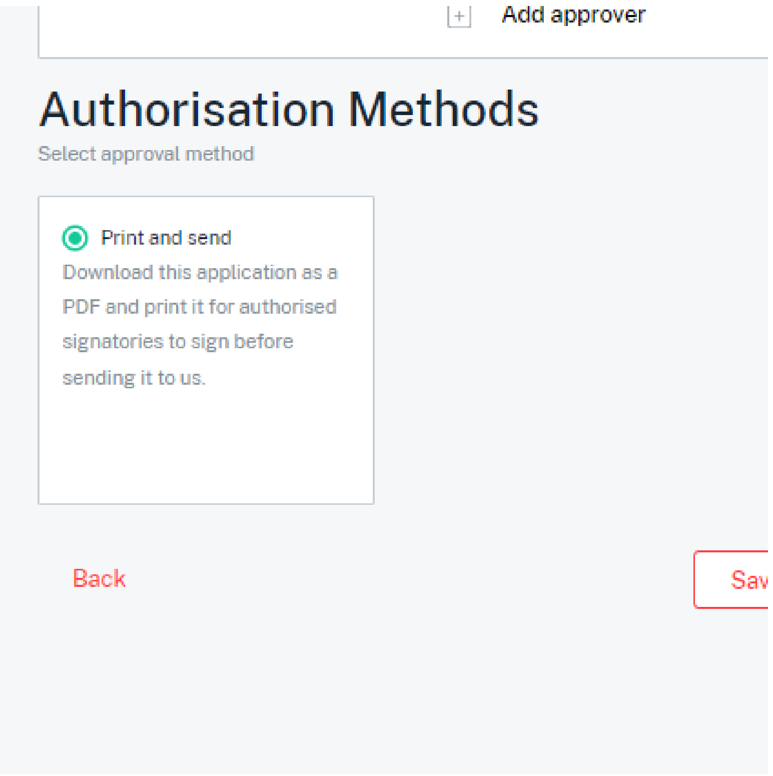
Name (as per HKID / Passport): Chan Tai Man

Mobile number: +852 88888888

Email: chantaiman@candyandsuger.com

52-

2. Select "Print and send" as authorisation method

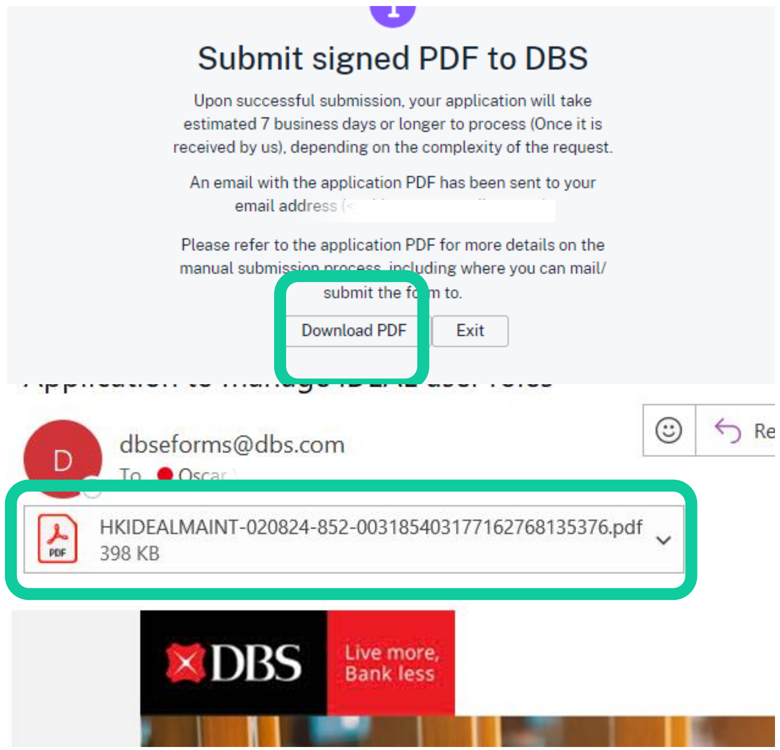


Authorisation Methods

Select approval method

● Print and send
Download this application as a PDF and print it for authorised signatories to sign before sending it to us.

3. Download the PDF from the submission screen, or the email sent to your mailbox



Submit signed PDF to DBS

Upon successful submission, your application will take estimated 7 business days or longer to process (Once it is received by us), depending on the complexity of the request.

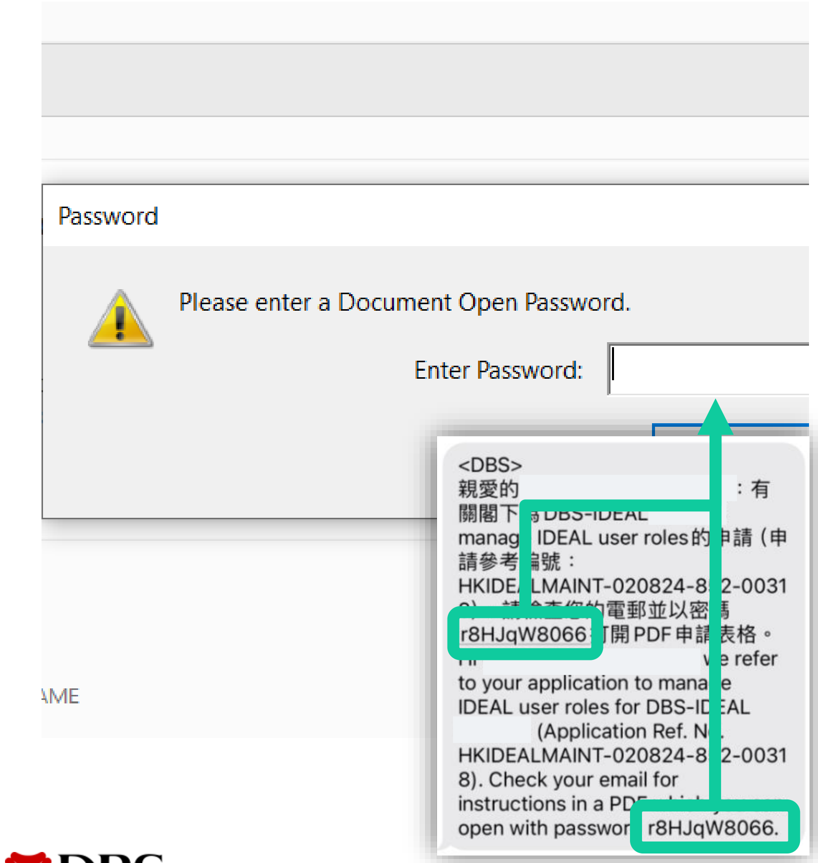
An email with the application PDF has been sent to your email address [redacted]

Please refer to the application PDF for more details on the manual submission process, including where you can mail/ submit the fo m to.

dbseforms@dbs.com
To Oscar

HKIDEALMAINT-020824-852-003185403177162768135376.pdf
398 KB

4. Open the PDF using the password sent via SMS

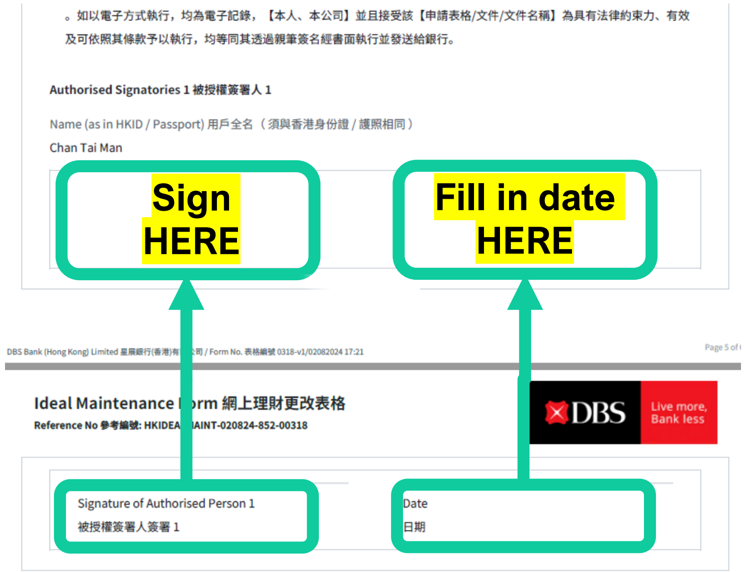


Please enter a Document Open Password.

Enter Password:

<DBS>
親愛的[redacted]：有
關閣下 DBS-IDEAL [redacted]
manag IDEAL user roles的 申請（申
請參考 號：
HKIDE LMAINT-020824-8 2-0031
r8HJqW8066 打開 PDF 申請 表格。
Hi [redacted] we refer
to your application to mana e
IDEAL user roles for DBS-ID EAL
[redacted] (Application Ref. N .
HKIDEALMAINT-020824-8 2-0031
8). Check your email for
instructions in a PD
open with passwor r8HJqW8066.

5. Wet sign and **fill in the signing date** for each authorized signer



。如以電子方式執行，均為電子記錄，【本人、本公司】並且接受該【申請表格/文件/文件名稱】為具有法律約束力、有效及可依照其條款予以執行，均等同其透過親筆簽名經書面執行並發送給銀行。

Authorised Signatories 1 被授權簽署人 1

Name (as in HKID / Passport) 用戶全名（須與香港身份證 / 護照相同）

Chan Tai Man

DBS Bank (Hong Kong) Limited 星展銀行(香港)有 公司 / Form No. 表格編號 0318-v1/02082024 17:21

Page 5 of

Ideal Maintenance orm 網上理財更改表格

Reference No 參考編號: HKIDEA AINT-020824-852-00318

Signature of Authorised Person 1
被授權簽署人簽署 1

Date
日期

6. Mail in the form and supporting documents to DBS

For nominating new approver / customer self administrator

Mail in a certified true copy of following supporting document **within 3 months** from submission date

- ID / passport and
- residential address proof issued in the last 6 months (e.g. recent utility or phone bill, bank statement or correspondence from a government agency).

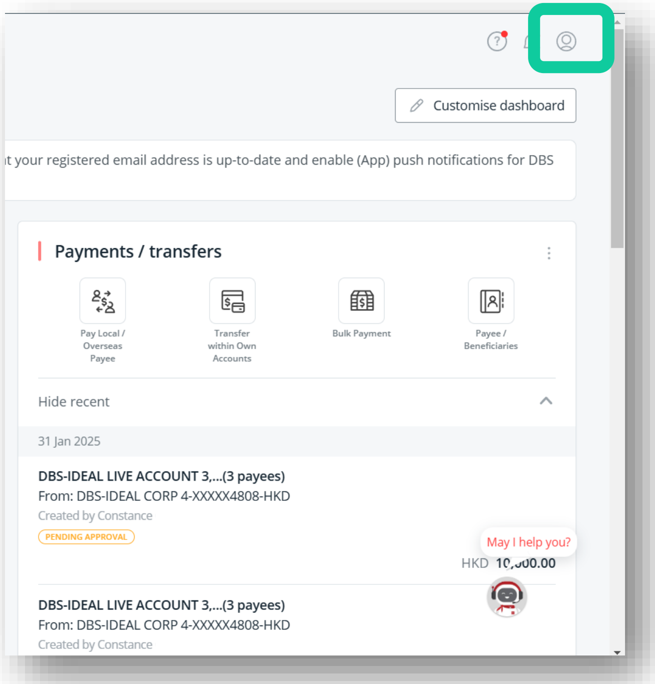
For newly apply CSA

Sign and mail in the Mandate / Board Resolution for Customer Self Administrator

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

How to Find Your Organisation ID & User ID

1. Log in to IDEAL and go to **Profile and Settings**


Customise dashboard
Pay Local / Overseas Payee
Transfer within Own Accounts
Bulk Payment
Payee / Beneficiaries
Hide recent
May I help you?

t your registered email address is up-to-date and enable (App) push notifications for DBS

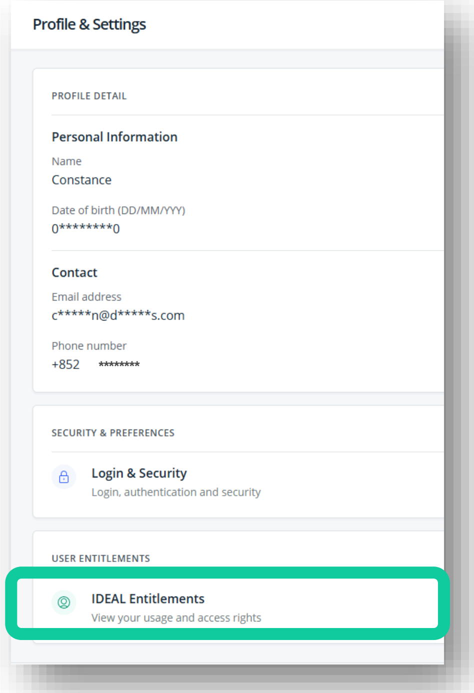
Payments / transfers

31 Jan 2025

DBS-IDEAL LIVE ACCOUNT 3,...(3 payees)
From: DBS-IDEAL CORP 4-XXXXX4808-HKD
Created by Constance
PENDING APPROVAL
HKD **10,000.00**

DBS-IDEAL LIVE ACCOUNT 3,...(3 payees)
From: DBS-IDEAL CORP 4-XXXXX4808-HKD
Created by Constance

2. Click **IDEAL Entitlements**


Profile & Settings
PROFILE DETAIL
SECURITY & PREFERENCES
USER ENTITLEMENTS

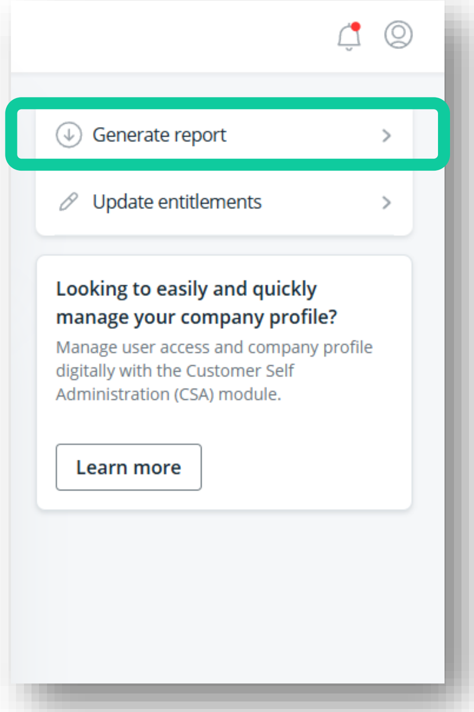
Personal Information
Name
Constance
Date of birth (DD/MM/YYY)
0********0

Contact
Email address
c*****n@d*****s.com
Phone number
+852 ********

Login & Security
Login, authentication and security

IDEAL Entitlements
View your usage and access rights

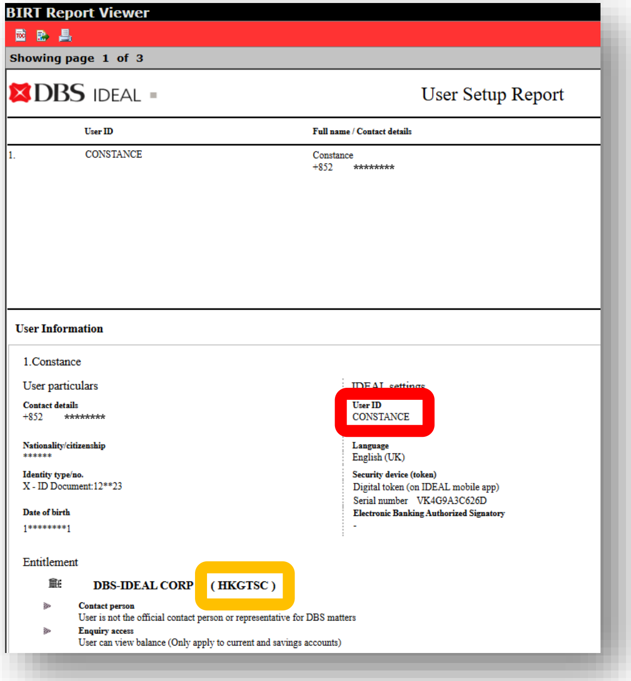
3. Click **Generate Report**


Generate report
Update entitlements
Learn more

Looking to easily and quickly manage your company profile?
Manage user access and company profile digitally with the Customer Self Administration (CSA) module.

4. For Organisation ID, refer to the 6-8 alphanumeric string in bracket next to the company name (Orange).

For User ID, refer to the string under IDEAL settings – User ID (Red).



BIRT Report Viewer

Showing page 1 of 3

DBS IDEAL

User Setup Report

	User ID	Full name / Contact details
1.	CONSTANCE	Constance +852 ********

User Information

1.Constance

User particulars

Contact details
+852 ********

Nationality/citizenship
******

Identity type/no.
X - ID Document:12**23

Date of birth
1********1

IDEAL settings

User ID
CONSTANCE

Language
English (UK)

Security device (token)
Digital token (on IDEAL mobile app)
Serial number VK4G9A3C626D
Electronic Banking Authorized Signatory
-

Entitlement

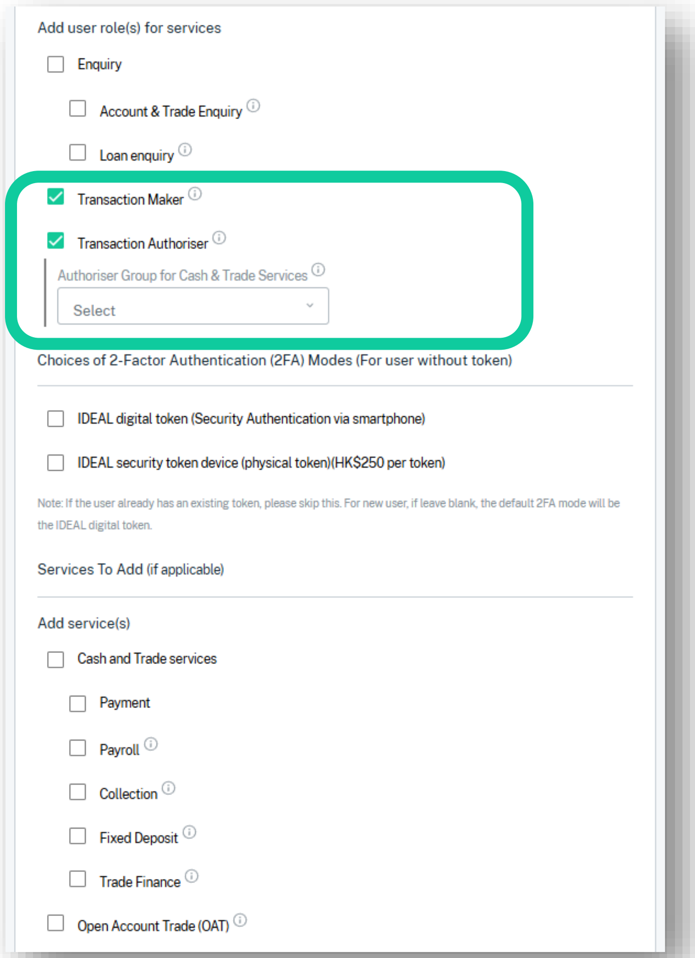
DBS-IDEAL CORP (HKGTSC)

Contact person
User is not the official contact person or representative for DBS matters

Enquiry access
User can view balance (Only apply to current and savings accounts)

How to Apply for FX Online

1. Select **Transaction Maker** *and/or* **Transaction Authoriser**



Add user role(s) for services

☐ Enquiry

  ☐ Account & Trade Enquiry ⓘ

  ☐ Loan enquiry ⓘ

☑ Transaction Maker ⓘ

☑ Transaction Authoriser ⓘ

Authoriser Group for Cash & Trade Services ⓘ

Choices of 2-Factor Authentication (2FA) Modes (For user without token)

☐ IDEAL digital token (Security Authentication via smartphone)

☐ IDEAL security token device (physical token)(HK$250 per token)

Note: If the user already has an existing token, please skip this. For new user, if leave blank, the default 2FA mode will be the IDEAL digital token.

Services To Add (if applicable)

Add service(s)

☐ Cash and Trade services

  ☐ Payment

  ☐ Payroll ⓘ

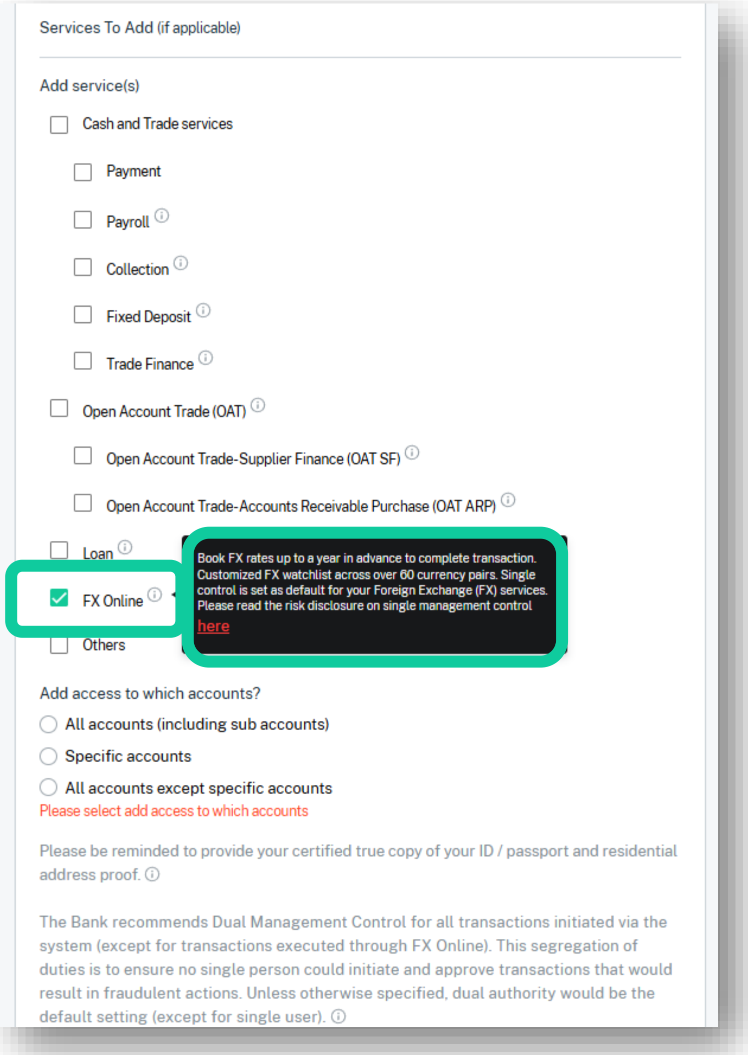
  ☐ Collection ⓘ

  ☐ Fixed Deposit ⓘ

  ☐ Trade Finance ⓘ

☐ Open Account Trade (OAT) ⓘ

2. Select **FX Online.** Please read carefully the risk disclosure on Single Management Control with respect to the risk of using the FX Online service.



Services To Add (if applicable)

Add service(s)

☐ Cash and Trade services

  ☐ Payment

  ☐ Payroll ⓘ

  ☐ Collection ⓘ

  ☐ Fixed Deposit ⓘ

  ☐ Trade Finance ⓘ

☐ Open Account Trade (OAT) ⓘ

  ☐ Open Account Trade-Supplier Finance (OAT SF) ⓘ

  ☐ Open Account Trade-Accounts Receivable Purchase (OAT ARP) ⓘ

☐ Loan ⓘ

☑ FX Online ⓘ

☐ Others

Book FX rates up to a year in advance to complete transaction. Customized FX watchlist across over 60 currency pairs. Single control is set as default for your Foreign Exchange (FX) services. Please read the risk disclosure on single management control here

Add access to which accounts?

○ All accounts (including sub accounts)

○ Specific accounts

○ All accounts except specific accounts

Please select add access to which accounts

Please be reminded to provide your certified true copy of your ID / passport and residential address proof. ⓘ

The Bank recommends Dual Management Control for all transactions initiated via the system (except for transactions executed through FX Online). This segregation of duties is to ensure no single person could initiate and approve transactions that would result in fraudulent actions. Unless otherwise specified, dual authority would be the default setting (except for single user). ⓘ