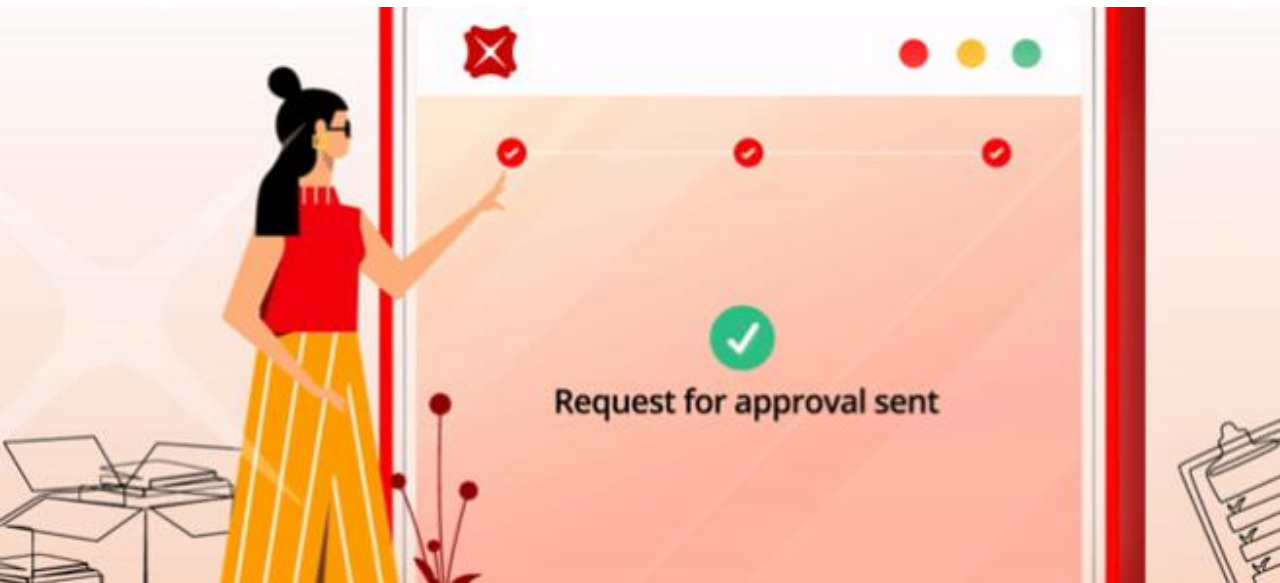




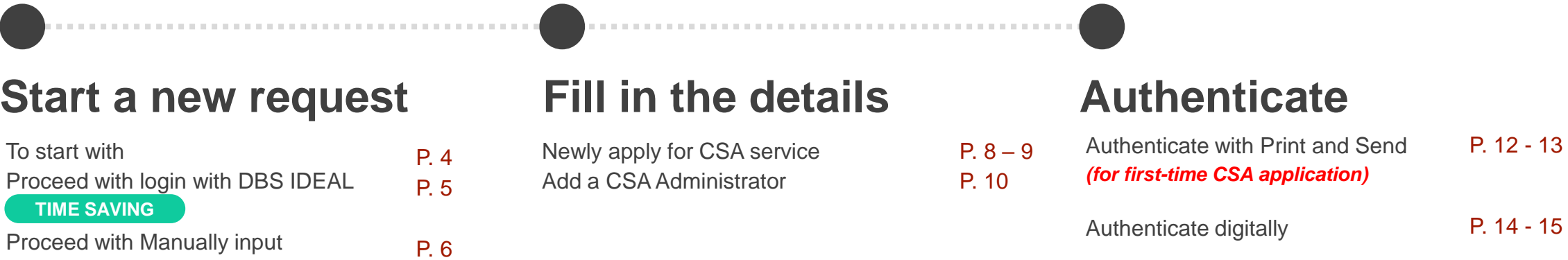
Live more,
Bank less

IDEAL Customer Self Administration (CSA) Registration User Guide

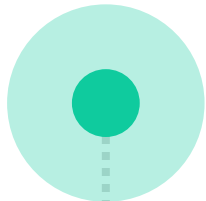


3 steps, apply for IDEAL CSA with ease

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



** Resume / resubmit application P.16 – 17



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.

Create new application >

By clicking 'Create new application', You agree to the [Data Policy](#) and [DBS Electronic Ba](#)

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

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.

Login with DBS IDEAL

OR

Manually input

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

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

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.

Email Organisation ID QR **New!**

Email address

or Password

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

Log in

Terms & Conditions | FAQ | Get In Touch |

© 2023 DBS Bank Ltd

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

aintenance Form

Who is filling out this application?

Oscar Yu

On behalf of company

DBS-IDE

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

DBS 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

HI:

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) / 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

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

Proceed with Manually input

1.

You will need to provide your personal particulars to proceed

Information provided will be used to retrieve your application
2.

Verify your identity with SMS OTP
3.

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

IDEAL 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

Back

Send OTP

Maintenance 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

Resend OTP

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 / remove account(s) from IDEAL

Users

☐ Nominate Customer Self Administrator(s) (CSA)

☐ Update existing users' details

☐ Add user(s) / 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

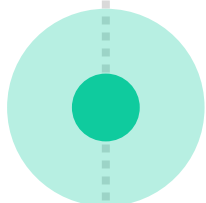
☐ Mandate / Board Resolution for CSA

Next

Looking for your Organisation ID? Just follow the simple steps in the Appendix (p. 18)!



Start a new request



Fill in the details



Authenticate



Newly apply for the 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

Next

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,

- 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.

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

Back

Next

1. Provide the new Administrator information
 - For existing user, please provide UserID
 - For new user, please indicate a preferred UserID

User 1

Clear

Name (as per HKID / Passport)

Identity doc type

HKID / Passport Number

Select

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:

- 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).

2. Define authorisation policy for Customer Self Administration request

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

CSA1



Creates a

CSA2



Approves



Processed

3. If this is the **first time** your company register for CSA, please indicate “No” in 'Mandate / Board Resolution for CSA' and select your company type

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

Note: You need to submit Mandate / Board Resolution for first time application of CSA service. More details on P.12 - 13.

Chairman of the Meeting of the Board of Directors

Name (as per HKID / Passport)

Chairman of the Meeting / Director will certify that the Resolutions will 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 be 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)

Add another partner

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

Sole Proprietor

Name (as per HKID / Passport)

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

Any 1 Director

Name (as per HKID / Passport)

Add another director

Please prepare a 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

Next

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.

Back

Next

1. Provide the new Administrator information
 - For existing user, please provide UserID
 - For new user, please indicate a preferred UserID

User 1

Clear

Name (as per HKID / Passport)

Identity doc type

HKID / Passport Number

Select

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 new CSA administrator, please be reminded to provide your certified true copy of:

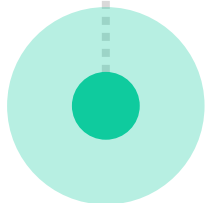
- (i) ID / passport and
- (ii) residential address proof issued in the last 6 months (e.g. recent utility or phone bill, bank statement or correspondence from a government agency).



Start a new request



Fill in the details



Authenticate



Authenticate with Print and Send *(for first-time CSA application)*

1. Provide the authorised signer details, add another authorised signer if necessary
2. Select “Print and send” as authorisation method
3. Download the PDF from the submission screen, or the email sent to your mailbox

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 signatory

Approver 1

Name (as per HKID / Passport)
Chan Tai Man

Mobile number
+852 88888888

Email
chantaiman@candyandsuger.com

[+ Add approver](#)

[+ Add approver](#)

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.

[Back](#) [Save](#)

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 (< >)

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

[Download PDF](#) [Exit](#)

dbseforms@dbs.com

To: Oscar

HKIDEALMAINT-020824-852-003185403177162768135376.pdf 398 KB

Live more, Bank less

4. Open the PDF using the password sent via SMS

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

6. Mail in the form and following supporting documents to DBS

Supporting documents of CSA 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).

Mandate / Board Resolution for CSA

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

The screenshot shows a PDF document with a password prompt: "Please enter a Document Open Password." Below this, there is a message from DBS: "<DBS> 親愛的: 有關閣下DBS-IDEAL user roles的申請(申請參考編號: HKIDEALMAINT-020824-852-00318), 請於本週的電郵並以密碼 r8HJqW8066 打開PDF申請表格。" The password "r8HJqW8066" is highlighted in a green box.

The screenshot shows the "Ideal Maintenance Form" (網上理財更改表格) with the reference number HKIDEALMAINT-020824-852-00318. It lists "Authorised Signatories 1" as Chan Tai Man. There are two green boxes with arrows pointing to the signature and date fields: "Sign HERE" and "Fill in date HERE". The signature field is labeled "Signature of Authorised Person 1" and the date field is labeled "Date".



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

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

DEAL Maintenance Form

ation form

Application

isation

orised Signatories

Edit sections

tion reference no.:

red business name:

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

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

tion reference no.:

red business name:

Application

isation

orised Signatories

Edit sections

tion reference no.:

red business name:

Mandate Signing Instruction

1:A+2:B 0025

The signing instruction that you will use for authorise the maintenance

Group A

☐ LEUNG T

☒ CHAN Siu

Mobile number

+852 93

Email address

chan

IDEAL

Yes

Group B

☒ WONG T

☒ TSANG Ka

Mobile number

+852 62

Email address

wong

IDEAL

Yes

Mobile number

+852 58

Email address

tsang

IDEAL

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.

Reference No : HKIDEALMAINT-310724-852-00081]

in a web browser.

DBS

Live more,
Bank less

DBS DigiSign sent you a copy.

REVIEW DOCUMENT

DBS DigiSign

dbsdigisign@db.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

5. Verify details and sign digitally

6. Mail in the form and a certified true copy of following supporting document of CSA Administrator **within 3 months** from submission date

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

VALIDATE

Show Text

Upon receiving email from DBS DigiSign, use secret access code 1234567890 to eSign document (Ref. No HKIDEALMAINT-310724-852-0008 1). 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-310724-852-0008 1) 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。

review the documents below.

START

electronically, [we/the Company] agree(s) that this [application form/document record and is as legally valid and enforceable as if it had been executed on paper /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/文件】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

Sign

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

Powered by docusign

- 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

If you decide to take a break ...

Click "Save for later"
at bottom of the page



DBS IDEAL Maintenance 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

Resume your incomplete application or resubmit if rejected

Fill in reference number from email / SMS

Verify your identity with IDEAL / SMS OTP

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

4

ice Number: HKIDEALMAINT-080824-852-00008

ocation to manage IDEAL user roles.

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

Resume Application

DBS Bank (Hong Kong) Limited

<DBS>
親愛的客戶：恢復
您為 DBS-IDEAL CORP 4 manage
IDEAL user roles 的申請 (申請參考
編號：HKIDEALMAINT-080824-852-000
08)。 檢查您的電郵以查看詳細。
Hi, we are writing to inform you to resume
your application to manage IDEAL
user roles for DBS-IDEAL CORP 4
(Application Ref. No. HKIDEALMAINT-080824-852-000
08). Check your email for details.

DBS - MARS Login - Google Chrome

https://ideal.dbs.com/marsErpSubscriber/login/pin?appId=ab836ea4-4d82-435e-8f05-865da69be

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

Enter your OTP

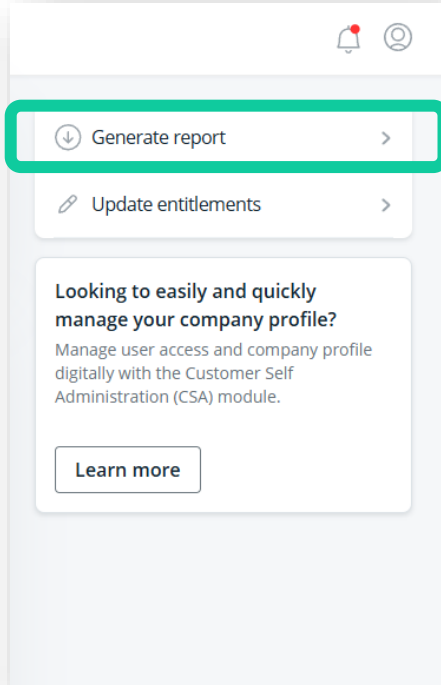
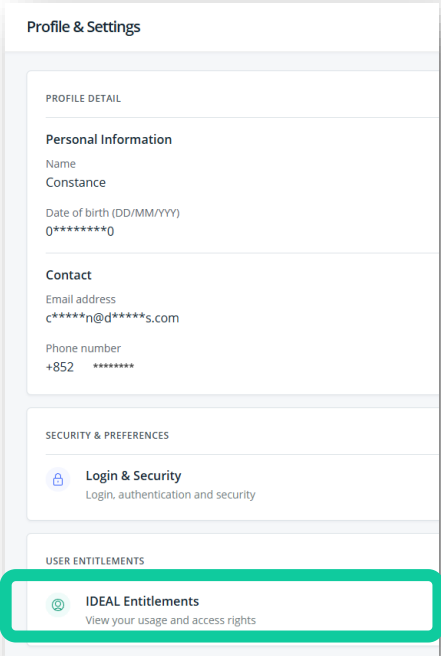
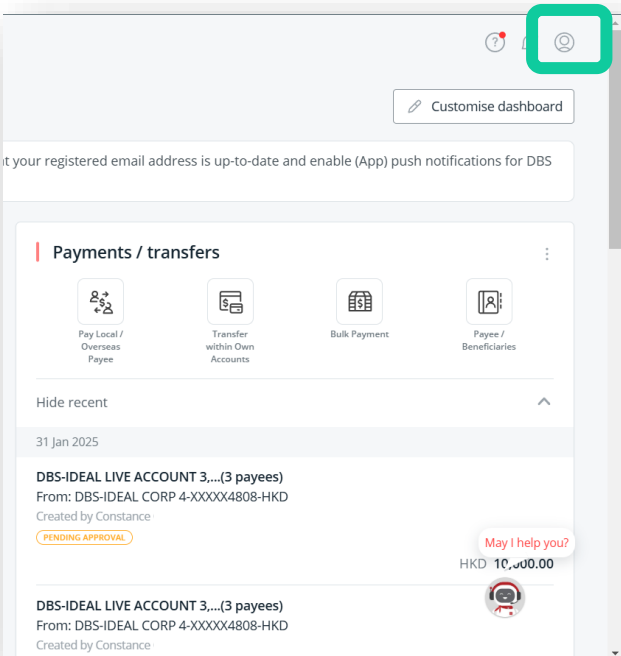
We've sent an OTP to +852 544****. To continue the application, please enter the OTP below.

Nj11-

01:40 Resend OTP

How to Find Your Organisation ID & User ID

1. Log in to IDEAL and go to **Profile and Settings**
2. Click **IDEAL Entitlements**
3. Click **Generate Report**
4. For Organisation ID, refer to the 6-8 alphanumeric string in bracket next to the company name (Orange).



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	IDEAL settings
User particulars	User ID CONSTANCE
Contact details	Language English (UK)
Nationality/citizenship	Security device (token)
Identity type/in	Digital token (on IDEAL mobile app)
X - ID Document: 12**23	Serial number VK4G9A3C62D
Date of birth	Electronic Banking Authorized Signatory
[*****]	

Entitlement

DBS-IDEAL CORP (HKGTSC)	
Contact person	User is not the official contact person or representative for DBS matters
Equity access	User can view balance (Only apply to current and savings accounts)