

# DBS iBanking Application Form

致: 星展銀行(香港)有限公司(「銀行」, 包括其繼承人及受讓人)

To: DBS Bank (Hong Kong) Limited ("the Bank", which expression shall include its successors and assigns) Date: \_\_\_\_\_

此表格備有中文及英文版。如您選用此表格(英文版)提交申請, 即表示您同意選用**英文版**的表格及明白表格內的全部內容。

This form is available in both English & Chinese versions. By completing this form, you agree to use this **English version** and confirm that you understand all its contents set out below.

- Please put a ☒ where applicable and cross out any unused spaces.
- Please return the form to any of our branches in person.
- Your request will normally be processed in 4 business days upon receipt of the completed form.

## Customer Information

|   |   |                                 |
|---|---|---------------------------------|
| Name:   |   | Contact Tel. No.:               |
| Identification Document Type:   | <input type="checkbox"/> HKID Card<br><input type="checkbox"/> Passport | Identification Document Number: |
| Account Number (for signature verification purpose):  |   |                                 |
| <input type="checkbox"/> Bank Account<br><input type="checkbox"/> Credit Card Account<br><input type="checkbox"/> Cashline Revolving Loan Account |   |                                 |

## Instruction(s)

- ☐ **Apply** for DBS iBanking Services with Digital Token, register your mobile number and email address to receive One Time Password (OTP) <sup>1-9</sup>

|                |                                |           |        |
|----------------|--------------------------------|-----------|--------|
| Mobile Number: | Country (Country/ Region) Code | Area Code | Number |
| Email Address: |                                |           |        |

Note:

When you apply for DBS iBanking service and upon activation of your DBS iBanking account, a) eStatement service will be provided automatically and you will not receive paper statement unless you instruct the Bank otherwise; b) eStatement will normally take effect from the first or second statement cycle and paper statement will be sent by mail before the eStatement takes effect.

- ☐ **Request / Replacement** of Secure Device

Please choose the following instructions:

- ☐ New Request     
 ☐ Replacement – Battery Flat     
 ☐ Replacement – Lost     
 ☐ Replacement – Damage     
 ☐ Replacement – Non-Receipt

Please choose the Secure Device Type:

- ☐ Secure Device     
 ☐ Voice Secure Device (English)     
 ☐ Voice Secure Device (Cantonese)

**For Bank Use Only** – Secure Device Serial No.: \_\_\_\_\_

- ☐ **Register / Update** mobile number to receive One Time Password (OTP) <sup>2,3,5-7,9</sup>

This part is applicable to existing DBS iBanking customers who would like to register / update their mobile number to receive OTP, and those who have lost or incorrectly entered the Security Code when registering their mobile number online.

|                |                                |           |        |
|----------------|--------------------------------|-----------|--------|
| Mobile Number: | Country (Country/ Region) Code | Area Code | Number |
|----------------|--------------------------------|-----------|--------|

- ☐ **Register / Update** email address to receive One Time Password (OTP) <sup>3,4,6,7</sup>

This part is applicable to existing DBS iBanking customers who want to register / update their email address to receive OTP, and those who have lost or incorrectly entered the Security Code when registering their email address online.

|                |  |
|----------------|--|
| Email Address: |  |
|----------------|--|

I agree and hereby authorise the Bank to cancel my existing DBS iBanking Services and then re-apply for the service if I am currently registered with DBS iBanking Services. I also understand and agree that once my application here is processed, my access to DBS iBanking Services with the existing DBS iBanking account username will be terminated at any time without further notice. I shall only be able to regain access to DBS iBanking Services after I receive my new username and password issued to me pursuant to this application. While my application here will receive your attention after reaching you, my existing DBS iBanking account can be terminated before I receive the new username and/or password and in such a situation, during such intervening period, I shall have no access to and cannot use DBS iBanking Services.

Notes:

- This application instruction will cancel your previous instruction to opt out of DBS iBanking service.
- This mobile phone number specified above will be used to receive SMS notifications (including but not limited to One Time Password for DBS iBanking and Securities Order Confirmation Alert) and will supersede any mobile number previously registered with the Bank to receive SMS notifications.
- You should use your own mobile phone number and email address to receive OTP.
- The email address specified above will be used to receive email notifications (including but not limited to One Time Password for DBS iBanking and Securities Order Confirmation Alert) and will supersede any email address previously registered with the Bank to receive email notifications.
- Please note that if you are abroad or using an overseas mobile service network, the service provider may not allow you to receive international SMS. In addition, service charges may be levied by your service provider. **The Bank will not be liable to any charges requested by the service provider of the mobile number specified above or any other related parties.**

- 6) Delivery of the SMS-based and email-based OTP and notifications may be subject to delayed transmission due to network traffic of the service provider of the mobile number specified above or any other related parties and/or the internet network for your email account. **The Bank will not be liable for any interruption, delays or availability due to any failure of the telecommunication and/or internet network.**
- 7) If your existing mobile number or email address is registered for **FPS Addressing Service**, please **unregister** via Transfers > Transfer Settings before you update them. You can register with the new mobile number or email address once they become effective.
- 8) For joint accounts, if the signing arrangement is changed such that the account(s) can be operated solely by one person, the account(s) will be added to the DBS iBanking profile of each individual accountholder (if any). If the signing arrangement is changed such that the account(s) can no longer be operated solely by one person, the account(s) will be removed from the DBS iBanking profile of each individual accountholder (if any).
- 9) For DBS iBanking Services Application, please note that the initial username will be sent to the mobile phone number specified above in the form of SMS. You may register DBS iBanking and DBS digibank HK Services with the initial username.

☐ **Add/Delete** the following **joint account(s)** to/from my DBS iBanking profile

**Note:**

- ❖ This instruction is applicable to **joint account holders only** (excluding time deposit accounts, savings accounts and current accounts).
- ❖ If joint securities account is being added, this account will be able to perform securities trading via Internet (only applicable to customers who registered with Phone Banking Services).
- ❖ Joint account(s) requiring joint signature cannot be managed using DBS iBanking Services.

| Add                      | Delete                   | Account No. | Account Name | Account Type |
|--------------------------|--------------------------|-------------|--------------|--------------|
| <input type="checkbox"/> | <input type="checkbox"/> |             |              |              |
| <input type="checkbox"/> | <input type="checkbox"/> |             |              |              |
| <input type="checkbox"/> | <input type="checkbox"/> |             |              |              |

## Notice to customer

The Bank has provided the following guidances for the use of DBS iBanking and DBS digibank HK services: i) Service Demo and Frequently Asked Questions in DBS iBanking login page; and ii) Frequently Asked Questions in using DBS digibank HK.

## Customer's Declaration

I confirm that the information provided by me is true, correct and complete in all aspects and I hereby authorize the Bank to process my above instruction. I understand that this authorization is subject to the terms and conditions governing DBS iBanking Services as amended from time to time and I agree to be bound by such terms and conditions. This authorization shall continue in full force and effect until the Bank shall have received and had reasonable opportunity to act on my cancellation instruction in writing provided that the Bank may terminate this arrangement at any time by written notice to me for any reason whatsoever as the Bank may deem appropriate. **The Bank may refuse to effect such instruction on any reasonable ground without any liability and shall not be obliged to ascertain the accuracy of the account numbers mentioned above nor to ensure that any such account number corresponds with the account name set out beside such account number.** I agree that all information provided in this form or that arises from the relationship with the Bank (or other DBS Group companies) shall be subject to the applicable Data Policy Notice and other communications to customer concerning customer data from time to time issued by the Bank. A copy of such policies or other communications is available on request at any branch of the Bank or from the Bank's website ([www.dbs.com.hk](http://www.dbs.com.hk)).

### For Request/Replacement of Secure Device

I acknowledge receipt of the Secure Device which shall enable my access to DBS iBanking and DBS digibank HK Services.

### Acknowledgement of Use of My Personal Data in Direct Marketing

I understand that the Bank intends to use my personal data in direct marketing and cannot do so without my consent. I have previously selected whether or not to receive direct marketing contact or information and I confirm that there is no change to my existing choice and all information provided in this application form shall be used in accordance with such choice. I understand that if I wish to change my existing choice, I may do so at any time and without charge by completing an opt-out form and returning it to the Bank.

Please confirm that your instructions have been clearly, accurately and completely set out in this form before signing it.

\_\_\_\_\_  
Signature (Same as filed with the Bank.)

### For Bank Use Only

|   |  |                |  |
|---|--|----------------|--|
| <b>Branch:</b>                          |  | <b>CIF No.</b> |  |
| Attended By<br>(Signature, Name & Date) | Initial the action(s) taken:<br><div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; border-radius: 50%; width: 40px; height: 40px; text-align: center; line-height: 40px;">S.V.</div> <div style="border: 1px solid black; border-radius: 50%; width: 40px; height: 40px; text-align: center; line-height: 40px;">A.H.V.</div> </div> (Mark name & date if different from the attending staff.) |                | Approved By<br>(Signature with No., Name & Date) |
|   |  |                |  |
| <b>Card Division</b>                    |  | <b>CBO-NMF</b> |  |
|   |  | S.V.           | Approved   |
| (Sig. No. )                             |  | Input          |  |