

Submit the relevant pages of this Maintenance Form to:

Chapter 1	Update Contact Person Information	Chapter 4	Update Authorisation Policy
Chapter 2	Update Account	Chapter 5	Request New Login PIN, Unlock User Access, Unlock/Replace Security Device
Chapter 3	Update Services and User Roles	Chapter 6	Change in Control Procedure

A IDEAL™ MAINTENANCE REQUEST PROCESS



1 Complete the IDEAL™ Application Form with chopping and Electronic Banking Board Resolution



2 Mail the completed forms and required documents to

**DBS Bank (Taiwan) Ltd
T&O, Account Services Dept
13F., No.399, Ruiguang Rd.,
Neihu Dist., Taipei City 114, Taiwan**



3 Receive the Welcome Pack* upon successful application (within 7 business days)

*Welcome Pack includes : Organisation ID, User ID, Security Device and Getting Started Guide

B SERVICES AND USER ROLES

SERVICE TYPES

- Enquiry**
View account statements, trade transactions, remittance advices, subscribe to alerts & trade notifications or enquire on loans or fixed deposits. Additional function includes Treasury confirmation letter and valuation report.
- Payment**
Make payments locally & internationally via Intra Company Transfer, Account Transfer, FISC Telegraphic Transfer or Bulk payment.
- Payroll**
Make payroll transfers to multiple recipients on a regular basis via Payroll.
- Trade**
Enquire on trade transaction details and history. Additional function includes Factoring enquiry.
- Other Specific Services**
Specify other type of services not listed above or selected products that the user requires (e.g. Telegraphic Transfers only).

USER ROLES

- Transaction Maker**
User who creates transactions.
- Transaction Authoriser**
User who approves transactions.
- Admin Officer (2 or more administrators are recommended)**
User will be given access to unlock Security Device.
- Contact Person**
The bank will liaise directly with him/her on matters relating to IDEAL™ sign up and services.

Company Name* _____
 Organisation ID* _____

FOR BANK USE ONLY
 CIF ID: _____

Please complete this form in BLOCK LETTERS and underline numbers.
 *Mandatory Fields

1 Update Contact Person Information Tick where applicable

At least 1 required. The bank will liaise directly with him/her on matters relating to IDEAL™ /IDEAL™ Mobile sign up and services. Unless otherwise agreed, I/we appoint the Authorised Persons listed in 'Authorisation and Indemnity for Facsimile Instructions' form (if applicable) to act as contact persons for IDEAL™ services and agree to add, update or remove the following contact persons:

Add **OR** Update **OR** Remove

Name _____ Contact No. _____ Email _____

Add **OR** Update **OR** Remove

Name _____ Contact No. _____ Email _____

Add **OR** Update **OR** Remove

Name _____ Contact No. _____ Email _____

2 Update Account Tick where applicable

Note : All Users will be granted access to the accounts listed below. If there is/are any special account(s) instructions, please indicate clearly in Special Requirement.

Add **OR** Remove

All DBS (Taiwan) Accounts

Add **OR** Remove

Add **OR** Remove

Add **OR** Remove

Add **OR** Remove

Add **OR** Remove

Special Requirement

Special Requirement

Company Seals registered with MOEA: (DBU) or Authorized Signature (OBU)

Date :

Company Name* _____

Organisation ID* _____

FOR BANK USE ONLY

CIF ID: _____

Please complete this form in BLOCK LETTERS and underline numbers.
*Mandatory Fields

3 Update Services and User Roles

Tick where applicable

Note: To add more users, please print this page and seal with indenting stamp. **Please complete this form in BLOCK LETTERS and underline numbers (ie. USER 10)**
As part of our enhanced security process, identity verification, first time login, reset PIN and etc. we require you to provide us with a valid mobile number & email address and confirm they can receive related information safely. **ID/Passport NO., Nationality, Date of Birth, and Address are mandatory fields for Transaction Authoriser.**

Add **OR** Supersede **OR** Remove

Name(as in ID/Passport)* _____ ID/Passport NO.(Mandatory for authoriser)* _____

Preferred IDEAL™ User ID * _____ Nationality(Mandatory for authoriser)* _____
(6-20 alphanumeric characters, ie. A-Z, 0-9)

Date of Birth(DD/MM/YYYY)(Mandatory for authoriser)* _____ Contact No. _____

Email* _____ Mobile No.* _____

Residential Address(Mandatory for authoriser)* _____

Add **OR** Supersede **OR** Remove

Name(as in ID/Passport)* _____ ID/Passport NO.(Mandatory for authoriser)* _____

Preferred IDEAL™ User ID * _____ Nationality(Mandatory for authoriser)* _____
(6-20 alphanumeric characters, ie. A-Z, 0-9)

Date of Birth(DD/MM/YYYY)(Mandatory for authoriser)* _____ Contact No. _____

Email* _____ Mobile No.* _____

Residential Address(Mandatory for authoriser)* _____

Service(s) & Role(s) (Please refer to "Services and User Roles" on p.1 section B)

Service(s) & Role(s) (Please refer to "Services and User Roles" on p.1 section B)

Transaction

Role(s) Service(s)	Transaction Maker	Transaction Authoriser Please indicate authoriser group for this user : (e.g. A, B, C, D, or E, if applicable to Authorisation Policy)	
Payment			Authoriser group
Payroll			
Others			

Enquiry Enable "Treasury confirmation letter and valuation report"

Trade Enable "Factoring Enquiry"

Additional User Role Admin Officer

Special Request (Please provide your ERP ID, OrgID_UserID, for DBS Financial Services Add-on Module)

Access to which Account(s)?

Note: If left blank, user will be given access to all accounts listed in Section **2**

All Account from Section **2** **OR** The Accounts Listed Below

Company Seals registered with MOEA: (DBU) or Authorized Signature (OBU)

Date :

Company Name* _____

Organisation ID* _____

FOR BANK USE ONLY

CIF ID: _____

Please complete this form in BLOCK LETTERS and underline numbers.
*Mandatory Fields

4 Update Authorisation Policy

Payment over NT\$50,000 (not inclusive) requires signatory from **Any 1 Authoriser**.

Payment from over NT\$50,000 (not inclusive) to NT\$100,000 requires 1 signatory from **Group A or 1 from Group B and 2 from Group C**.

From	To	Authorisation Requirement	
0	50,000	No. of Authoriser required <input checked="" type="checkbox"/> Any 1 Authoriser <input type="checkbox"/> Any 2 Authorisers	Required Combination of Authorised Signatories <input type="checkbox"/> Sequential Authorisation
50,001	100,000	No. of Authoriser required <input type="checkbox"/> Any 1 Authoriser <input type="checkbox"/> Any 2 Authorisers	Required Combination of Authorised Signatories 1A or (1B + 2C) <input type="checkbox"/> Sequential Authorisation

Update Authorised currency in TWD **OR** Authorised currency in USD

Note: If page left blank, default setting of 'Any 1 Authoriser for All Amounts' will apply.

If the services applicable is not indicated, the authorisation policy will apply to All Services.

The default setting of 'Authorized currency' is TWD for DBU company, USD for OBU company.

If the transaction cur and authorized cur is inconsistent, exchange rate will base on DBS (Taiwan) board rate on the transaction date.

Sequential Authorisation: in alphabetical order from A to Z (e.g. Required Combination of Authorised Signatory is 1B + 2C, this transaction must be approved by 1 signatory from Group B first, then approved by 2 signatories from Group C).

To add more authorisation policy, please print this page and seal with indenting stamp.

Tick where applicable

Authorisation Policy to follow Parent Company

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

Company Seals registered with MOEA: (DBU) or Authorized Signature (OBU)

Date :

Company Name* _____
 Organisation ID* _____

FOR BANK USE ONLY

CIF ID: _____

Please complete this form in BLOCK LETTERS and underline numbers.
 *Mandatory Fields

4 Update Authorisation Policy Tick where applicable

Note: If page left blank, default setting of 'Any 1 Authoriser for All Amounts' will apply.
 If the services applicable is not indicated, the authorisation policy will apply to All Services.
 The default setting of 'Authorized currency' is TWD for DBU company, USD for OBU company.
 If the transaction cur and authorized cur is inconsistent, exchange rate will base on DBS (Taiwan) board rate on the transaction date.
 Sequential Authorisation: in alphabetical order from A to Z (e.g. Required Combination of Authorised Signatory is 1B + 2C, this transaction must be approved by 1 signatory from Group B first, then approved by 2 signatories from Group C).
 To add more authorisation policy, please print this page and seal with indenting stamp.

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

Company Seals registered with MOEA: (DBU) or Authorized Signature (OBU)

Date :



Company Name* _____

Organisation ID* _____

FOR BANK USE ONLY

CIF ID: _____

Please complete this form in BLOCK LETTERS and underline numbers.
*Mandatory Fields

5 REQUEST NEW LOGIN PIN, UNLOCK USER ACCESS, UNLOCK/REPLACE SECURITY DEVICE

Tick where applicable

IDEAL™ User ID*

Email*

Tick Services where applicable

1. Request for New One-time Registration Code

2. Unlock User Access

3. Unlock Security Device

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

- -

Security Device Unlock PIN (required for Unlock Security Device)

4. Replace New Security Device

Special Requirement

IDEAL™ User ID*

Email*

Tick Services where applicable

1. Request for New One-time Registration Code

2. Unlock User Access

3. Unlock Security Device

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

- -

Security Device Unlock PIN (required for Unlock Security Device)

4. Replace New Security Device

Special Requirement

Company Seals registered with MOEA: (DBU) or Authorized Signature (OBU)

Date :

Company Name* _____

Organisation ID* _____

FOR BANK USE ONLY

CIF ID: _____

Please complete this form in BLOCK LETTERS and underline numbers.
*Mandatory Fields

To: DBS Bank (Taiwan) Ltd

I/We hereby confirm that I/we have received copies of DBS Electronic Banking Services Terms and Conditions and Fee Schedule, which I/we have read, understood and accepted. (You may refer to the form list on DBS Bank (Taiwan) Ltd's official website: <https://www.dbs.com.tw/sme/list/form-list.page> or <https://www.dbs.com.tw/corporate/list/form-list.page>)
I/We hereby confirm our acceptance of bank products and services offered by DBS Bank (Taiwan) Ltd ("Bank") and agree to be bound by relevant terms and conditions and agreements.

Company Seals registered with MOEA: (DBU) or Authorized Signature (OBU)

Date :