

IDEAL Maintenance requests are available online via Customer Self Administrator. Below is the application instruction.

1



Appoint at least 2 Customer Self Administrators from your organisation

2



Submit the relevant pages of the respective form(s)



For more information, please visit DBS Taiwan Official Website by clicking here.

Submit the relevant pages of this Form to apply or to modify:

<b>Chapter 1</b>	Contact Person Information (Required for NEW IDEAL Customer)	<b>Chapter 6</b>	Cash Management, Trade Finance Account Receivable Purchase and SupplyChain Finance Authorisation Policy	<b>Chapter 10</b>	Affiliate Enterprises Authorisation
<b>Chapter 2</b>	Account and Special Requirement (Required for NEW IDEAL Customer)	<b>Chapter 7</b>	Loan Services Authorisation Policy	<b>Chapter 11</b>	Request New Login PIN, Unlock User Access, Unlock/Replace Security Device (Only for Existing IDEAL Customer)
<b>Chapter 3</b>	Services and User Roles (Required for NEW IDEAL Customer)	<b>Chapter 8</b>	Designated Account for Account Receivable Purchase	<b>Chapter 12</b>	Declaration, Agreement and Authorised Signatories Requirement (NEW IDEAL Customer Must Submit)
<b>Chapter 4</b>	Corporate Customer E-Statement Service	<b>Chapter 9</b>	Designated Account for Supply Chain Finance		
<b>Chapter 5</b>	Customer Self Administrator Authorisation Policy				

### A IDEAL MAINTENANCE REQUEST PROCESS



1

- Choose your Online Banking Service
- Complete the IDEAL Maintainable Form with authorized seals/signatories.
- If t additional pages are required, please print them yourself and affix a cross page chop seal for verification.
- For OBU clients, please attach Electronic Banking Board Resolution
- For Authorizer or Customer Self Administrator, please also attach relevant proof of identity document\*



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), which includes Organisation ID, User ID, and One Time Registration Code

\*Note: (1) If user requested for Physical Token, Physical Token will be mailed separately. (2) If user specifically notify that do not want to use Digital Token, Welcome Pack will be mailed separately.

**Step 3 only applicable to new/updated user or user role update**

\*Please furnish us with the necessary documents to avoid any delay to setup your IDEAL access.

Note: Authorisers and customer self administrators need to provide a copy of national ID. If the authorisers or customer self administrators is not a R.O.C. citizen, please provide a copy of passport or other identification document for validation (Such other identification document has to be issued by the government, in which name, ID No./ passport No., day of birth, nationality and residential address are contained herein. And the supporting documents for validation needs to be issued by the government, including but not limited to national ID, passport, household certificate and the information on the government's website. however, for the Applicant which shares are listed on stock exchange or at over-the-counter market, the audited financial report or other reliable public information may be considered as the supporting documents.).

### B DBS IDEAL Mobile

- View Account Balances, Statements and the investment holdings.
- Create TWD/FCY Payment Instruction easily from your fingertips
- Approve TWD/FCY transactions (Limited for transaction authorizers only)
- Create and approve non-discretionary money trusts investment transactions.
- Integrated with IDEAL digital token – you can perform 2-Factor Authentication (2FA) on DBS IDEAL and DBS IDEAL Mobile via your registered smartphone for added convenience and ease of use
- No additional fees will be charged to download DBS IDEAL Mobile after becoming an IDEAL client.



IDEAL Mobile App on the App Store



IDEAL Mobile App on Google Play



### C SERVICE TYPES & USER ROLES

#### Enquiry

- **Account Enquiry (including Loan Services, Investment)**  
Including Cash Management and Trade Finance, Fixed Deposit, Loan, Remittance and related alerts, notifications, and report.
- **Trade Finance Enquiry**  
Including Trade Finance transaction information enquiry and receipt download services for completed transactions.
- **Account Receivable Purchase Enquiry**  
Enquiry about Account Receivable Purchase related information.
- **Supply Chain Finance Enquiry**  
Enquiry about Supply Chain Finance related information.
- **Treasury Confirmations and Valuation Reports**  
Enquiry about Treasury Confirmation Letter and Valuation Report.
- **Investment Holdings Enquiry**  
Enquiry about investment holdings related information

#### Transaction

- **Payment**  
Make payments locally & internationally via Intra Company Transfer, Account Transfer, FISC, Telegraphic Transfer or Bulk payment. ACH and eACH service are default activated.
- **Payroll Payment**  
Make payroll TWD transfers to multiple recipients on a regular basis. ACH service are default activated.
- **Bulk Collection - ACH**  
Collect payments from customers via ACH service.
- **Non-discretionary Money Trusts Investment**
- **Trade Finance**  
Provide online application of Import/Export and Foreign Currency Guarantee services.
- **Supply Chain Finance**
- **Account Receivable Purchase**

#### Transaction (Cont.)

- **Loan Services**  
Send instructions on loan transactions including Loan Drawdown, Loan Rollovers, Partial Repayment, Full Repayment. Loan Rollovers refers to a drawdown application in payment of the amounts due for the revolving loans under the facility limit subject to the effective loan facility period.
- **Other Services**
  - **DigiDocs**  
Provide the purpose code for inward remittance and upload supporting documents on IDEAL for outward and inward remittance.
  - **File Service**  
Upload payment/collection files on IDEAL through File Services function.
  - **Corporate Customer E-Statement Service**  
Apply for bank to send E-Statement to the e-mail address specified by the user.
- **FX Online (Foreign Exchange)**  
Convert your funds from one currency to another at competitive rates. Single Control Policy applies (only single user is required to initiate and approve transactions).
  - **Customer Self Administrator**  
Administrate and operate IDEAL user role and other settings by applying for and acting as a Customer Self Administrator.
  - **Other Specific Services**  
Specify other types of services not listed above or selected products that the user (e.g. Telegraphic Transfers only).
- **Security Token**
  - **DEAL Digital Token (Default)**  
Please provide correct and accessible email and phone number for receiving messages. Also, kindly ensure that your mobile device is not jailbroken or rooted.
  - **Physical Token (At the point of registration)**  
If a Physical Token is required, kindly indicate the requirement in below respective user's "Special Request" . For Physical Token fee, please refer to the Pricing Guide in the DBS Taiwan official website).

### USER ROLES

#### Transaction Maker

User who creates transactions.

#### Transaction Authoriser

User who approves transactions.

- **Dual Control Mechanism (Default):**  
When a transaction is made and checked by different IDEAL users. It is a mechanism with higher security level, thus being set as the default mechanism.
- **Single Control Mechanism:**  
Transaction maker and authoriser are the same user, which means a transaction can be completed by only one user. Since the higher risk level is embedded in this mechanism, a daily accumulated transaction amount limit of TWD 2 million or equivalent foreign currency will be applied. Transaction amount will be accumulated once transaction is approved, but Intra Company Transfer is excluded from this amount. You may change the control mechanism by updating information in the section Services and User Roles, if needed.

#### Customer Self Administrator (at least 2 required)

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
- Managing company profile in IDEAL
- Manage company authorisation policy
- Unlocking Security Device

#### 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.



Company Name\* \_\_\_\_\_  
 Organisation ID\* \_\_\_\_\_

**FOR BANK USE ONLY**

CFI ID: \_\_\_\_\_

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

### 3 Services and User Roles (Required for New IDEAL Customer)

Tick where applicable

- Remarks: 1. "\*" is mandatory fields for all users.  
 "\*" field (ID/Passport NO., Nationality, Date of Birth, and Address) are mandatory fields for **Transaction Authoriser and Customer Self Administrator**.  
 2. **All the information in English has to be capitalized. All the numbers have to be underlined (e.g. USER 10).**  
 3. 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.  
 4. User default token mode is **Digital Token**. To use Digital Token, please provide correct user's email address and mobile number for receiving messages. If a Physical Token is also required (For Physical Token fee, please refer to the Pricing Guide in the DBS Taiwan official website), kindly indicate the requirement in below respective user's "Special Request". Users who do not provide a mobile phone number are required to apply for a physical token.  
 5. To add more users, please print this page and seal with indenting stamp.

<input type="checkbox"/> Add	<b>OR</b>	<input type="checkbox"/> Supersede	<b>OR</b>	<input type="checkbox"/> Remove
Name(as in ID/Passport)*		ID/Passport NO.(Mandatory for authoriser)*		
Preferred IDEAL User ID* (6-20 alphanumeric characters, ie. A-Z, 0-9)		Nationality(Mandatory for authoriser)**		
Date of Birth(DD/MM/YYYY)(Mandatory for authoriser)**		Contact No.		
Email*		Mobile No.*		
Residential Address(Mandatory for authoriser)**				

<input type="checkbox"/> Add	<b>OR</b>	<input type="checkbox"/> Supersede	<b>OR</b>	<input type="checkbox"/> Remove
Name(as in ID/Passport)*		ID/Passport NO.(Mandatory for authoriser)*		
Preferred IDEAL User ID* (6-20 alphanumeric characters, ie. A-Z, 0-9)		Nationality(Mandatory for authoriser)**		
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 C)

**Transaction** Remarks: For the first time user applies Payment or Payroll payment service, ACH and eACH payment together with FX online function will be enabled by default for applying Payment/ACH will be enabled by default for applying Payroll. The default value of Biller Service ID will be: (401) (傳單轉帳) and (405) (票單) for applying Payment and (101) (票單) for applying Payroll. If you need other Biller Service IDs, please fill in <ACH/eACH Application> form as appendix. To disable the defaulted ACH and eACH payment function, or FX online function, please indicate it in the column of special needs.

Role(s)	Transaction Maker	Transaction Authoriser
Service(s)		Please indicate authoriser group for this user: (e.g. A, B, C, D, or E, if applicable to Authorisation Policy, this part should correspond to Chapter 5-8)
Payment		Authoriser group
Payroll		
Bulk Collection - ACH		
Trade Finance		
Supply Chain Finance		
Account Receivable		
Purchase		
Loan Services		
Mutual Fund and Offshore Bond Transaction		
Remarks: The above Authoriser group is not applicable to Loan services and Mutual Fund and Offshore Bond Transaction. Please specify the authorisation level in Chapter6 respectively.		

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

**Transaction** Remarks: For the first time user applies Payment or Payroll payment service, ACH and eACH payment together with FX online function will be enabled by default for applying Payment/ACH will be enabled by default for applying Payroll. The default value of Biller Service ID will be: (401) (傳單轉帳) and (405) (票單) for applying Payment and (101) (票單) for applying Payroll. If you need other Biller Service IDs, please fill in <ACH/eACH Application> form as appendix. To disable the defaulted ACH and eACH payment function, or FX online function, please indicate it in the column of special needs.

Role(s)	Transaction Maker	Transaction Authoriser
Service(s)		Please indicate authoriser group for this user: (e.g. A, B, C, D, or E, if applicable to Authorisation Policy, this part should correspond to Chapter 5-8)
Payment		Authoriser group
Payroll		
Bulk Collection - ACH		
Trade Finance		
Supply Chain Finance		
Account Receivable		
Purchase		
Loan Services		
Mutual Fund and Offshore Bond Transaction		
Remarks: The above Authoriser group is not applicable to Loan services and Mutual Fund and Offshore Bond Transaction. Please specify the authorisation level in Chapter6 respectively.		

Remarks: The availability of services and products provided by the Bank shall be subject to actual service items and contents offered by the Bank upon application. The Bank reserves all rights to amend or change the service items and contents at any time.

Remarks: The availability of services and products provided by the Bank shall be subject to actual service items and contents offered by the Bank upon application. The Bank reserves all rights to amend or change the service items and contents at any time.

Enquiry	Other Roles or Services
Account (including Loan Services, Investment)	Customer Self Administrator*
Trade Finance	File Service**
Account Receivable Purchase	FX Online
Supply Chain Finance	Single Control Mechanism***
Treasury Confirmations and Valuation Reports	

Enquiry	Other Roles or Services
Account (including Loan Services, Investment)	Customer Self Administrator*
Trade Finance	File Service**
Account Receivable Purchase	FX Online
Supply Chain Finance	Single Control Mechanism***
Treasury Confirmations and Valuation Reports	

**Access to which Account(s)?**

Account listed in Chapter 2  **OR**

Designated Accounts Listed Below:

**Other Special Requirement**

**Access to which Account(s)?**

Account listed in Chapter 2  **OR**

Designated Accounts Listed Below:

**Other Special Requirement**

By signing this form, I/We hereby confirm that I/We have received, read, understood and agreed to the section of "Declaration, Agreement and Authorised Signatories Requirement" of this Application and Maintenance Form, and I/We agree to abide and be bound by the terms and conditions.

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 Corporate customer E-Statement Service

請勾選適用欄位

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

The Applicant agree to apply for Corporate Customer E-Statement Service and agree to have the eStatements be delivered to the following IDEAL User(s) to receive the eStatements. The Applicant acknowledge that Physical Statements will no longer be provided upon the completion of the setting up of this Service. (Suggested option):

IDEAL User ID : \_\_\_\_\_ , \_\_\_\_\_.

\*Note : IDEAL User ID shall be the one as indicated in Part 3 to ensure the successful setting of this Service.

The Applicant agree to apply for Corporate Customer E-Statement Service and agree to have the eStatements be delivered to the following email address(es). The Applicant acknowledge that Physical Statements will no longer be provided upon the completion of the setting up of this Service. :

\*E-mail : \_\_\_\_\_ , \_\_\_\_\_.

\*Note : Under this option, IDEAL Users will not have the authorities to receive any eStatements.

The Applicant agree to receive physical statements and agree to have the physical statement be delivered to the correspondence address as indicated in the [Account Opening Form].

\*Note : Under this option, the IDEAL User(s) in your company will not have the rights to access eStatements..

The Applicant may only designate 2 IDEAL Users or 2 email addresses to receive eStatements.

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

The Applicant agree to apply for Corporate Customer E-Statement Service and agree to have the eStatements be delivered to the following IDEAL User(s) to receive the eStatements. The Applicant acknowledge that Physical Statements will no longer be provided upon the completion of the setting up of this Service. (Suggested option):

IDEAL User ID : \_\_\_\_\_ , \_\_\_\_\_.

\*Note : IDEAL User ID shall be the one as indicated in Part 3 to ensure the successful setting of this Service.

The Applicant agree to apply for Corporate Customer E-Statement Service and agree to have the eStatements be delivered to the following email address(es). The Applicant acknowledge that Physical Statements will no longer be provided upon the completion of the setting up of this Service. :

\*E-mail : \_\_\_\_\_ , \_\_\_\_\_.

\*Note : Under this option, IDEAL Users will not have the authorities to receive any eStatements.

The Applicant agree to receive physical statements and agree to have the physical statement be delivered to the correspondence address as indicated in the [Account Opening Form].

\*Note : Under this option, the IDEAL User(s) in your company will not have the rights to access eStatements..

The Applicant may only designate 2 IDEAL Users or 2 email addresses to receive eStatements.

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

The Applicant agree to apply for Corporate Customer E-Statement Service and agree to have the eStatements be delivered to the following IDEAL User(s) to receive the eStatements. The Applicant acknowledge that Physical Statements will no longer be provided upon the completion of the setting up of this Service. (Suggested option):

IDEAL User ID : \_\_\_\_\_ , \_\_\_\_\_.

\*Note : IDEAL User ID shall be the one as indicated in Part 3 to ensure the successful setting of this Service.

The Applicant agree to apply for Corporate Customer E-Statement Service and agree to have the eStatements be delivered to the following email address(es). The Applicant acknowledge that Physical Statements will no longer be provided upon the completion of the setting up of this Service. :

\*E-mail : \_\_\_\_\_ , \_\_\_\_\_.

\*Note : Under this option, IDEAL Users will not have the authorities to receive any eStatements.

The Applicant agree to receive physical statements and agree to have the physical statement be delivered to the correspondence address as indicated in the [Account Opening Form].

\*Note : Under this option, the IDEAL User(s) in your company will not have the rights to access eStatements..

The Applicant may only designate 2 IDEAL Users or 2 email addresses to receive eStatements.

Note : (1) If the eStatements the Applicant wants to receive are those of its subsidiaries, please indicate the name of such subsidiary on top of this form. (2) As the eStatements contain all account-related information of the Applicant, please confirm the above-listed IDEAL User(s) or the email addresses are authorized to access or receive the Applicant's account information. (3) E-Statement(s) delivered via the Applicant's designated email address(es) are accessible only with the default password, which cannot be changed. (4) If the Applicant is an user of Affiliated Enterprises Authorisation Service and designates an IDEAL User to receive E-Statements for multiple companies, please note any change made by the IDEAL User to the E-Statement password for the Applicant or any Affiliated Enterprise (parent company/subsidiary company) via IDEAL will also apply to the E-Statements of other companies to which the IDEAL User has authorized access. Individual password changes for each company are not required. If an Affiliated Enterprise (parent company/subsidiary company) is added subsequently, and the authorization to receive E-Statements for that newly added Affiliated Enterprise is delegated to the same IDEAL User, the E-Statement password for the newly added Affiliated Enterprise will be the IDEAL User's existing custom password, not the default password.

By signing this form, I/We hereby confirm that I/We have received, read, understood and agreed to the section of "Declaration, Agreement and Authorised Signatories Requirement" of this Application and Maintenance Form, and I/We agree to abide and be bound by the terms and conditions.

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 Customer Self Administrator Authorisation Policy

Tick where applicable

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.

If no option is given below, the default number of Customer Self Administrator(s) will be 1.

- Any 1 Customer Self Administrator required to approve a request
- Any 2 Customer Self Administrators required to approve a request
- Any 3 Customer Self Administrators required to approve a request
- Any 4 Customer Self Administrators required to approve a request
- Any 5 Customer Self Administrators required to approve a request

#### Scenario of Customer Self Administrator creating a request

(with 3 Customer Self Administrator approvals)



You may have up to 5 Customer Self Administrator approvals required for a request.

*By signing this form, I/We hereby confirm that I/We have received, read, understood and agreed to the section of "Declaration, Agreement and Authorised Signatories Requirement" of this Application and Maintenance Form, and I/We agree to abide and be bound by the terms and conditions.*

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

### 6 Cash Management/Trade Finance/Account Receivable Purchase/ Supply Chain Finance Authorisation Policy

Tick where applicable

Payment over NT\$500,000 (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**.

<input type="checkbox"/> All Services <input checked="" type="checkbox"/> <b>OR</b> <input type="checkbox"/> Specific Service _____		
From	To	Authorisation Requirement
0	500,000	No. of Authoriser required: <input checked="" type="checkbox"/> Any 1 Authoriser <b>OR</b> <input type="checkbox"/> Any 2 Authorisers Required Combination of Authorised Signatories: _____
500,001	1,000,000	No. of Authoriser required: <input type="checkbox"/> Any 1 Authoriser <b>OR</b> <input type="checkbox"/> Any 2 Authorisers Required Combination of Authorised Signatories: <b>1A or (1B + 2C)</b>

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

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.
  - If user applies account receivable purchase service and/or supply chain finance service, please also fill in the authorisation policy for these services in this section.
  - 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.
  - To add more authorisation policy, please print this page and seal with indenting stamp.

<input type="checkbox"/> Cash Management <input type="checkbox"/> Trade Finance <input type="checkbox"/> Account Receivable Purchase <input type="checkbox"/> Supply Chain Finance <input checked="" type="checkbox"/> <b>OR</b> <input type="checkbox"/> Specific Service _____		
From	To	Authorisation Requirement
0		No. of Authoriser(s) required: <input type="checkbox"/> Any 1 Authoriser <b>OR</b> <input type="checkbox"/> Any 2 Authorisers Required Combination of Authorised Group: _____ <input type="checkbox"/> Sequential Authorisation <small>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).</small>
		No. of Authoriser(s) required: <input type="checkbox"/> Any 1 Authoriser <b>OR</b> <input type="checkbox"/> Any 2 Authorisers Required Combination of Authorised Group: _____ <input type="checkbox"/> Sequential Authorisation

Other Special Requirement: \_\_\_\_\_

Remarks: (1)When Single Control Mechanism (when transaction maker and approver are the same user) is applied to approve transactions, a daily accumulated transaction amount limit of TWD 2 million or equivalent foreign currency will be applied. (Transaction amount will be accumulated once transaction be approved. Intra Company Transfer is excluded from this amount.) (2) Please note there's transaction limit for IDEAL eACH TWD automatic account transfer transaction, which may be adjusted by us from time to time. Please find more details in GENERAL BANKING TERMS AND CONDITIONS.

By signing this form, I/We hereby confirm that I/We have received, read, understood and agreed to the section of "Declaration, Agreement and Authorised Signatories Requirement" of this Application and Maintenance Form, and I/We agree to abide and be bound by the terms and conditions.

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

7

### Loan Services Authorisation Policy

(If there is any user ticks "Loan Services" in Chapter 3, this Chapter is required to be submitted)

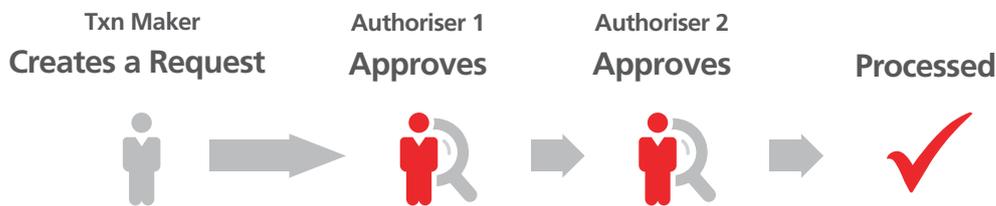
This authorisation policy is for Loan service only and would apply for the main servicing transactions: Loan Drawdown, Repayment (including Loan Rollovers, Early Repayment, Partial Repayment, Full Repayment), and Loan Rollovers on maturity. Any disbursements will be made to your DBS designated account or your same name account (i.e. the same Registration Number) with other banks according to your instruction based on the number of authorisers you have selected below. Any fee charges arising from loan disbursement or early repayment will be paid by deducting amount from your DBS account. Matters regarding repayment shall follow terms and conditions provided in the Acknowledgement and Agreement of Loan Services as below.

Tick where applicable

Any 1 Authoriser required to approve a request

Any 2 Authorisers required to approve a request

#### Scenario of Loan Maker creating a request with 2 Authorisers' approval



You may have up to 2 Authorisers' approvals required for a request.

### Acknowledgment and Agreement of Loan Services

1. I/We hereby apply for loan services through IDEAL. The loan services include sending instructions on loan drawdown, repayment (including early repayment, partial repayment, and full payment), and loan rollovers on maturity and other services provided by DBS Bank (Taiwan).
2. I/We confirm that we have authorized the Transaction Authoriser(s) for loan services provided in this form to send loan-related transaction instructions to DBS Bank (Taiwan) via IDEAL, which include loan drawdown, repayment (including early repayment, partial repayment, and full repayment), and loan rollovers, as well as to inquire on any company and transaction information of loan transactions with DBS Bank (Taiwan), confirm and agree to accept relevant terms of loan services.
3. I/We agree that DBS Bank (Taiwan) is authorised to act on the instructions provided by the Transaction Authoriser(s) for loan services in this form without further check, even if we send authorisation or instruction to DBS Bank (Taiwan) otherwise, or if the instructions provided by the Transaction Authoriser(s) for loan services may contradict any other instructions provided by us to DBS Bank (Taiwan).
4. I/We agree that the repayment instructions sent by the Transaction Authoriser(s) for loan services is to settle any debts owed by us to DBS Bank (Taiwan), which is to deduct certain amount from our designated current account and transfer it to the loan repayment account in our name, and I/We authorize DBS Bank (Taiwan) to apply such amount for loan repayment and settle any debts owed by us to DBS Bank (Taiwan).
5. I/We agree that if any Loan Services Loan Drawdown / Rollover Instruction documents are appended in the loan transactions instructions via IDEAL and if such Instruction documents are inconsistent with the loan transactions instructions sent via IDEAL, DBS Bank (Taiwan) may reject such transaction instructions. The loan start date is subject to the actual loan drawdown date, and we will have no objections as above.
6. I/We agree that if any instructions such as loan drawdown, repayment (including early repayment, partial repayment, full repayment), and loan rollovers at maturity are sent after the cutoff time set by DBS Bank (Taiwan), such transaction instructions may be deemed to be sent to DBS Bank (Taiwan) on the next business day. The cutoff time of Loan Services is based on User Guide or announcement made by DBS Bank (Taiwan), which may be amended from time to time.
7. I/We agree that any status update of IDEAL loan services will be provided by DBS Bank (Taiwan) with the instant SMS notification, and no manual telephone notification is required. I/We confirm that we have read carefully and understood relevant User Guide provided by DBS Bank (Taiwan).

By signing this form, I/We hereby confirm that I/We have received, read, understood and agreed to the section of "Declaration, Agreement and Authorised Signatories Requirement" of this Application and Maintenance Form, and I/We agree to abide and be bound by the terms and conditions.

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

### 8 Designated Account for Account Receivable Purchase

Designated Account for Account Receivable Purchase: any disbursements will be made to your DBS designated account unless approved by DBS

Add

OR

Change

OR

Delete

TWD : Bank code  
(Note1)

Branch code

Account

OR Foreign  
currency:  
(Note1)

Currency

SWIFT

Account

Note1: Same name account required, no need to fill in bank/branch code if a DBS bank (Taiwan) account is applied.

Note1: Same name account required, no need to fill in swiftcode if a DBS bank (Taiwan) account is applied.

#### Other special requirements

#### Acknowledgment and Agreement of Account Receivable Purchase

- I/We confirm that we have authorised the Transaction Authoriser(s) for Account Receivable Purchase ( "ARP" ) provided in this form to send ARP transaction instructions and authorisations to DBS Bank (Taiwan) via IDEAL. I/We also agree that DBS Bank (Taiwan) is authorised to act on the instructions provided by the Transaction Authoriser(s) for ARP in this form without further check, even if we send authorisation or instruction to DBS Bank (Taiwan) otherwise, or if the instructions provided by the Transaction Authoriser(s) for ARP may contradict any other instructions provided by us to DBS Bank (Taiwan).
- I/We agree that if any instructions are sent after the cutoff time set by DBS Bank (Taiwan), such transaction instructions may be deemed to be sent to DBS Bank (Taiwan) on the next business day. The cutoff time of ARP is based on User Guide or announcement made by DBS Bank (Taiwan), which may be amended from time to time.
- I/We agree that for any ARP transaction instructions sent via IDEAL to DBS Bank (Taiwan), the disbursements will be funded to the designated account provided in this form. The designated account provided in this form will replace those designated accounts filed with DBS Bank (Taiwan) previously in its entirety.

### 9 Designated Account for Supply Chain Finance

Designated Account for Account Receivable Purchase: any disbursements will be made to your DBS designated account unless approved by DBS Bank (Taiwan).

Add

OR

Change

OR

Delete

TWD : Bank code  
(Note1)

Branch code

Account

OR Foreign  
currency:  
(Note1)

Currency

SWIFT

Account

Note1: Same name account required, no need to fill in bank/branch code if a DBS bank (Taiwan) account is applied.

Note1: Same name account required, no need to fill in swiftcode if a DBS bank (Taiwan) account is applied.

#### Other special requirements

#### Acknowledgment and Agreement of Supply Chain Finance

- I/We confirm that we have authorised the Transaction Authoriser(s) for Supply Chain Finance provided in this form to send Supply Chain Finance transaction instructions and authorisations to DBS Bank (Taiwan) via IDEAL. I/We also agree that DBS Bank (Taiwan) is authorised to act on the instructions provided by the Transaction Authoriser(s) for Supply Chain Finance in this form without further check, even if we send authorisation or instruction to DBS Bank (Taiwan) otherwise, or if the instructions provided by the Transaction Authoriser(s) for Supply Chain Finance may contradict any other instructions provided by us to DBS Bank (Taiwan).
- I/We agree that if any instructions are sent after the cutoff time set by DBS Bank (Taiwan), such transaction instructions may be deemed to be sent to DBS Bank (Taiwan) on the next business day. The cutoff time of Supply Chain Finance is based on User Guide or announcement made by DBS Bank (Taiwan), which may be amended from time to time.
- I/We agree that for any Supply Chain Finance transaction instructions sent via IDEAL to DBS Bank (Taiwan), the disbursements will be funded to the designated account provided in this form. The designated account provided in this form will replace those designated accounts filed with DBS Bank (Taiwan) previously in its entirety.

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

### 10 Affiliated Enterprises Authorisation

I/We (parent company) apply to access to the following accounts, which are owned by \_\_\_\_\_ (Org ID \_\_\_\_\_), with enquiry/ full access function (Note) through IDEAL service.

I/We (subsidiary company) have read appendix 1, and agreed to authorise \_\_\_\_\_ (parent company name) \_\_\_\_\_ (parent company Org ID) with access to the following accounts with enquiry/ full access function of \_\_\_\_\_ (subsidiary company name) \_\_\_\_\_ (subsidiary company OrgID)(Note) through IDEAL service.

Accounts applicable

All Account with DBS Bank (Taiwan)

#### Other Designated Accounts

	Account No.	Currency		Account No.	Currency
1.			3.		
2.			4.		

Special Requirement\* \_\_\_\_\_

\*Remarks: For discontinuing Affiliated Enterprises settings, please specify the request in "Special Requirement" and provide the Company Name and Org ID of the counterparty.

#### Note:

- Please fill in the currency in abbreviation in English. (e.g. USD for US Dollar, TWD for Taiwanese Dollar, HKD for HK Dollar, EUR for Euro, etc.
- Full access includes enquiry, fund transfer and remittance, currency exchange and use of the other cash management services from time to time in relation to these accounts available via IDEAL service.
- If you have any query or requirement, please contact your relationship manager.

I/We hereby acknowledge and confirm that I/We and our affiliated enterprises (parent company/subsidiary company) listed as above are applying for DBS IDEAL Electronic Banking Affiliated Enterprises Authorisation Service (the "Service") based on legal and proper commercial purpose and business arrangement. I/We hereby agree that the Bank may decide whether to accept the application of this Service at its discretion. I/We and the representative agree that Bank is entitled to transfer and deliver this application form and relevant client information to other DBS group entities for the purpose of confirmation of account set up and activation of the Service. I/We confirm that I/We and our affiliated enterprise (parent company/subsidiary company) listed as above have fulfilled all necessary internal procedure (including but not limited to shareholder's meeting or board of directors' approval), and may sign, deliver, and perform this authorization lawfully. I/We also acknowledge and undertake that I/We and the affiliated enterprise (parent company/subsidiary company) listed as above signing, delivering and performing this authorisation do not breach any local laws, regulations, orders, articles of incorporation or its by-laws of relevant companies, nor involve in any law violations (including, but not limited to any laws and regulations relevant to AML, economic sanction, counter-terrorism financing, anti-tax avoidance or IFRS) nor engage in any arm's length transactions. I/We and the affiliated enterprise (parent company/subsidiary company) listed as above shall compensate the Bank and hold the Bank harmless from any losses suffered by the responsible persons, representatives, employees of the Bank or its affiliates arising from the authorisation.

Appendix 1: I/We hereby authorize and allow above authorized company (i.e. our parent company) and its designated and authorized person to be linked on IDEAL Electronic Banking Service with enquiry functions on all corporate and account information of the accounts I/We opened with the Bank, also authorize them to make transactions including fund transfer, remittance, foreign currency exchange with funds in the above accounts or engage in any other services provided by IDEAL from time to time. The authorized company is also entitled to agree upon terms and conditions of above account linkage and services on behalf of us. I/We acknowledge if transactions made based upon this authorisation involve in foreign currency exchange, I/We shall comply with and shall procure the authorized company (i.e. our parent company) to comply with all foreign exchange control regulations as well and to obtain all necessary governmental approvals (including central bank's approval). I/We and the representative agree that the Bank may provide above authorized company (i.e. our parent company) and its designated and authorized person with all information of transactions, remittance, deposit, or any other information as well as personal information of our responsible persons or contact persons. This authorisation shall continue in force and effect as of execution by us and deliver to the Bank, and any action made by the authorized company (i.e. our parent company) and its designated and authorized person according to the authorization shall have legal and factual binding effect on us and I/We shall not deny such actions as above.

Should there be any withdrawal or alteration of the authorisation in the future, I/We shall deliver to the Bank a written document signed by authorized signatory in the format accepted by the Bank at least 7 business days prior to the effective date of such withdrawal or alteration. This application form shall be governed and construed in accordance of the laws of Republic of China and I/We agree to submit relevant disputes arising from the authorisation to the Taipei District Court for the first instance.

By signing this form, I/We hereby confirm that I/We have received, read, understood and agreed to the section of "Declaration, Agreement and Authorised Signatories Requirement" of this Application and Maintenance Form, and I/We agree to abide and be bound by the terms and conditions.

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

11

### REQUEST NEW LOGIN PIN, UNLOCK USER ACCESS, UNLOCK/REPLACE SECURITY DEVICE (ONLY for Existing IDEAL Customer)

Note: To add more instructions, please print extra pages by yourself and seal with indenting stamp.

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 Physical Device

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

-  -

Security Device Unlock PIN (required for Unlock Security Device)

4.  Replace New Security Physical 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 Physical Device

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

-  -

Security Device Unlock PIN (required for Unlock Security Device)

4.  Replace New Security Physical Device

Special Requirement

By signing this form, I/We hereby confirm that I/We have received, read, understood and agreed to the section of "Declaration, Agreement and Authorised Signatories Requirement" of this Application and Maintenance Form, and I/We agree to abide and be bound by the terms and conditions.

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

13

### DECLARATION, AGREEMENT AND AUTHORISED SIGNATORIES REQUIREMENT

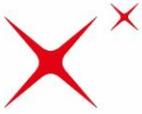
**(New IDEAL Customers MUST read and provide company seals registered with MOEA or authorized signature to complete IDEAL application.)**

1. I/We hereby confirm that I/we have received copies of GENERAL BANKING TERMS AND CONDITIONS, TAIWAN JURISDICTION SCHEDULE, SERVICE SCHEDULE- TREASURY DIGITAL SERVICE AND TAIWAN SERVICE SCHEDULE- TREASURY DIGITAL SERVICE, Terms and Conditions and Attention Matters for Outward Remittance and Fee Schedule (as posted on Bank's official website: <https://www.dbs.com.tw/sme/list/form-list.page> or <https://www.dbs.com.tw/corporate/list/form-list.page> and <https://www.dbs.com.tw/corporate-zh/gbtc-wm>), which I/we have read, understood and accepted. 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 agreement
2. If single control mechanism has been applied by us, I/we confirmed that we have read, understood and agreed to the risk disclosures regarding the single control mechanism as detailed in Clause 2.1(b) of Part B of GENERAL BANKING TERMS AND CONDITIONS. I/We agree to bear all risks and losses that may arise from adopting the single control mechanism.
3. I/We acknowledge that we may complete the FX transaction online under the FX Online service by only one User. I/We shall use the same name account for the settlement of the online FX transaction processed under FX Online.
4. Risk Disclosure Statement:  
This risk disclosure statement discusses the characteristics and risks of having a single control ("Single Control") for transactions initiated through the FX Online service provided by the Bank. For all transactions initiated through the FX Online service, only Single Control is available. Single Control is a procedure whereby only one single person is required to complete a specified process and initiate and approve transactions. When compared to Dual Control which requires two or more people to complete a transaction (one user to create transaction, and another user with higher authority to approve the transaction), there is a higher risk of fraudulent actions in respect of Single Control. Please read the risk disclosure statement of Single Control mentioned above carefully with respect to the risk of using the FX Online service. I/We authorise the Bank to provide online FX transaction service for the instructions/order received via FX Online platform. Regarding to the Single Control, I/We confirm we have read above risk disclose statement of Single Control for the FX Online service and have authorised the Bank to set our FX Online service as Single Control. I/We fully understand the nature and the risk of Single Control and have agreed to afford and be responsible for the potential risk and loss that may incur by using the Single Control for the FX Online service. I/We have confirmed and agreed to fully compensate the Bank and hold the Bank fully indemnified from any loss, costs (including lawyer's fee on a full indemnity basis), charges, damages, claims, demands, actions, proceedings and all other liabilities suffered by the Bank or which may be brought against the Bank as a result of the Bank agreeing to act on such authorisation. I/We understand and agree that the Bank can inform us for the termination or adjustment of the Single Control at any time.  
Reminders: I/We understand that when I/We making any instructions or orders of FX transactions through FX Online System and after accepting the quotation, such FX transactions will still be executed and completed after completion of necessary system checking on fulfillment of certain transaction conditions with system replying successful message and email. The confirmed settlement price is subject to the settlement price provided in the notice email of successful transaction. I/We authorise the Bank to credit the settlement amount in our same name account opened with the Bank on the settlement date to complete the transaction settlement. As for AFFILIATED ENTERPRISES AUTHORISATION (if applicable), if the FX transactions through FX Online is conducted by our affiliate company (its subsidiary), then the settlement needs to be completed in the same name account of the affiliate company (subsidiary) opened with the Bank. If I/ We or our affiliate companies (subsidiaries) have other subsequent transfer or remittance request, they shall apply for such additional transacting instructions separately.

*By signing this form, I/We hereby confirm that I/We have received, read, understood and agreed to the section of "Declaration, Agreement and Authorised Signatories Requirement" of this Application and Maintenance Form, and I/We agree to abide and be bound by the terms and conditions.*

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

Date :



## ACH/eACH APPLICATION FORM

Originator(Applicant) Information			
Company name(Applicant)			
Chinese short name <i>(Maximum is 4 characters)</i>		Registration Number	
Services			
<input type="checkbox"/> ACH bulk payment <input type="checkbox"/> eACH Instant payment			
Billers service ID for Payment	<input type="checkbox"/> 101 Salary <input type="checkbox"/> 102 Commission <input type="checkbox"/> 104 Award <input type="checkbox"/> 201 Cash Dividends <input type="checkbox"/> 203 Disinvestment Refund <input type="checkbox"/> 204 Income Distribution <input type="checkbox"/> 351 Life Insurance Payments <input type="checkbox"/> 352 Property Insurance Payment <input type="checkbox"/> 401 Miscellaneous Transfer <input type="checkbox"/> 405 Goods Value <input type="checkbox"/> 408 Part-Time Job Salary <input type="checkbox"/> 421 Fund Dividend <input type="checkbox"/> 499 Others · Please specify the details: _____ <input type="checkbox"/> If the biller service ID is not listed in above, please specify: _____		
<input type="checkbox"/> ACH bulk collection <input type="checkbox"/> eACH Instant collection			
Billers service ID for Collection	<input type="checkbox"/> 505 Cable TV <input type="checkbox"/> 506 Internet <input type="checkbox"/> 530 Charitable Donation <input type="checkbox"/> 531 Property Management Fee <input type="checkbox"/> 551 Tuition and Miscellaneous Fee <input type="checkbox"/> 553 Membership Fee for Federation of Labor <input type="checkbox"/> 559 Group Membership Fee (Non-Profitable) <input type="checkbox"/> 704 Life Insurance Premium <input type="checkbox"/> 902 Installment <input type="checkbox"/> 904 Goods Value <input type="checkbox"/> 909 Rental Fee(Profitable) <input type="checkbox"/> 910 )Membership Fee(Profitable) <input type="checkbox"/> 912 Agency Service <input type="checkbox"/> 913 Elder Care and Nursing <input type="checkbox"/> 999 Others · Please specify the details: _____ <input type="checkbox"/> If the biller service ID is not listed in above, please specify: _____		
Mandate ID (For collection)			
Remark: The Applicant understands that the availability of services and products provided by the Bank shall be subject to actual service items and contents offered by the Bank upon application. The Bank reserves all rights to amend or change the service items and contents at any time.			
Declaration and Signature			
<p>I/We hereby entrust DBS Bank (Taiwan) Ltd (“Bank”) to apply for ACH/eACH payment collection service (“Service”), I/we have read, understood, and accepted GENERAL BANKING TERMS AND CONDITIONS, TAIWAN JURISDICTION SCHEDULE AND TAIWAN SERVICE SCHEDULE-ADDITIONAL DIGITAL SERVICE as published and available in <a href="https://www.dbs.com.tw/corporate-zh/gbtc-wm">https://www.dbs.com.tw/corporate-zh/gbtc-wm</a>, and Bank, obligated by Financial Consumer Protection Act, article 10, have fully illustrated all the terms within and potential risk has been sufficiently disclosed. I/We hereby sign/apply chop below as confirmation.</p> <p><b>Applicant Signature:</b></p>          <div style="display: flex; justify-content: space-between;"> <span>Company Seals registered with MOEA:</span> <span>Date (YYYY/MM/DD):        /        /</span> </div>			