



Instruction Type : I-BKG_SR

I Digital Banking Form I

Please complete all details in BLOCK LETTER and indicate "X" where applicable.

CUSTOMER DETAILS

☐ New to Bank Customer
 ☐ Existing customer

Full Name: _____ IC / Passport No: _____

Personal Email Address: _____ Mobile Number: _____

ONLINE BANKING - TYPE OF REQUEST

☐ New Registration
 ☐ Suspend Service

☐ Forgot/Change User ID
 ☐ Reactivate (Revoke) Service

☐ Unlock User ID
 ☐ Reactivate Terminated Service

☐ Temporary Expired Password Reset
 ☐ To View Loan/Credit Card

☐ Others (Please specify): _____

SMS ALERT - TYPE OF REQUEST

☐ New Registration
 ☐ Manual Subscribe

☐ Activate
 ☒ Credit limit nearing maximum (please auto-enroll for all customers)

☐ Deactivate
 ☐ Forex Rate (please specify currency)

☐ Incoming Transfer

☐ Others (Please specify): _____

CUSTOMER APPLICATION AND ACKNOWLEDGEMENT

I agree that all postal services of statements shall be immediately terminated upon signing up for electronic banking services.

Signature: _____ (SV)

Name: _____

Date: 15-Aug-13

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Relationship No.

CCMS No.

Loan No.

Master No.*

* For customer with just Credit card/eCash Card/Joint Account Secondary flag

☐ Original IC Sighted, IC No: _____
 ☐ Update CCMS No. Co-Owner field 3

☐ Sight original IC & Check validity of IC (If invalid, update accordingly)
 ☐ Update FIMIS ID No. _____

☐ Update Customer Mobile Number: _____

☐ Update Customer Personal Email Address: _____

Standard Chartered Bank is incorporated in England with limited liability by Royal Charter 1853 Reference Number ZC18
 The Principal Office of the Company is situated in England at 1 Basinghall Avenue, London, EC2V 5DD
 Standard Chartered Bank is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority

Digital Banking Services May 2013

I Digital Banking Services Form I

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Important Notice

Branches / Phone Banking must:

- Obtain the latest mobile number and personal email address from customer (required for eTAC and SMS alerts)
- Check against eBBS/CCMS
- If request is for Reactivating Terminated Service, check for reason for the Termination in the first place
- Update any change of details

And inform customer:

- Maximum daily limit for all Online Banking transactions
- 50% off fees on transactions at Online Banking
- Able to view Loan details the next working day
- Able to view Credit Card details after 2 working days
- Online Banking User ID & Password are both key sensitive and will expire within 72H of receiving SMS password and email ID
- Suppression of CASA paper account statement
- Transaction Alert will be available the next working day

Branch / Phone Banking

Registration performed by

Checked by

Branch Chop