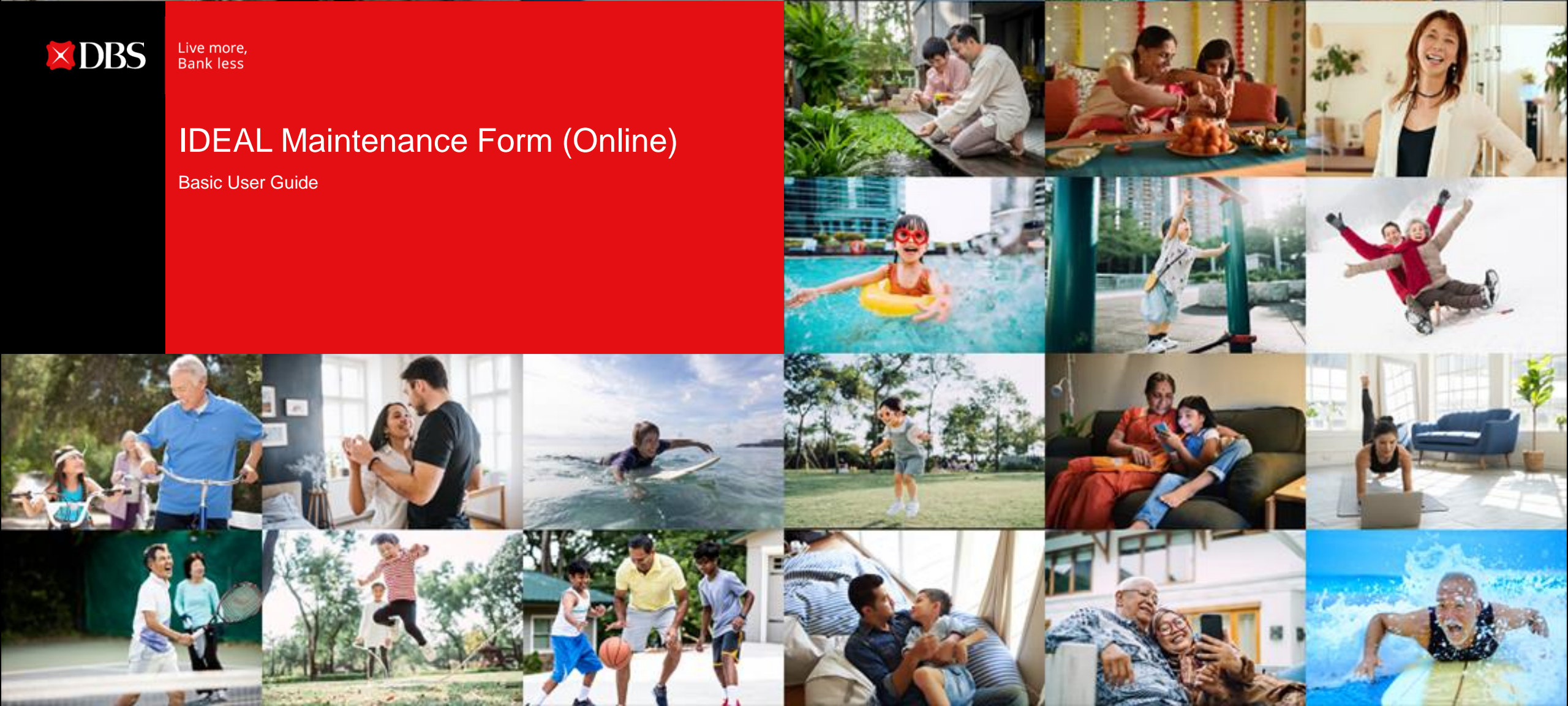


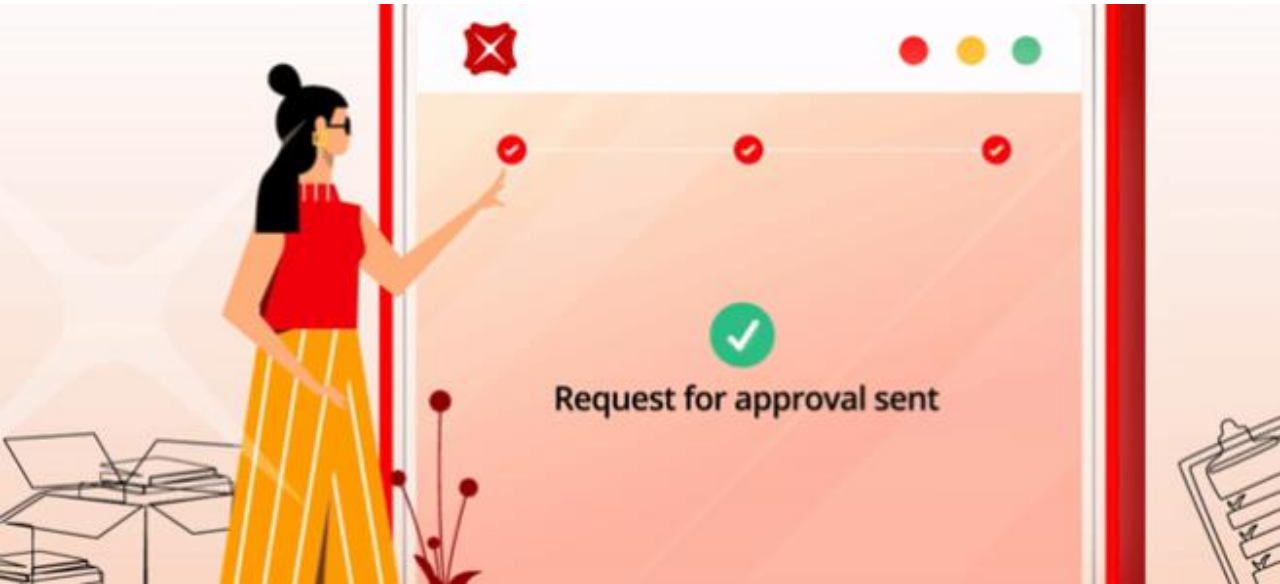


Live more,
Bank less

IDEAL Maintenance Form (Online)

Basic User Guide





3 steps, update your IDEAL account with ease

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



Start a new request

- 04 To start with
- 05 Proceed with login with DBS IDEAL
TIME SAVING
- 06 Proceed with Manually input



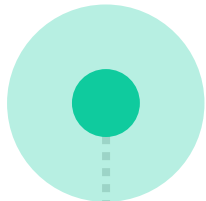
Fill in the details

- 08 Add New User(s)
- 10 Edit Existing User(s)
- 13 Unlock / Reset User(s) Login
- 14 Update Transaction Authorisation Policy
- 15 Upgrade from Enquiry to Transact
- 17 Add a CSA Administrator / Apply for CSA
- 20 Add Account to IDEAL
- 21 Decide to take a break



Authenticate

- 24 Authenticate digitally **INSTANT**
- 26 Authenticate with Print and Send



Start a new request



Fill in the details

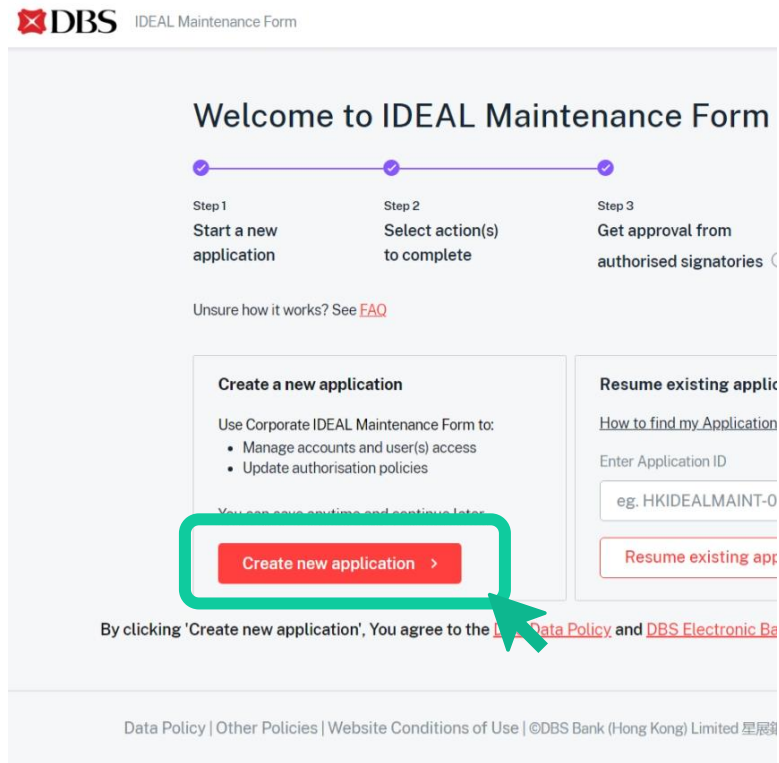


Authenticate



To start with...

1. To start a new request, click on “Create new application”

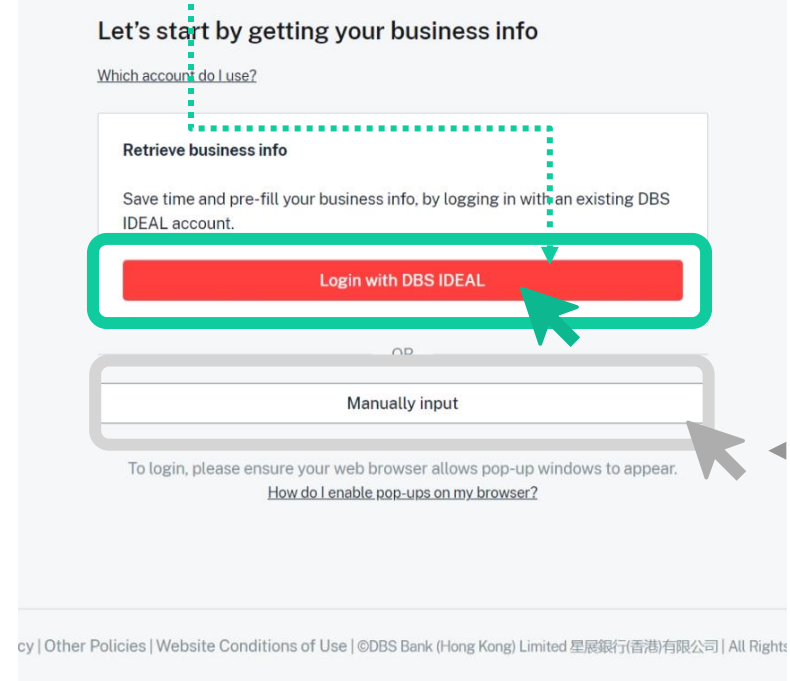


2. Provide applicant’s information

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”



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

Password

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

Log in

Terms & Conditions | FAQ | Get In Touch |

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aintenance Form

Who is filling out this application?
Oscar Yu
On behalf of company
DBS-IDEAL

Next

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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-ID:
Organisation ID
HI:

What I would like to do with this form

Accounts

Add / remove account(s) from IDEAL

Users

Nominate / update 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 / 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 Reserved

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

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IDEAL 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

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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)

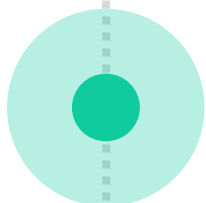
Authorisation Policy
 Add / update Cash Trade Authorisation Policy(ies)
 Add / update Customer Self Administrator (CSA) Policy
 Add / update Loan Authorisation Policy
 Add / update Open Account Trade (OAT) Authorisation Policy

Others
 Add Risk Disclosure for single control
 Add / update Parent - Subsidiary Linkage(s)
 Special instructions
 Mandate / Board Resolution for CSA

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Start a new request



Fill in the details



Authenticate



Add New User(s)

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 Full Name of new user. Select "Add new user" and provide new users personal information

Add User(s) or Edit Existing Users' Services and Roles

As part of our enhanced security process, we require you to provide us with a valid mobile number & email address. An invalid mobile number or email address may result in the inability to authenticate you and affect your login.

Next Clear

Name (as per HKID / Passport)

Do you want to add user or edit existing users' services and roles?

Add new user

Update existing user's services and roles

Remove user's services and roles

Removing a user removes user's entitlement from IDEAL. If you would like delete a user, go to [Delete existing user\(s\)](#) section.

User Info

Identity doc type HKID / Passport Number

Nationality

Date of birth

Preferred IDEAL User ID

Mobile number

Email

2. Specify the role of the user

User Roles to Add (if applicable)

Add user role(s)

- Customer Self Administrator (CSA) ⓘ
- Contact Person ⓘ

At least 2 required for a company

Add user role(s) for services

- Enquiry
- Account & Trade Enquiry ⓘ
- Loan enquiry ⓘ
- Transaction Maker ⓘ
- Transaction Authoriser ⓘ

For new approver / customer self 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).

3. Select services accessible to the user

Services To Add (if applicable)

Add service(s)

- Cash and Trade services
- Payment
- Payroll ⓘ
- Collection ⓘ
- Fixed Deposit ⓘ
- Trade Finance ⓘ
- Open Account Trade (OAT) ⓘ
- Open Account Trade- Supplier Finance (OAT SF) ⓘ
- Open Account Trade- Accounts Receivable Purchase (OAT ARP) ⓘ
- Loan ⓘ
- FX Online ⓘ
- Others

In case you are originally on Single Management Control and you are appointing new approver, if you want to remain as Single Management Control, you will need to acknowledge 'Risk Disclosure for Single Control' again.

4. Select accounts accessible to the user

Add access to which accounts?

- All accounts (including sub accounts)
- Specific accounts
- All accounts except specific accounts

The Bank recommends Dual Management Control for all transactions initiated via the system (except for transactions executed through FX Online). This segregation of duties is to ensure no single person could initiate and approve transactions that would result in fraudulent actions. Unless otherwise specified, dual authority would be the default setting (except for single user). ⓘ

If there will be only 1 single user (including Transaction Maker & Transaction Authoriser) left after this change, please go to ['Risk Disclosure for Single Control'](#) to complete the acknowledgment.

5. Input if any special instruction & add instruction for another user

The Bank recommends Dual Management Control for all transactions initiated via the system (except for transactions executed through FX Online). This segregation of duties is to ensure no single person could initiate and approve transactions that would result in fraudulent actions. Unless otherwise specified, dual authority would be the default setting (except for single user). ⓘ

If there will be only 1 single user (including Transaction Maker & Transaction Authoriser) left after this change, please go to ['Risk Disclosure for Single Control'](#) to complete the acknowledgment.

Additional Information (Optional)

Add your comment here...

0/400

+ Add another user or update / remove another user's services and roles

Edit Existing User(s)

Edit only static user information:

- ID Document
- Nationality
- Date of birth
- Contact info (email / mobile)

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

1. Fill in Name and UserID of the user, and supply with new information

Update Existing Users' Details

User 1 Clear

Name (as per HKID / Passport)

Existing IDEAL User ID

Is this user existing Transaction Authoriser or Customer Self Administrator?

Yes ← No

Update Information

- ID Document
- Nationality
- Date of birth
- Contact Info

For new approver / customer self 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).

Edit Existing User(s)

Edit user service & roles

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 user full name. Choose update type – either (1) add on top to existing or (2) supersede existing settings

The screenshot shows a form titled "User" with a "Clear" button in the top right. A text input field for "Name (as per HKID / Passport)" is highlighted with a green box. Below it, a question asks "Do you want to add user or edit existing users' services and roles?" with three radio button options: "Add new user", "Update existing user's services and roles" (which is selected and highlighted with a green box), and "Replace all existing services and roles". A fourth option, "Remove user's services and roles", is also present with a note: "Removing a user removes user's entitlement from IDEAL. If you would like delete a user, go to Delete existing user(s) section."

2. Provide existing user ID

User Info

The screenshot shows a "User Info" form. It includes fields for "Identity doc type" (a dropdown menu with "Select" visible), "HKID / Passport Number" (a text input field), "Nationality" (a dropdown menu with "Select" visible), and "Date of birth" (a text input field with "DD/MM/YY" and a calendar icon). The "Existing IDEAL User ID" field is highlighted with a green box. Below it are fields for "Mobile number" (with a dropdown showing "+852") and "Email" (a text input field).

3. Specify the role of the user

User Roles to Add (if applicable)

Add user role(s)

Customer Self Administrator (CSA) ⓘ

Contact Person ⓘ

At least 2 required for a company

Add user role(s) for services

Enquiry

Account & Trade Enquiry ⓘ

Loan enquiry ⓘ

Transaction Maker ⓘ

Transaction Authoriser ⓘ

For new approver / 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).

4. Select services accessible to the user

Services To Add (if applicable)

Add service(s)

Cash and Trade services

Payment

Payroll ⓘ

Collection ⓘ

Fixed Deposit ⓘ

Trade Finance ⓘ

Open Account Trade (OAT) ⓘ

Open Account Trade- Supplier Finance (OAT SF) ⓘ

Open Account Trade- Accounts Receivable Purchase (OAT ARP) ⓘ

Loan ⓘ

FX Online ⓘ

Others

In case you are originally on Single Management Control and you are appointing new approver / removing existing approver, if you want to remain as Single Management Control, you will need to acknowledge 'Risk Disclosure for Single Control' again.

5. Select accounts accessible to the user

Add access to which accounts?

All accounts (including sub accounts)

Specific accounts

All accounts except specific accounts

The Bank recommends Dual Management Control for all transactions initiated via the system (except for transactions executed through FX Online). This segregation of duties is to ensure no single person could initiate and approve transactions that would result in fraudulent actions. Unless otherwise specified, dual authority would be the default setting (except for single user). ⓘ

If there will be only 1 single user (including Transaction Maker & Transaction Authoriser) left after this change, please go to ['Risk Disclosure for Single Control'](#) to complete the acknowledgment.

6. Input if any special instruction & add instruction for another user

The Bank recommends Dual Management Control for all transactions initiated via the system (except for transactions executed through FX Online). This segregation of duties is to ensure no single person could initiate and approve transactions that would result in fraudulent actions. Unless otherwise specified, dual authority would be the default setting (except for single user). ⓘ

If there will be only 1 single user (including Transaction Maker & Transaction Authoriser) left after this change, please go to ['Risk Disclosure for Single Control'](#) to complete the acknowledgment.

Additional Information (Optional)

Add your comment here...

0/400

+ Add another user or update / remove another user's services and roles

Unlock / Reset User(s) Login

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

1. Put the existing user information & select respective action

The screenshot shows a form titled "User 1" with a "Clear" button. It contains several sections: "Name (as per HKID / Passport)" and "Existing IDEAL User ID" with text input fields; "Security Device Action" with radio button options: "Unlock Physical Security Device", "Replace Security Device with Digital Token for free", "Replace Security Device with Physical Token" (with a note "HK\$500 will be charged for each physical token"), and "Report loss" (with a note "HK\$500 will be charged for each physical token"); "User Action" with checkboxes for "Retrigger welcome pack" and "Unlock / Reactivate user access Token"; "Termination Of Service (Optional)" with a checkbox for "Termination of IDEAL Electronic Banking Services"; and "Add special instructions for another user" with a plus icon. At the bottom, there is a text area for "Other Specific Instructions (Optional)" with a character count of "0/400" and a placeholder "Enter Message". Two yellow callout boxes with arrows point to the "Unlock / Reactivate user access Token" checkbox and the "Special instructions" checkbox in the left-hand menu. The "Next" button is highlighted in red.

This is to reset user password and generate new password for user to login

This is to unlock user

Update Transaction Authorisation Policy

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

1. Select the payment type for the authorisation policy

Authorisation Policy 1 Clear

Which account(s) would you like to add/update?

All accounts (including sub accounts)

Specific accounts

Which services does this policy apply to?

All services

Payment

Payroll

Collection

Trade Finance

Fixed Deposit

Others

Transaction Authorisation Limit ⓘ

The upper limit of each level of authorisation policy will be the transaction limit for each transaction approved by the relevant authoriser(s) per authorisation requirement(s) below and made from the applicable account.

Amount From	Amount To	Authorisation Requirement
0.00		Select requirement
<input type="checkbox"/> Unlimited		

[Add another transaction authorisation limit](#)

Additional Information (Optional) 0/400

Add your comment here...

2. Specify the amount range and the corresponding approval matrix, for example:

- From 0 – 10000.00, any 2 approver from group A can approve
- From 10000.01 – unlimited, any 2 approver from group A followed by 1 approver from group B (sequential)

Amount From	Amount To	Authorisation Requirement
0.00	10,000.00	Any 2 Authorisers required
<input type="checkbox"/> Sequential Authorisation		
Select group(s) that authoriser can be from		
A ×		
Rule: In no particular order, -2 from Group A		
10		Combination of Authorised Signatories required
<input checked="" type="checkbox"/> Sequential Authorisation		
Group combination 1		
A A B - -		
In sequential order. Minimum of 2 groups.		
Add another group combination		
Rule: Any 1 of the group combination(s) from the above mentioned		

[Add another transaction authorisation limit](#)

Upgrade from Enquiry to Transact

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

1. Provide debit account number for IDEAL related charges

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

2. Add new transaction authorizer & administrator ([Page.8](#)) / Upgrade existing user to transaction authoriser & administrator ([Page.11](#))

Add User(s) or Edit Existing Users' Services and Roles

As part of our enhanced security process, we require you to provide us with a valid mobile number & email address. An invalid mobile number or email address may result in the inability to authenticate you and affect your login.

User 1 Clear

Name (as per HKID / Passport)

Do you want to add user or edit existing users' services and roles?

Add new user

Update existing user's services and roles

Remove user's services and roles

Removing a user removes user's entitlement from IDEAL. If you would like delete a user, go to [Delete existing user\(s\)](#) section.

3. Define new transaction authorisation policy ([Page.14](#))

Add / Update Cash Trade Authorisation Policy(ies)

Which currency applies to Cash Trade Authorisation Policy(ies)?

Hong Kong Dollar (HKD)

Authorisation Policy 1 Clear

Which account(s) would you like to add/update?

All accounts (including sub accounts)

Specific accounts

Which services does this policy apply to?

All services

4. Define new Customer Self Administration request authorisation policy


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

5. Specify the role of the user

Dual Management Control is highly recommended if there are more than 1 'Transaction Maker' and 'Transaction Authoriser' in the organisation.

Risk Disclosure for Single Control

For authorisers who are approving transactions that they created themselves and that require only one authoriser, transaction challenge will only be sent via SMS to the registered mobile number.

Single Control

A procedure that needs only one person to complete a request, thus may incur higher risk compared with Dual Control.

Dual Control

A procedure that involves 2 or more people to complete a request - one person to create a request and another of higher authority to approve it in the system. This makes the system more secure as both persons would need to be in collusion to commit fraud.

Risk Disclosure for Single Management Control for transactions

Save for later

Next

6. If this is the first your company register for Customer Self Administration, please indicate "No" and fill in

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

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)

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.

You will need separately submit 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,

- 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).

Newly apply 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.

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

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 - For existing user, please provide UserID
 - For new user, please indicate a preferred UserID

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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 new Customer Self Administration request authorisation policy

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

You may have up to 5 CSA approvals required for a request

CSA1 CSA2

Creates a Approves Processed

3. If this is the first your company register for Customer Self Administration, please indicate “No” and fill in

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

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)

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.

You will need separately submit customised Mandate / Board Resolution for Customer Self Administrator (CSA) service.

Add Account to IDEAL

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

1. Choose action type under “Add Current Account And Savings Account(CASA) Accounts”

Manage Current Account And Savings Account(CASA) Accounts

Add Current Account And Savings Account(CASA) Accounts

All accounts (including sub accounts)
 Specific accounts
 All accounts except specific accounts

Remove Current Account And Savings Account(CASA) Accounts

Specific accounts
 All accounts except specific accounts

2. Provide the account number if requested

Manage Current Account And Savings Account(CASA) Accounts

Add Current Account And Savings Account(CASA) Accounts

All accounts (including sub accounts)
 Specific accounts
 All accounts except specific accounts

Account Number
Enter 9 to 16-digit number

Omit dashes and spaces

Remove Current Account And Savings Account(CASA) Accounts

Specific accounts
 All accounts except specific accounts

If you decided to take a break

Application 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

Click "Save for later"
at bottom of the page

Save for later

Next

If you decided to take a break

Fill in reference number from email / SMS

https://www.dbs.com.hk/ibg-eforms/hk/idealmaintenance

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](#)

[DBS Data Policy](#), and [General Banking Terms and Conditions](#)

[Resume Application](#)

DBS Bank (Hong Kong) Limited

DBS

Verify your identity with IDEAL / SMS OTP

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](#)

Terms & Conditions | [FAQ](#) | [Get in Touch](#)

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](#)

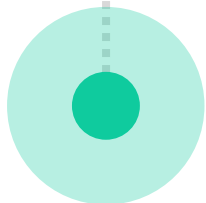
Other Policies | Website Conditions of Use | ©DBS Bank (Hong Kong) Limited 2025



Start a new request



Fill in the details



Authenticate



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

IDEAL Maintenance Form

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

Save

Application reference no.:

Registered business name:

Mandate Signing Instruction

The signing instruction that you will use for authorise the maintenance

1:A+2:B 002

The signing instruction that you will use for authorise the maintenance

Group A

- LEUNG T
- CHAN Siu

Mobile number	Email address	IDEAL
+852 93	chan	Yes

Group B

- WONG T
- TSANG Ka

Mobile number	Email address	IDEAL
+852 62	wong	Yes
+852 58	tsang	Yes

Authorisation Methods

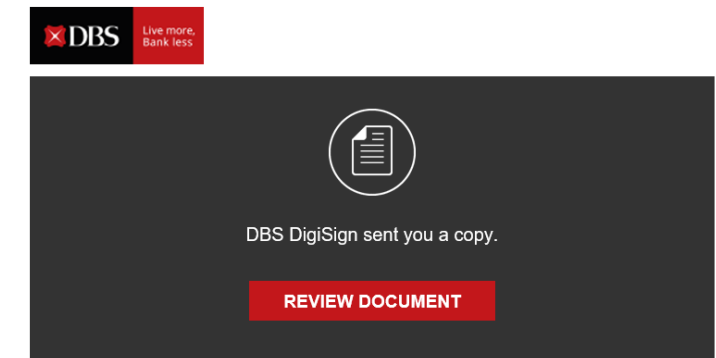
Select approval method

- 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.

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

Reference No : HKIDEALMAINT-310724-852-00081]

in a web browser.



DBS DigiSign
dbsdigisign@dbs.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. (Only when nominating new approver / customer self 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).



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

Please enter the access code to view the document

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

123456789

Upon receiving email from DBS DigiSign, use secret access code 123456789 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

Created by docusign

Authenticate with Print and Send

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

Finance Form

Authorised Signatories

Your application needs to be approved by your company's authorised signatories

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

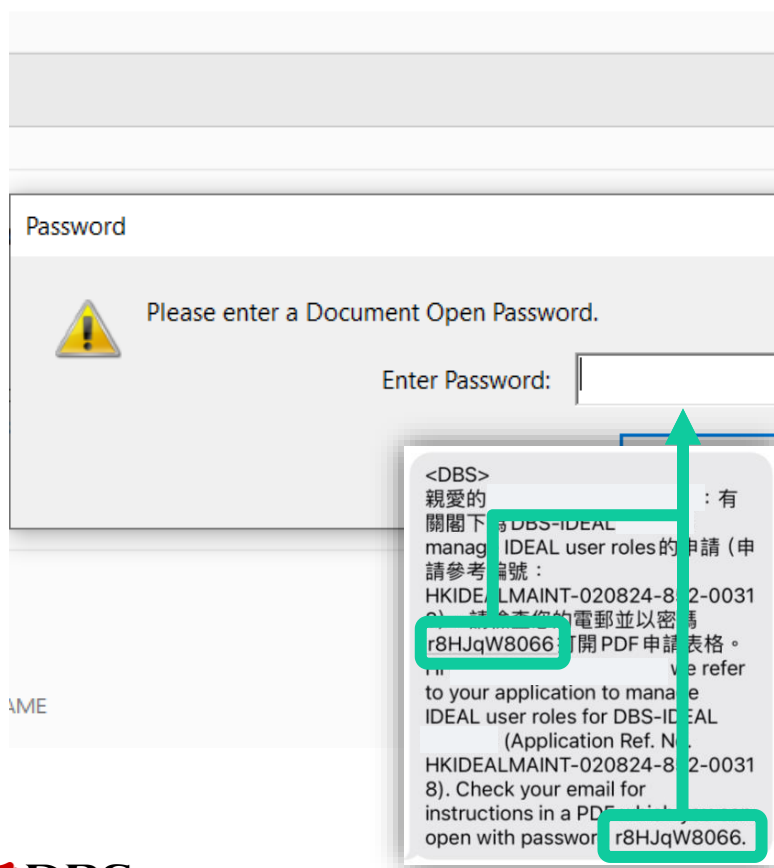
HKIDEALMAINT-020824-852-003185403177162768135376.pdf
398 KB

DBS 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 supporting documents to DBS



For nominating new approver / customer self 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).

For newly apply CSA

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



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