

### 1 Business details ▶ All information is required unless stated

#### Registered business

Name of company

OCBC Velocity Organisation ID

Contact person

Mobile number ▶ +(country code) - (contact number)

Office number

+  -

+  -

Email address

### 2 What do you like to do?

▶ Tick where applicable and complete the required fields

#### I. Manage accounts

☐ Change debiting  
fees account

Account number

Currency

M Y R

☐ Add to  
OCBC Velocity

Account number

Currency

Account number

Currency

Account number

Currency

Account number

Currency

☐ Delete from  
OCBC Velocity

Account number

Currency

Account number

Currency

Account number

Currency

Account number

Currency

#### II. Account settings



You may unlock your account or reset your password at OCBC Velocity as long as your User ID has been activated, using your mobile number and email address registered with us.

☐ Re-issue password

① Name as per IC

User ID

☐ Unlock account



☐ Re-issue password

② Name as per IC

User ID

☐ Unlock account



#### III. Replace token

☐ Lost hardware token

▶ A token fee of RM50  
will be charged

① Name as per IC

User ID

☐ Defective hardware  
token

▶ Send back your defective  
token to any OCBC Bank  
or OCBC Al-Amin branch

Token serial number ▶ Mandatory for defective hardware token

☐ Switch to  
OCBC OneToken  
(digital token)

☐ Lost hardware token

▶ A token fee of RM50  
will be charged

② Name as per IC

User ID

☐ Defective hardware  
token

▶ Send back your defective  
token to any OCBC Bank  
or OCBC Al-Amin branch


Token serial number ▶ Mandatory for defective hardware token

☐ Switch to  
OCBC OneToken  
(digital token)

#### IV. Manage user(s)

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- ☐ **Add user(s)** ▶ Each user will be given an OCBC OneToken (digital security token). A fee of RM40 will be charged.
- ▶ Each user must have a mobile phone to activate OCBC OneToken.
  - ▶ Mobile number and email address is mandatory

Select your existing service package 

Inquiry > *Basic package*

What can this user do?

☒ View statement only

Single Control > *Basic Plus package*

What can this user do?

☒ View statement

☐ Create & Approve transaction

☐ Book FX

Dual Control > *Classic package*

What can this user do?

☐ View statement

☐ Create transaction

☐ Approve transaction

☐ Administrator

☐ Book FX


1 Name as per IC

Mobile number + (country code) - (contact number)

+  -

Email address

Users will receive a welcome email notification containing his/her initial login credentials

Select your existing service package 

Inquiry > *Basic package*

What can this user do?

☒ View statement only

Single Control > *Basic Plus package*

What can this user do?

☒ View statement

☐ Create & Approve transaction

☐ Book FX

Dual Control > *Classic package*

What can this user do?

☐ View statement

☐ Create transaction

☐ Approve transaction

☐ Administrator

☐ Book FX

2 Name as per IC


Mobile number + (country code) - (contact number)

+  -

Email address

Users will receive a welcome email notification containing his/her initial login credentials

☐ **Change user(s) role**

Select your existing service package 

Single Control > *Basic Plus package*

What can this user do?

☒ View statement

☐ Create & Approve transaction

☐ Book FX

Dual Control > *Classic package*

What can this user do?

☐ View statement

☐ Create transaction


☐ Approve transaction

☐ Administrator

☐ Book FX

1 Name as per IC

User ID

Select your existing service package 

Single Control > *Basic Plus package*

What can this user do?

☒ View statement

☐ Create & Approve transaction

☐ Book FX

Dual Control > *Classic package*

What can this user do?

☐ View statement

☐ Create transaction

☐ Approve transaction

☐ Administrator

☐ Book FX

2 Name as per IC

User ID

☐ Delete user(s)

- If you are deleting a user who is a primary contact of your company, please fill in "V. Replace primary contact" with details of new primary contact

1 Name as per IC  
  
 User ID

2 Name as per IC  
  
 User ID

## V. Update contact details

**TIP** You can update your contact details directly at OCBC Velocity.

- Mobile number and email address is mandatory

☐ Update user contact details

1 Name as per IC User ID  
   
 Mobile number ► +(country code) - (contact number) Email address  
 +  -

2 Name as per IC User ID  
   
 Mobile number ► +(country code) - (contact number) Email address  
 +  -

☐ Replace primary contact

Name as per IC  
  
 Mobile number ► +(country code) - (contact number) Email address  
 +  -

## VI. Terminate OCBC Velocity services

- ☐ I would like to terminate my OCBC Velocity services.

## 3 What you need to bring

For All OCBC Velocity Authorisers (Basic Plus, Classic & Premium Service Packages)

- Certified true copies of NRIC / Passport
- Certified true copies for the proof of residential address e.g. NRIC, utility bill, bank/credit card/insurance statement or extract from company search

(Any utility bill within the last 3 months of date of application)

(The person certifying cannot certify his/her own documents)

**Certification of the copies of identification documents for natural persons and legal entities are performed by:**

1. Sighting the original by OCBC staff;
2. Independent parties as follow:-
  - a law firm, which is on the panel of lawyers of an OCBC Entity or of the OCBC Group, or a law firm comparable to these law firms;
  - a reputable firm of accountants or auditors;
  - a notary public, an independent lawyer or independent certified public or professional accountant;
  - an embassy, consulate or high commission of the country that issued the official identification document;
  - a member of the judiciary, a senior civil servant or serving police in a jurisdiction that is a FATF member, or a comparable jurisdiction;
  - a Chartered Secretary of the Institute of Chartered Secretaries and Administrators (ICSA) **Note: In house company secretary is not acceptable**

► To be signed by person(s) authorised to apply for banking services

All references to "I/we" below shall mean the Company whose name first appears on the top of this application form.

**To OCBC BANK (MALAYSIA) BERHAD AND OCBC AL-AMIN BANK BERHAD ("Bank")**

I/We have voluntarily provided my/our personal data to the Banks and consent to the Banks processing my/our personal data for the purpose of this maintenance. If I/we do not provide any data required in this maintenance, the Banks may not be able to proceed further on my/our request for this maintenance. I/We have read the Bank's Privacy Policy and confirm that I/we have been notified of the following matters via the Privacy Policy (i) the Banks may collect my/our personal data directly from me/us or from third party sources; (ii) purpose for which my/our personal data is collected; (iii) my/our right to access my/our personal data and correct it; (iv) the class of third parties to whom the Banks may disclose my/our personal data; (v) the choices and means for limiting the processing of my/our personal data; (vi) whether the personal data requested is obligatory or voluntary, and if obligatory, the consequences for not providing such data; (vii) to update my/our personal data as soon as there are changes; and (viii) the Banks' contact details if I/we wish to make inquiries or give feedback.

I/We irrevocably grant consent to the relevant credit reporting agency(ies) (as defined under the Credit Reporting Agencies Act, 2010) ("CRAs") with whom the Banks conduct credit checks to disclose my/our credit report/information to the Bank for the purpose of this maintenance and for the Banks' risk management and review. The Banks are hereby authorised but is under no obligation to convey my/our consent and the purpose of such disclosure to the relevant credit reporting agency(ies).

I/We have provided data of other individuals such as my/our directors, shareholders, relevant managers, partners, office bearers, officers, Authorised Person(s), Authorised Signatory(ies) and Authorised Users for this application. I/We confirm that I/we have obtained consent from them (i) to disclose their personal data to the Banks; (ii) for the Banks' verification of their personal data with credit agencies and have obtained their consent for the relevant CRAs to disclose their credit report/information to the Banks for the purpose of this maintenance and for the Banks' risk management and review; (iii) for the Banks to disclose their personal data to classes of third parties described in the Banks' Privacy Policy. I/We have also informed them to read the Banks' Privacy Policy posted on the Banks' website and available at the Banks' branches on request.

The person(s) whose information appear in the Authorised User section in this form and/or in other letter(s) of instruction is/are authorised to perform and effect the above services opted for by me/us at any time and from time to time for and on my/our behalf in relation to the abovementioned account. I/We confirm that the Authorised User(s) has/have sufficient authority to perform and effect all transactions of such services for and on my/our behalf and all such transactions shall be binding and conclusive on me/us.

**Risk Disclosure Statement In Connection With Single Control**

In the case of dual access or control ("Dual Control"), two or more people are required to be actively involved in order to complete a transaction. This involves having a person responsible for initiating or creating the transaction and another individual of higher authority to approve the transaction in the system. In the case of single access or control ("Single Control") only one person is required to complete a transaction. For all transactions initiated through OCBC Velocity, the system defaults to have Dual Control in place as account fraud and identity theft are frequently the result of Single Control.

The booking of foreign exchange (FX) transactions on OCBC Velocity is by Single Control. The Customer must not initiate any FX transactions on OCBC Velocity if Single Control is not compatible with the Customer's risk management requirements. FX transactions are subjected to exchange rate fluctuations which may potentially result in losses to the Customer.

**Declaration by Customer:** I/We fully understand and acknowledge the characteristics and risks of having Single Control, which carries risk of compromise when compared with the benefit of Dual Control scheme, which provides an extra layer of security. I/We hereby authorise OCBC Bank to proceed with Single Control setup in OCBC Velocity. I/We shall assume and be responsible for the risks inherent in Single Control scheme. I/We undertake to indemnify and hold the Bank fully indemnified from and against any loss, costs (including solicitor and client costs on a full indemnity basis), charges, damages, claims, demands, actions, proceedings and all other liabilities of whatever nature and howsoever incurred or suffered by me/us or the Bank as a result of the Bank agreeing to act on my/our said authorisation. I/We also understand and agree that the Bank may modify the Terms and Conditions Governing Transaction Banking including the Internet Business Banking Services, or terminate the provision of Single Control scheme by notice to me/us at any time.

We request that the Bank allows the submission of this form in scanned copy or the form of photograph, without the original-signed form being submitted, during the Malaysian Movement Control Order period, at our sole risks. We confirm that the Bank may at its discretion perform verifications relating to this form as the Bank deems reasonable under the circumstances.

By signing below I/we confirm that I/we am/are authorised to sign the application form for and on behalf of the company/association/club/society/partnership

Authorised person  
Name as per NRIC

Date ► DD / MM / YY

\_\_\_\_ / \_\_\_\_ / \_\_\_\_

Authorised person  
Name as per NRIC

Date ► DD / MM / YY

\_\_\_\_ / \_\_\_\_ / \_\_\_\_

Authorised person  
Name as per NRIC

Date ► DD / MM / YY

\_\_\_\_ / \_\_\_\_ / \_\_\_\_



Complete and return this form to your nearest OCBC branch. We will process your request within 12 business days after receiving the completed form.



If you do not receive the password mailer / welcome email notification after 12 business days, please email us at [bbcs@ocbc.com](mailto:bbcs@ocbc.com)

**- FOR BANK USE ONLY -**

Attended by/date

Remark ► Optional

Signature verified by/date

Checked by/date

Standard board resolution ☐ Yes ☐ No

CIF No.