

OCBC eBiz Current Account for Businesses (eBiz Account) Frequently Asked Questions (FAQ)

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eBiz Account: Frequently Asked Questions [FAQ]

A. About the OCBC eBiz Current Account

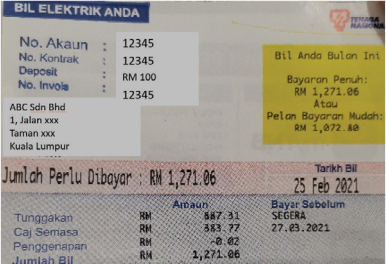

No.	Question	Answer
1	What is the OCBC eBiz Current Account (eBiz Account)?	The OCBC eBiz Current Account (or eBiz Account, for short) is a business current account or depository account denominated in Ringgit Malaysia [MYR] for businesses.
2	How much do I need to open the eBiz Account?	You can apply for the eBiz Account with an initial deposit of just RM500, anytime and anywhere.
3	How will the eBiz Account benefit me or my business?	You can expect even more than the usual banking services as the eBiz Account is bundled with OCBC Velocity (Business Internet Banking) and the Mobile Banking App which enable you to manage and monitor your transactions easily.
4	Will there be any charges for the use of OCBC Velocity for my eBiz Account?	No, there are no charges for using OCBC Velocity as an eBiz Account customer.
5	Do I have the option to add on more products to the eBiz Account?	You can unlock the full potential of your eBiz Account with the following add-on solutions: <ul style="list-style-type: none"> • OCBC Merchant Terminal, click here for more information. • FX Online, click here for more information. • OCBC OneCollect (QR Pay), click here for more information. • Business Financial Management, click here for more information.
6	Can I apply for a cheque book during the online account application?	The eBiz Account does not come with a cheque book. However, you may walk in to any OCBC Branch to apply for a cheque book after the eBiz Account is opened. You may explore online alternatives before opting for a cheque book. We will be happy to share them with you.
7	Are there any monthly service charges to maintain the eBiz Account?	No, there are no monthly service charges. However, do note that in the event that the average balance of your eBiz Account falls below RM1,000, a half yearly RM10 service charge will be levied.

eBiz Account: Frequently Asked Questions [FAQ]

B. Criteria for eBiz Account Application


No.	Question	Answer
8	Can I apply for the eBiz Account if my company is not registered with Suruhanjaya Syarikat Malaysia (SSM)?	Not at this moment. Currently, we only accept businesses registered with SSM.
9	If I have an existing OCBC Business Account, can I apply for the eBiz Account?	Yes, you can apply online for the eBiz Account. Please note that in such a case the Board Resolution for opening the eBiz Account will override your existing company board resolution held at OCBC Bank.
10	Who can apply for the eBiz Account?	The following may apply: <ol style="list-style-type: none"> 1. A business entity with a sole proprietor / 2 partners / 1 or 2 directors only (not applicable for Limited Liability Partnership [LLP] business structure company). 2. A business registered with Suruhanjaya Syarikat Malaysia [SSM]. 3. An entity where the applicant/partners/directors are Malaysian or Permanent Resident [PR] only. You are to ensure that the SSM report is updated with the latest list of owners/partners/directors/shareholders.
11	There are more than two directors/partners in my business. Can I still apply?	No, the eBiz Account is only applicable to sole proprietors or entities with up to two partners/directors. Others may click here to apply for the MYR Business Current Account. Alternately, they may click here to book an appointment with our Business Development Manager for further assistance.
12	I am interested. How do I apply?	You may apply online here or scan the QR below and then click on APPLY NOW. 

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13	Can I open an Islamic eBiz Account?	Not at this moment. Currently, only the conventional version of the eBiz Account is available on the OCBC Online Self Help platform.																																						
14	What are the documents required to apply for the eBiz Account?	<p>Please prepare the following documents for the Online Self Help application:</p> <ul style="list-style-type: none"> • NRIC (front and back) • Document proof bearing the registered name and address of the business, i.e. latest utility/telephone bill, bank/insurance statement, quit rent or assessment bill, tenancy agreement, SPA etc. <p>Example: For ABC Sdn Bhd, the utility bill must have the same company name & business address as stated in the online application form (refer below):</p>  <table border="1" data-bbox="758 1205 1145 1467"> <thead> <tr> <th colspan="2">BIL ELEKTRIK ANDA</th> </tr> </thead> <tbody> <tr> <td>No. Akaun</td> <td>12345</td> </tr> <tr> <td>No. Kontrak</td> <td>12345</td> </tr> <tr> <td>Deposit</td> <td>RM 100</td> </tr> <tr> <td>No. Invois</td> <td>12345</td> </tr> <tr> <td colspan="2">ABC Sdn Bhd 1, Jalan xxx Taman xxx Kuala Lumpur</td> </tr> <tr> <td colspan="2">Bil Anda Bulan Ini</td> </tr> <tr> <td>Bayaran Penuh:</td> <td>RM 1,271.86</td> </tr> <tr> <td>Atau</td> <td></td> </tr> <tr> <td>Pelan Bayaran Mudah:</td> <td>RM 1,072.88</td> </tr> <tr> <td colspan="2">Jumlah Perlu Dibayar: RM 1,271.86</td> </tr> <tr> <td colspan="2">Tarikh Bil: 25 Feb 2021</td> </tr> <tr> <td>Tunggakan</td> <td>RM 587.31</td> </tr> <tr> <td>Caj Semasa</td> <td>RM 583.77</td> </tr> <tr> <td>Penggenapan</td> <td>RM -0.02</td> </tr> <tr> <td>Jumlah Bil</td> <td>RM 1,271.86</td> </tr> <tr> <td>Apaun</td> <td>Bayar Sebelum</td> </tr> <tr> <td></td> <td>SEGERA</td> </tr> <tr> <td></td> <td>27.03.2021</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Business owner(s)' signature – rendered on a piece of white paper with black/blue pen. 	BIL ELEKTRIK ANDA		No. Akaun	12345	No. Kontrak	12345	Deposit	RM 100	No. Invois	12345	ABC Sdn Bhd 1, Jalan xxx Taman xxx Kuala Lumpur		Bil Anda Bulan Ini		Bayaran Penuh:	RM 1,271.86	Atau		Pelan Bayaran Mudah:	RM 1,072.88	Jumlah Perlu Dibayar: RM 1,271.86		Tarikh Bil: 25 Feb 2021		Tunggakan	RM 587.31	Caj Semasa	RM 583.77	Penggenapan	RM -0.02	Jumlah Bil	RM 1,271.86	Apaun	Bayar Sebelum		SEGERA		27.03.2021
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C. Online Self Help Platform (eBiz Account Application Form)

No.	Question	Answer
15	What happens after I submit my application online?	Upon submitting your online application, you will receive an SMS and email notification to download the OCBC SME eKYC app, available on Google Play Store and Apple Apps Store. You are advised to complete the eKYC verification within 7 calendar days.
16	I realise I did not fill out my application form completely. Can I retrieve it?	Yes, you can retrieve your application form within 30 days from the date of your application and resume from where you stopped earlier if you have completed the director details page. An email with the link to retrieve your application form will be sent to your email address.
17	I am unsure how to complete the application form. Who can I speak with?	You may refer to the “Complete Guide to Submit eBiz Application Form” by clicking here . Alternatively, you can contact us at our Business Banking Customer Service Centre Hotline on 603 8317 5200 or submit your enquiries here .
18	Can I walk into an OCBC branch to apply for the eBiz Account?	No, you may not apply for the eBiz Account at our branches. It is only available via OCBC online account opening. You can apply online here or scan the QR code below and click on APPLY NOW. 
19	Which OCBC branch will my eBiz Account be tagged to?	Your eBiz account will be tagged to the OCBC Branch nearest to your business’s registered address.