

OCBC eBiz 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

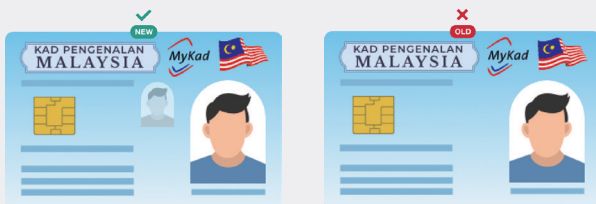

No.	Question	Answer
1	What is the OCBC eBiz Current Account (eBiz Account)?	OCBC eBiz Current Account or eBiz Account in short, is a business depository current account denominated in Ringgit Malaysia [MYR].
2	What is the initial deposit to open the eBiz Account?	You can apply for the eBiz Account with an initial deposit of just RM500.
3	How will the eBiz Account benefit me or my business?	eBiz Account is bundled with OCBC Business Debit Card, OCBC Velocity (Business Internet Banking) and the Mobile Banking App which enable you to manage and monitor your transactions easily compared to a conventional account.
4	Will there be any charges for accessing OCBC Velocity for my eBiz Account?	No, there are no charges for accessing OCBC Velocity.
5	Do I have an option to add on more products to eBiz Account?	<p>You can unlock the full potential of your eBiz Account with the following add-on solutions:</p> <ul style="list-style-type: none"> • OCBC Business Debit Card, click here for more information. • 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?	<p>The eBiz Account will not offer cheque book. However, you may walk in to any OCBC Branch to apply for a cheque book after the eBiz Account is opened.</p> <p>Take note, online alternatives are available and we will be happy to share them with you.</p>
7	Are there any monthly service charges to maintain an eBiz Account?	<p>No, there are no monthly service charges, but average balance has to be maintained as per T&C.</p> <p>In the event that the average balance of your eBiz Account falls below RM1,000, a half yearly service charge of RM10 will be levied.</p>

eBiz Account: Frequently Asked Questions [FAQ]

B. Criteria for eBiz Account Application


No.	Question	Answer
8	Can I apply for an eBiz Account if my company is not registered with Suruhanjaya Syarikat Malaysia (SSM)?	Currently, we only accept businesses registered with SSM.
9	If I have an existing OCBC Business Account, can I apply for eBiz Account?	Yes, you can apply online for the eBiz Account. Please note that the new Board Resolution for opening the eBiz Account will override your existing company board resolution held at OCBC Bank.
10	Who can apply for eBiz Account?	Following are the criteria: <ol style="list-style-type: none"> 1. A business entity with a sole proprietor / 2 partners / 1 or 2 directors only. 2. A business registered with Suruhanjaya Syarikat Malaysia (SSM). 3. An entity where the applicant/partners/directors must be citizen of Malaysia. SSM report must be 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, eBiz Account is only applicable to sole proprietors or entities with up to two partners/directors. For a conventional MYR Business Current Account click here to apply. Alternately, 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. 

eBiz Account: Frequently Asked Questions (FAQ)

No.	Question	Answer
13	Can I open an Islamic eBiz Account?	Currently we only offer conventional eBiz Account.
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"> • Latest identification card* [front and back] <div data-bbox="774 855 1372 1057" data-label="Image">  </div> <p>*Sample of the latest identification card (MyKad)</p> <ul style="list-style-type: none"> • Business owner[s]' signature – rendered on a piece of white paper with black/blue pen. <div data-bbox="758 1247 983 1384" data-label="Image">  </div>

eBiz Account: Frequently Asked Questions [FAQ]

C. Online Self Help Platform (eBiz Account Application Form)

No.	Question	Answer
15	After submitting my application online, what's next?	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 complete my application form. 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. 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, eBiz Account 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. However, you may change this by informing the OCBC Business Development Manager of your preferred alternative OCBC branch.

eBiz Account: Frequently Asked Questions [FAQ]

D. Business Debit Card (BDC) with OCBC eBiz Account

No.	Question	Answer
20	Will there be a registration fee and annual fee charges on BDC with eBiz Account application?	No. There are no registration fee and annual fee charges on the BDC. However, if it's a replacement card, RM12 will be charged.
21	What do I need to do if I want to cancel my card?	Yes, you can perform card termination by – <ul style="list-style-type: none"> • Download the Maintenance form from the website • Complete the -form • Walk into any OCBC branch to submit the completed form
22	I'm existing eBiz customer, can I apply for BDC and how do I apply? Is there annual fee charges on the BDC?	Yes, you can apply BDC by – <ul style="list-style-type: none"> • Download the BDC application form from the website • Complete the form • Authorised Person to walk into any OCBC Conventional branch to submit the application form (as Biometric is required) No. There is no annual fee charges on the BDC.
23	Can I have more than 1 BDC Cards?	Yes, you can apply up to 12 BDC Cards per OCBC Business account. Under one entity, each individual can only hold one card tagged to one account. Nevertheless, one entity can have max 12 cards tagged to different individual related to the entity.
24	What are the Terms and Condition of BDC?	Kindly refer to our terms and condition sheet.

eBiz Account: Frequently Asked Questions [FAQ]

E. OCBC OneCollect with OCBC eBiz Account

No.	Question	Answer
25	What is OCBC OneCollect?	<p>OCBC OneCollect is a cashless collection solution and merchant platform that provides the experience of both web portal and mobile application to enable retail collection by just scanning the QR codes.</p> <p>We are currently offering DuitNow QR and PayNow QR that allows businesses to receive payment from both Malaysians and Singaporeans, in MYR and SGD currency respectively.</p> <p>Click here for more information.</p>
26	Requirements to apply for OCBC OneCollect	<p>Applicable to new and existing, OCBC conventional or Islamic MYR business current account, that has access to OCBC Velocity [Business Internet Banking]. Application must be submitted by the Authorised Persons or Authorised Signatories of the account.</p> <p>Click here for more information.</p>
27	How do I apply for OCBC OneCollect	<p>For new non-business current account holders – You can now apply for OCBC OneCollect via OCBC eBiz Account online application. Click here to start applying now.</p> <p>Existing OCBC conventional or Islamic MYR business current account holders – You may download 'OCBC OneCollect Malaysia' app from Google Play [Android users] or App Store [iOS users]. Click here for more information.</p>

eBiz Account: Frequently Asked Questions [FAQ]

No.	Question	Answer
28	Can I apply for OCBC OneCollect without an OCBC eBiz Account / OCBC conventional MYR business current account?	<p>OCBC OneCollect benefit is meant for new and existing OCBC conventional MYR business current account holders only. You may open an OCBC eBiz Account with just RM500 initial deposit via our online at https://www.ocbc.com.my/eBiz to enjoy this benefit.</p>
29	What are the fees and charges imposed?	<p>Funds collected through DuitNow QR:</p> <ul style="list-style-type: none"> • Merchant is charged 0.00% of transaction amount if the payment deducts the buyers' deposit account/ eWallet credit. • Merchant is charged 0.25% of transaction amount if the payment deducts the buyers' credit card <p>Funds collected through PayNow QR:</p> <ul style="list-style-type: none"> • Merchant is charged 0.00% of transaction amount <p>For more updated information on our rates, you may refer here reach out to our friendly Customer Service Center at 1300-88-7000.</p>