



OCBC Business Access Account & OCBC Business Signature Account Frequently Asked Questions (FAQ)

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OCBC Business Access & OCBC Business Signature Account: Frequently Asked Questions [FAQ]

A. About the OCBC Business Access and OCBC Business Signature Accounts

No.	Question	Answer																	
1.	What is OCBC Business Access Account / OCBC Business Signature Account?	<p>OCBC Business Access / OCBC Business Signature is a premier business account designed to allow banking easier for the Small & Medium Enterprises [SMEs]. With a range of comprehensive Cash Management products and services, SMEs can enjoy lower transaction fees, competitive rates, seamless access to their account(s) and training is provided.</p> <p>The deposit is covered by the Malaysia Deposit Insurance Corporation [PIDM].</p>																	
2.	What is the initial deposit to open OCBC Business Access Account / OCBC Business Signature Account?	<table><tr><th>OCBC Business Access Account</th><th>OCBC Business Signature Account</th></tr><tr><td>RM 50,000</td><td>RM 250,000</td></tr></table>	OCBC Business Access Account	OCBC Business Signature Account	RM 50,000	RM 250,000													
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3.	Are the rates offered under OCBC Business Access Account / OCBC Business Signature Account attractive and how is it calculated?	<p>Rates are as follows:</p> <table><tr><th>Daily Closing Balance</th><th>OCBC Business Access</th><th>OCBC Business Signature</th></tr><tr><td>RM2,000,000 and above</td><td rowspan="2">0.88% p.a.</td><td>1.00% p.a.</td></tr><tr><td>RM500,000 - RM2,000,000</td><td>0.75% p.a.</td></tr><tr><td>RM250,000 – RM500,000</td><td rowspan="2">0.28% p.a.</td><td>0.38% p.a.</td></tr><tr><td>RM100,000 – RM250,000</td><td rowspan="3">0.00% p.a.</td></tr><tr><td>RM50,000 – RM100,000</td><td>0.15% p.a.</td></tr><tr><td>Less than RM50,000</td><td>0.00% p.a.</td></tr></table> <p>Rates calculated is derived based on daily closing balance and will be credited into customer’s account on the last day of every month.</p>	Daily Closing Balance	OCBC Business Access	OCBC Business Signature	RM2,000,000 and above	0.88% p.a.	1.00% p.a.	RM500,000 - RM2,000,000	0.75% p.a.	RM250,000 – RM500,000	0.28% p.a.	0.38% p.a.	RM100,000 – RM250,000	0.00% p.a.	RM50,000 – RM100,000	0.15% p.a.	Less than RM50,000	0.00% p.a.
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OCBC Business Access & OCBC Business Signature Account: Frequently Asked Questions (FAQ)

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4.	<p>What are the products and services offered in OCBC Business Access Account / OCBC Business Signature Account?</p> <p>The products and services offered are as follows:</p> <table> <tr> <th>Services</th><th>OCBC Business Access</th><th>OCBC Business Signature</th></tr> <tr> <td>OCBC Velocity [Corporate Internet Banking]</td><td> <p>Free monthly subscription fee [Only for Basic Plus, Classic 1, Classic 2].</p> <p>For other types of service packages, there will be a monthly charge of:</p> <ul style="list-style-type: none"> • RM 10 [Basic package] • RM 50 [Premium package] <p>For more information, please click here</p> <p>Complimentary of up to two [2] units of security token per Organisation ID.</p> <p>Subsequent security token is chargeable at RM40.00 per token</p> </td><td> <p>Free monthly subscription fee [Only for Basic Plus, Classic 1, Classic 2]</p> <p>For other types of service packages, there will be a monthly charge of:</p> <ul style="list-style-type: none"> • RM 10 [Basic package] • RM 50 [Premium package] <p>For more information, please click here</p> <p>Complimentary of up to four [4] units of security token per Organisation ID.</p> <p>Subsequent security token is chargeable at RM40.00 per token</p> </td></tr> <tr> <td>GIRO</td><td> <p>RM0.10 per transaction</p> <p>Free for submission to statutory bodies:</p> <ol style="list-style-type: none"> Employees Provident Funds [EPF / KWSP] Inland Revenue Board of Malaysia [IRB] / LHDN] Social Security Organization [SOCSO] Pusat Pungutan Zakat Majlis Agama Islam Wilayah Persekutuan [PPZ-WP / ZAKAT] </td><td>Free of charge</td></tr> </table>	Services	OCBC Business Access	OCBC Business Signature	OCBC Velocity [Corporate Internet Banking]	<p>Free monthly subscription fee [Only for Basic Plus, Classic 1, Classic 2].</p> <p>For other types of service packages, there will be a monthly charge of:</p> <ul style="list-style-type: none"> • RM 10 [Basic package] • RM 50 [Premium package] <p>For more information, please click here</p> <p>Complimentary of up to two [2] units of security token per Organisation ID.</p> <p>Subsequent security token is chargeable at RM40.00 per token</p>	<p>Free monthly subscription fee [Only for Basic Plus, Classic 1, Classic 2]</p> <p>For other types of service packages, there will be a monthly charge of:</p> <ul style="list-style-type: none"> • RM 10 [Basic package] • RM 50 [Premium package] <p>For more information, please click here</p> <p>Complimentary of up to four [4] units of security token per Organisation ID.</p> <p>Subsequent security token is chargeable at RM40.00 per token</p>	GIRO	<p>RM0.10 per transaction</p> <p>Free for submission to statutory bodies:</p> <ol style="list-style-type: none"> Employees Provident Funds [EPF / KWSP] Inland Revenue Board of Malaysia [IRB] / LHDN] Social Security Organization [SOCSO] Pusat Pungutan Zakat Majlis Agama Islam Wilayah Persekutuan [PPZ-WP / ZAKAT] 	Free of charge	
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5.	Is monthly service charges imposed to maintain an OCBC Business Access Account / OCBC Business Signature Account?	<table><tr><th>OCBC Business Access Account</th><th>OCBC Business Signature Account</th></tr><tr><td>RM 20 per month OR RM 10 per month if monthly average account balance equals / more than RM 50,000</td><td>RM 20 per month OR RM 10 per month if monthly average account balance equals / more than RM 250,000</td></tr></table>		OCBC Business Access Account	OCBC Business Signature Account	RM 20 per month OR RM 10 per month if monthly average account balance equals / more than RM 50,000	RM 20 per month OR RM 10 per month if monthly average account balance equals / more than RM 250,000														
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No.	Question	Answer
6.	Can I opt out of the complementary services and still apply for OCBC Business Access Account / OCBC Business Signature Account?	<p>Yes, you can choose to opt-out from these optional features during application:</p> <ul style="list-style-type: none"> • DuitNow ID enrolment • OCBC OneCollect for QR collections <p>Your OCBC Business Access Account / OCBC Business Signature Account application will not be impacted if you choose to opt out of the above services.</p>
7.	Can I apply for a cheque book during online account application?	<p>Cheque book is not available for OCBC Business Access Account / OCBC Business Signature Account application.</p> <p>However, you may walk in to any OCBC Branch to apply for a cheque book after the OCBC Business Access Account / OCBC Business Signature Account is opened.</p>
8.	Will fees and charges table revise from time to time?	<p>The Bank may review customer's eligibility on rate, and pricing of related services of OCBC Business Access / OCBC Business Signature.</p> <p>Eligibility of rate and pricing for related services are subjected to the following terms and conditions:</p> <ul style="list-style-type: none"> • Accounts and Services Terms and Conditions. • Transaction Banking Terms and Conditions.

OCBC Business Access & OCBC Business Signature Account: Frequently Asked Questions (FAQ)

B. Criteria For OCBC Business Access and OCBC Business Signature Accounts Application

No.	Question	Answer
9.	Can I apply for an online OCBC Business Access Account / OCBC Business Signature Account if my company is not registered with Suruhanjaya Syarikat Malaysia (SSM)?	<p>Unfortunately no, as we only accept businesses registered with Suruhanjaya Syarikat Malaysia (SSM) for online application.</p> <p>However, for other registration categories, kindly book an appointment with our Business Development Manager here.</p>
10.	If I have an existing OCBC Business Access Account, can I apply for OCBC Business Access Account / OCBC Business Signature Account?	<p>Yes, you can apply online for the OCBC Business Access Account / OCBC Business Signature Account.</p> <p>For companies: Please note that your company's latest Board Resolution used to open the OCBC Business Access Account / OCBC Business Signature Account will override any existing board resolutions held with OCBC Bank.</p>
11.	Who can apply for online OCBC Business Access Account / OCBC Business Signature Account?	<p>Business entities that have:</p> <ol style="list-style-type: none"> 1. Sole proprietor / 2 partners / 1 or 2 director(s) 2. Registered with Suruhanjaya Syarikat Malaysia (SSM). 3. Applicant/partners/director(s) MUST be citizen(s) of Malaysia. <p>Note: SSM report must be updated with the latest list of owners/partners/directors/shareholders.</p>

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12.	If I am not the ultimate owner / sole decision maker of my business, can I still apply?	<p>The OCBC Business Access Account / OCBC Business Signature Account application is open to ultimate owner / sole business decision maker.</p> <p>If you require further assistance, kindly book an appointment with our Business Development Manager here.</p>
13.	I am interested. How do I apply?	<p>You may apply online by clicking here or scan the QR below and click on APPLY NOW.</p> <div> <div> Business Access  </div> <div> Business Signature  </div> </div>

OCBC Business Access & OCBC Business Signature Account: Frequently Asked Questions (FAQ)

C. Online Self Help Platform (Application Form)

No.	Question	Answer
14.	After submitting my application online, what is next?	<p>You will be required to perform self-verification via eKYC verification portal upon submitting your online application.</p> <ol style="list-style-type: none"> For desktop users, please scan the QR code to proceed with the eKYC verification process. For mobile users, please click the “Verify identify” button to proceed with the eKYC verification process. <p>Alternatively, you may continue with the eKYC verification process from the email that the Bank sent you.</p> <p>You are advised to complete the eKYC verification within 7 calendar days.</p>
15.	Unexpectedly eKYC page is not loading? What can I do?	<p>A link via email will be sent by the Bank to perform self-verification for eKYC.</p> <p>You can quit the current eKYC window and use the email link instead.</p>
16.	I realized my application form is not complete. Can I retrieve it?	<p>Yes, you can retrieve your application form within 30 days from the date of your application and resume from where you stopped earlier.</p> <p>An email with the link to retrieve your application form will be sent to your email address.</p>
17.	I am unsure how to complete the application form. Who can I speak with?	<p>You can contact us at our Business Banking Customer Service Centre Hotline on 603 8317 5200 or submit your enquiries here.</p>