



## OCBC eBiz Account Frequently Asked Questions (FAQ)

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## OCBC eBiz Account: Frequently Asked Questions [FAQ]

### A. About The OCBC eBiz Account

No.	Question	Answer
1	What is OCBC eBiz Account?	OCBC eBiz Account is a business depository current account denominated in Ringgit Malaysia (MYR).
2	What is the initial deposit to open the OCBC eBiz Account?	You can apply for the OCBC eBiz Account with an initial deposit of just RM500.
3	How will the OCBC eBiz Account benefit me or my business?	<p>It allows you to instantly manage and monitor your business transactions or financial assets.</p> <p>With one account, you can access:</p> <ul style="list-style-type: none"> <li>• <a href="#">OCBC Business Debit Card</a> <ul style="list-style-type: none"> <li>◦ For your business transactions.</li> </ul> </li> <li>• <a href="#">OCBC Velocity</a> (Internet banking) &amp; <a href="#">Mobile Banking App</a> <ul style="list-style-type: none"> <li>◦ View, enquire, and make digital payments online - both domestic and cross-border.</li> <li>◦ View “live” FX rates and book contracts instantly via <a href="#">FX Online</a>.</li> </ul> </li> <li>• <a href="#">Business Financial Management (BFM)</a> <ul style="list-style-type: none"> <li>◦ Easy invoice and account management, plus data visuals on your cashflows.</li> </ul> </li> </ul>
4	Can I opt out of the complementary services and still get OCBC eBiz Account?	<p>OCBC eBiz Account’s complementary solutions are tailored to support your business in digitalisation.</p> <p>Yes, you can choose to opt-out from these optional features during application:</p> <ul style="list-style-type: none"> <li>• DuitNow ID enrolment</li> <li>• OCBC OneCollect for QR collections</li> </ul> <p>Your OCBC eBiz Account application will not be impacted if you choose to opt out of the above services.</p>

## OCBC eBiz Account: Frequently Asked Questions [FAQ]


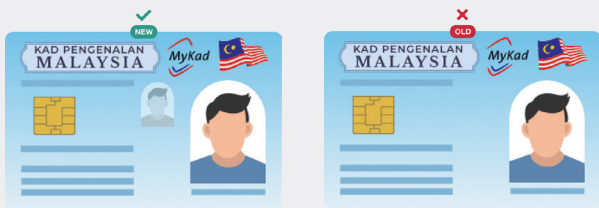

No.	Question	Answer
5	<b>Will there be any charges for accessing OCBC Velocity for my OCBC eBiz Account?</b>	<p>No, there are no charges for accessing OCBC Velocity.</p> <p>However, there will be a one-time RM20 charge imposed if Velocity training is needed.</p>
6	<b>Can I apply for a cheque book during the online account application?</b>	<p>The cheque book opt-in is not available during the OCBC eBiz Account application.</p> <p>However, you may walk in to any OCBC Branch to apply for a cheque book after the OCBC eBiz Account is opened.</p>
7	<b>Are there monthly service charges to maintain an OCBC eBiz Account?</b>	<p>No, there are no monthly service charges, but an average balance of RM1,000 has to be maintained as per the <a href="#">terms and conditions</a>.</p> <p>In the event that the average balance of your OCBC eBiz Account falls below RM1,000, you may incur a half-yearly service charge of RM10.</p>

## OCBC eBiz Account: Frequently Asked Questions [FAQ]

### B. Criteria For OCBC eBiz Account Application

No.	Question	Answer
8	Can I apply for an OCBC 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 OCBC eBiz Account?	Yes, you can apply online for the OCBC eBiz Account.  For companies: Please note that your company's latest Board Resolution used to open the OCBC eBiz Account will override any of your existing board resolutions held at OCBC Bank.
10	Who can apply for OCBC eBiz Account?	Business entities that have: <ol style="list-style-type: none"> <li>1. Sole proprietor / 2 partners / 1 or 2 director[s]</li> <li>2. Registered with Suruhanjaya Syarikat Malaysia [SSM].</li> <li>3. Applicant/partners/director[s] MUST be citizen[s] of Malaysia.</li> </ol> <p>Note: SSM report must be updated with the latest list of owners/partners/directors/shareholders.</p>
11	There are more than two directors/partners in my business. Can I still apply?	No. Our OCBC eBiz Account is currently only applicable to sole proprietors or entities with up to two partners/directors.  For an MYR Business Current Account click <a href="#">here</a> to apply.  Alternatively, click <a href="#">here</a> to book an appointment with our Business Development Manager for further assistance.
12	If I'm not the ultimate owner/sole decision maker of my business, can I still apply?	The OCBC eBiz Account application is open to ultimate owner/sole decision maker of the business only.  If you require further assistance, kindly book an appointment with our Business Development Manager <a href="#">here</a> .

## OCBC eBiz Account: Frequently Asked Questions [FAQ]


No.	Question	Answer
13	I am interested. How do I apply?	<p>You may apply online, click <a href="#">here</a> or scan the QR below and then click on APPLY NOW.</p> 
14	What are the documents required to apply for the OCBC eBiz Account?	<p>Please prepare the following documents for the Online Self Help application:</p> <ul style="list-style-type: none"> <li>• Latest Identification Card* (front and back)</li> </ul> <div data-bbox="774 1097 1375 1303">  </div> <p>*Sample of the latest identification card (MyKad)</p> <ul style="list-style-type: none"> <li>• Image of business owner(s)' signature* rendered on a piece of white paper with black/blue pen, that has to be uploaded from the device.</li> </ul> <div data-bbox="777 1518 1003 1657">  </div> <p>*Sample of signature</p>

## OCBC eBiz Account: Frequently Asked Questions [FAQ]

### C. Online Self Help Platform [OCBC eBiz Account Application Form]

No.	Question	Answer
15	After submitting my application online, what's next?	<p>You will be required to perform self-verification via the eKYC verification portal upon submitting your online application.</p> <ol style="list-style-type: none"> <li>For desktop users, please scan the QR code to proceed with the eKYC verification process.</li> <li>For mobile users, please click the "Verify identify" button to proceed with the eKYC verification process.</li> </ol> <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>
16	What if the eKYC page isn't loading?	<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>
17	I realise I did not complete my application form. 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>
18	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 <b>603 8317 5200</b> or submit your enquiries <a href="#">here</a>.</p>

## OCBC eBiz Account: Frequently Asked Questions [FAQ]

No.	Question	Answer
19	<b>Can I walk into an OCBC branch to apply for OCBC eBiz Account?</b>	<p>No, OCBC eBiz Account application is only available via OCBC online portal.</p> <p>You can apply online <a href="#">here</a> or scan the QR code below and click on APPLY NOW.</p> 
20	<b>Which OCBC branch will my OCBC eBiz Account be tagged to?</b>	<p>Your OCBC eBiz Account will be tagged to the OCBC branch nearest to your registered business address.</p> <p>However, you may change this by informing the OCBC Business Development Manager of your preferred alternative OCBC branch.</p>

## OCBC eBiz Account: Frequently Asked Questions (FAQ)

### D. Business Debit Card With OCBC eBiz Account

No.	Question	Answer
21	<b>Will there be a registration fee and annual fee charges on Business Debit Card with eBiz Account application?</b>	<p>No. There are no registration or annual fee charges on the Business Debit Card.</p> <p>However, if a replacement card is requested, you will be charged RM12 for each of the card.</p>
22	<b>What do I need to do if I want to cancel my card?</b>	<p>You can terminate your card by following these steps:</p> <ol style="list-style-type: none"> <li>1. <a href="#">Download</a> the Maintenance Form from our website.</li> <li>2. Complete the form.</li> <li>3. Walk into any OCBC branch to submit the completed form.</li> </ol>
23	<b>I'm an existing eBiz customer, can I apply for Business Debit Card and how do I apply? Is there annual fee charges on the Business Debit Card?</b>	<p>Yes, you can apply for Business Debit Card by following these steps:</p> <ol style="list-style-type: none"> <li>1. Download the <a href="#">Business Debit Card application form</a> from OCBC website.</li> <li>2. Complete the form.</li> <li>3. Authorised Person must submit the application form at any OCBC branch as Biometric verification is required.</li> </ol> <p>OR</p> <p>Get us to <a href="#">contact</a> you.</p> <p>No. There are no annual fee charges on the Business Debit Card.</p>
24	<b>Can I have more than 1 Business Debit Card?</b>	<p>Yes, you can apply up to 12 Business Debit Card per OCBC Business Account</p> <p>One business entity can own more than 1 business account, and each account is limited to 12 Business Debit Card. Each Business Debit Card can be tagged to different individuals within the business entity.</p> <p>However, an individual can only hold 1 Business Debit Card tagged to a single business account under that entity.</p>
25	<b>What are the Terms and Condition of Business Debit Card?</b>	<p>Kindly refer to our <a href="#">terms and conditions</a> sheet.</p>



## OCBC eBiz Account: Frequently Asked Questions [FAQ]

### E. OCBC OneCollect With OCBC eBiz Account

No.	Question	Answer
26	What is OCBC OneCollect?	<p>OCBC OneCollect is a merchant platform offering a cashless collection solution. It provides both web portal and mobile app options for your retail collection using QR codes.</p> <p>We are currently offering DuitNow QR and PayNow QR that allow businesses to receive payments from Malaysians and Singaporeans, in MYR and SGD currency respectively.</p> <p>Click <a href="#">here</a> for more information.</p>
27	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 <a href="#">here</a> for more information.</p>
28	How do I apply for OCBC OneCollect?	<p>For non-business current account holders: You can now apply for OCBC OneCollect via OCBC eBiz Account online application.</p> <p>Click <a href="#">here</a> 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).</p> <p>Click <a href="#">here</a> for more information.</p>

## OCBC eBiz Account: Frequently Asked Questions (FAQ)

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