

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

Table of Contents

A. About the OCBC eBiz Account	2
B. Criteria for eBiz Account Application	4
C. Online Self Help Platform (eBiz Account Application Form)	6
D. Business Debit Card (BDC) with OCBC eBiz Account	8
E. OCBC OneCollect with OCBC eBiz Account	9

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 for 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?	<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"> • OCBC Business Debit Card <ul style="list-style-type: none"> ◦ For your business transactions. • OCBC Velocity (Internet banking) & Mobile Banking App <ul style="list-style-type: none"> ◦ View, enquire, and make digital payments online both domestic and cross-border. ◦ View “live” FX rates and book contracts instantly via FX Online • Business Financial Management (BFM) <ul style="list-style-type: none"> ◦ Easy invoice and account management, plus data visuals on your cashflows.
4	Can I opt out of the complementary services and still get eBiz Account?	<p>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"> • DuitNow ID enrolment • OCBC OneCollect for QR collections <p>Your eBiz Account application will not be impacted if you choose to opt out of the above services.</p>

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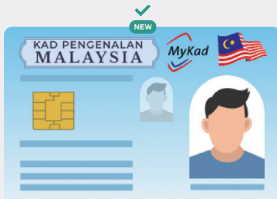
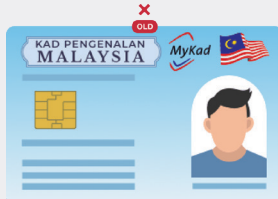

No.	Question	Answer
5	Will there be any charges for accessing OCBC Velocity for my eBiz Account?	No, there are no charges for accessing OCBC Velocity.
6	Can I apply for a cheque book during the online account application?	<p>The cheque book opt-in is not available during the eBiz Account application.</p> <p>However, you may walk in to any OCBC Branch to apply for a cheque book after the eBiz Account is opened.</p>
7	Are there any monthly service charges to maintain an eBiz Account?	<p>No, there are no monthly service charges, but an average balance of RM1,000 has to be maintained as per the terms and conditions.</p> <p>In the event that the average balance of your eBiz Account falls below RM1,000, you may incur a half-yearly service charge of RM10.</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. For companies: Please note that your company's latest Board Resolution used to open the eBiz Account will override any of your existing board resolutions held at OCBC Bank.
10	Who can apply for eBiz Account?	Business entities that have: <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>
11	There are more than two directors/partners in my business. Can I still apply?	No. Our eBiz Account is currently only applicable to sole proprietors or entities with up to two partners/directors. For a conventional MYR Business Current Account click here to apply. Alternatively, click here 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 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 here .

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No.	Question	Answer
13	I am interested. How do I apply?	<p>You may apply online here or scan the QR below and then click on APPLY NOW.</p> 
14	Can I open an Islamic eBiz Account?	Currently we only offer conventional eBiz Account.
15	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 style="display: flex; justify-content: space-around;">   </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.  <p>*Sample of signature</p>

eBiz Account: Frequently Asked Questions [FAQ]

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

No.	Question	Answer
16	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"> 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>
17	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>
18	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>
19	I am unsure of 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>

eBiz Account: Frequently Asked Questions (FAQ)

No.	Question	Answer
20	Can I walk into an OCBC branch to apply for the eBiz Account?	<p>No, eBiz Account is only available via OCBC online account opening.</p> <p>You can apply online here or scan the QR code below and click on APPLY NOW.</p> 
21	Which OCBC branch will my eBiz Account be tagged to?	<p>Your 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>

eBiz Account: Frequently Asked Questions [FAQ]

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

No.	Question	Answer
22	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 a replacement card is requested, you will be charged RM12 for each of the card.
23	What do I need to do if I want to cancel my card?	You can terminate your card by following these steps: 1. Download the Maintenance Form from our website. 2. Complete the form. 3. Walk into any OCBC branch to submit the completed form.
24	I'm an 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 for BDC by – 1. Download the BDC Application Form from OCBC website. 2. Complete the form. 3. Authorised Person must submit the application form at any OCBC Conventional branch as Biometric verification is required. OR Get us to contact you. No. There are no annual fee charges on the BDC.
25	Can I have more than 1 BDC?	Yes, you can apply up to 12 BDC per OCBC Business account. One business entity can own more than 1 business account, and each account is limited to 12 BDC. Each BDC can be tagged to different individuals within the business entity. However, an individual can only hold 1 BDC tagged to a single business account under that entity.
26	What are the Terms and Condition of BDC?	Kindly refer to our terms and conditions sheet.

eBiz Account: Frequently Asked Questions [FAQ]

E. OCBC OneCollect with OCBC eBiz Account

No.	Question	Answer
27	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 here for more information.</p>
28	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>
29	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.</p> <p>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].</p> <p>Click here for more information.</p>

eBiz Account: Frequently Asked Questions (FAQ)

No.	Question	Answer
30	Can I apply for OCBC OneCollect without an OCBC eBiz Account / OCBC conventional MYR business current account?	<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 just an RM500 initial deposit via our eBiz Account Platform to enjoy this benefit.</p>
31	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 is deducted from the buyer's deposit account/ eWallet credit. • Merchant is charged 0.25% of transaction amount if the payment is deducted from the buyer's 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 or reach out to our friendly Customer Service Center at 1300-88-7000.</p>