OneLook Frequently Asked Questions

1. **What is OCBC OneLook?**

   OCBC OneLook is a facial recognition feature that allows iPhone X users and those with new models (for now) easy, quick and secure access to the most widely accessed banking account information on mobile phones. It leverages on your device's face recognition technology which lets you authenticate and view this basic account information without logging in to Mobile Banking and with just a glance.

2. **What are the eligible platforms and devices to access OCBC OneLook?**

   The service is available on iOS for compatible iPhones* with at least iOS11. To protect your financial information, jail broken devices are not supported.

   *Compatible iPhones: iPhone X and newer models with the facial recognition feature.

3. **How do I access OCBC OneLook?**

   You can download or update to the latest OCBC Mobile Banking application for iPhone from the App Store.

4. **Is OCBC OneLook secure?**

   OCBC OneLook is protected by your Face ID which is a secure source of identification. To access the service, you need to perform a one-time activation using your online banking credentials. Thereafter, you can authenticate and view your account balances and transaction history with just a glance. Your account numbers will be partially masked, revealing only the last 4 digits.

   The app does not store any account numbers, balances or other related information on the phone; it only allows you to view basic account information. For other banking transactions, you will need to log in to Mobile Banking.

5. **Can I activate OCBC OneLook on multiple devices?**

   You can activate OCBC OneLook on only one iPhone at any given time.

6. **I have changed to a new phone, can I continue using OCBC OneLook on my new phone?**

   Yes, you need only to activate OCBC OneLook on your new iPhone using the facial recognition feature.

7. **I have activated OCBC OneLook but would now like to deactivate the service. How may I do so?**

   You may do so via the settings icon at the bottom left hand side of the OCBC OneLook screen.

8. **Do I need to pay for OCBC OneLook?**

   No, this service is offered at no cost to the customer.