

FAQS TO COMPLETE THE CHANGE OF ACCOUNT MANDATE FORM

1. What should I indicate as the Company Name on the form?

Please enter the Entity name as per the Bank's record.

2. Who can sign off on the form?

For Company/Sole Proprietorship/Partnership:

- i. The authorised signatory(s) with the highest authorisation limit (if applicable) or 2 Directors
- ii. 2 Directors or 1 Director and Company Secretary
- iii. Sole Proprietor or All Partners

For Society/Club/Association/MCST/Other Non-Profit Organisation:

- i. Forms to be signed off by any 2 existing office bearers (E.g. Chairperson / Treasurer / Secretary / etc.) of different positions*.

*Existing office bearers refer to personnel mentioned in your latest documents maintained with the Bank.

3. What should I do if I am unsure about who my outgoing office bearers are?

Please check the Minutes of Meeting or any other internal documents for reference of your outgoing office bearers.

4. Do I need to submit the Minutes of Meeting?

With the completion of the section of "Declaration of Current Term Office Bearers" in the Form, Minutes of Meeting is not required.

5. Can I amend the online Change of Account Mandate Form after submitting it?

No, once the form is submitted online, no further amendments can be made.

6. Can I retrieve the online Change of Account Mandate Form after submitting it?

Yes, if your submission was rejected previously, you can retrieve the application reference number from your previous submission and make the necessary amendments, before submitting the form as a new application request.

7. Can I submit the Change of Account Mandate form at any DBS Branch?

If you wish to submit at the DBS Branch, please place your forms and necessary documents into an envelope, sealed and labelled with the address stated below.

Mail to:
T&O-SG IBG OPS
Corporate Account Services
2 Changi Business Park Crescent
#04-06 DBS Asia Hub
Singapore 486029

You can drop it off at any of our DBS branches and our staff will assist to send it to the relevant department.

8. What are the documents I need to submit with the Change of Account Mandate Form?

Please refer to below checklist where applicable to you:

CHECKLIST OF DOCUMENTS REQUIRED ¹				
	Sole Proprietorship	Partnership	Company	Society/Club/Association/MCST
Certified true copy ² of IC/Passport of New Authorised Signatory	✓	✓	✓	✓
Certified true copy ² of Proof of Residential Address in English, bearing the name and address of All New Authorised Signatories • Document is dated within the last 3 months • Document Examples: Utility/Phone Bill, Bank Statement, Government Correspondence, Identity Card, etc.	✓	✓	✓	✓
Constitution/Bye-Law ² if there are changes to previous copy submitted to the Bank			✓	✓
Certificate of Incumbency ² OR Register of Directors ² or equivalent, if signed by Company Director(s) and Company is not registered in Singapore • Document validity is within 12 months from this application			✓	

¹ The Bank may request additional documents.

² To be certified true* by following external certifiers (e.g. not a company's employee): practising Solicitor/Lawyer/Notary Public/Certified Public or Professional Accountant/Auditor/Chartered Secretary in a FATF member country OR by Bank Staff. The party certifying the IC/Passport cannot certify his/her own IC/Passport. Please refer here for the list of FATF member countries.

* The following information is required:

- a. Insert wording: "Certified True Copy"
- b. Name and Signature of certifier
- c. Occupation/Title of certifier
- d. Name of certifier's Firm/Company (e.g. CPA Firm/Law Firm/corporate service provider/corporate secretarial services)
- e. Country of practice of certifier
- f. Professional Registration/ID number of certifier (where applicable)
- g. Date