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Bank less

DBS IDEAL

File Exchange Center Approval Guide

Updated 11 September 2024

Approve Digitally with DBS IDEAL

File Exchange Center

Eliminate the need for wet ink signatures and the hassle of mailing forms to the bank. You can now approve online forms digitally through the DBS IDEAL File Exchange Center with ease.

Here are some important steps to keep in mind:

- Ensure your company's Electronic Banking Board Resolutions/Banking Mandate is updated with the correct authorized signatories.
- Authorized signatories must have access to DBS IDEAL as file exchange approvers.
- Complete the online forms using your DBS IDEAL login.
- Select DBS IDEAL as the authorization method.

Please note, this applies to applications that do not require supporting documents.



The screenshot shows the DBS IDEAL Maintenance Form website. The browser address bar is highlighted with a red box and contains the URL [dbs.com.sg/ibg-eforms/sg/idealmaintenance](https://www.dbs.com.sg/ibg-eforms/sg/idealmaintenance). A red circle with the number '1' is placed over the top left of the page content. A white box with a black border contains the following text: 'Access the online form you need to complete, such as: DBS IDEAL Online Maintenance Form <https://www.dbs.com.sg/ibg-eforms/sg/idealmaintenance> Change of Mandate Form <https://www.dbs.com.sg/ibg-eforms/sg/changeofmandate>'. The main heading is 'Welcome to IDEAL Maintenance Form'. Below it is a progress bar with three steps: Step 1 'Start a new application', Step 2 'Select action(s) to complete', and Step 3 'Get approval from authorised signatories'. A red box highlights the 'Create new application' button in the 'Create a new application' section. A red circle with the number '2' is placed over the button. A white box with a black border contains the text 'Click on "Create new application"'. The footer contains the text: 'Terms & Conditions | Privacy Policy | Fair Dealing Commitment | Compliance with Tax Requirements | ©2020 DBS Bank Ltd | Co. Reg. No. 196800306E | Version 1.0.1'.

The screenshot shows a web browser window with the URL `dbz.com.sg/bg-eforms/sg/idealmaintenance`. The page title is "DBS IDEAL Maintenance Form". The main heading is "Let's start by getting your business info". Below this, a sub-heading asks "Which account do I use?". There are three main options: "Retrieve business info", "Use ACRA Search to prefill", and "Manually input". The "Retrieve business info" option is expanded, showing a red button labeled "Login with DBS IDEAL" which is highlighted with a red rectangular box. To the right of this box is a callout box containing a red circle with the number "3" and the text "Select 'Login with DBS IDEAL' to verify your identity." Below the "Manually input" option, there is a note: "To login, please ensure your web browser allows pop-up windows to appear." with a link to "How do I enable pop-ups on my browser?". At the bottom of the page, there is a footer with legal information: "Terms & Conditions | Privacy Policy | Fair Dealing Commitment | Compliance with Tax Requirements | ©2020 DBS Bank Ltd | Co. Reg. No. 196800306E | Version 1.0.1".

The screenshot shows the DBS IDEAL Maintenance Form interface. The main heading is "Let's start by getting your business info". Below this, it asks "Which account do I use?". There are three options: "Retrieve business info" (with a "Login with DBS IDEAL" button), "Use ACRA Search to prefill", and "Manually input". A callout box with a red circle containing the number "4" points to the "Login with DBS IDEAL" button. The callout text says "Log in to DBS IDEAL using your preferred method (try QR Login!)". An inset window shows the login page with a red box around the "Organisation ID QR New!" link, and input fields for "Organisation ID", "User ID", and "PIN or Password".

Let's start by getting your business info

Which account do I use?

Retrieve business info

Save time and pre-fill your business info, by logging in with an existing DBS IDEAL account.

Login with DBS IDEAL

Use ACRA Search to prefill

OR

Manually input

To login, please ensure your web browser allows pop-up windows to appear. [How do I enable pop-ups on my browser?](#)

4 Log in to DBS IDEAL using your preferred method (try QR Login!).

DBS IDEAL

Securely log in with your DBS IDEAL account to continue.

Email **Organisation ID QR New!**

Organisation ID

User ID

PIN or Password

By proceeding, you consent to DBS disclosing to third parties your personal data required to process your requests.

Log in

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The screenshot shows the DBS IDEAL Maintenance Form interface. The main heading is "Let's start by getting your business info". Below this, it asks "Which account do I use?". There are three main options: "Retrieve business info" (with a red "Login with DBS IDEAL" button and a "Use ACRA Search to prefill" button), "OR", and "Manually input". A note at the bottom of the main form says "To login, please ensure your web browser allows pop-up windows to appear." and includes a link "How do I enable pop-ups on my browser?".

A pop-up window titled "DBS - MARS Login" is overlaid on the right side. It contains the heading "Authenticate with digital token +" and an illustration of a laptop and a smartphone. Below the illustration, it says "Use your IDEAL mobile app to verify your identity. [Learn more](#)". There are two buttons: "Enter code manually" and "Authenticate now" (which is highlighted with a red box).

A red circle with the number "5" is positioned next to the "Authenticate now" button. A text box below it contains the instruction: "Authenticate yourself using your DBS IDEAL mobile app."

At the bottom of the page, there is a footer with the text: "Terms & Conditions | Privacy Policy | Fair Dealing Commitment | Compliance with Tax Requirements | ©2020 DBS Bank Ltd | Co. Reg. No. 196800306E | Version 1.0.1"

The screenshot shows the DBS IDEAL Maintenance Form interface. The main heading is "Let's start by getting your business info". Below this, it asks "Which account do I use?". There are three options: "Retrieve business info" (with a red "Login with DBS IDEAL" button and a "Use ACRA Search to prefill" button), "OR", and "Manually input". A note below says "To login, please ensure your web browser allows pop-up windows to appear." with a link "How do I enable pop-ups on my browser?". An inset window titled "DBS - MARS Login" shows a dark-themed authentication screen with the heading "Authenticate with digital token +". A red box highlights the instruction: "Tap the notification on your registered IDEAL mobile device to verify your identity. Not Working? Please try again in 53 seconds... or [Cancel](#)". A red circle with the number "6" is next to the inset window, and a white box below it says "Verify your Identity using your digital token.".

DBS IDEAL Maintenance Form

Apply for IDEAL Maintenance Form

Who is filling out this application?
[Redacted]

On behalf of company
[Redacted]

Next

7 Upon successful log in, your information will be automatically populated.

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The screenshot shows a web browser window with the URL `dbs.com.sg/ibg-eforms/sg/idealmaintenance`. The page content includes several paragraphs of text, a checkbox, and three buttons. Callout 8 points to the text area, and callout 9 points to the 'Authorise Submission' button.

under any law or of any court, government authority or regulator. DBS Group means DBS Group Holdings Ltd and its affiliates.

In addition, the Bank may use and rely on any personal data provided by me/us, and may disclose such personal data to service providers, to communicate, authenticate or otherwise deal with me/us and my/our officer holders or employees in connection with the provision of banking products and services to me/us.

4. Should any Customer Self Administrator cease to be employed by the Organisation, I/we undertake to inform the Bank and the Organisation will submit the IDEAL Maintenance form to delete this Customer Self Administrator's user profile in IDEAL. I/We agree that the Organisation shall not hold the Bank liable for any act or omission by a Customer Self Administrator who ceases to be employed by the Organisation for which the Bank is not informed.

5. For partnership, the signatures of all partners are required. For a company which has furnished the Bank with a standalone Electronic Banking Board Resolution, the authorised signatories must be the current authorised signatories specified in that document. For a company which has furnished the Bank with a Board Resolution for the opening of the current account that covers Electronic Banking services, the authorised signatories must be any two directors or the current authorised signatories with the highest authorisation limit as specified in that document.

6. For Associations, Clubs & Societies, signatures of any two of existing/outgoing Chairman, Secretary or Treasurer are required.

I/We hereby confirm that I/we have obtained copies of the **TERMS AND CONDITIONS GOVERNING ELECTRONIC APPLICATIONS**, which I/we have read, understood and accepted. By submitting this form, I/We hereby confirm that I/we have read, understood and agree to be bound by these terms (including the clause relating to the collection, processing, use and disclosure of personal data).

I understand and acknowledge the terms and conditions stated above.

[Back](#) [Save for later](#) [Authorise Submission](#)

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8
Fill out the online form and read through the Terms & Conditions before providing us your acknowledgement.

9
Click on "Authorise Submission" to proceed.



Application form

Review Application

Authorisation

Authorised Signatories →

Edit sections

Application Reference No.: IDEALMAINT-071123-65-00399

Registered business name: [redacted]

Get approval from authorised signatories

To update the contact info of authorised signatories, select 'Save for later' to continue this application later. Then contact BizCare on 1800 222 2200 to make the updates.

Authorised signer 1

[redacted] ideal user

ideal user

ideal user

10 Select authorised signatories with DBS IDEAL access from the drop down.

Please ensure that you submit the following supporting documents to avoid delays in your IDEAL maintenance application. The IDEAL application is valid only within 3 months upon submission. If your supporting documents are not in English language, kindly ensure that it is translated to English by a suitable translator before submission.

For all new approvers / Customer Self Administration (CSA) users who are Singapore Citizens or Permanent Residents :

- Certified true copy of NRIC

For all new approvers / Customer Self Administration (CSA) users who are non-Singapore Citizens and non-Permanent Residents :

- Certified true copy of Passport
- Certified true copy Proof of Residential address within 3 months from the statement date e.g. Recent utility or phone bill, bank statement or correspondence from a government agency or National ID with residential address

For Clubs, Associations, Societies, Religious Organizations, Charities, MCST

- Minutes of Meeting (MOM), to be signed-off and duly certified (on all pages) by any two from existing Chairman/ Treasurer/ Secretary

If foreign incorporated:

11 Ensure that authorised signatories have access to DBS IDEAL by checking if they are IDEAL account holder.

Get approval from authorised signatories
To update the contact info of authorised signatories, select 'Save for later' to continue. Then contact BizCare on 1800 222 2200 to make the updates.

Authorised signer 1	Mobile number	Email address	IDEAL Account Holder
[Redacted]	+65-****5262	***RLYNLHL@YAHOO.COM.SG	Yes

Authorisation Methods

Please ensure that you submit the following supporting documents to avoid delays in your IDEAL maintenance application. The IDEAL application is valid only within 3 months upon submission. If your supporting documents are not in English language, kindly ensure that it is translated to English by a suitable translator before submission.

For all new approvers / Customer Self Administration (CSA) users who are Singapore Citizens or Permanent Residents :

- Certified true copy of NRIC

For all new approvers / Customer Self Administration (CSA) users who are non-Singapore Citizens and non-Permanent Residents :

- Certified true copy of Passport
- Certified true copy Proof of Residential address within 3 months from the statement date
e.g. Recent utility or phone bill, bank statement or correspondence from a government agency or National ID with residential address

For Clubs, Associations, Societies, Religious Organizations, Charities, MCST

- Minutes of Meeting (MOM), to be signed-off and duly certified (on all pages) by any two from existing Chairman/ Treasurer/ Secretary

If foreign incorporated:

with residential address

For Clubs, Associations, Societies, Religious Organizations, Charities, MCST

- Minutes of Meeting (MOM), to be signed-off and duly certified (on all pages) by any two from existing Chairman/ Treasurer/ Secretary

If foreign incorporated:

- Original or Certified true Copy of Certificate of Incumbency (Dated within last one year) / Certificate of Registration / Annual return / Register of Directors

Original copy required, otherwise a copy certified true by the following external certifiers (i.e. not a company's employee):

Solicitor/Lawyer/Notary Public/Certified Public or Professional Accountant/Auditor/Chartered Secretary from a FATF member country OR a bank staff. Please refer to the list of FATF member countries [here](#).

Select approval method

DBS IDEAL
Enjoy greater convenience with online submission! By selecting this option, your authorised signatories can easily approve and track this form on DBS IDEAL.
RECOMMENDED

DBS DigSign
Authorised signatories authenticate and sign digitally via a secured one-time email link & SMS one-time PIN. All authorised signatories, the applicant and DBS will receive the completed eSigned document via email. No hardcopy submission is required!

Back Save for later **Next**

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Select "DBS IDEAL" for approval via DBS IDEAL File Exchange, and click on "Next".



db.com.sg/ibg-eforms/sg/ideal-submission

DBS IDEAL Maintenance Form

Request for approval sent

Remind authorised signatories to look out for an email with instructions on approving your application.

Give us up to 10 minutes from now before tracking your application status on IDEAL File Exchange.

13 Once you have submitted your application, you can track the status in DBS IDEAL File Exchange Center after logging in.

IDEAL Login

How do you rate your overall experience today?

Tap on the stars to rate

Submit

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The screenshot shows the DBS IDEAL File Exchange Center interface. On the left is a dark sidebar menu with the DBS IDEAL logo at the top. The 'Files' menu item is highlighted with a red box and a callout '14'. The main content area has a breadcrumb trail: 'Files Management Center > File Enquiry > File Exchange Center'. The 'File Exchange Center' tab is underlined and has a callout '15'. Below the breadcrumb, there is a heading 'Send files securely to DBS for processing' and an information box with instructions. A tabbed interface shows 'Sent files' as the active tab. Below this is an 'Upload' section with a cloud icon and the text 'Drag and drop your files anywhere, or browse for files'. A search bar is present with the text 'Filter by file name, Request Type, File Status'. At the bottom, a table lists file exchange records. A chatbot icon with the text 'May I help you?' is in the bottom right corner.

14 To approve the application, login to DBS IDEAL and go to "Files" at the main menu.

15 Go to "File Exchange Center" tab.

Files Management Center File Enquiry **File Exchange Center**

Send files securely to DBS for processing

To perform the following, please refer to the [user guide for instructions](#) and to [download the forms](#):

- Change Company Profile - change mailing address or contact information
- Change Account Mandate - change account signatories or signing requirements
- IDEAL Maintenance - update accesses to IDEAL

Sent files Received files

Upload
Drag and drop your files anywhere, or [browse for files](#)

Filter by file name, Request Type, File Status [Show additional filters](#)

View up to 10 per page 100 per page

<input type="checkbox"/>	File Date	File Name	Description	Creator	Approver	Request Type	File Status	Remarks From Bank
<input type="checkbox"/>	26 Jul 2024	TOGIRO01_JB GGTS.zip				Others (for non-maintenance request)	Downloaded	
<input type="checkbox"/>	25 Jul 2024	IDEAL Digital FORLY				IDEAL Bank	IDM Project	

May I help you?

The screenshot shows the DBS IDEAL File Exchange Center interface. The left sidebar contains navigation options: Dashboard, Approvals, Accounts, Pay & Transfer, Foreign Exchange, Merchant Services, Files, Reports, Trade Finance, and Apply. The main content area displays a table of applications:

Application Date	Application Name	Category	Status	Applicant	Applicant Type
08 Jul 2024	IDEAL_Digital_Maintenance_Form-Oct2021(LV).pdf	FOR LV TESTING ONLY	<input type="checkbox"/>	[Redacted]	IDEAL Maintenance Form
10 Jun 2024	IDEAL_Digital_Maintenance_Form-Oct2021(LV).pdf	FOR LV PURPOSE ONLY	<input type="checkbox"/>	[Redacted]	IDEAL Maintenance Form
28 May 2024	IDEAL_Digital_Maintenance_Form-Oct2021(LV).pdf	TESTING ONLY	<input checked="" type="checkbox"/>	[Redacted]	IDEAL Maintenance Form

Callout 16: A red circle with the number '16' and a box containing the text "Select the application to approve." points to the application dated 28 May 2024.

Callout 17: A red circle with the number '17' and a box containing the text "Click on 'Approve'." points to the 'Approve' button in the bottom right corner.

At the bottom of the interface, there are links for "IDEAL is now more helpful Show me what's new", "Resource Center" (Message BusinessCare, Check replies from BusinessCare, Security Guidelines, Vulnerability Disclosure Policy), "Privacy Policy", "Terms & Conditions", and "© 2021 DBS Bank Ltd Co. Reg. No. 196800306E". A "May I help you?" chat icon is also present.

ideal.dbs.com/idealx/#/file/file-exchange/send

Files Management Center File Enquiry Files Exchange Center

T065327.pdf

Date	File Name	Status
08 Jul 2024	IDEAL_Digital_Maintenance_Form-Oct2021(LV).pdf	FOR LV TESTING ONLY
10 Jun 2024	IDEAL_Digital_Maintenance_Form-Oct2021(LV).pdf	FOR LV TESTING ONLY
28 May 2024	IDEALMAINT-140724-65-00002-T065327.pdf	FOR LV TESTING ONLY

View up to 10 per page 100 per page

Click here to find out more on the rejection code and reason.

Delete Approve Reject

IDEAL is now more helpful Show me what's new

Resource Center
Message BusinessCare
Check replies from BusinessCare
Security Guidelines
Vulnerability Disclosure Policy

Privacy Policy
Terms & Conditions
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May I help you?

18 Click on "Approve" to confirm.

19 Ensure all approvals are given and status of the application change to "Approved" for bank processing.

You are done!

For the full list of forms available, visit

[DBS Forms & Guides page](#)

For more information on DBS IDEAL servicing, visit

[DBS IDEAL Online Maintenance Form](#)

To register for trainings on DBS IDEAL modules, visit

[DBS IDEAL Online training](#)

