

## Online Banking Service FAQ (Corporate)

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## 1. What is Corporate Online Banking?

Corporate Online Banking is a new generation of BOC online banking services for corporate customers. Corporate Online Banking is driven by our enormous technology and business innovations that devote itself to create more value for customers. With strong technical and management advantages, Corporate Online Banking provides full spectrum of transaction banking services with interactive online experience.

## 2. What are the differences between Corporate Online Banking and BOCNET?

The new version of Corporate Online Banking is committed to establishing a view-based interactive platform centered on customer experience. Compared with the old version, the new BOC Corporate Online Banking helps customers manage their accounts intelligently. In addition, the new overseas enterprise e-banking will provide more diversified transaction banking services, such as eGIRO. The powerful features and leading edge further demonstrate Bank of China's commitment to providing more professional services.

## 3. What impact (if any) will it have on existing BOCNET customers?

The new version of Corporate Online Banking will replace BOCNET to provide you with better service. After it is put into production, BOCNET will no longer be used. All BOCNET customers will be transferred to the new version of overseas enterprise e-banking. For further details, please contact our Relationship Managers (RMs).

## 4. What are the advantages of Corporate Online Banking?

- **Safety & Reliability:** Advanced information encryption transmission for corporate online banking system, multiple security code/password verification to ensure the safety of every transaction.
- **Extensive Service Scope:** Customer defined account users structure; different level of operational restrictions; bypass authorization approval.
- **Convenient and flexible all-day service:** 24/7 services, accounts and transactions are clear at a glance. Menu is designed in a very friendly way for easy understanding and operating.
- **Enriched information:** Easy access to your accounts information across BOC group for effective enquiries and cash management. Foreign exchange rates, promotion information, as well as detailed function introductions, operation guide and help documents.

## 5. How can I apply for Corporate Online Banking?

You need to fill in the Bank's Online Banking Service Application Form to apply for Corporate Online Banking service. You may visit the Bank's counter at any of our branches or approach your RMs for details.

*Note: You would need to have at least one valid account (current account, time deposit account, loan account) with Bank of China Limited, Singapore Branch (the "Bank") to use Corporate Online Banking.*

## 6. What are the services available on Corporate Online Banking?

Corporate Online Banking offers a wide range of services below for your convenience, and you may refer to the Corporate Online Banking user guide for more details.

- Current and historical balances enquiry;
- Current day and historical transaction enquiry;
- Term Deposit details enquiry;
- Overseas Payment services (remittance, GPI, Global Remittance (for group customer));
- Domestic Payment services (FAST, GIRO, MEPS+, PayNow);
- Transfer within bank;
- Transfer between associated accounts;
- Batch Payments (bulk payment, payroll, global payroll, PayNow);
- PayNow;
- Bill payment;
- eGIRO;
- Statements download;
- Transactions notifications

## 7. How can I access to Corporate Online Banking?

You will need a User ID, password, and an E-Token to access Corporate Online Banking, these will be mailed to the mailing address registered with the bank within 5 working days from date of your successful application.

To start using Corporate Online Banking, all users will be required to activate their E-token first via our Corporate Online Banking login page.

*Important Note: Please be sure to (i) keep your User ID, password and E-Token safe and secure and never give them out to any other person and (ii) take the necessary security precautions measures and practices.*

## 8. What should I do if the E-Token is lost or misplaced?

In the event of loss, theft or negligent damage to the E-Token, please proceed to one of our branches with a valid identification card or passport and a completed Password and Token application form (duly signed by the authorized personnel) to request for a replacement.

Please refer to Deposit and Account Services Pricing Guide published at BOC website for E-Token replacement charge.

## 9. What can I do if I fail to login to Corporate Online Banking with my Corporate Online Banking User ID and password?

If your PIN or E-Token is locked, please proceed to any of our branches with a completed Password & E-Token Application Form, duly signed by the authorized personnel, to unlock the E-Token or apply for a new PIN

If you have entered the User ID and PIN correctly but the message is still "password is invalid", please try the following:

a) Check your Corporate Online Banking access page to make sure you are logging in via the BOC Singapore website at [www.boc.cn/sg](http://www.boc.cn/sg) or [www.bankofchina.com/sg](http://www.bankofchina.com/sg).

b) If you are at the correct website but are still unable to log in, try to clear the web browsing data.

c) If you are still unable to log in after trying all the above, proceed to any branch or any of our RMs for assistance.

#### **10. If I fail to enter the password for 5 consecutive times, will my account be locked?**

If the password verification fails 5 consecutive times on the same day, the user's account and E-Token will be locked, and the account will be automatically unlocked on the next day (00:00). If the password verification fails 15 consecutive times over three days, the user's account and E-Token will be locked and will not be automatically unlocked. If the user's account is for assistance to unlock your account, please proceed to any branch or approach our RMs.

#### **11. What software and browser do I need for access to Corporate Online Banking?**

We recommend our customers to use the following browsers for optimal browsing:

- Google Chrome version 81 and above
- Firefox version 80 and above
- Internet Explorer version 10 and above
- Safari version 14 and above
- Edge version 82 and above

For better Corporate Online Banking experience, please update your browser to the latest version. The site is best viewed on 1024 x 768 pixels or above resolution.

Please ensure that your computer/devices are installed with anti-virus, anti-spy and firewall software programs.

#### **12. What if my computer hangs or the connection is cut off when using Corporate Online Banking?**

If this occurred, you should try to resume access to the internet and login to Corporate Online Banking again. Check the balance or transaction records of your account via "Inquiry" under "Transfer & Remittance" and "Same-Day Transaction Inquiry" under

“Accounts Management” menu, and check that the transaction(s) you were performing had been successfully submitted.

If the transaction(s) had been successfully completed, you need not take any further action.

If the transaction(s) had not been completed, you may perform the transaction(s) again.

### **13. How can I perform Corporate Online Banking transfers?**

Corporate Online Banking supports transfers within BOC Singapore, transfers to other Banks in Singapore (via FAST, GIRO, PayNow and MEPS+) and overseas (via remittance).

Before performing the transfer on Corporate Online Banking, please ensure that payees are correctly added (refer to Q14). When you authorise Corporate Online Banking transfer transactions, the last authoriser will be required to key in the TSP.

*Note: If there is no TSP prompt, it means other authorisers are required to complete the authorization.*

### **14. When should I add a payee as an international remittance payee?**

To add a payee for transferring funds to, go to “Payment Service-Payee Management” or “Payment Service-Transfer & Remittance” to add a payee with new generation E-Token if you have applied for Payee Management service successfully.

For local fund transfers within Singapore banks using PayNow, GIRO or MEPS+, only SGD can be accepted. For other currencies, please add payees as international remittance payee and use international remittance.

### **15. What are the types of Funds Transfers that I may perform?**

There are 4 types of funds transfers:

- a. Transfer between associated accounts - To transfer funds between your own accounts within BOC
- b. Transfer within bank - To transfer funds to other BOC accounts in Singapore
- c. Domestic transfer - For SGD fund transfers to other banks within Singapore
  - For FAST transfer, you can get the funds credited instantly to any of the FAST participating banks.
  - For PayNow transfer, you can send and receive funds from your business partners and customers who have registered their proxy with PayNow participating banks almost instantly without having to exchange account numbers.

- For transfers to other GIRO participating bank accounts, the funds will usually be received 2 to 3 business days later.
  - For transfer to other MEPS+ participating bank accounts, the funds will be credited to your receiving bank within the same business day if the transfer is performed before 4.30pm.
- d. International Remittance
- Support GPI (depends on payee bank) and Standard Remittance;
  - To transfer funds to overseas bank via telegraphic transfer (T/T) and foreign currency transfers within Singapore.
  - You can only remit in SGD currency to the following beneficiary banks: Bank of China/ China Merchant Bank (CMBCCNBSXXX)/Nanyang Commercial Bank (NYCBCNSHXXX, NYCBHKHHXXX) / /Bank of Jiangsu (BOJSCNBNXXX)/ Chiyu Bank(CIYUHKHHXXX)/ Jiangsu Jiangnan Rural Commercial Bank (RCWJCNSHXXX) /Bank of Qingdao (QCCBCNBQXXX) .
  - The bank may require supporting documents relating to your transaction such as invoice, bill of lading etc. to be uploaded to via the Corporate Online Banking platform for verification before it can be processed. Thereafter, it usually takes 2-5 working days for the transfer to be completed, subjected to the receiving bank.

## 16. When can I perform a Funds Transfer?

Please see the following table:

Type of Transfer	Transaction Time
Transfer to account within the Bank (Same Currency)	7*24 except during the system maintenance period
Transfer to account within the Bank (Cross Currencies)	Business Day 0900hr – 1700hr
GIRO Transfer to Local Bank Accounts (SGD)	Business Day 0900hr – 2000hr
MEPS++ transfer to local Bank Accounts(SGD)	Business Day 0900hr – 1630hr

FAST & PayNow Transfer to local Bank Accounts(SGD)	7*24 except during the system maintenance period
Telegraphic Transfer	Business Day 0900hr – 1700hr

Business Day means Mondays to Fridays except when a public holiday or other government gazetted holiday occurs on such days.

### 17. What is the transfer limit for funds transfer?

The default limit for Bill Payment is SGD1,000,000.00 per transaction or its equivalent in other currencies.

Transaction limits are divided into four service segments: “Transfer between associated accounts”, “Transfer within bank”, International Remittance” and “Domestic transfer”. The default transaction limits will apply if no limits have been set by customer:

Function	Default Limits (SGD)	
	Single transfer	Daily transfer
Transfer between associated accounts	300,000,000	300,000,000
Transfer within bank	300,000,000	300,000,000
Domestic transfer	PayNow & FAST: 200,000 GIRO: 90,000,000 MEPS+: 100,000,000	100,000,000
International Remittance	300,000,000	300,000,000

### 18. How can I reset my Corporate Online Banking password?

Please submit the Password and Token application form to change your password.

### **19. How can I terminate Corporate Online Banking?**

You may terminate Corporate Online Banking by submitting the Online Banking Service Application Form indicating cancellation of Corporate Online Banking.

### **20. Contact Us**

Please contact us at our 24-hour hotline 1800-6695566 or + (65) 677 95566 (from overseas) should you have any queries on Corporate Online Banking related issues.

**Last Updated: Nov 2022**