

CIMB Online Account Application - Frequently Asked Questions

1. What are the documents required to open an account online?

a. NRIC/FIN/Passport copy* and specimen signatures of the following persons:

- All directors
- All authorised signatories
- All approving persons (unless you are a Sole Proprietorship)
- All owners for Sole Proprietor
- All controlling persons (only if applicable to your company)
- All Partners (For Partnership Entities)
- All Ultimate Beneficial Owners

*NRIC for Singapore Citizens and residents or passport copy and proof of residential address for non-citizens.

b. Certified true copies or notarized copies of the following company documents:

For private limited or public companies:

- Memorandum and Articles of Association or Constitution

For partnerships/ limited partnerships, or limited liability partnerships that have a partnership agreement:

- Partnership agreement

2. Can I submit my own Board of Resolution?

If you wish to submit your own resolution, please leave behind your details so our Bank Representative can contact you as our board resolution form is a fixed template.

3. Who is eligible to open an account online?

All business registered in Singapore can open an account online via our online account application platform. If your application is in order, you will be able to receive your account number almost immediately via email.

*Businesses located elsewhere will be required to fill in this application form. Our Bank Representative will help you open an account and call you within one working day.

4. Some of my directors are based overseas, do they need to be present for signature verification?

Your directors are not required to be physically present for signature verification. Please ensure that the relevant Identification Documentation for your directors, including a copy of their signature, are available to be uploaded during the online application process.

5. What is the difference between Corppass and Singpass?

Singpass is meant for individuals to access personal transactions, whereas Corppass is used for business transactions and services.

6. After keying in UEN, it says that my UEN is unavailable. What do I do next?

For newly registered companies, it will take 2 working days before details can be extracted from ACRA. You may retry again after that.

7. What if I do not receive the OTP?

You can try resending it after 2 minutes by clicking on "Resend Password". At the same time, you can also retry again by closing the OTP prompt and clicking "Next". If you still do not receive the OTP, you should contact the Bank Representative for assistance.

8. I tried to resume application, but there is no active application detected in the system. What are the reasons?

There are couple of reasons.

- a. It could have been more than 30 days since you accessed your saved application.
- b. The UEN number (in your application form) is not a valid UEN.
- c. There was no completed application saved.

In such instances, kindly proceed to start a new application by clicking "Yes" on the display prompt.

9. Will my account be opened instantly?

Your account with CIMB Singapore will be open on the same day if all the necessary documents submitted are in order. Otherwise, our CIMB representative will contact you to follow up with your application.

10. How do I know if the account has been opened?

You will receive an acknowledgement email notifying you of the account details. Subsequently, a confirmation email will be sent to you upon successful opening of the account. These emails will be sent to the email address you provided during the account opening process.

11. Will I be able to save my application and come back at a later time to continue with it?

Yes, there is an option available for you to select to save your application at each step so that you will be able to resume your saved application should you wish to continue at a later time. A reminder email will also be sent to you to complete your application.

12. How long can I save the application for?

Saved account opening application will remain valid for 30 calendar days, after which your draft application with the bank will be automatically cancelled and you will be required to start a new account opening application.

13. How long does it take to complete the application?

An online account application will take approximately 15 minutes to be completed with submission of necessary documentations.

- a. You can open an online account directly, at <https://bizaccount.cimb.com.sg/CIMBEformApp/#/home?account=ED201>
- b. Otherwise, find out more about the available accounts for online application, at <https://www.cimb.com.sg/en/business/solutions-products/cash-management/commercial-current-accounts.html>

14. What are the list of supported web browser versions to access CIMB's online account application platform?

Minimally the web browser versions should be as follows:

- Microsoft Internet Explorer 11
- Mozilla Firefox 42
- Google Chrome 46
- Apple Safari 5.1.7