

## FX Online – Frequently Asked Questions

### 1. Document Checklist

Prepare the following documents to be uploaded when performing the transaction.  
If the documents are not available yet, you may upload within 10 days after the transaction.






Documents	Private Limited	Sole Proprietor
<b>Certified true copies<sup>1</sup></b> Memorandum and Articles of Association or Constitution  <i>See below for sample</i>	To be signed by <ul style="list-style-type: none"> <li>• 2 directors; or</li> <li>• 1 director and 1 secretary; or</li> <li>• 1 director if you have a single director</li> </ul>	Not Applicable
Guideline on Certified True Copy <sup>1</sup> to be uploaded: <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;"> <div style="text-align: center;"> <p>Certified True Copy by</p>  <p>-----</p> <p>Date of Signing: _____</p> <p>Name &amp; Designation: _____</p> </div> <div style="text-align: center;"> <p>Certified True Copy by</p>  <p>-----</p> <p>Date of Signing: _____</p> <p>Name &amp; Designation: _____</p> </div> </div>		
<b>NRIC and specimen signatures</b>  <i>See below for sample</i>	<ul style="list-style-type: none"> <li>• All directors</li> <li>• All authorised signatories</li> <li>• All controlling persons (only if applicable to your company)</li> <li>• All Ultimate Beneficial Owners</li> <li>• All approving persons</li> </ul>	<ul style="list-style-type: none"> <li>• All authorised signatories</li> <li>• All owners for Sole Proprietor</li> <li>• All approving persons</li> </ul>
Guideline on Identification Documents to be uploaded: <p><b><u>NRIC with Signature</u></b>            Back of NRIC (left of image) and Signature (right of image).</p> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;"> <div style="text-align: center;">  <p><i>Back of NRIC</i></p> </div> <div style="text-align: center;">  <p><i>Signature</i></p> </div> </div>		

Image with NRIC	ALL NRIC submitted above	ALL NRIC submitted above
See below for sample		
<p>Guideline on Identification Documents to be uploaded:</p> <p><b><u>Image with NRIC</u></b>  An image of yourself holding the front of your NRIC.  Image must be in a landscape format.</p> <div data-bbox="632 495 997 734" data-label="Image">  </div> <p style="text-align: center;"><i>Image with NRIC</i></p>		

<sup>1</sup>A Certified True Copy (CTC) is a copy of an original document that has been stamped or signed with the word “Certified True Copy” to confirm the copy is true and authentic by the following persons:

- For Private Limited: 2 directors; or 1 director and 1 secretary; or 1 director if you have a single director
- For Sole Proprietorship: Business owner

The following is required for CTC documents – (a) Signature of person certifying the document; (b) Name and Designation of person certifying the document; (c) Date of CTC; (d) CTC stamp / Written by hand if stamp is unavailable

## 2. Can I submit my own Board Resolution?

No. To proceed with FX Online service, eligible users will need to use the Bank’s board resolution form which is a fixed template.

## 3. Who is eligible for FX Online?

CIMB’s FX Online service is available to first time users who do not hold any existing relationship with CIMB SG Bank. The company must also be Singapore-registered with 100% local ownership.

## 4. Do my directors/authorised signatories/controlling persons/ultimate beneficial owners/approving persons have to be present for signature verification?

Your directors/authorised signatories/controlling persons/ultimate beneficial owners/approving persons are not required to be physically present for signature verification. Please ensure that the relevant Identification Documentation for your directors/authorised signatories/controlling persons/ultimate beneficial owners/approving persons, including a copy of their signature, are available to be uploaded within 10 days after first transaction.

**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. 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 be sent via the details provided in the saved application.

**8. How long can I save the application for?**

Saved application will remain valid for 3 calendar days, after which your draft application with the bank will be automatically cancelled and you will be required to start a new FX Online application.

**9. 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 3 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 “Retrieve Myinfo with Singpass” or “Restart application”.

**10. How do I know if my transaction has been submitted successfully?**

You will receive an acknowledgement email notifying you of the transaction details.

**11. Will my transaction be processed immediately?**

Your transaction will take up to 1 – 2 working days to process and we will update you the outcome of your remittance shortly.

**12. How do I know if my transaction has been processed?**

A confirmation email will be sent to you with the outcome of the transaction once processed.

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

The online application and transaction will take approximately 15 minutes to complete with submission of necessary documentations.

- a. You can also open an online account directly, at  
[https://www.cimb.com.sg/en/business/digital-banking/online-business-current-account.html?icid=b1:obca\\_b2:obca-fx-online\\_b3:gws\\_b4:fx-online\\_b5:cta\\_b6:def](https://www.cimb.com.sg/en/business/digital-banking/online-business-current-account.html?icid=b1:obca_b2:obca-fx-online_b3:gws_b4:fx-online_b5:cta_b6:def)
- b. Otherwise, find out more about the available accounts for online application, at  
<https://www.cimb.com.sg/en/business/>

**14. What are the list of supported web browser versions to access CIMB's FX Online 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