Internet Banking Access User Guide

—ICBC Singapore Branch—
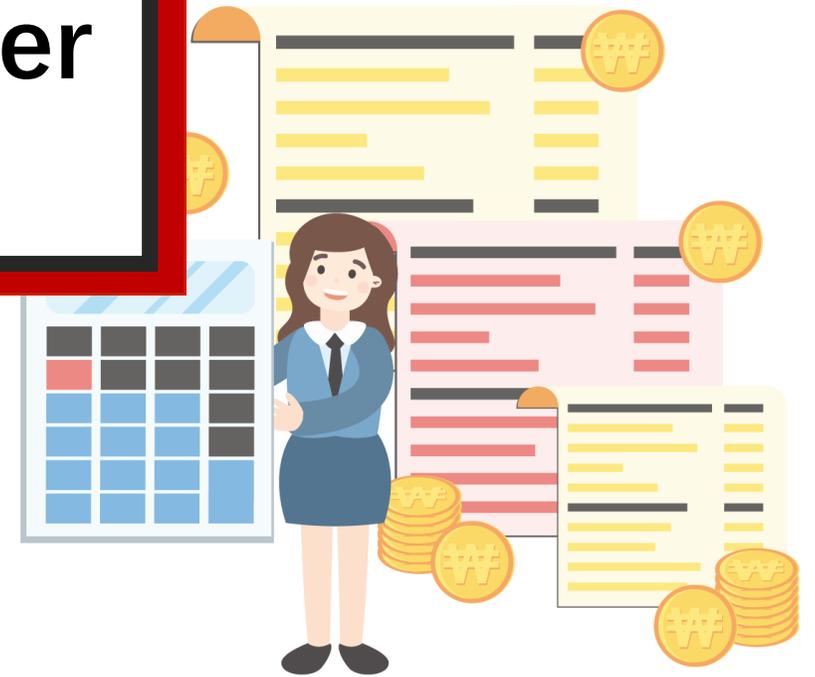
Introduction to ICBC Internet Banking

- With our Internet Banking platform, you can perform a **wide range of transactions securely** including account information management, payment and collection, centralised fund distribution and investment management.

Why choose ICBC Internet Banking?

- **Flexible:** Depending on your requirements, choose products/services in different combinations to effectively manage company funds.

- **Convenient:** Backed by our centralised processing platform, your instructions are processed within the shortest time possible for you to get a full picture on all company accounts, manage payment/collection and allocate funds efficiently.

- **Comprehensive:** Access all our services through our "one-stop" Internet Banking portal anytime and anywhere.

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3 steps to access Internet Banking

STEP 1 **E-Token Activation**

Please make sure that you have received the e-token device and activation code list.

Group number:	01039200000580
Chinese name of the group:	XEXRXEXSX XIXGXPXRX XTX XTX
English name of the group:	
Internet banking login ID:	
Serial number of Password token:	215210000000844
Activation code for Password token:	657959424571

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STEP 1 **E-Token Activation**

Press and hold the red button for a few seconds to turn on the token.

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STEP 1 ▶ **E-Token Activation**

Enter the 12-digit activation code for the token that is shown in the activation code list above.

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STEP 1 **E-Token Activation**

Set a new 6-digit password for your token and key in the new password again for confirmation.

Once the set-up is complete, the **first** Dynamic Password shown is only for acknowledging the successful authorisation, please wait for the **second** 6-digit password for Internet Banking usage.

Please note that if the **two passwords do not match**, the token will be locked for security reasons. If so, please contact our relationship managers to assist in unlocking it.

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STEP 2 | Visit the ICBC Singapore Branch homepage.

The address is https://singapore.icbc.com.cn/ICBC/海外分行/新加坡网站/en/

Click 'Corporate Banking' under User Login, to enter the log in page

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STEP 2 Choose 'Password + Token Login' and key in the required information accordingly

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STEP 2 **Please use the token to retrieve the Dynamic Password by turning it on and pressing "OK"**

For the **first** login into Internet Banking, you will need to change your login password.

Please key in the **original password** and follow the prompts accordingly.

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3 steps to access Internet Banking

STEP 3   **Click "Login" and the webpage will direct you to the Modify-Password webpage**

Modify Password   XEXRXEXSX XIXGXPXRX XTX XTX   Internet

Customer service: a group of functions provided to manage the customer reserved data and password of Internet banking.

Current Password: ******

New Password: ********

It is suggested to enter a 8-digit password combining letters and numbers. Please avoid setting Password of low security

Confirm New Password: ********

Please enter the validation code: i3yb   i 3 y b   Refresh verification code

Corporate Customer Number: 010

Confirm   Reset

Testing Environment

When changing your password, you will need to enter the **group number** that can be found in your activation code list and enter the **Dynamic Password** once again for verification.

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3 steps to access Internet Banking

STEP 3 After successfully changing your password, you will need to login again.

Modify Password   XEXRXEXSX XIXGXPXRX XTX XTX   Internet Banking Service

Customer service: a group of functions provided to manage the customer reserved data and password of Internet banking.

Successfully changed your logon password. The new password will take effect at the next logon.

Logon again

Notes:

1. Since the logon password for the Internet banking you reserved at our business office is purely digital, system will request for password change at the time of your initial logon in order to assure the safety of your password, you can continue to use only after password has been changed. Newly input password shall have a length between 6 and 30 digits and can be a combination of letters and numbers.

2. If you forgot your password, you can change the password through this function after password reset at our business office so as to strengthen the security of Internet banking.

Modify user access

STEP 1 Fill up the Corporate Internet/Mobile Banking Modification Form.

If the **wrong** user ID has been keyed **too many times**, the user ID will be locked and it will show the unlock code.

If the **wrong** Token password has been keyed **too many times**, the Token will be locked and it will show the unlock code.

Modification Content			
☐ 1. Unfreeze User ID			
User ID		User ID	
☐ 2. Reset Login password			
User ID		User ID	
☐ 3. Reset Token password			
Token Serial No.		Token Serial No.	
User ID		User ID	
Unlock Code		Unlock Code	
☐ 4. Exchange Token			
Token Serial No.		Token Serial No.	
User ID		User ID	
Email Address		Email Address	
☐ 5. Cancel Existing Company User ID			
Token Serial No.		Token Serial No.	
User ID		User ID	

Modify user access

STEP 1 Fill up the Corporate Internet/Mobile Banking Modification Form.

Depending on whether the user ID has been **registered before**, tick the corresponding field.

Users that fall under this category are only able to **view/create** transactions and **cannot approve transactions**.

Tick the functions based on **authority** granted to the user.

Operator			
(Operators will be able to view accounts and/ or create transactions only)			
☐ Add New User ID ☐ Modify Existing User ID		☐ Add New User ID ☐ Modify Existing User ID	
Name as In NRIC/Passport		Name as In NRIC/Passport	
NRIC/Passport No.		NRIC/Passport No.	
Contact No.		Contact No.	
Email Address		Email Address	
Functionality	To Enquire/ View Accounts and where applicable, prepare the following (subject to limits below, if any):- ☐ Transfers/ Remittance ☐ ICBC Express ☐ FX ☐ ICBC Message	Functionality	To Enquire/ View Accounts and where applicable, prepare the following (subject to limits below, if any):- ☐ Transfers/ Remittance ☐ ICBC Express ☐ FX ☐ ICBC Message

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Modify user access

STEP 1 Fill up the Corporate Internet/Mobile Banking Modification Form.

Authorisers

☐ Please check this box if all Operators and Authorisers are the same group of persons.

(Authorisers will be able to view accounts and approve transactions only.

If Operator and Authoriser is the same person, he/she will be able to view accounts, create and approve transactions.)

☐ Add New User ID	☐ Modify Existing User ID	☐ Add New User ID	☐ Modify Existing User ID
Name as In NRIC/Passport		Name as In NRIC/Passport	
NRIC/Passport No.		NRIC/Passport No.	
Contact No.		Contact No.	
Email Address		Email Address	

Depending on whether the user ID has been **registered before**, tick the corresponding field.

Users that fall under this category are only able to **view/approve** transactions and **cannot create transactions.**

However, if the box is ticked, users will then be able to **create and approve transactions.**

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Modify user access

STEP 1 Fill up the Corporate Internet/Mobile Banking Modification Form.

Functionality	To Enquire/ View Accounts and where applicable, approve the following (subject to limits below, if any):- ☐ Transfers/ Remittance ☐ ICBC Express ☐ FX ☐ ICBC Message	Functionality	To Enquire/ View Accounts and where applicable, approve the following (subject to limits below, if any):- ☐ Transfers/ Remittance ☐ ICBC Express ☐ FX ☐ ICBC Message
Authoriser's Limit	Up to [Insert Currency and Amount] Note: Authorization amount equivalent to USD.	Authoriser's Limit	Up to [Insert Currency and Amount] Note: Authorization amount equivalent to USD.
Remarks		Remarks	

Tick the functions based on **authority** granted to the user.

Fill in **currency and transaction amount** that the authoriser is able to approve.

Modify user access

Submit the Corporate Internet/Mobile Banking Modification Form.

Mail the duly signed forms and required documents to the following address:

**Industrial and Commercial Bank of China Limited Singapore Branch
6 Raffles Quay #23-01 Singapore 048580
Attention: [Name of your Relationship Manager]**

For more details, please scan the QR code on the left and follow our **WeChat official account**!

For more information of ICBC Corporate Internet Banking, please visit our Website:
WWW.ICBC.COM.SG.
HOME >**Commercial Bank Business** >**Internet Banking** >**Corporate Internet Banking**

If you have any queries or need any help, please contact your **RM in-charge** or contact us.
Attn: **Cash Management Hub**
Email: **cmh@sg.icbc.com.cn**
DID: **(65)6436 6508**