

HL Bank Singapore

Digital Onboarding for Business Account - User Guide



Select to get started



Retrieve Myinfo business
with singpass

OR



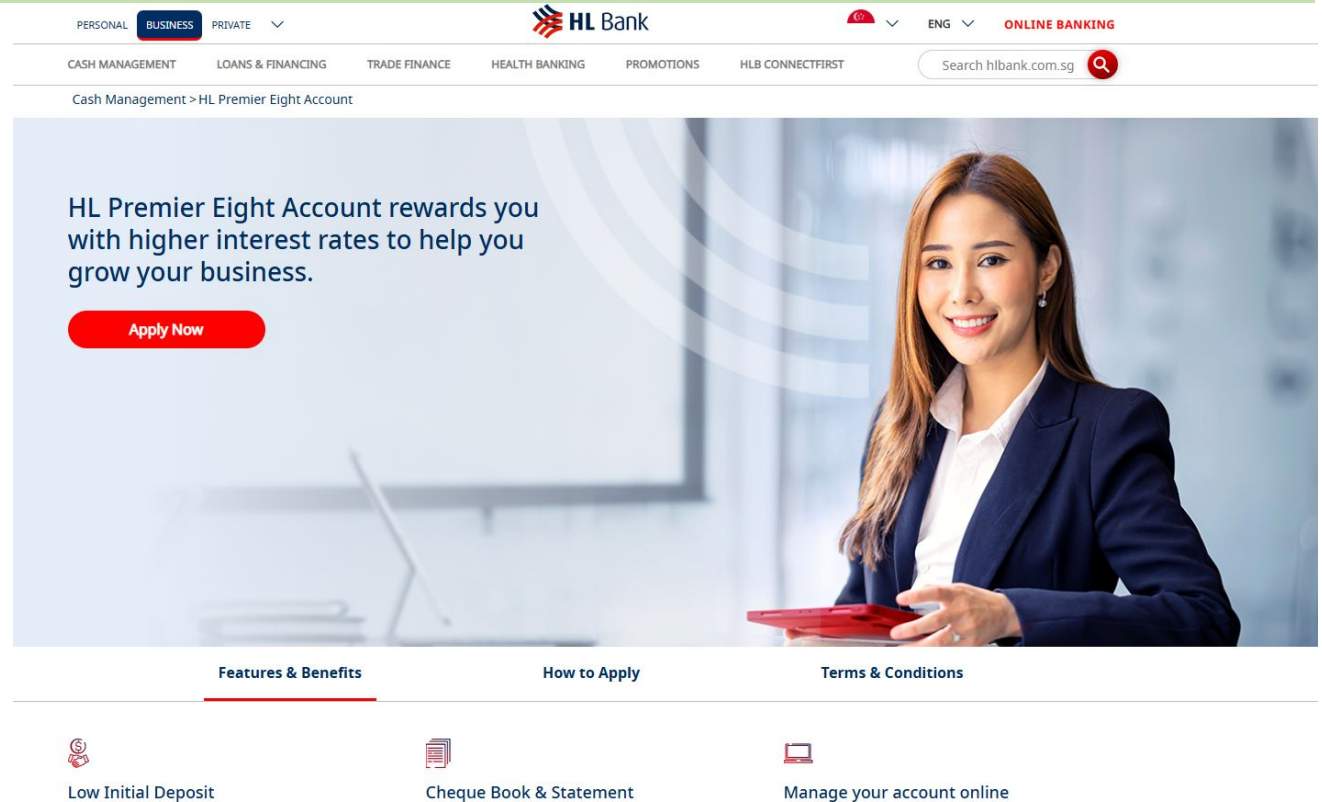
UEN or Company Name

The information contained in this presentation is strictly confidential for information of the intended recipient(s) only. The information may not be reproduced, redistributed or transmitted, directly or indirectly by any means to any other person or published electronically or via print, in whole or in part, for any purpose without our prior written permission. When no longer needed, it should be immediately deleted from all electronic storage devices and/or any other retrieval system of any nature and any hardcopies made should be destroyed. The intellectual property in the presentation belongs to HLBB unless specifically indicated otherwise.

Business Account Digital Onboarding

Section 1: Application - Landing Page

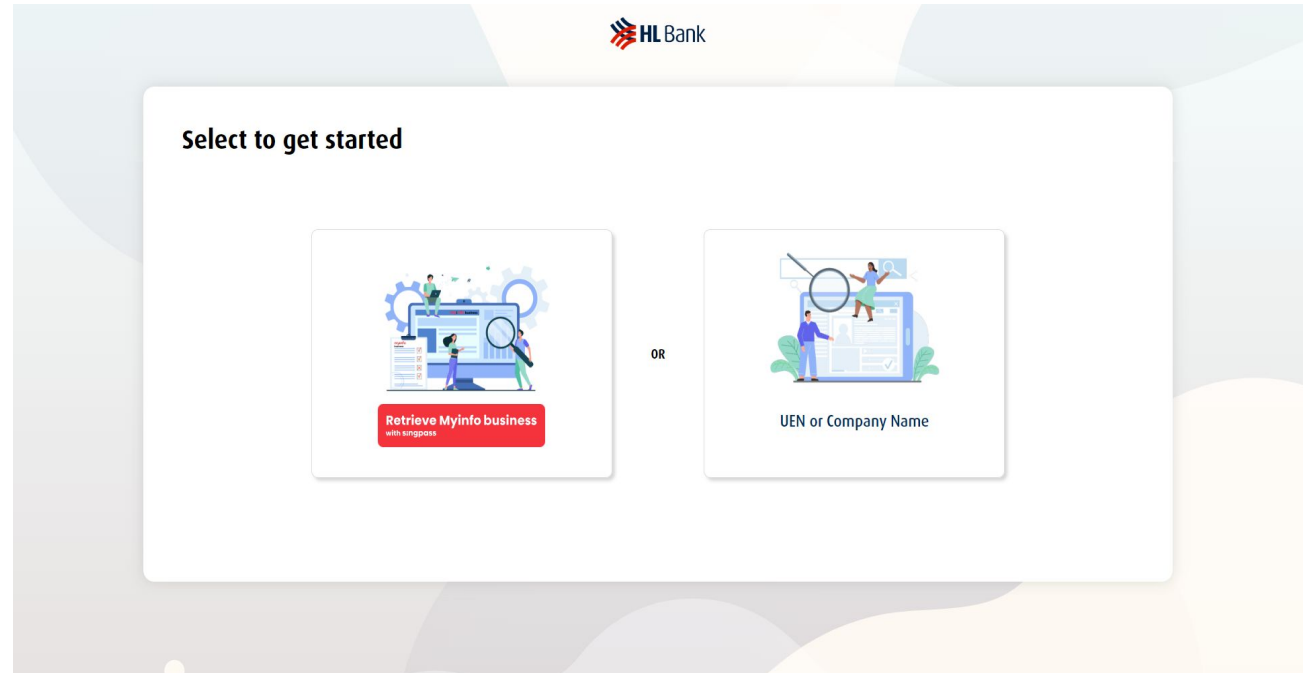
- Applicant visits HL Bank website and navigates to the Cash Management product page under Business Banking
- Applicant clicks “Apply Now” to get started



Business Account Digital Onboarding

Section 1: Application - Get Started

- Applicant can select “MyInfo Business” or enter the UEN or Company Name



Business Account Digital Onboarding

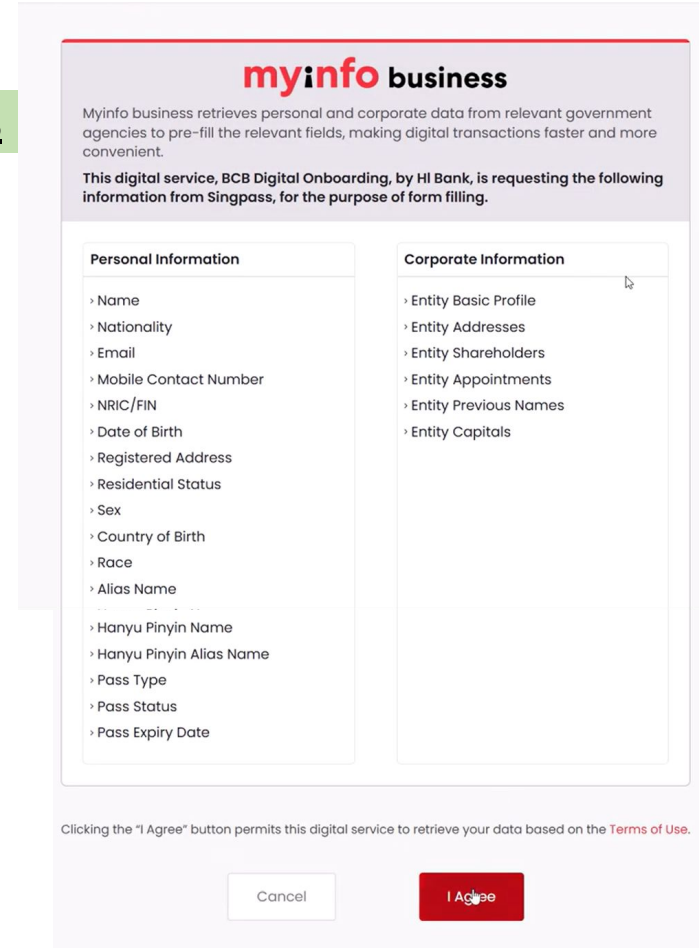
Section 1: Application - Get Started via MyInfo Business

- If applicant selects “MyInfo Business”, applicant will login via Singpass.
- Applicant to provide consent for the retrieval of details from MyInfo Business

Note: The Applicant needs to fulfil the following 2 criteria in order to apply through MyInfo Business*:

- i) Have a valid Singpass account
- ii) Singpass account is tied to a valid UEN and is assigned to transact with “MyInfo Business” in Corppass

* Singapore Government Source



The screenshot displays the 'myinfo business' onboarding interface. At the top, the 'myinfo business' logo is shown in red and black. Below the logo, a paragraph explains that the service retrieves personal and corporate data from relevant government agencies to pre-fill fields, making digital transactions faster and more convenient. A second paragraph states that this digital service, BCB Digital Onboarding, by HI Bank, is requesting the following information from Singpass for the purpose of form filling.

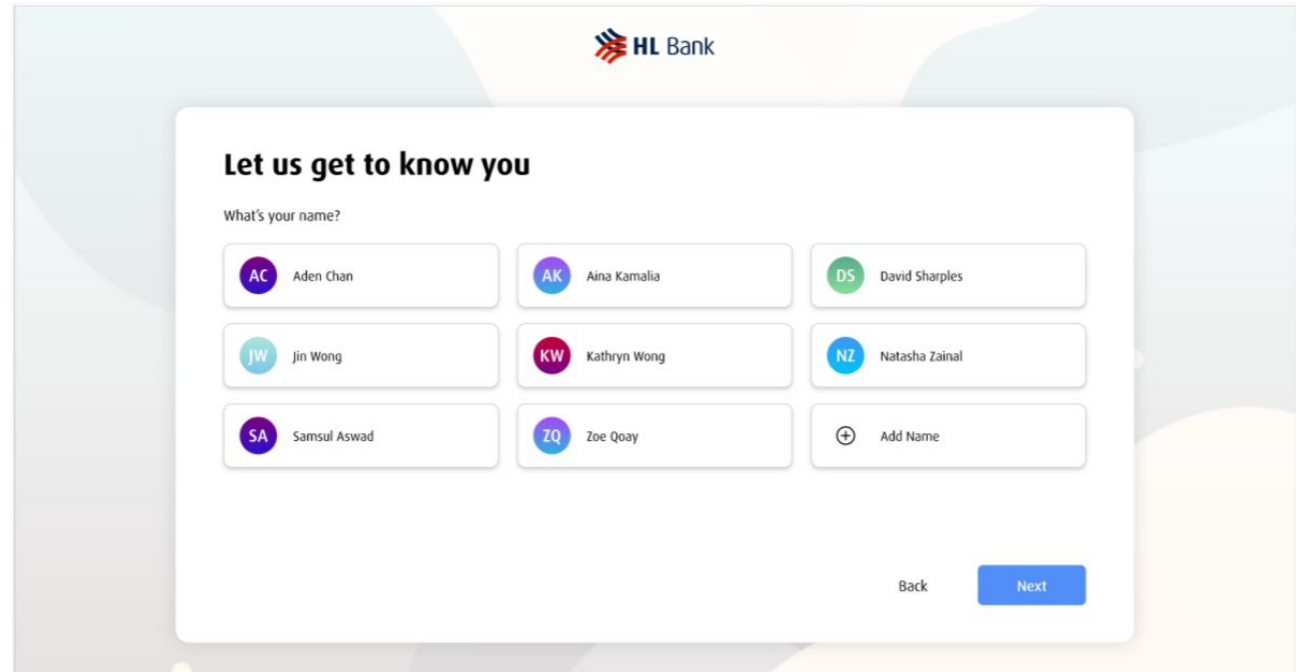
The interface is divided into two main sections: 'Personal Information' and 'Corporate Information'. The 'Personal Information' section lists the following fields: Name, Nationality, Email, Mobile Contact Number, NRIC/FIN, Date of Birth, Registered Address, Residential Status, Sex, Country of Birth, Race, Alias Name, Hanyu Pinyin Name, Hanyu Pinyin Alias Name, Pass Type, Pass Status, and Pass Expiry Date. The 'Corporate Information' section lists the following fields: Entity Basic Profile, Entity Addresses, Entity Shareholders, Entity Appointments, Entity Previous Names, and Entity Capitals. A mouse cursor is visible over the 'Entity Basic Profile' field.

At the bottom of the interface, there is a disclaimer: 'Clicking the "I Agree" button permits this digital service to retrieve your data based on the Terms of Use.' Below the disclaimer are two buttons: a 'Cancel' button and an 'I Agree' button.

Business Account Digital Onboarding

Section 1: Application - Get started via UEN / Company Name

- If applicant selects “UEN or Company Name”, Applicant will need to identify his / her name before proceeding to the application



The screenshot shows the HongLeong Bank (HL Bank) digital onboarding interface. The main heading is "Let us get to know you". Below this, the question "What's your name?" is displayed. There are nine selectable name options arranged in a 3x3 grid:

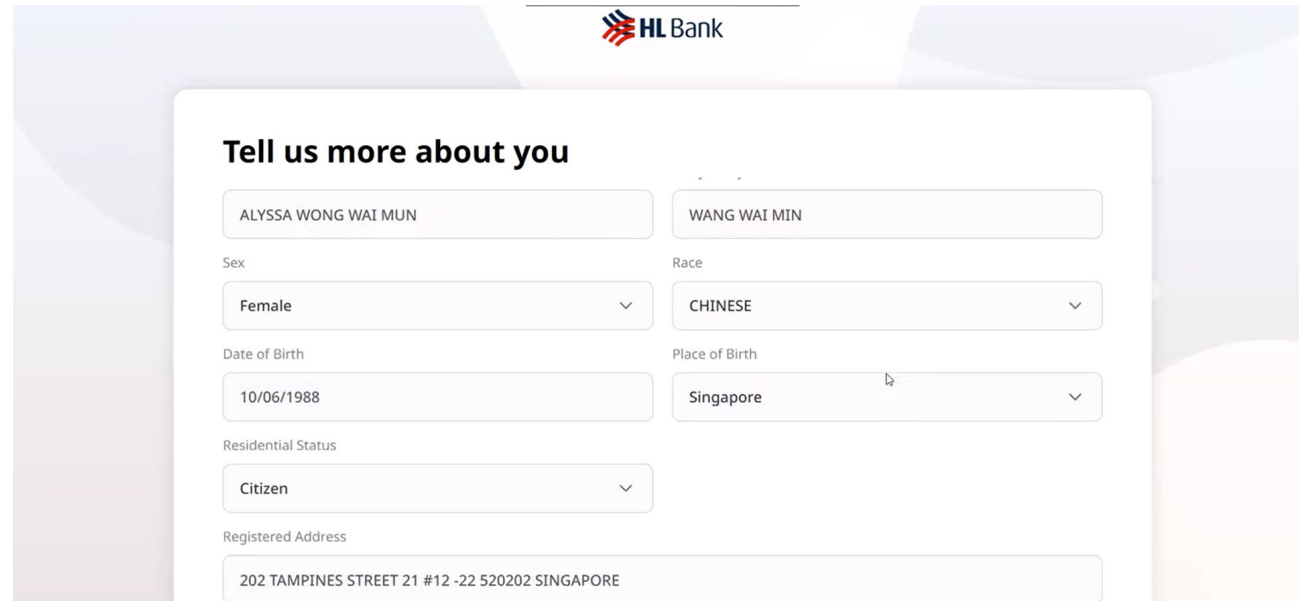
AC Aden Chan	AK Aina Kamalia	DS David Sharples
JW Jin Wong	KW Kathryn Wong	NZ Natasha Zainal
SA Samsul Aswad	ZQ Zoe Qoay	+ Add Name

At the bottom right of the form, there are two buttons: "Back" and "Next".

Business Account Digital Onboarding

Section 1: Application - Applicant Details

- Applicant will be shown his/her personal details and contact details for confirmation
- If contact details are not available, they will key in their details and perform an OTP verification



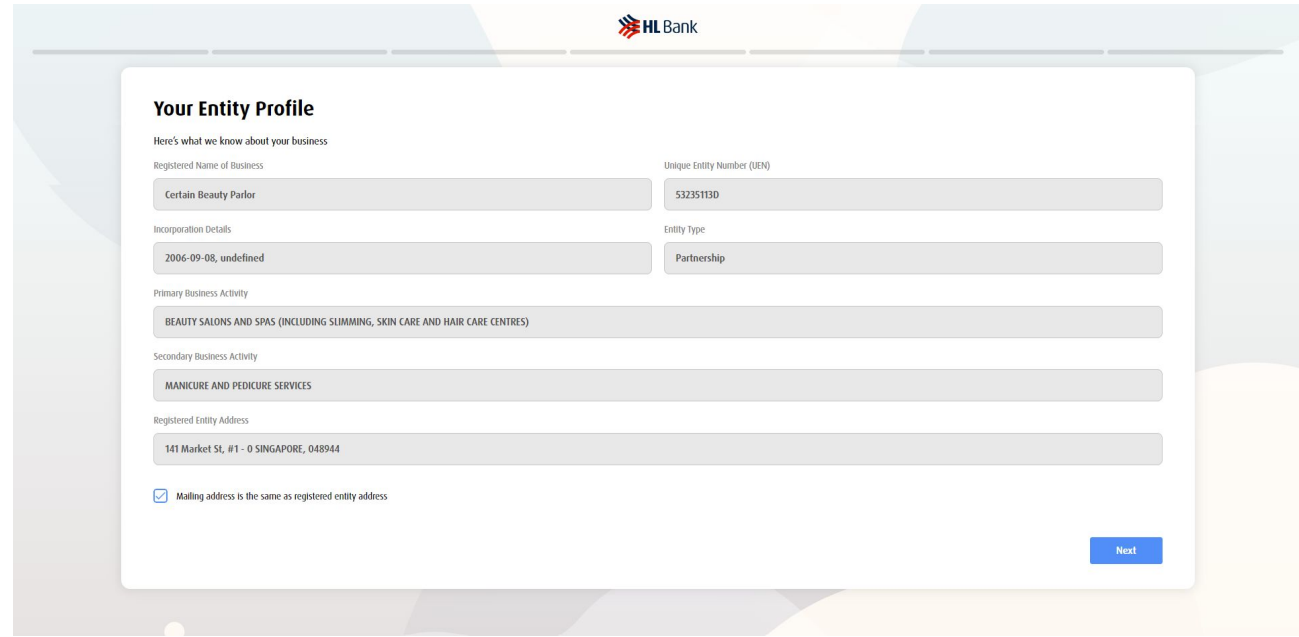
The screenshot shows a digital onboarding form for Hong Leong Bank. The form is titled "Tell us more about you" and is set against a background featuring the bank's logo and a stylized building. The form contains several input fields and dropdown menus for personal and contact information.

Field	Value
Name	ALYSSA WONG WAI MUN
Wang Name	WANG WAI MIN
Sex	Female
Race	CHINESE
Date of Birth	10/06/1988
Place of Birth	Singapore
Residential Status	Citizen
Registered Address	202 TAMPINES STREET 21 #12 -22 520202 SINGAPORE

Business Account Digital Onboarding

Section 1: Application - Entity Profile

- Details of the business profile will be auto populated from Myinfo Business or Questnet
- Applicant is able to update the business mailing address if it differs from registered entity address



The screenshot displays the 'Your Entity Profile' form within the HL Bank digital onboarding interface. The form is titled 'Your Entity Profile' and includes a sub-header 'Here's what we know about your business'. It contains several input fields for business details:

- Registered Name of Business:** Certain Beauty Parlor
- Unique Entity Number (UEN):** 53235113D
- Incorporation Details:** 2006-09-08, undefined
- Entity Type:** Partnership
- Primary Business Activity:** BEAUTY SALONS AND SPAS (INCLUDING SLIMMING, SKIN CARE AND HAIR CARE CENTRES)
- Secondary Business Activity:** MANICURE AND PEDICURE SERVICES
- Registered Entity Address:** 141 Market St, #1 - 0 SINGAPORE, 048944


At the bottom of the form, there is a checkbox labeled 'Mailing address is the same as registered entity address' which is checked. A blue 'Next' button is located at the bottom right of the form.

Business Account Digital Onboarding

Section 1: Application - Tell Us More About Your Business

- Applicant will need to provide more details about the business
- Under ultimate beneficiary owners (UBOs), the owner / partner / director / shareholder with $\geq 25\%$ shareholding are auto-populated.
- Applicant is able to add UBO if required

Note: UBO should be an individual. If the company is owned by another corporate entity, to drill down further to individual with $\geq 25\%$ shareholding (example in next page)



Tell Us More About Your Business

Where will the funding for this account come from?
You may select more than one


☒ Business Revenue
 ☐ Income from employment
 ☐ Other

What will this account be used for?
You may select more than one

☒ Business Operations
 ☐ Capital Investment
 ☐ Other

What are your expected monthly payments from, and receivables to, this account?


- ☐ SGD 0 - SGD 20,000
- ☐ SGD 20,001 - SGD 50,000
- ☐ SGD 50,001 - SGD 100,000
- ☐ SGD 100,001 - SGD 250,000
- ☐ SGD 250,001 - SGD 500,000
- ☐ SGD 500,001 - SGD 1,000,000
- ☐ SGD 1,000,001 - SGD 5,000,000
- ☐ SGD 5,000,001 - SGD 10,000,000
- ☐ More than SGD 10,000,000



UBO details
We were able to retrieve some information on your company's ultimate beneficiary owners (UBOs) with 25% or more shareholding. Please select or add all the UBOs in your company. 
If none please add a key decision maker to your company.

Note: For the following company type, UBO refers to the key controlling persons:

- MCST
- Association & Society
- Non Profit Organisation
- Public Company Limited by Guarantee (PCLG)
- Company with all shareholders less than 25% shareholding

If the information is inaccurate, please update your company information in ACRA before proceeding.

 Add UBO

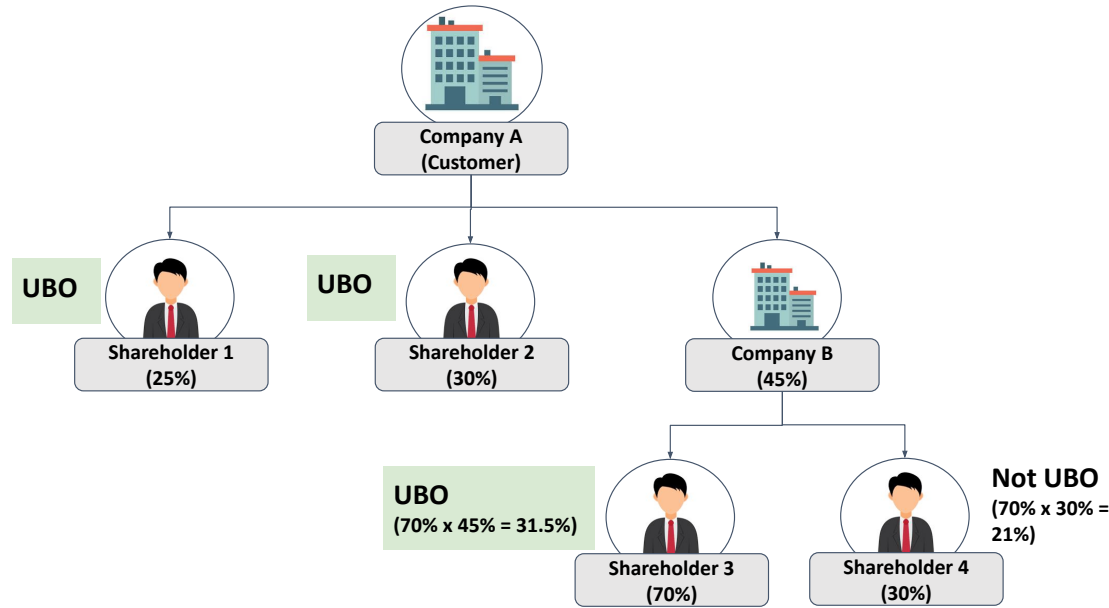
 INDIVIDUAL NAME XXXXX98...
100% shareholding / ownership 

Business Account Digital Onboarding

Section 1: Application - Tell Us More About Your Business

Example - Identify individual UBO if there's multiple layers of ownership for the company

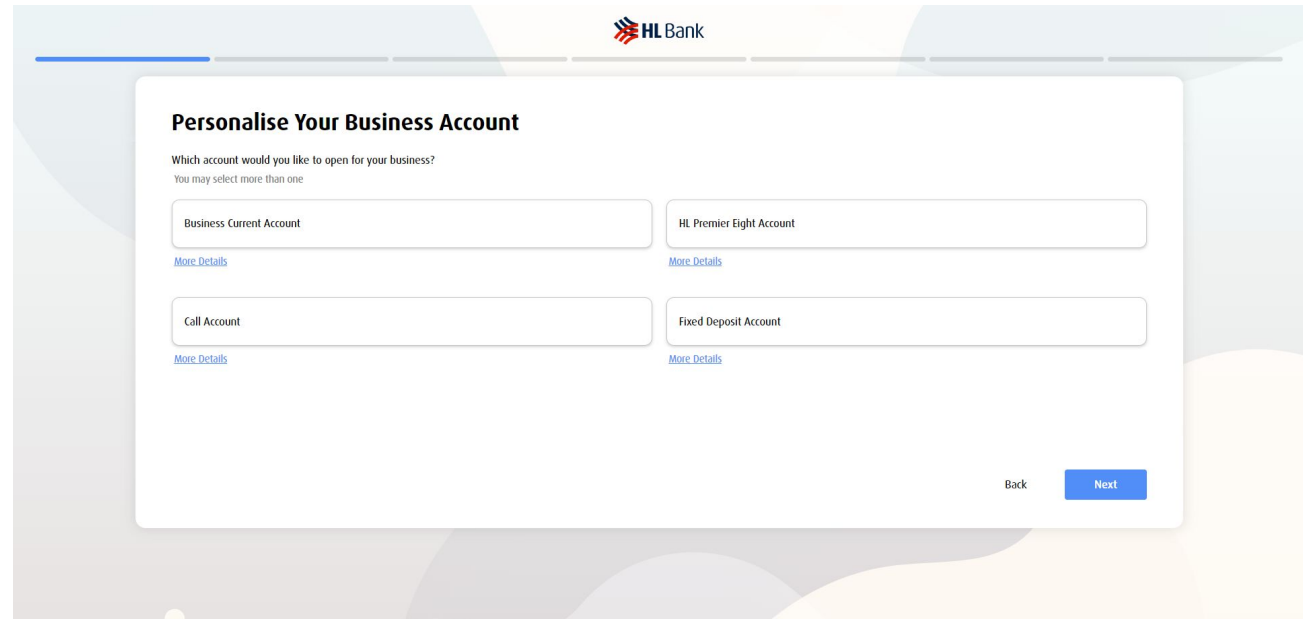
To identify all individual UBO with *more than or equal to 25% shareholding*



Business Account Digital Onboarding

Section 1: Application - Personalise Your Business Account

- Applicant can select the type of business accounts required (able to select >1 account)
- If applicant chooses Fixed Deposit Account only, customer will not be signed up for HLB ConnectFirst (Internet Banking)



The screenshot shows the 'Personalise Your Business Account' form on the HongLeong Bank website. The form is titled 'Personalise Your Business Account' and asks 'Which account would you like to open for your business?'. It includes a note: 'You may select more than one'. There are four account options, each in a rounded rectangular box with a 'More Details' link below it:

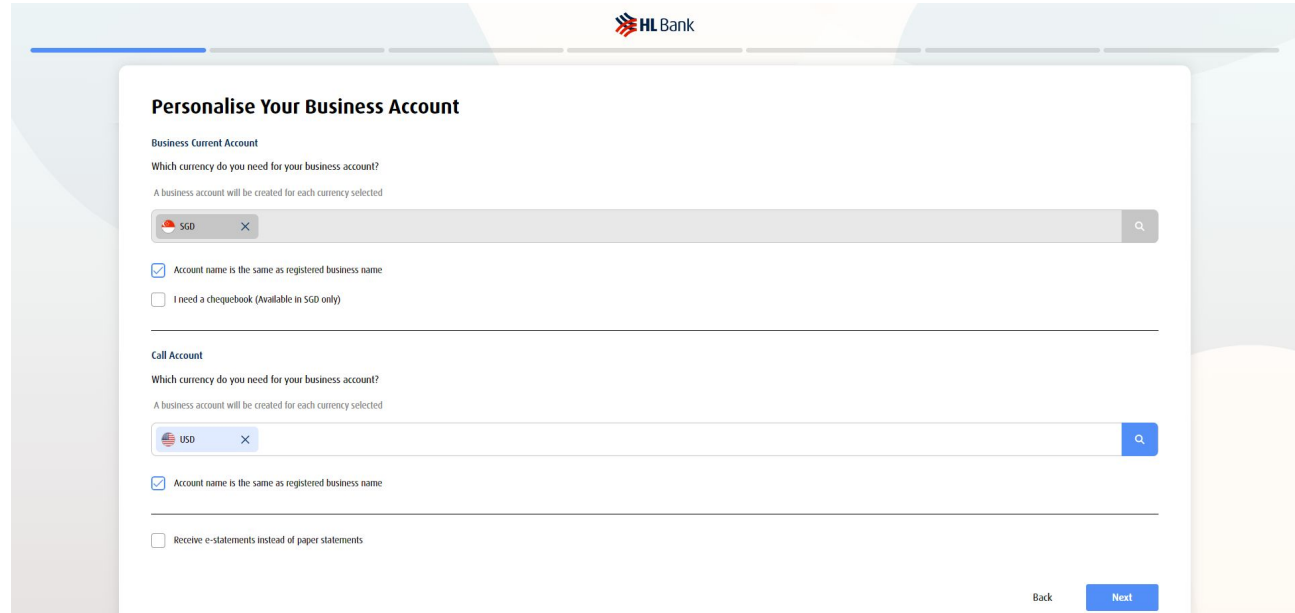
- Business Current Account
- HL Premier Eight Account
- Call Account
- Fixed Deposit Account

At the bottom right of the form, there are 'Back' and 'Next' buttons. The 'Next' button is highlighted in blue.

Business Account Digital Onboarding

Section 1: Application - Personalise Your Business Account

- Once the account types are selected, customer can choose the currency and account name for each account type



The screenshot displays the 'Personalise Your Business Account' form within the HongLeong Bank digital onboarding interface. The form is divided into two sections: 'Business Current Account' and 'Call Account'. Each section asks the user to select a currency and provides checkboxes for additional account preferences. The 'Business Current Account' section shows 'SGD' selected in the currency dropdown, with checkboxes for 'Account name is the same as registered business name' (checked) and 'I need a chequebook (Available in SGD only)' (unchecked). The 'Call Account' section shows 'USD' selected in the currency dropdown, with checkboxes for 'Account name is the same as registered business name' (checked) and 'Receive e-statements instead of paper statements' (unchecked). Navigation buttons 'Back' and 'Next' are located at the bottom right of the form.

Personalise Your Business Account

Business Current Account

Which currency do you need for your business account?

A business account will be created for each currency selected

SGD

☒ Account name is the same as registered business name

☐ I need a chequebook (Available in SGD only)

Call Account

Which currency do you need for your business account?

A business account will be created for each currency selected

USD

☒ Account name is the same as registered business name

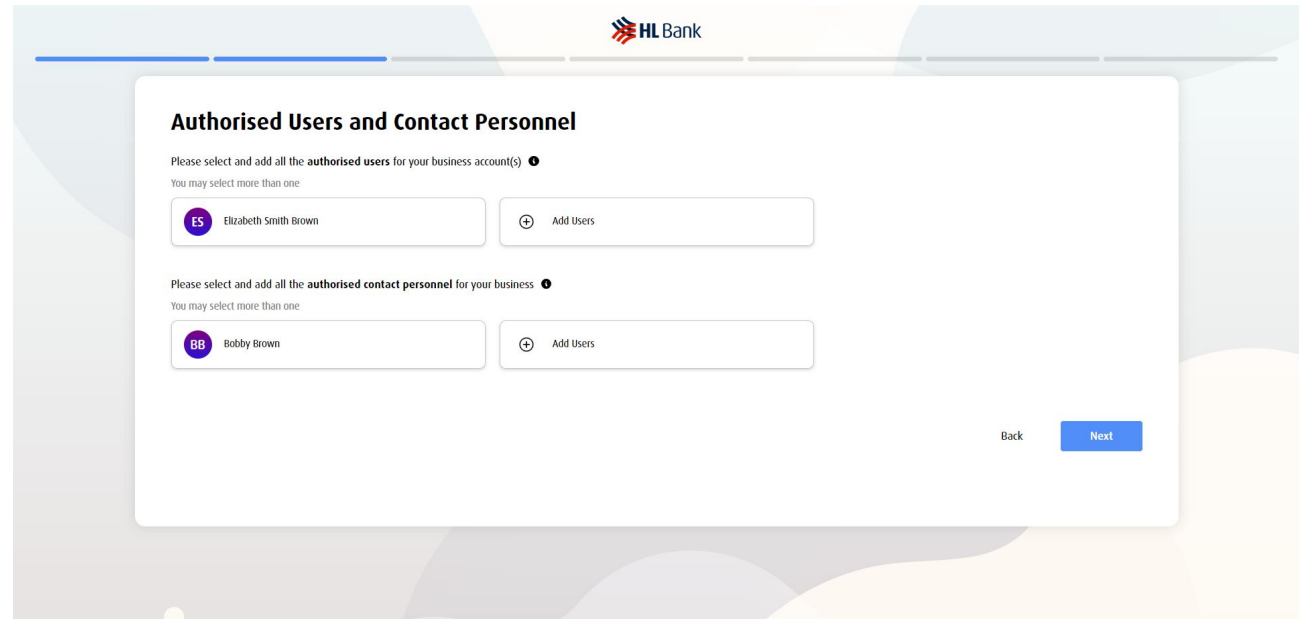
☐ Receive e-statements instead of paper statements

Back Next

Business Account Digital Onboarding

Section 1: Application - Authorised Users and Contact Persons

- Applicant to select:
 - authorised users for HLB Connect First (Internet Banking)
 - authorised contact persons (key contact persons for business account related matters)
- The customer is able to add additional users and contact person by clicking on “Add Users”
 - Personal details and contact details of the added user or contact person will be required

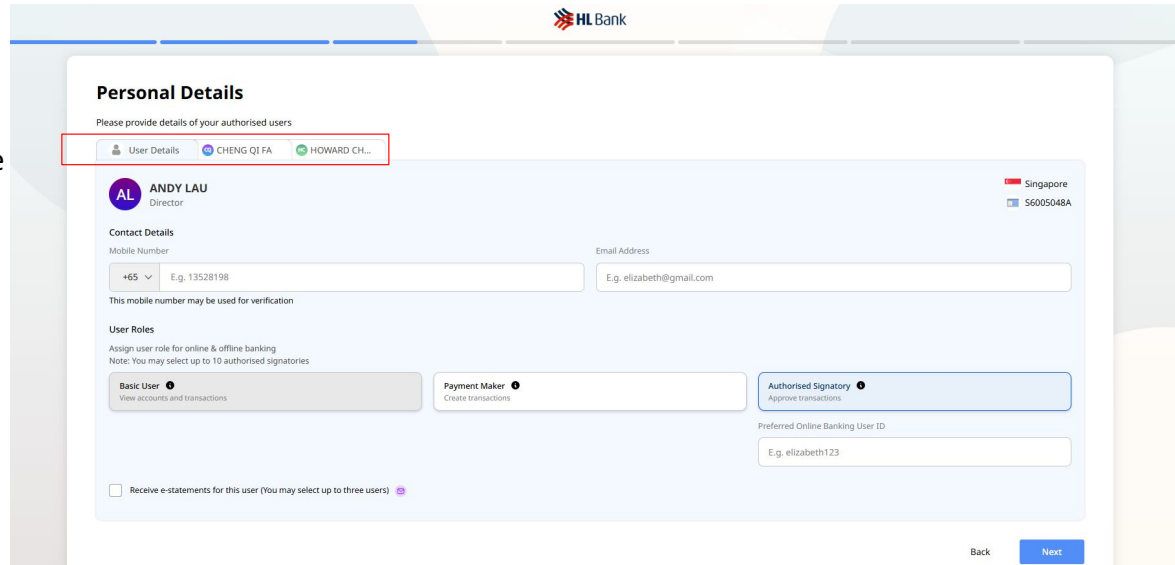


The screenshot shows a digital onboarding form titled "Authorised Users and Contact Personnel" for HLB Bank. The form is divided into two main sections. The first section, "Authorised Users", prompts the user to "Please select and add all the authorised users for your business account(s)" and notes "You may select more than one". It features a list box containing "Elizabeth Smith Brown" with a purple circular icon containing the initials "ES", and an "Add Users" button with a plus icon. The second section, "Authorised Contact Personnel", prompts the user to "Please select and add all the authorised contact personnel for your business" and also notes "You may select more than one". It features a list box containing "Bobby Brown" with a purple circular icon containing the initials "BB", and an "Add Users" button with a plus icon. At the bottom right of the form, there are "Back" and "Next" buttons.

Business Account Digital Onboarding

Section 1: Application - Personal Details

- Once the Authorised Users are chosen, the contact details of each Authorised User, Shareholder/UBO and Director will be required
- Applicant needs to select the user role for the Authorised Users
 - Basic User:
 - View account balances & transactions only
 - Payment Maker:
 - View account balances & transactions
 - Create transactions
 - Authorised Signatory
 - View account balances & transactions
 - Create, review and approve transactions
- For each user role, applicant needs to key in the preferred online banking ID (alphanumeric, 9-12 characters)



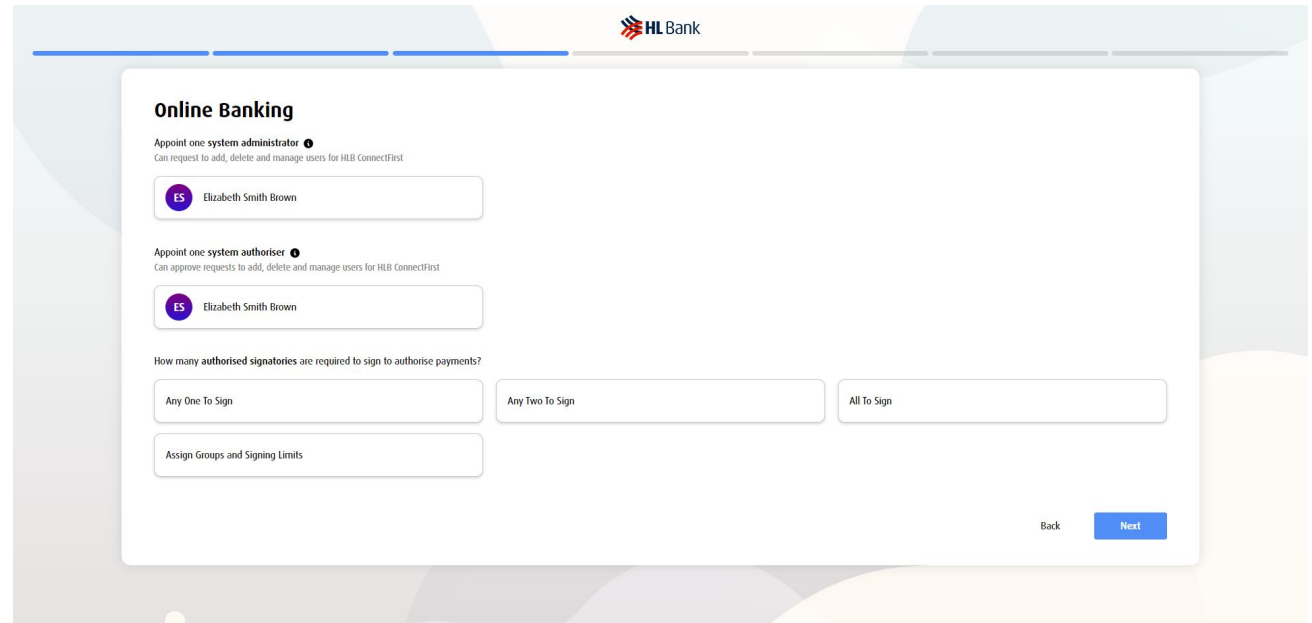
The screenshot shows the 'Personal Details' form for an authorised user. At the top, there's a header with the HL Bank logo. Below it, a red box highlights the 'User Details' tab, which is currently selected. The form is for 'ANDY LAU', a Director. It includes fields for 'Mobile Number' (with a dropdown for country code '+65' and a placeholder 'E.g. 13528198') and 'Email Address' (with a placeholder 'E.g. elizabeth@gmail.com'). A note states: 'This mobile number may be used for verification'. Under 'User Roles', there are three options: 'Basic User' (selected), 'Payment Maker', and 'Authorised Signatory'. Each role has a brief description: 'Basic User' (View accounts and transactions), 'Payment Maker' (Create transactions), and 'Authorised Signatory' (Approve transactions). There is also a field for 'Preferred Online Banking User ID' (placeholder 'E.g. elizabeth123') and a checkbox for 'Receive e-statements for this user (You may select up to three users)'.

Note: To select user roles for all the authorised users in all the tabs before clicking on “Next”

Business Account Digital Onboarding

Section 1: Application - Online Banking & Signing Condition

- Applicant will select the System Administrator and System Authoriser for HLB ConnectFirst
- Applicant is required to select number of authorised signatories to authorise payments



The screenshot displays the 'Online Banking' onboarding form for HLB Bank. The form is titled 'Online Banking' and includes the following sections:

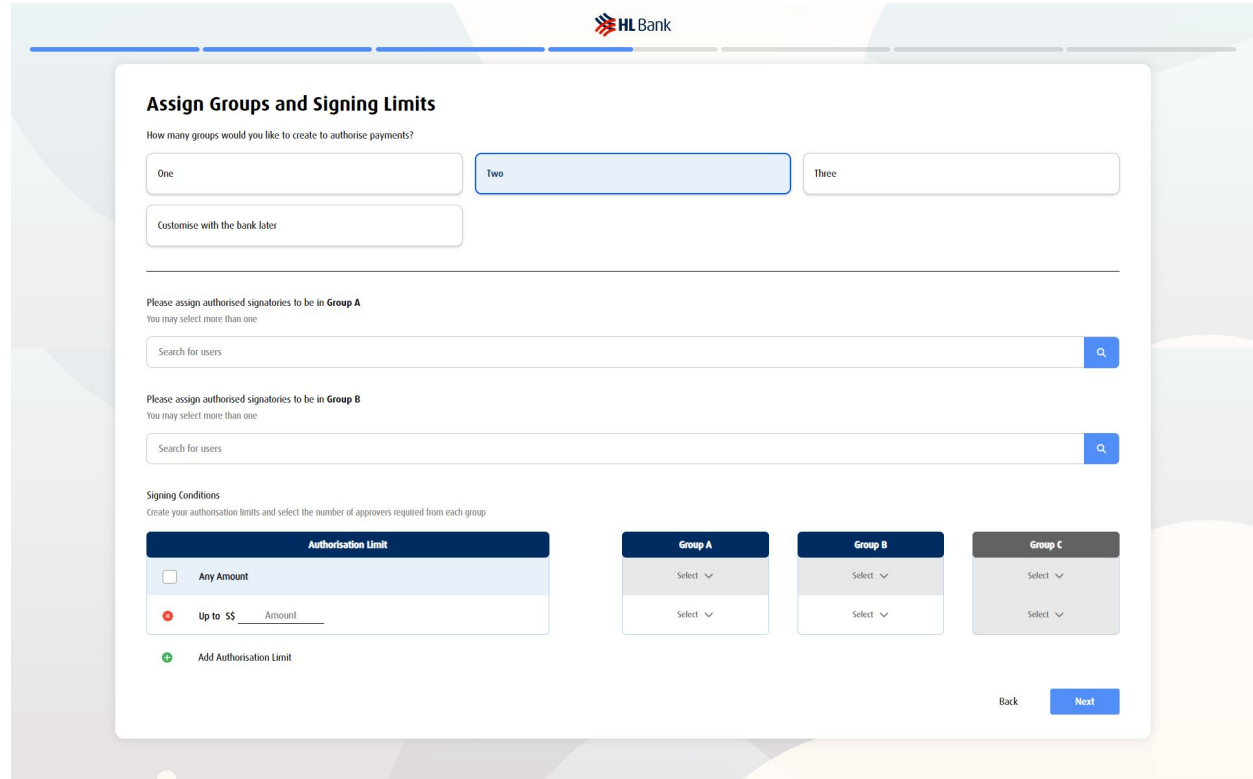
- Appoint one system administrator** (with a help icon): Can request to add, delete and manage users for HLB ConnectFirst. A selection box shows 'ES Elizabeth Smith Brown'.
- Appoint one system authoriser** (with a help icon): Can approve requests to add, delete and manage users for HLB ConnectFirst. A selection box shows 'ES Elizabeth Smith Brown'.
- How many authorised signatories are required to sign to authorise payments?**: Three radio button options: 'Any One To Sign', 'Any Two To Sign', and 'All To Sign'.
- Assign Groups and Signing Limits**: A button at the bottom left of the form.

At the bottom right of the form, there are 'Back' and 'Next' buttons.

Business Account Digital Onboarding

Section 1: Application - Signing Conditions

- If “Assign Groups and Signing Limits” is chosen, applicant is able to customise the payment authorisation groups
- Applicant can also select “customise with the bank” and upload its own board resolution



HL Bank

Assign Groups and Signing Limits

How many groups would you like to create to authorise payments?

One Two Three

Customise with the bank later

Please assign authorised signatories to be in **Group A**
You may select more than one

Search for users

Please assign authorised signatories to be in **Group B**
You may select more than one

Search for users

Signing Conditions
Create your authorisation limits and select the number of approvers required from each group

Authorisation Limit	Group A	Group B	Group C
<input type="checkbox"/> Any Amount	Select	Select	Select
<input checked="" type="checkbox"/> Up to \$5 <input type="text" value="Amount"/>	Select	Select	Select

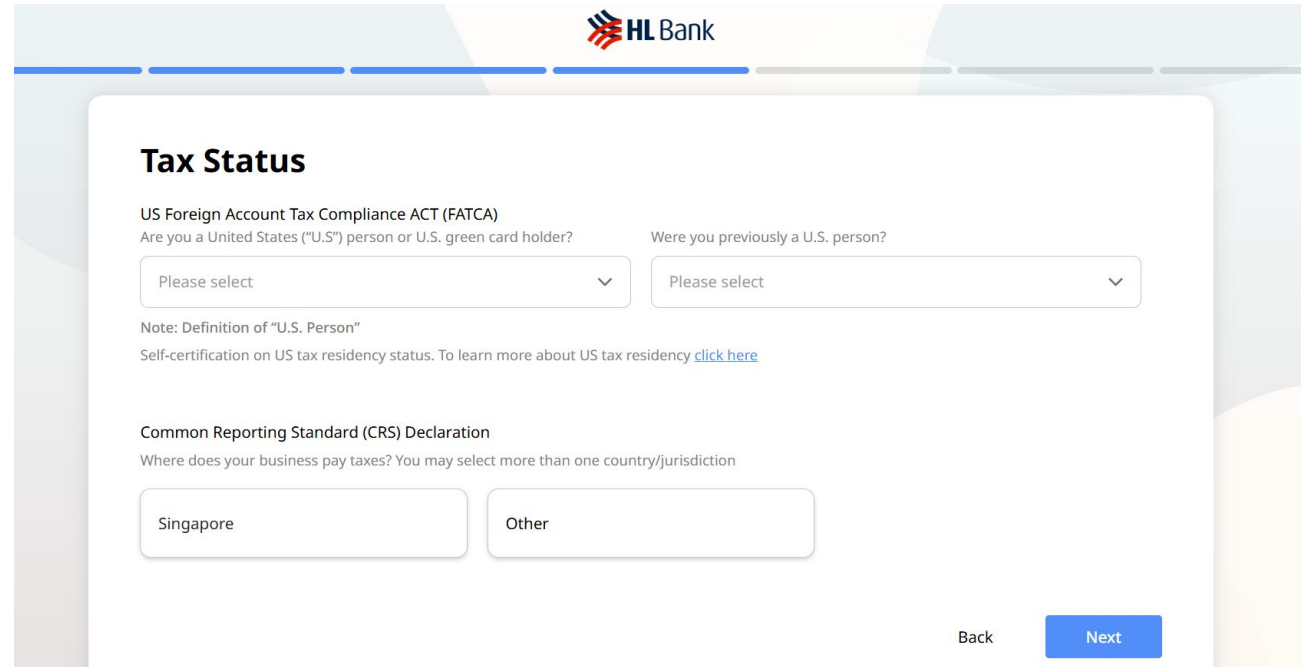
+ Add Authorisation Limit

Back Next

Business Account Digital Onboarding

Section 1: Application - Tax Status

- Applicant will need to declare the company's tax status for FATCA and CRS



The screenshot shows the 'Tax Status' section of the HongLeong Bank digital onboarding process. The form is titled 'Tax Status' and is divided into two main sections: 'US Foreign Account Tax Compliance ACT (FATCA)' and 'Common Reporting Standard (CRS) Declaration'.

US Foreign Account Tax Compliance ACT (FATCA)
Are you a United States ("U.S.") person or U.S. green card holder? Were you previously a U.S. person?

Below the questions are two dropdown menus, both labeled 'Please select' with a downward arrow icon.

Note: Definition of "U.S. Person"
Self-certification on US tax residency status. To learn more about US tax residency [click here](#)

Common Reporting Standard (CRS) Declaration
Where does your business pay taxes? You may select more than one country/jurisdiction

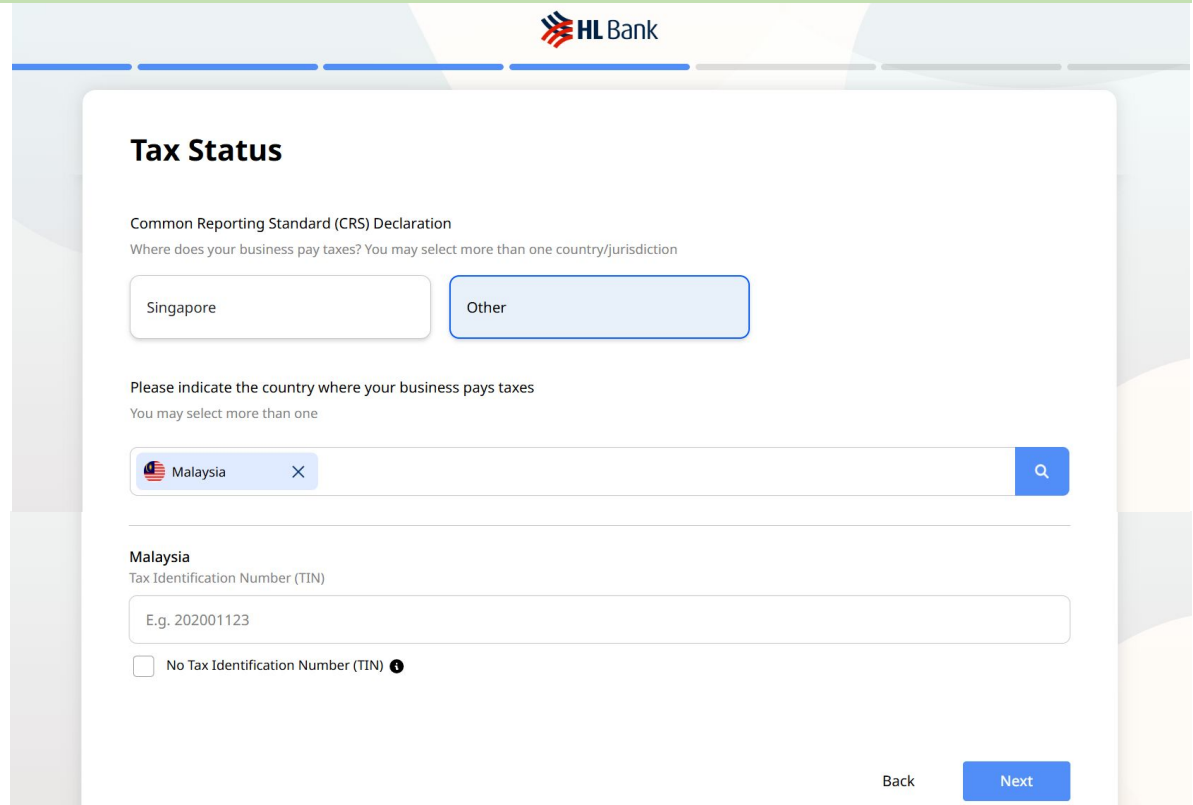
Below this question are two buttons: 'Singapore' and 'Other'.

At the bottom right of the form are two buttons: 'Back' and 'Next'.

Business Account Digital Onboarding

Section 1: Application - Tax Status

- If the company pays tax in another country, applicant is required to fill in more information



The screenshot shows the 'Tax Status' section of the HongLeong Bank digital onboarding process. At the top, the 'HL Bank' logo is visible. The main heading is 'Tax Status'. Below it, the 'Common Reporting Standard (CRS) Declaration' section asks 'Where does your business pay taxes? You may select more than one country/jurisdiction'. There are two buttons: 'Singapore' and 'Other'. The 'Other' button is highlighted in blue. Below this, a prompt asks 'Please indicate the country where your business pays taxes' with the note 'You may select more than one'. A search bar contains 'Malaysia' with a flag icon and a search button. Below the search bar, the 'Malaysia' section is expanded, showing 'Tax Identification Number (TIN)' with a text input field containing 'E.g. 202001123'. There is also a checkbox for 'No Tax Identification Number (TIN)' with an information icon. At the bottom right, there are 'Back' and 'Next' buttons.

Tax Status

Common Reporting Standard (CRS) Declaration
Where does your business pay taxes? You may select more than one country/jurisdiction

Singapore Other

Please indicate the country where your business pays taxes
You may select more than one

Malaysia

Malaysia
Tax Identification Number (TIN)
E.g. 202001123

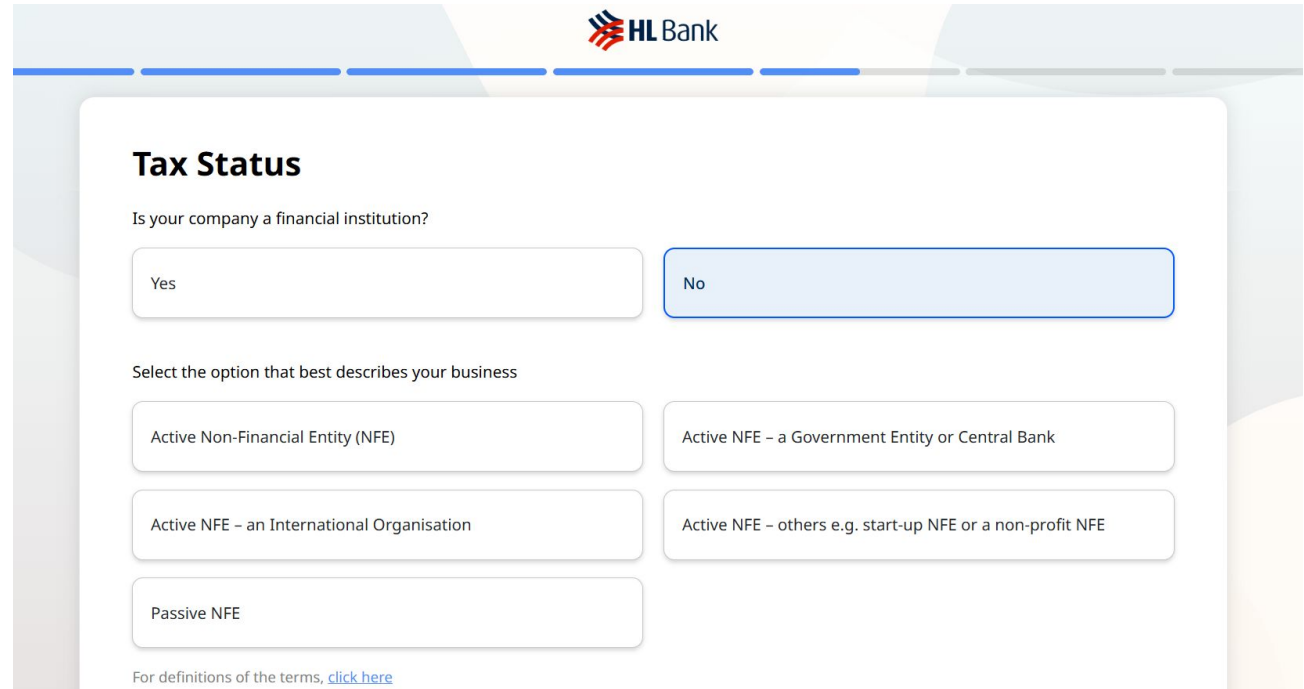
☐ No Tax Identification Number (TIN) ⓘ

Back Next

Business Account Digital Onboarding

Section 1: Application - Tax Status

- Applicant will declare the option that best describes the company



The screenshot shows the 'Tax Status' section of the HongLeong Bank digital onboarding form. At the top, the HL Bank logo is displayed. The form asks 'Is your company a financial institution?' with two radio button options: 'Yes' and 'No'. The 'No' option is selected. Below this, the form asks 'Select the option that best describes your business' and provides five radio button options: 'Active Non-Financial Entity (NFE)', 'Active NFE – a Government Entity or Central Bank', 'Active NFE – an International Organisation', 'Active NFE – others e.g. start-up NFE or a non-profit NFE', and 'Passive NFE'. At the bottom, there is a link for definitions of the terms.

Tax Status

Is your company a financial institution?

☐ Yes ☒ No

Select the option that best describes your business

☐ Active Non-Financial Entity (NFE) ☐ Active NFE – a Government Entity or Central Bank

☐ Active NFE – an International Organisation ☐ Active NFE – others e.g. start-up NFE or a non-profit NFE

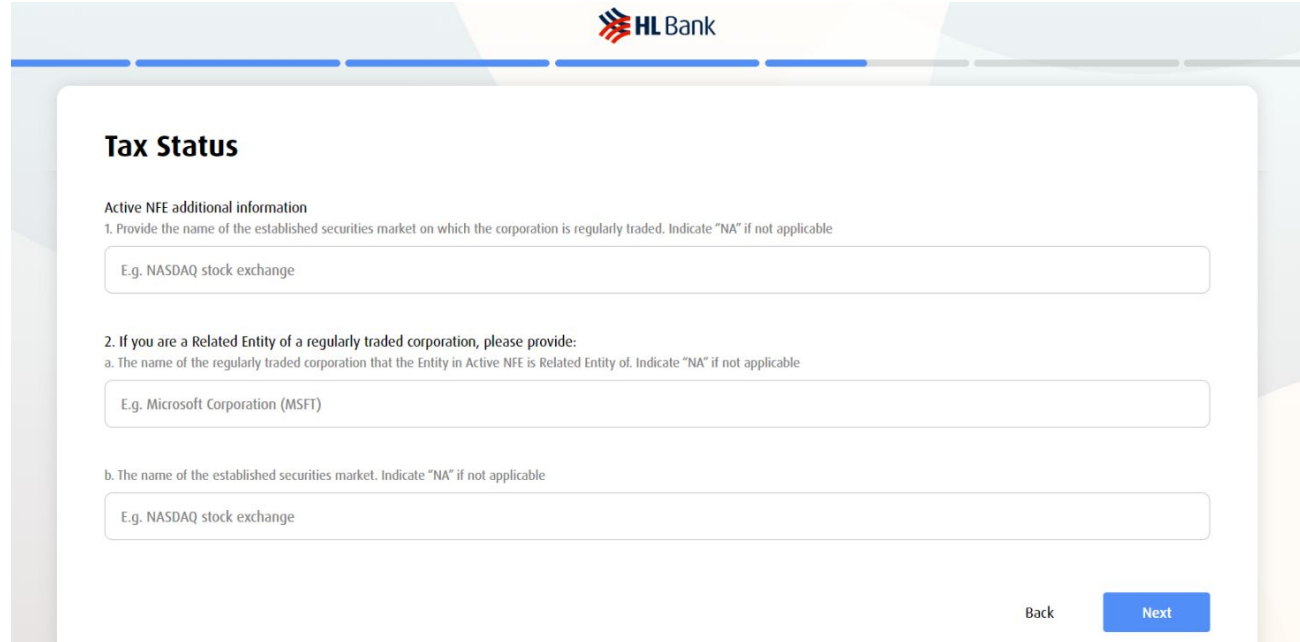
☐ Passive NFE

For definitions of the terms, [click here](#)

Business Account Digital Onboarding

Section 1: Application - Tax Status

- More information is needed if Applicant selects “Active Non-Financial Entity”



The screenshot shows the 'Tax Status' section of the HongLeong Bank digital onboarding form. The form is titled 'Tax Status' and includes a sub-section 'Active NFE additional information'. It contains three numbered questions with corresponding text input fields. The first question asks for the name of the established securities market. The second question asks for the name of the regularly traded corporation that the Entity in Active NFE is Related Entity of. The third question asks for the name of the established securities market. The form includes a 'Back' button and a 'Next' button at the bottom right.

Tax Status

Active NFE additional information

1. Provide the name of the established securities market on which the corporation is regularly traded. Indicate "NA" if not applicable

E.g. NASDAQ stock exchange

2. If you are a Related Entity of a regularly traded corporation, please provide:

a. The name of the regularly traded corporation that the Entity in Active NFE is Related Entity of. Indicate "NA" if not applicable

E.g. Microsoft Corporation (MSFT)

b. The name of the established securities market. Indicate "NA" if not applicable

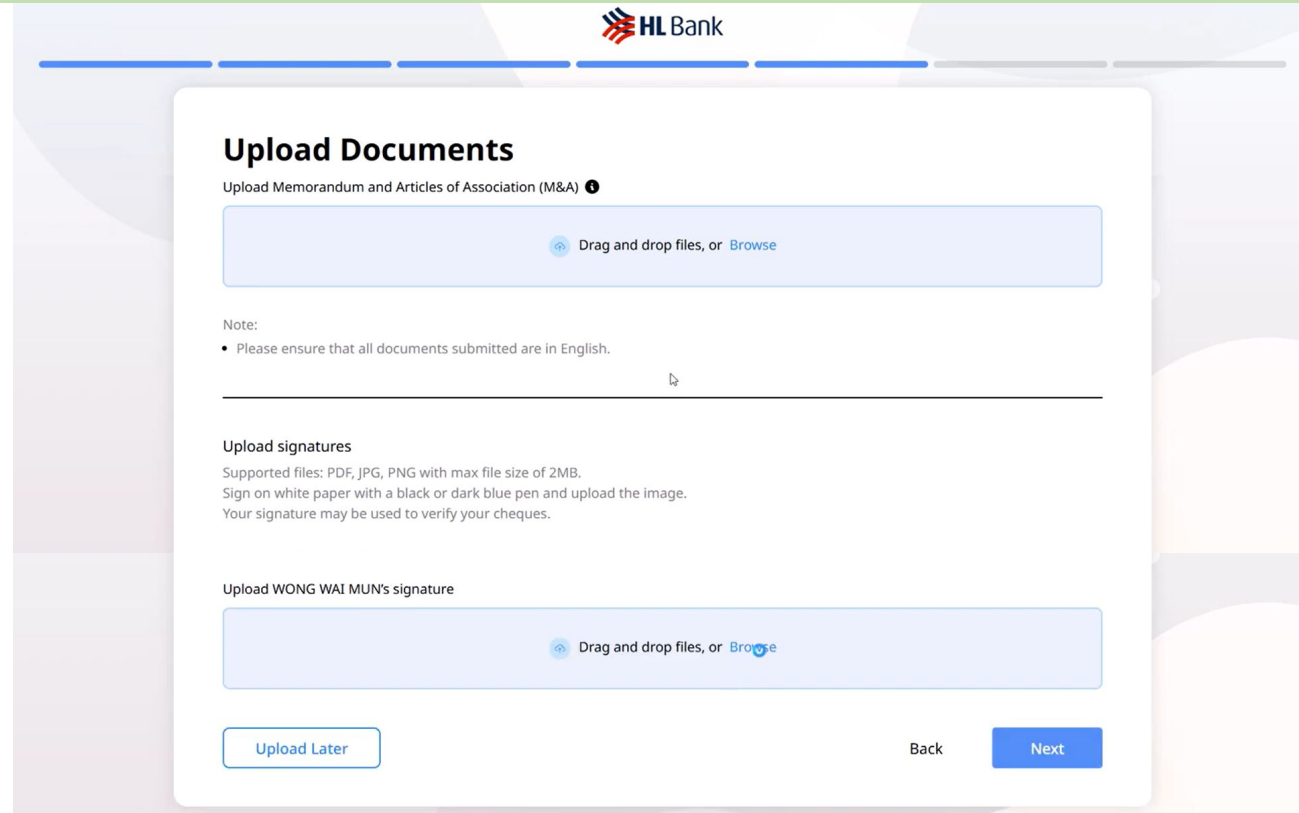
E.g. NASDAQ stock exchange

Back Next

Business Account Digital Onboarding

Section 1: Application - Upload Documents & Signatures

- Applicant to upload the required documents and signatures of the authorised signatories and UBOs.
- Applicant can choose to upload documents later, within 30 days from application start date

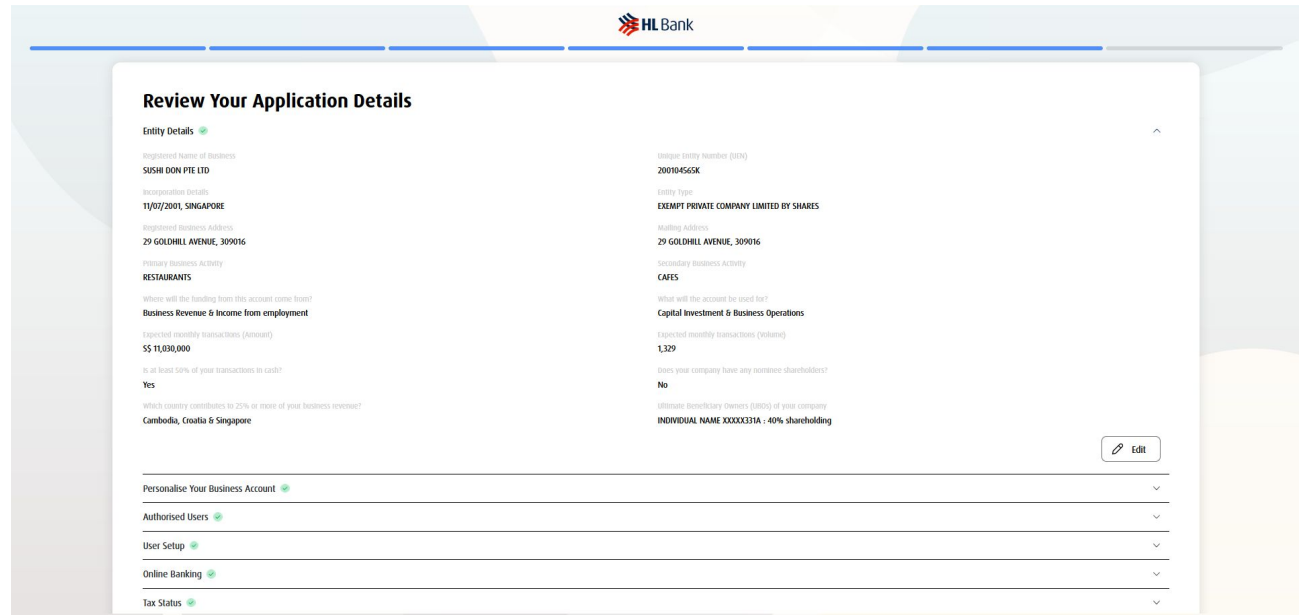


The screenshot displays the 'Upload Documents' section of the Hong Leong Bank digital onboarding process. At the top, the 'HL Bank' logo is visible. The main heading is 'Upload Documents', followed by the instruction 'Upload Memorandum and Articles of Association (M&A)'. Below this is a large light blue box with a document icon and the text 'Drag and drop files, or Browse'. A 'Note' section follows, stating 'Please ensure that all documents submitted are in English.' Below the note is a horizontal line. The next section is 'Upload signatures', which includes the text 'Supported files: PDF, JPG, PNG with max file size of 2MB. Sign on white paper with a black or dark blue pen and upload the image. Your signature may be used to verify your cheques.' This is followed by a specific instruction: 'Upload WONG WAI MUN's signature'. Below this is another large light blue box with a document icon and the text 'Drag and drop files, or Browse'. At the bottom of the form, there are three buttons: 'Upload Later' (outlined), 'Back' (text), and 'Next' (solid blue).

Business Account Digital Onboarding

Section 1: Application - Review Application

- Applicant can review their application details and Terms & Conditions before submitting the application
- Details filled in by applicant can still be altered before submission



HL Bank

Review Your Application Details

Entity Details

Registered Name of Business
SUSHI DON PTE LTD

Incorporation Details
11/07/2001, SINGAPORE

Registered Business Address
29 GOLDHILL AVENUE, 309016

Primary Business Activity
RESTAURANTS

Where will the funding from this account come from?
Business Revenue & Income from employment

Expected monthly transactions (Amount)
\$5 11,030,000

Is at least 50% of your transactions in cash?
Yes

Which country contributes to 25% or more of your business revenue?
Cambodia, Croatia & Singapore

Unique Entity Number (UEN)
200104565K

Entity Type
EXEMPT PRIVATE COMPANY LIMITED BY SHARES

Mailing Address
29 GOLDHILL AVENUE, 309016

Secondary Business Activity
CAFES

Where will the account be used for?
Capital Investment & Business Operations

Expected monthly transactions (Volume)
1,329

Does your company have any nominee shareholders?
No

Ultimate Beneficiary Owners (UBOs) of your company
INDIVIDUAL NAME XXXXX331A : 40% shareholding

[Edit](#)

Personalise Your Business Account

Authorised Users

User Setup

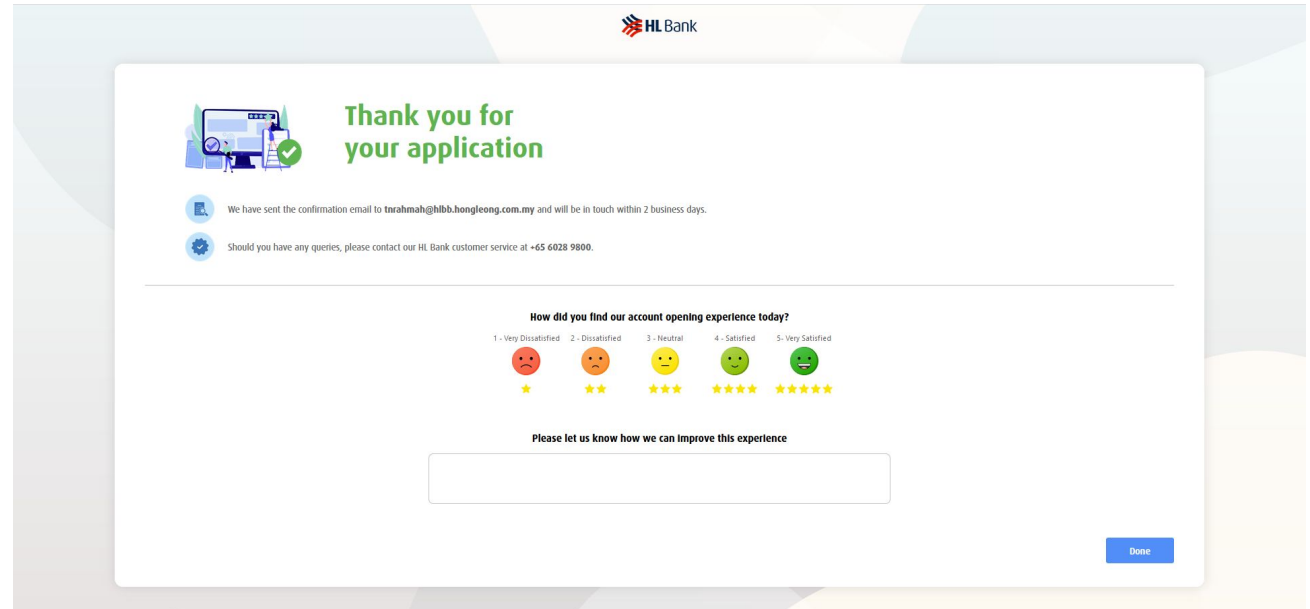
Online Banking

Tax Status

Business Account Digital Onboarding

Section 1: Application - Application Complete

- Once submitted, applicant will be led to a “Thank you” page
- Confirmation email will be sent to the applicant
- Other UBOs (if any) will receive an email to verify his identity and provide consent to the application

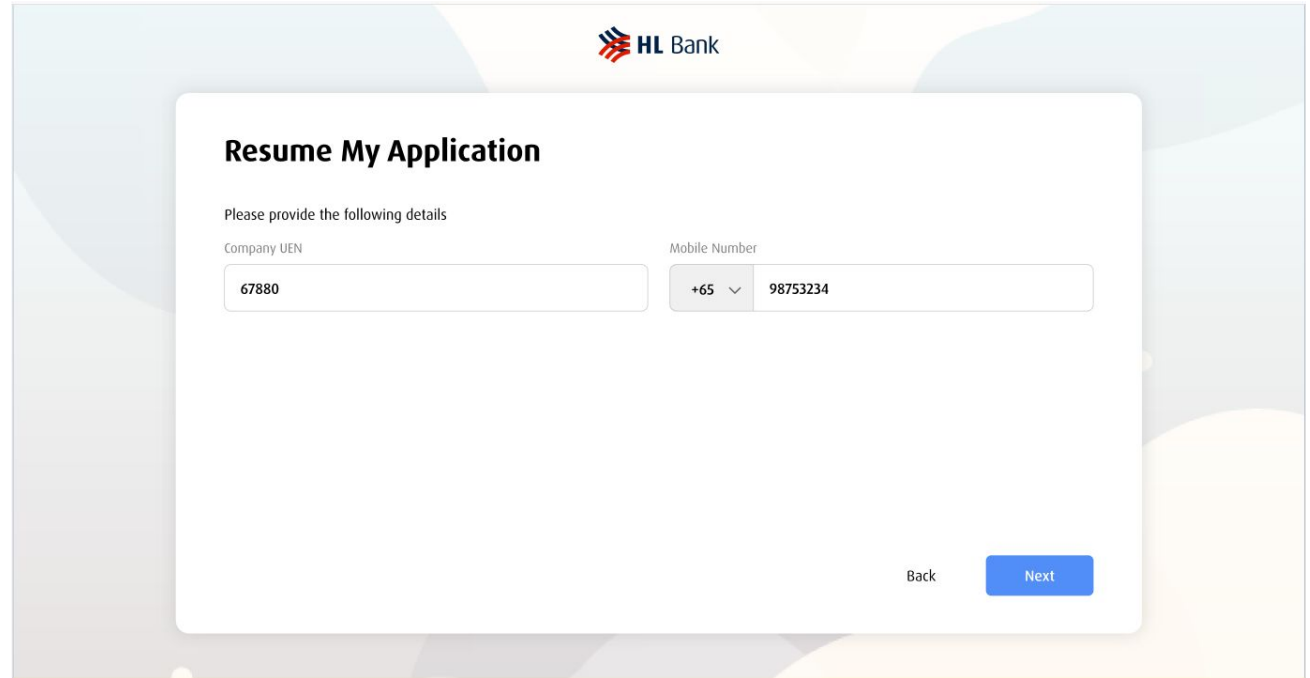


Note: Emails will be sent from HLOnline@hlbb.hongleong.com.my

Business Account Digital Onboarding

Section 2: Verification and consent by UBOs

- UBO can click on the resume application link in the email
- UBO will key in UEN and mobile number



The screenshot shows a web interface for Hong Leong Bank (HL Bank). At the top right is the HL Bank logo. The main heading is "Resume My Application". Below this, it says "Please provide the following details". There are two input fields: "Company UEN" with the value "67880" and "Mobile Number" with a dropdown set to "+65" and the value "98753234". At the bottom right, there are "Back" and "Next" buttons.

HL Bank

Resume My Application

Please provide the following details

Company UEN

67880

Mobile Number

+65 98753234

Back Next

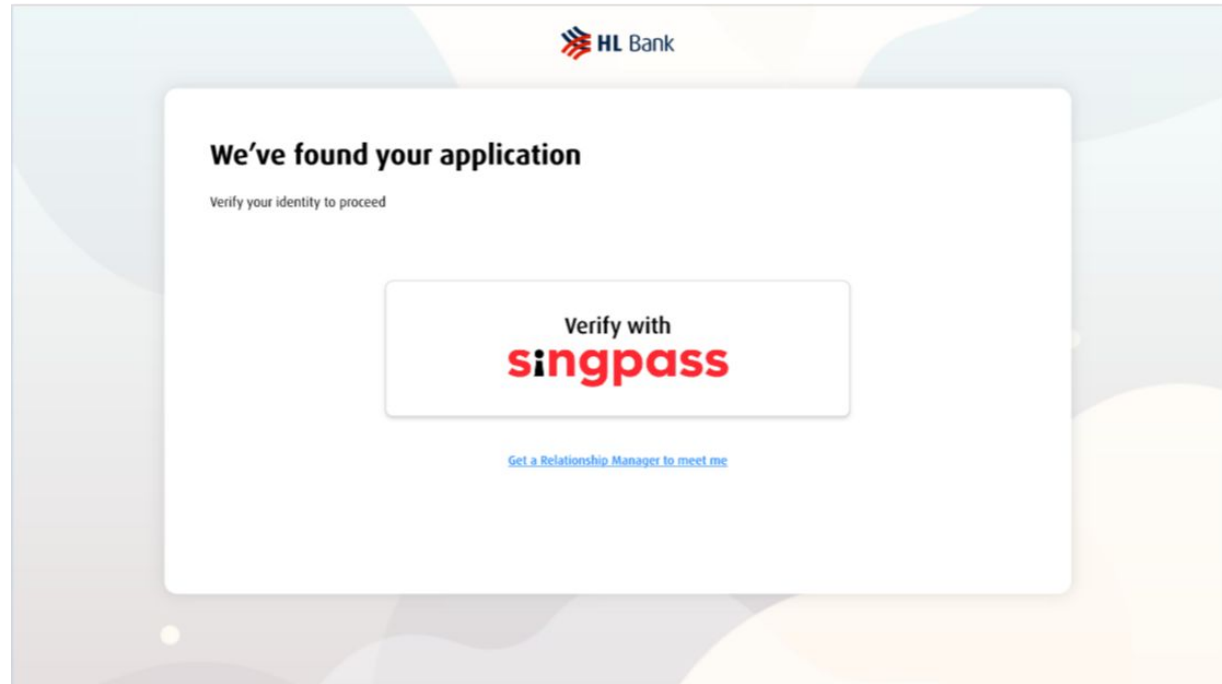
Business Account Digital Onboarding

Section 2: Verification and consent by UBOs

- Once application is found, UBO can verify with Singpass or get Relationship Manager to meet for face-to-face verification

Note: For Singpass verification

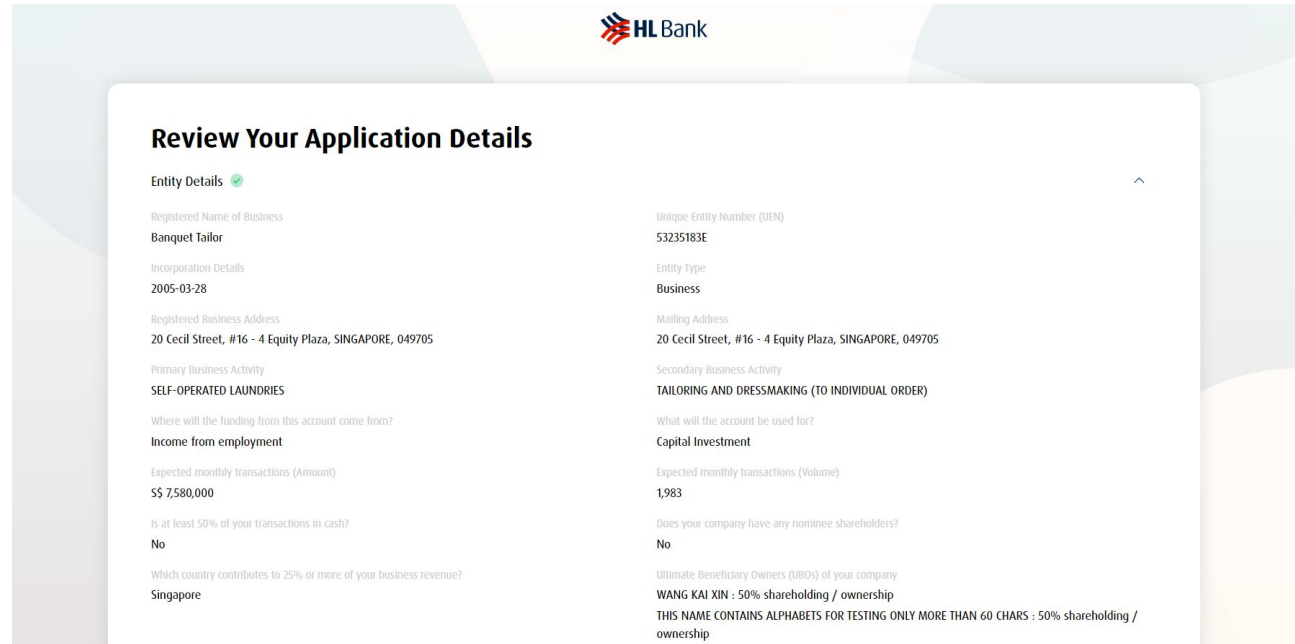
- The UBO needs to fulfil the following 2 criteria in order to verify through MyInfo Business*:
 - i) Have a valid Singpass account
 - ii) Singpass account is tied to a valid UEN and is assigned to transact with “MyInfo Business” in Corppass
- Business’ corppass admin is able to add director / UBO to corppass via following steps:
 - Log in to the Corppass Portal
 - Navigate to Users > Manage Users > Create User Account. Enter the new user's details, including their ID, email, and role.
 - Navigate to e-Service > Assign Selected e-Services (i.e. Myinfo Business)



Business Account Digital Onboarding


Section 2: Verification and consent by UBOs

- If UBO logs in with Singpass, he/she will be able to review the application details and accept or decline the application



HL Bank

Review Your Application Details

Entity Details 

Registered Name of Business	Unique Entity Number (UEN)
Banquet Tailor	53235183E
Incorporation Details	Entity Type
2005-03-28	Business
Registered Business Address	Mailing Address
20 Cecil Street, #16 - 4 Equity Plaza, SINGAPORE, 049705	20 Cecil Street, #16 - 4 Equity Plaza, SINGAPORE, 049705
Primary Business Activity	Secondary Business Activity
SELF-OPERATED LAUNDRIES	TAILORING AND DRESSMAKING (TO INDIVIDUAL ORDER)
Where will the funding from this account come from?	What will the account be used for?
Income from employment	Capital Investment
Expected monthly transactions (Amount)	Expected monthly transactions (Volume)
S\$ 7,580,000	1,983
Is at least 50% of your transactions in cash?	Does your company have any nominee shareholders?
No	No
Which country contributes to 25% or more of your business revenue?	Ultimate Beneficiary Owners (UBOs) of your company
Singapore	WANG KAI XIN : 50% shareholding / ownership
	THIS NAME CONTAINS ALPHABETS FOR TESTING ONLY MORE THAN 60 CHARS : 50% shareholding / ownership

Business Account Digital Onboarding

Section 2: Verification and consent by UBOs

- Once UBO accepts the application, a “thank you” screen will appear

