OCBC SG Mobile Banking & Pay Anyone™

OCBC Mobile Apps - Overview

Day-to-day

Payments

Mobile Banking App

Pay Anyone™

Welcome to OCBC Digital Banking
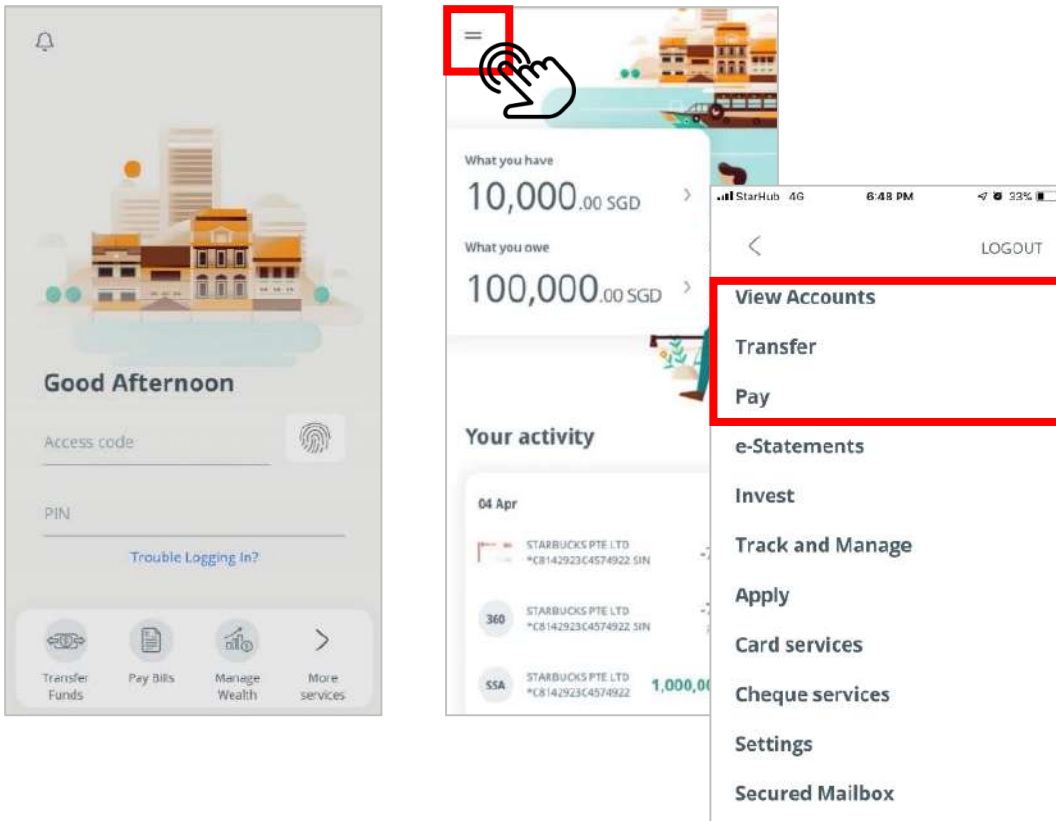https://www.youtube.com/watch?v=-QBsZdd772Q

Guide to OCBC Digital Banking with Steven Woon
https://www.youtube.com/watch?v=L5ucKgAet3I

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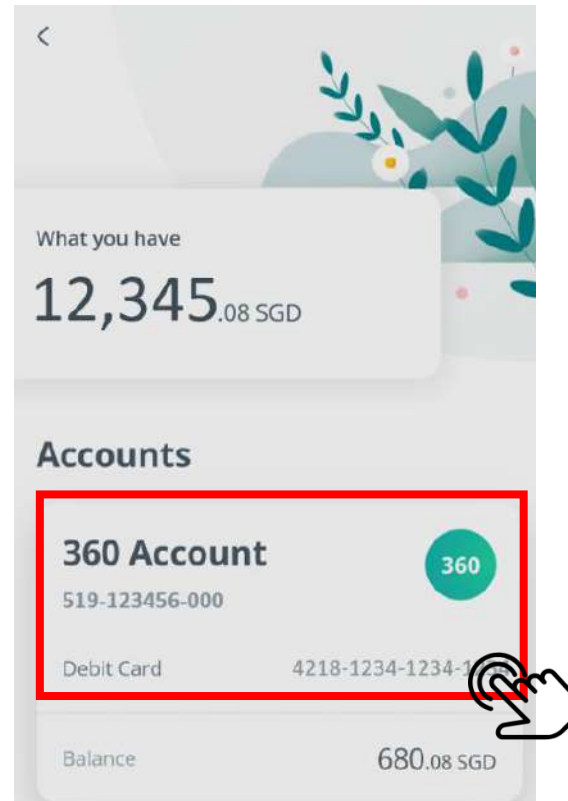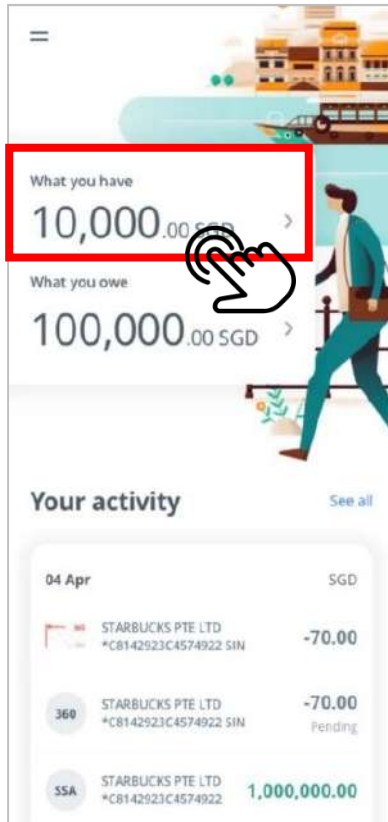
Content provided by the OCBC Bank

OCBC Mobile Apps

Mobile Banking App

1. Enter **Access Code** and **Pin**. Tap **Login**.

2. Select "Menu" on the left panel to access features like **View Accounts**, **Transfer funds** and **Pay bills**.
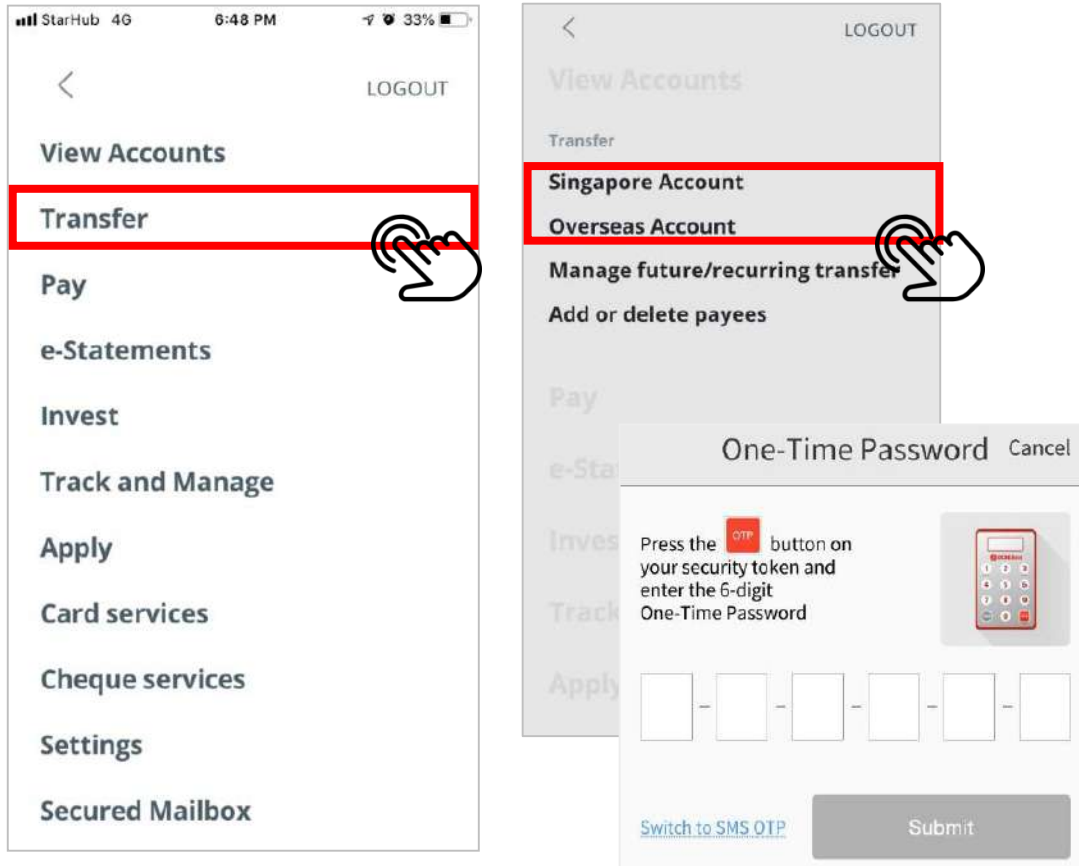
OCBC Mobile Apps – View Account

Mobile Banking App

1 Tap on **"What you have"**.

2 Select the account you wish to view. e.g. "360 Account"

Content provided by the OCBC Bank

OCBC Mobile Apps – Transfer Funds

Mobile Banking App

1 From the "Menu", tap on **"Transfer"**.

2 Select Singapore or Overseas and input your One-Time Password (OTP).

*Software Token users will not see step 2.

ⓘ You can also switch to SMS OTP.

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OCBC Mobile Apps – Transfer Funds

Mobile Banking App

3 Tap on **Account number**.

4 Select from existing payee list or add new payee.

Content provided by the OCBC Bank

OCBC Mobile Apps – Transfer Funds

Mobile Banking App

Existing Payee	Add New Payee

5 Key in the details, slide right to **Submit.**

5 Tap **Add payee**.

OCBC Mobile Apps – Transfer Funds

Mobile Banking App

Existing Payee	Add New Payee

6 Review the click on **Confirm Transfer** when ready.

‹ Back Confirm Transfer

Funds will be deposited immediately via FAST

CONFIRM TRANSFER

From
Personal - 360 Account
689-666666-001 SGD

To
Little Red Balloon
3603062866

Date
15 Jan 2018

Amount - SGD
1.00

Purpose of transfer
Other

Confirm Transfer

‹ Back Add Account

ACCOUNT DETAILS

Payee's name

Bank
Select Bank

Account number

Your initials

Add Payee

6 Fill in the details and tap on **Add payee**.

ⓘ For adding new payee, Hardware token is required.

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OCBC Mobile Apps – Transfer Funds

Mobile Banking App

Existing Payee	Add New Payee

Existing Payee

One-Time Password   Cancel

Press the [OTP] button on your security token and enter the 6-digit One-Time Password

Switch to SMS OTP   Submit

7 Input your One-Time Password (OTP).

Add New Payee

Authorise Transaction   Cancel

Please follow these steps to authorise the transaction.

1 Press the (SIGN) button to turn on the token.

2 Enter the last 6 digits of your payee account number (shown below) into your token:

3 Press the (SIGN) button again to generate a code.

4 Enter the 6-digit code on the field below.

Submit

7 Follow the steps to authorise the transaction, and tap **Submit**.
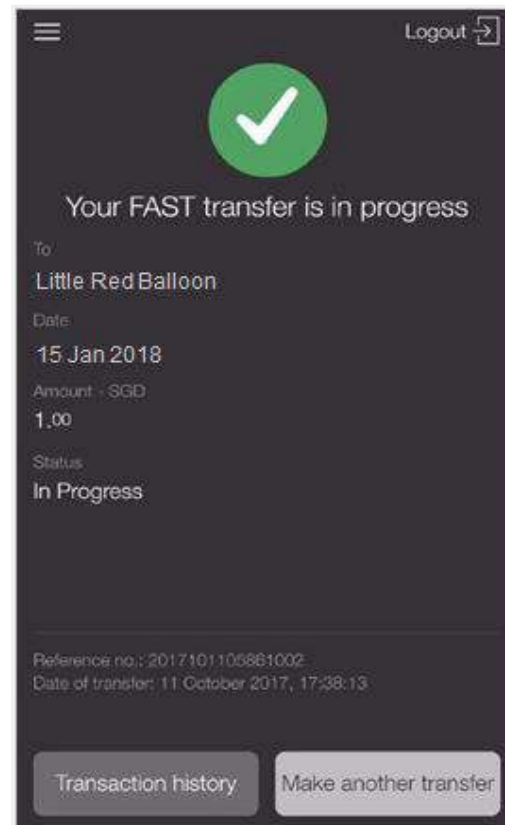
(i) For adding new payee, Hardware token is required.

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OCBC Mobile Apps – Transfer Funds

Mobile Banking App

Existing Payee	Add New Payee

8 Successful Transaction.

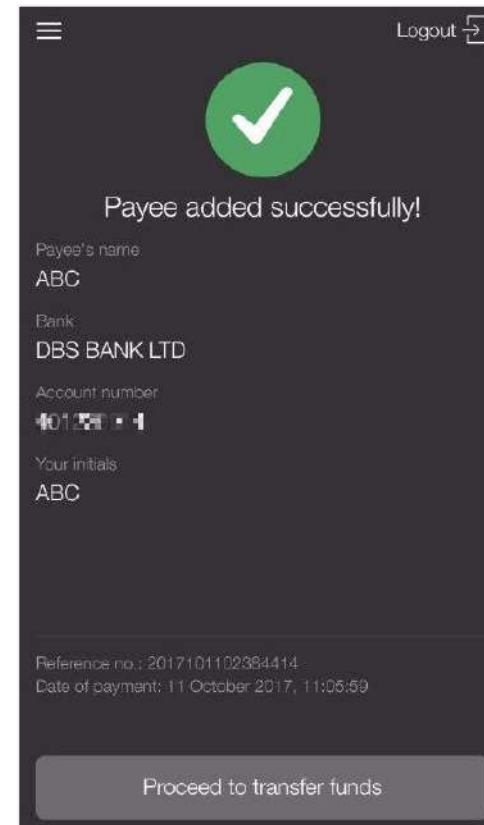> OCBC: Your request to transfer SGD 1.00 to *** Account***-*****5-001 is successful
> Or
> As you requested, we have transferred SGD 1.00 to ABC (******1234)

Logout

Your FAST transfer is in progress

To
Little Red Balloon

Date
15 Jan 2018

Amount - SGD
1.00

Status
In Progress

Reference no.: 2017101105881002
Date of transfer: 11 October 2017, 17:38:13

Transaction history | Make another transfer

Logout

Payee added successfully!

Payee's name
ABC

Bank
DBS BANK LTD

Account number
#012## • #

Your initials
ABC

Reference no.: 2017101102384414
Date of payment: 11 October 2017, 11:05:59

Proceed to transfer funds

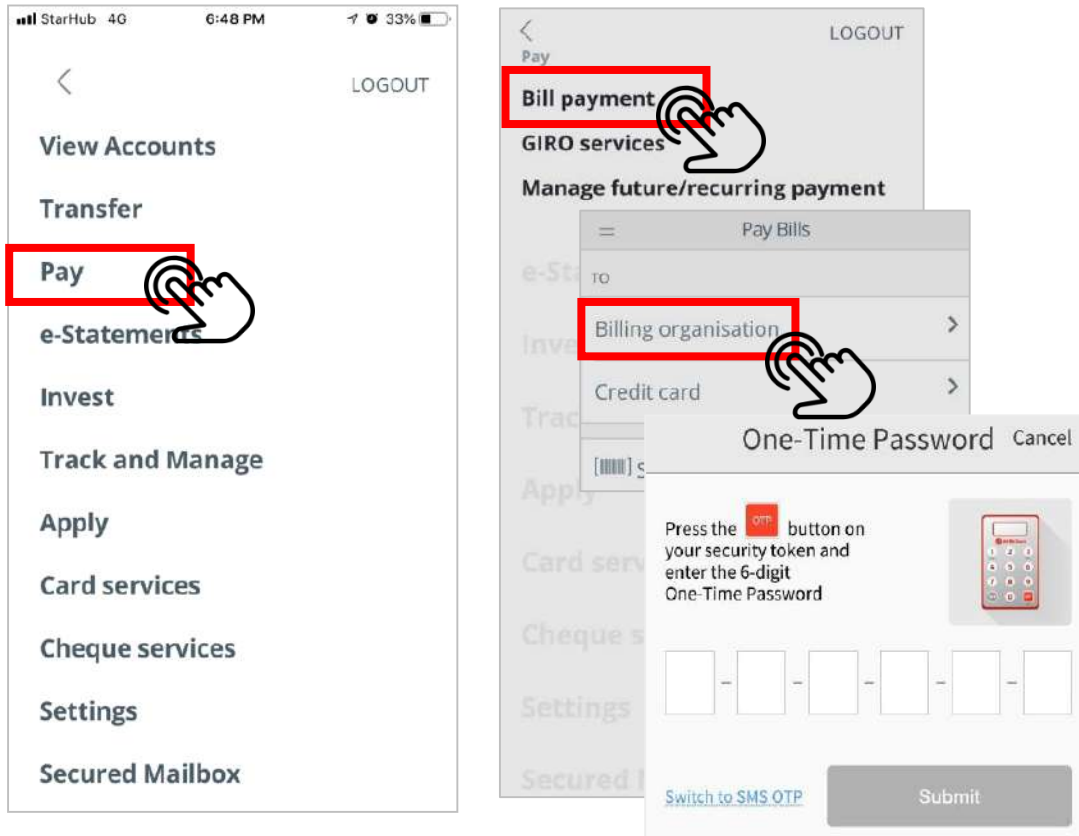**8** Payee successfully added. Tap on **Proceed to transfer funds**.

ⓘ Return to step 5 for "Existing Payee" and follow the steps to transfer fund.

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OCBC Mobile Apps – Pay Bills

Mobile Banking App

1 From the "Menu", tap on **Pay**.

2 Select the type of bill payment and input your One-Time Password (OTP).

*Software Token users will not see step 2.

(i) We will be using "Billing organisation" as an example.

OCBC Mobile Apps – Pay Bills

Mobile Banking App

3 Select the billing organisation.

4 Select from existing list or add billing organization.

OCBC Mobile Apps – Pay Bills

Mobile Banking App

Existing List	Add New

5 Key in the details, slide right to **Submit**

5 Tap **Single Bill** payment and select or search for your billing organisation.

Content provided by the OCBC Bank
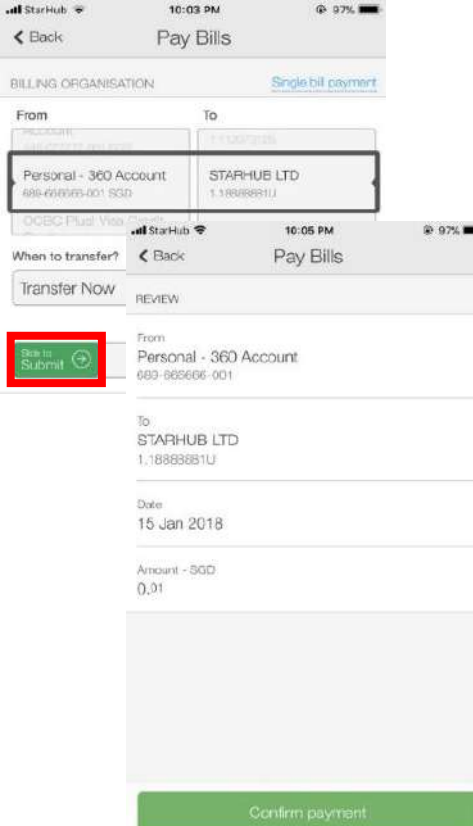
OCBC Mobile Apps – Pay Bills

Mobile Banking App

Existing List	Add New

6 Review the click on **Confirm payment** when ready.

ⓘ OTP is not required.

6 Input payment details and slide to submit.

7 Select to **Confirm payment**.

ⓘ Return to step 5 for "Existing list" and follow the steps to pay bills.

ⓘ OTP is required.

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Content provided by the OCBC Bank

OCBC Mobile Apps – Other Services
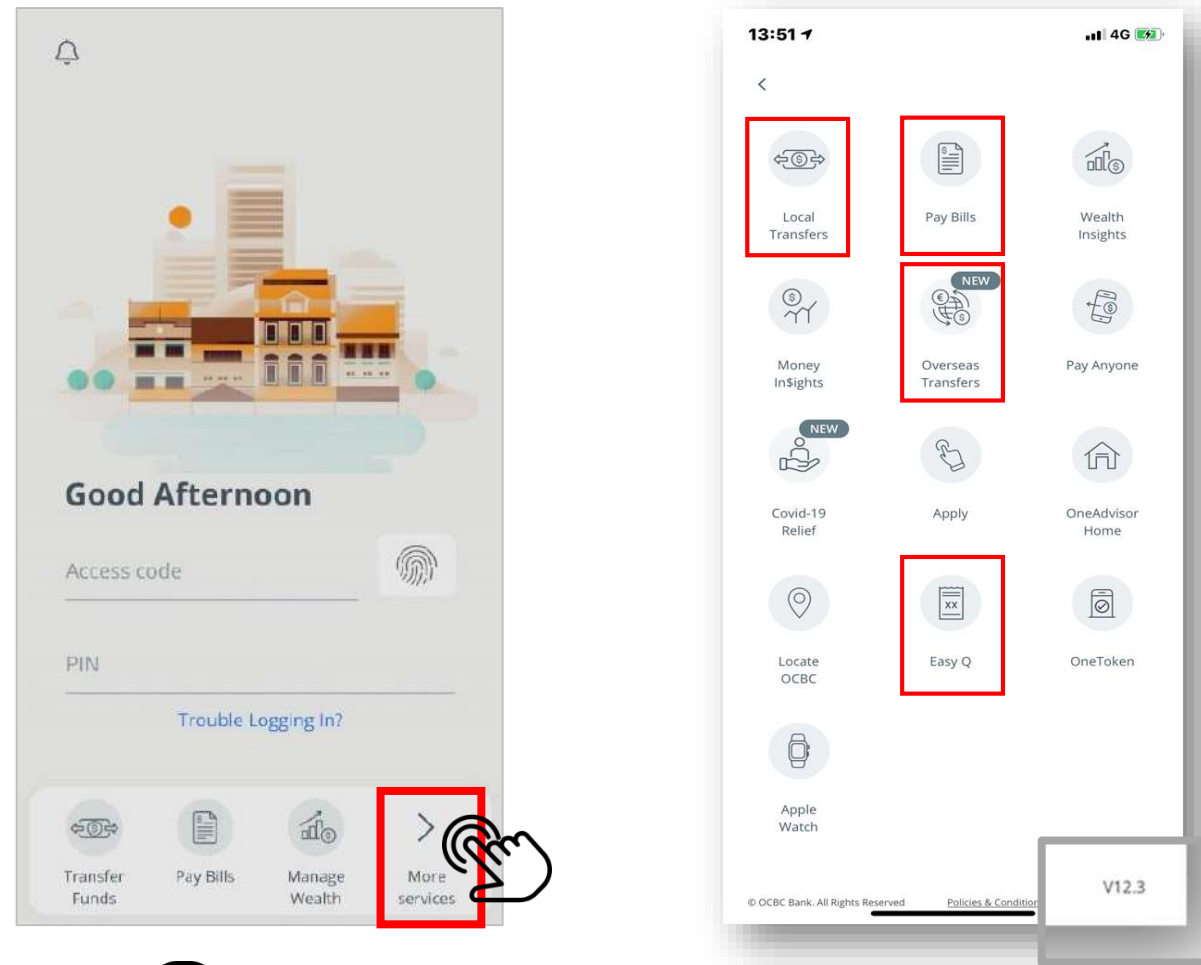
Tap on **More services** to explore.

OCBC Pay Anyone™

OCBC Pay Anyone™ - Login

Pay Anyone™ App
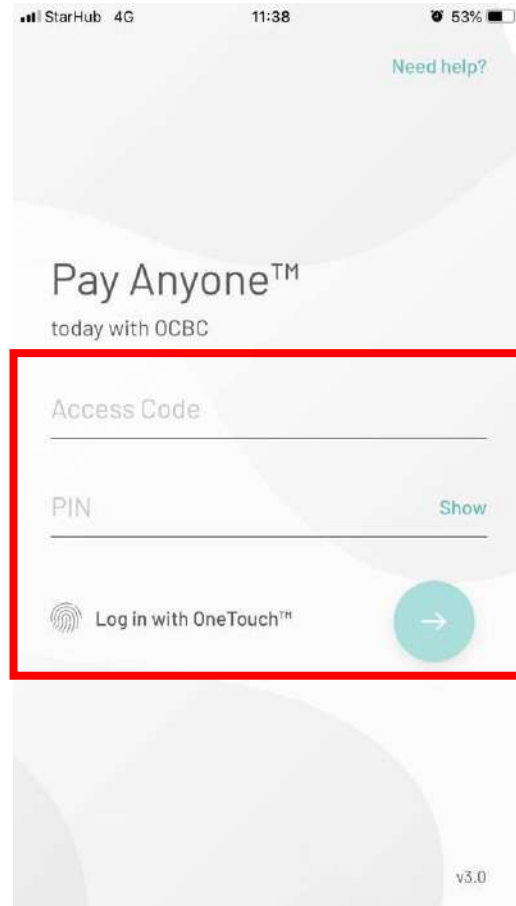
(1) Log in with your banking credentials (Username & Password, Fingerprint / Face ID, if applicable).

Content provided by the OCBC Bank

OCBC Pay Anyone™ - Pay via Mobile No.
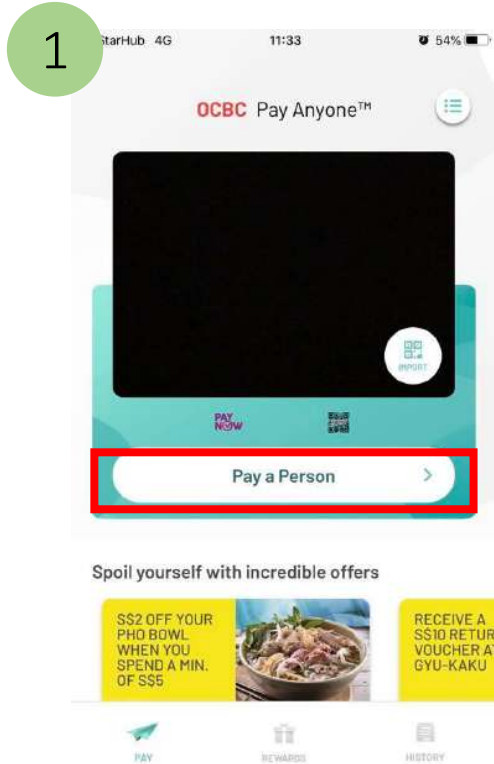
Pay Anyone™ App

Tap on **"Pay a Person".**
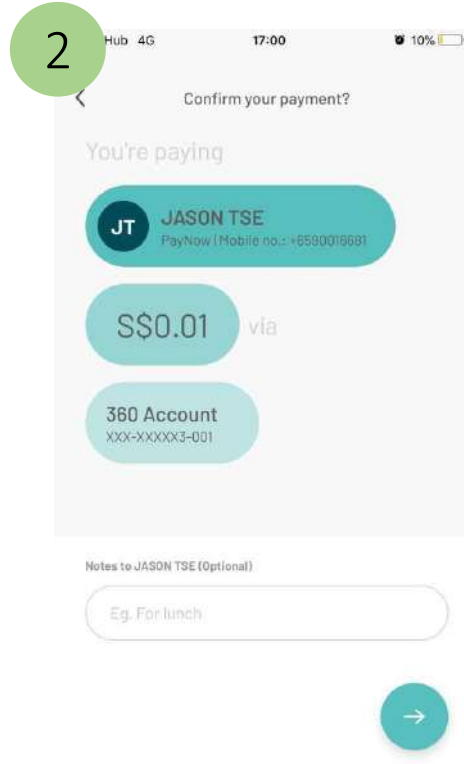
Enter phone number or select contact and then enter amount
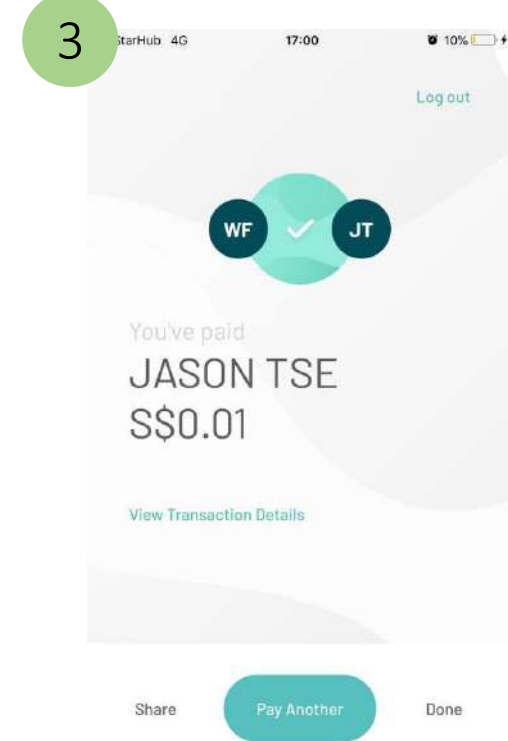
Confirmation screen.

OCBC Pay Anyone™ - Pay via Mobile No.
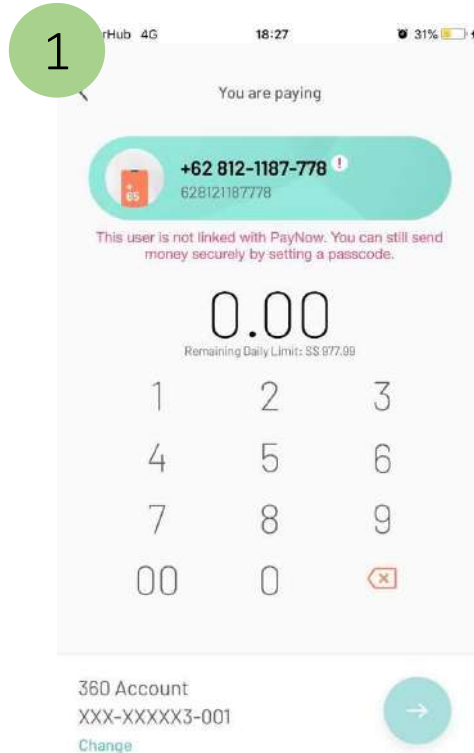
Pay Anyone™ App

1
Enter mobile number and amount.
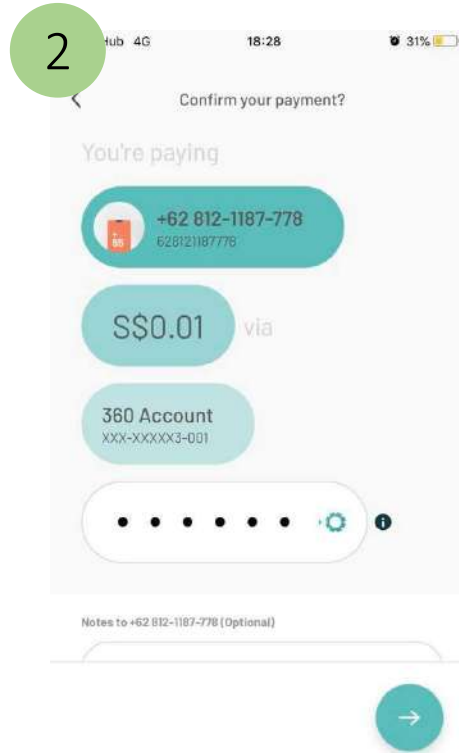
2
Review amount to pay, account and passcode for recipient.
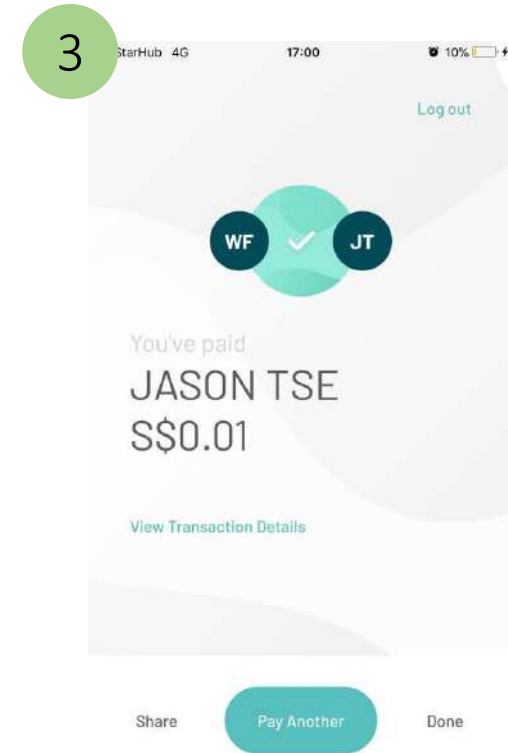
3
Confirmation screen.

Content provided by the OCBC Bank

OCBC Pay Anyone™ - Pay via QR Code

*For peer-to-peer
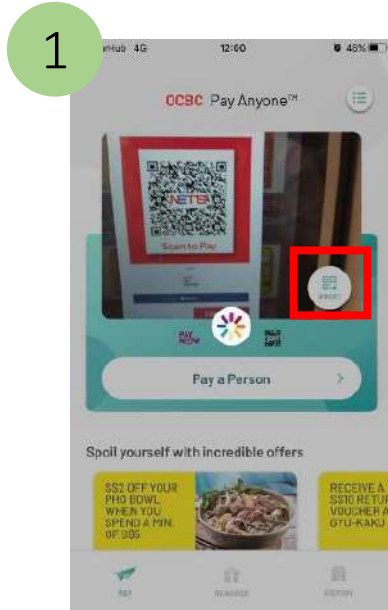
Pay Anyone™ App

1 Scan QR code provided OR upload from gallery.
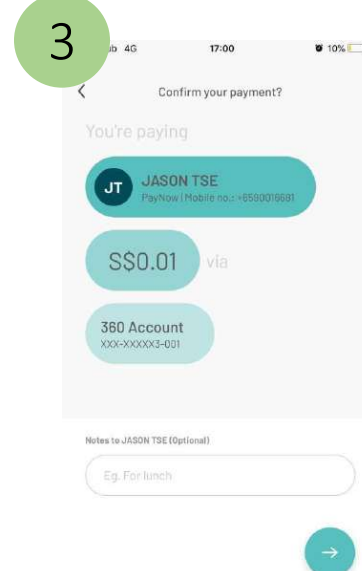
2 Enter amount.

3 Review amount to pay and choose account.
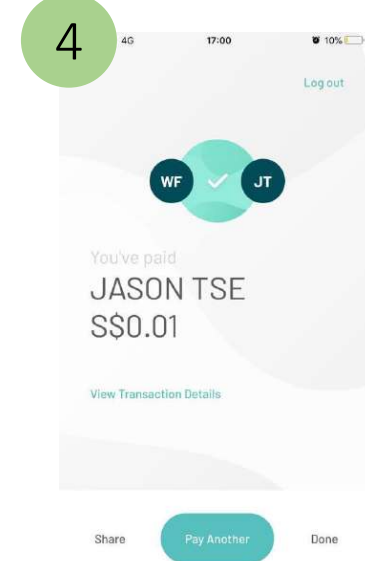
4 Confirmation screen.

OCBC Pay Anyone™ - Pay via QR Code

Pay Anyone™ App

1 Scan QR code provided OR upload from gallery.

2 Enter amount.

3 Confirmation screen.

OCBC Pay Anyone™ - Request Money via QR Code

Pay Anyone™ App

1
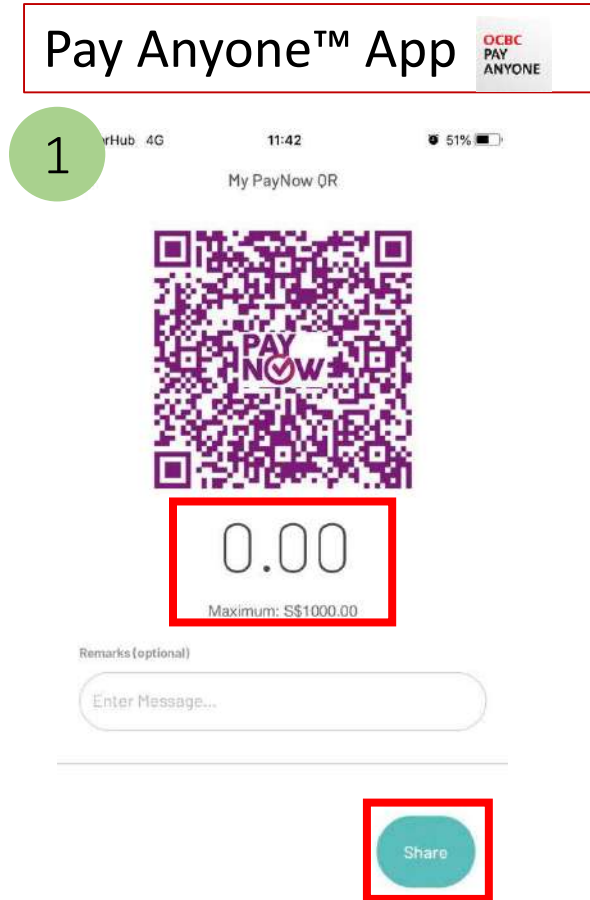
Enter amount.

ⓘ Payee will be able to amend requested amount after scanning QR code.

ⓘ Tap to access sharing options (via messaging apps, email, Facebook etc.)

2

Share QR code.

OCBC Pay Anyone™ - Cardless Withdrawal

Pay Anyone™ App

1
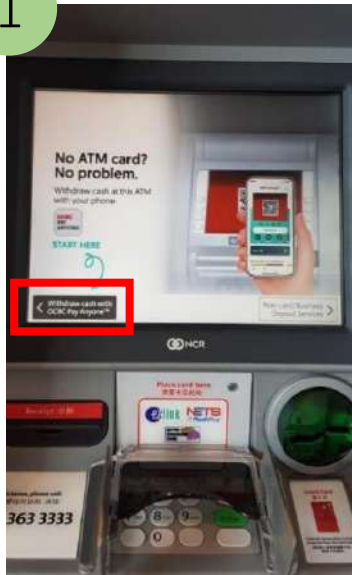
Press "Withdraw cash with OCBC Pay Anyone"

2
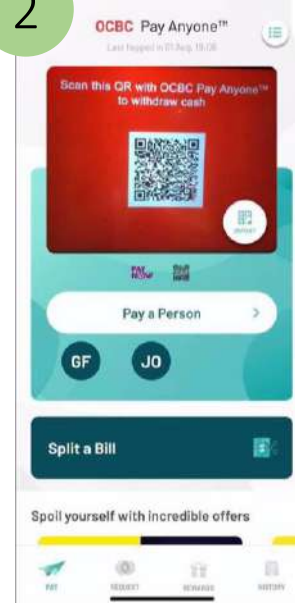
Scan QR on screen with Pay Anyone

3
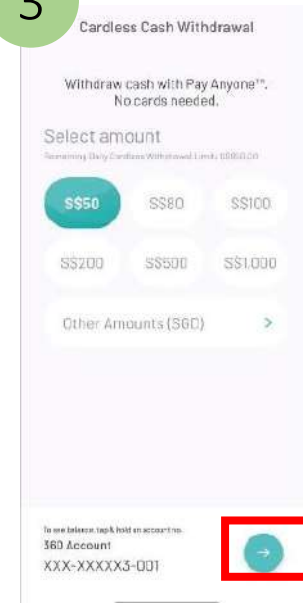
Enter Amount to withdraw and tap on green arrow

4
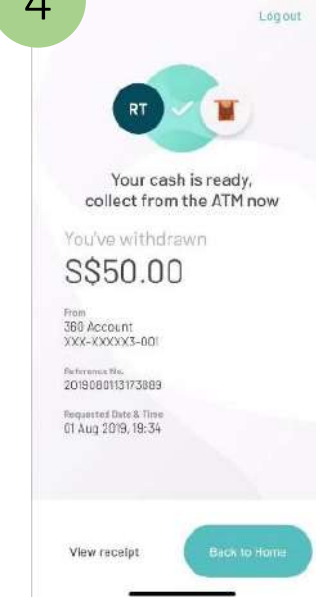
Money will dispense at the machine

Content provided by the OCBC Bank

OCBC Pay Anyone™ - Check Transactions

Pay Anyone™ App
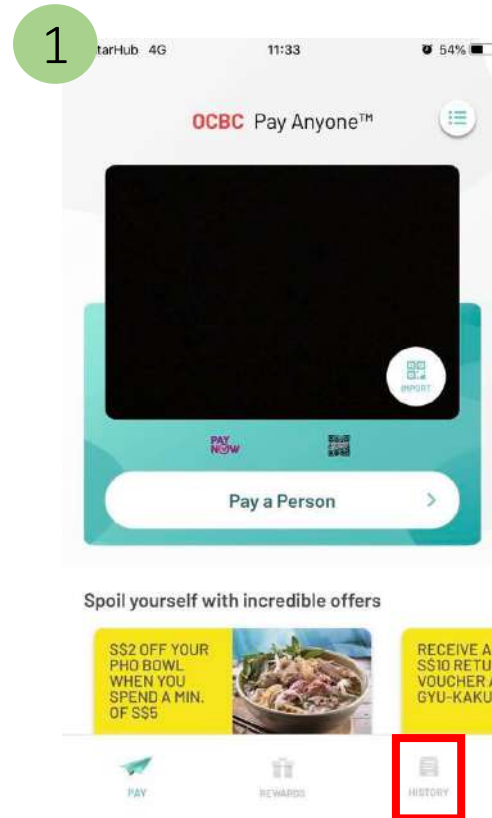
Tap **"History"**.

View transactions.

Content provided by the OCBC Bank
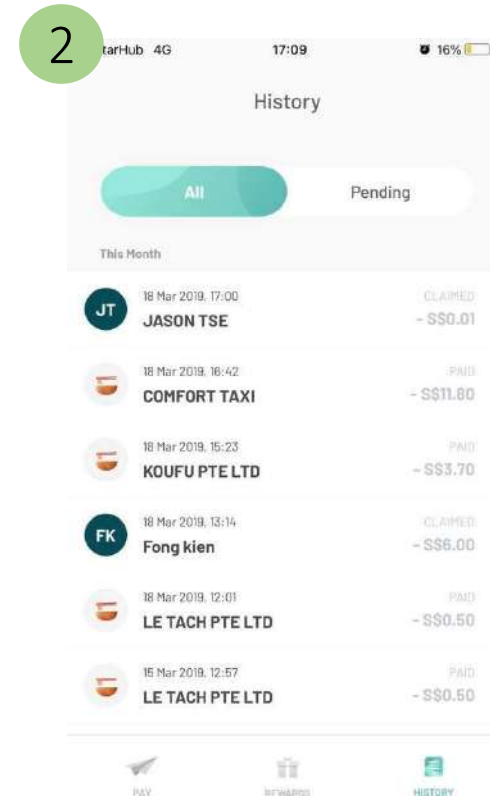
Security Awareness

Woman nearly loses US$5,000 in online love scam

The 43-year-old IT manager met a man on a popular dating app who claimed he was born in Taiwan but was now living in the United States as a diamond dealer. ST PHOTO: LIM YAOHUI

PUBLISHED SEP 4, 2019, 2:25 PM SGT
| UPDATED SEP 5, 2019, 6:55 AM

LOVE SCAMS

Protect yourself from email scams

EMAIL SCAMS

cna

Singapore
S$1.5m lost to scammers impersonating Singtel staff and police using tech support ploy
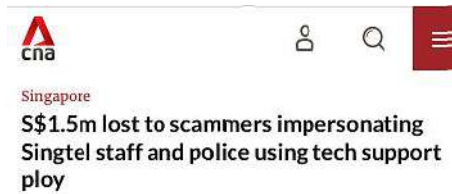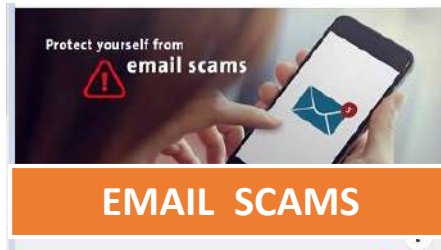
A man types on a laptop keyboard. (File photo: AFP/Philippe HUGUEN)

WARNING!
SYSTEM MAY HAVE DETECTED VIRUSES ON YOUR COMPUTER

For Help Removing Viruses, Call Tech Support Online Right Away:
1(855) 970-1892

TECH SUPPORT SCAMS

ONLINE SALES SCAMS


"NEW TABLET AT $50!"
BUY NOW TO ENJOY FREE DELIVERY!
DON'T FALL FOR HER ONLINE PURCHASE SCAM
DON'T BE SCAMMED

SCAM OF THE WEEK
DHL PHISHING SCAM
DISGUISED AS PARCEL NOTIFICATION

PARCEL PHONE SCAMS

IMPERSONATION SCAMS

PHONE SCAMS

Content provided by the OCBC Bank

Safeguarding your Accounts – Rule #1

Rule #1

Do not reveal or share your OTP to anyone or provide One Token Authorisation without knowing the intended purpose.

Content provided by the OCBC Bank

Security Awareness - Samples

These emails/SMS may contain hyperlinks directing you to a non-OCBC website that requires you to provide your credit/debit/ATM cards details such as card number, expiration date, CVV number or Personal Identification Number (PIN), or online banking login credentials such as Access Code, PIN or One Time Password (OTP). This may result in unauthorized access to your bank accounts.

Notes to safeguard yourself....
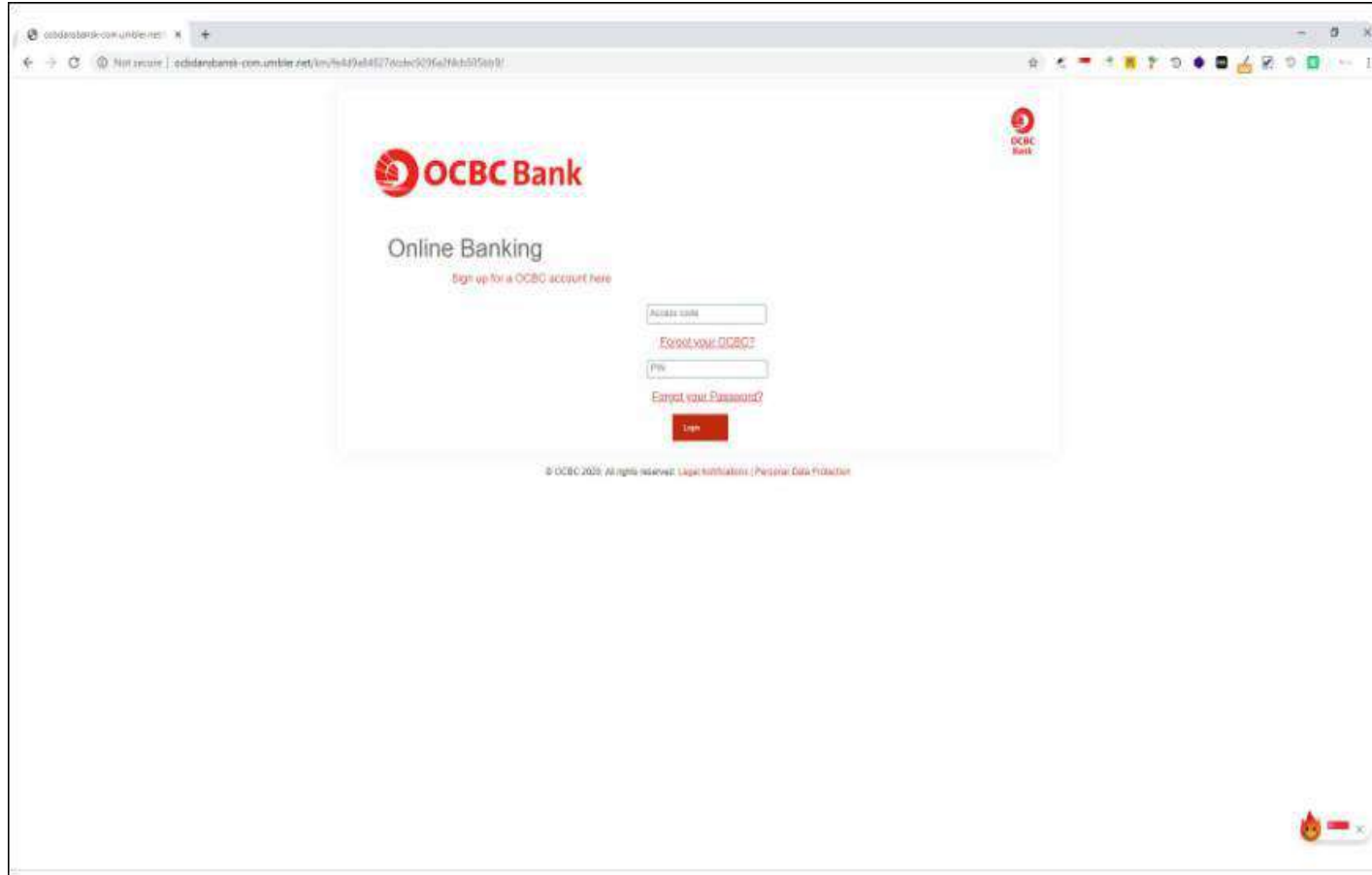
• OCBC will not request for your PIN or OTP through voice conversation, SMS or email.

• Do not respond to unsolicited SMS or emails requesting for credit/debit/ATM cards details (e.g. card number, expiration date, CVV number, PIN), or online banking credentials.

• Stay vigilant before clicking on any links embedded in the SMS messages or emails. Always type the URL of the website directly into the address bar of the browser.

• Do not transfer funds to any unknown parties.

• Always read the SMS alerts sent to your mobile phone for your transactions carefully. Inform the Bank immediately if the transaction is suspicious.

• Inform the Bank immediately when there is a change in your contact details such as mobile number or email address.

Content provided by the OCBC Bank

In Summary – Safeguard Yourself

Do not click on hyperlinks, attachments from **suspicious** or **unknown** sources.

Be wary of unsolicited callers (Govt Agencies, Enforcement officers or Bank Officers) who ask you for Banking / Login credentials and information.

Do not **share** login credentials or credit/ debit card details.

Never reveal your OTP over the phone or key them into any pop up / websites.

Do not install mobile apps from **unknown sources.**

Safe keep and safeguard your hardware token at our times – never pass it to a 3rd party.

Be wary when asked to grant **excessive/ unusual** permissions to a mobile app.

Always inform the Bank when you change your contact details.

Do not access online banking using **jail-broken** or "**rooted**" mobile devices.

Read your SMS alerts **carefully** and contact the Bank when you receive alerts on transactions that were **not** performed by you.

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Content provided by the OCBC Bank

Security Awareness - Videos

OCBC Online Security Advisory - Phishing won't be as obvious as this guy
https://www.youtube.com/watch?v=Y-eE6z8Lx6U

Scam Prevention Tips - Love Scam
https://www.youtube.com/watch?v=_0c4m6IBetg

Scam Prevention Tips - Police Impersonation Scams
https://www.youtube.com/watch?v=ayDiBsskCaE