Frequently Asked Questions about UOB eAlerts!

1. **How do I apply for UOB eAlerts!?**
   To apply for UOB eAlerts!, you need to complete the following:
      a. UOB eAlerts! Application Form
      b. Accounts & Services Resolution (if you have not already furnished this to UOB)

2. **What is the Accounts and Services Resolution?**
   The Accounts and Services Resolution ["ASR"] is the Bank's standard resolution for corporate customers. The ASR enables corporate customers to open subsequent accounts or apply for services without the need to pass another resolution.

3. **How long does it take to activate the eAlerts service?**
   The service will be activated within five business days upon receipt of all duly completed documents.

4. **I have several accounts with UOB. Can I subscribe to UOB eAlerts! for all my UOB accounts?**
   Yes, you can subscribe to this service for all your corporate current accounts with UOB/FEB. Prevailing charges will apply. Please refer to the Application Form for information on the applicable fees and charges.

5. **Is the alert service safe and secure?**
   Yes, this service is secure. All UOB eAlerts! notifications will have the account number masked to ensure that your account identity is protected.

6. **What security precaution should I take when using eAlerts?**
   As an added precaution to prevent unauthorised access of your account information, you may wish to delete any SMS messages/ Emails containing UOB eAlerts! notifications once you have read them.

7. **Are there any differences between the messages sent via SMS alerts and the email alerts?**
   Due to the restriction of 160 characters for SMS messages, abbreviations for certain terminologies will be used in SMS alerts.

8. **How long does it take to receive SMS alerts?**
   It depends on the network connection of your mobile service provider. Generally, you should receive the SMS alerts at the stipulated time intervals. There may be delays due to high volume of network traffic, for example, during festive occasions such as New Year and Christmas.

9. **What should I do if I lost my phone which has been registered for UOB eAlerts!?**
   Please inform your mobile service provider immediately to disable the line to protect your account information. After which, please call the Bank at (1800 – 22 66 121) and we will advise you on further appropriate actions to be taken.

10. **If I'm overseas, will I incur charges when I receive eAlerts?**
    You may incur additional charge(s) imposed by your mobile service provider for overseas SMS messages.

11. **How do I know if my mobile service provider supports UOB eAlerts!?**
    As long as your mobile service provider supports SMS messaging, you can enjoy the eAlerts! service. However, please note that our service only supports Singapore-registered mobile numbers.

12. **I have changed my mobile phone number. How do I inform the Bank?**
    Please fill up the Maintenance sections of the UOB eAlerts! Application Form to update your mobile number. You may mail the form to us or submit it at any of our UOB Group branches. Alternatively, you may call our Call Centre hotline 1800 222 2121 for assistance.

13. **Will I be able to receive SMS alerts on pre-paid phone service plans?**
    Yes, this service will work as long as your mobile phone plan allows you to receive SMS messages.

14. **When can I expect the deduction of all relevant fees and charges?**
    All fees and charges will be deducted from your designated account within the first week of the month.

15. **I am an existing subscriber, do I need to register for the service again to receive notifications from FAST transactions?**
    Existing subscribers will automatically be enrolled to receive notifications from FAST transactions.