

FAQs	Answers								
1) Why is the Bank disabling your BIB access?	<p>UOB has replaced BIB with BIBPlus, our new electronic banking platform for corporate customers.</p> <p>A letter has been sent to existing customers informing them to log in to BIBPlus.</p> <p>Customers who did not activate BIBPlus have been notified with a follow up letter on their BIB termination date.</p>								
2) I still have accounts with UOB, what should I do if I still need UOB electronic banking services to operate these accounts (For e.g. transact, view statements) after 18-Jan-2018?	<p>For customers who have activated BIBPlus, please proceed to login at: <a href="https://sg.bibplus.uobgroup.com/BIB/public">https://sg.bibplus.uobgroup.com/BIB/public</a>.</p>								
<p>- If you have <u>not</u> activated BIBPlus, <u>and</u> still have your new BIBPlus token and password,</p>	<p>Please download and complete the BIBPlus “Password and Token Request” form available online at the website below on the BIBPlus Form section and ONLY check “Activate user ID”.</p> <p><a href="http://www.uob.com.sg/corporate/commercial/useful/business_resource.html">http://www.uob.com.sg/corporate/commercial/useful/business_resource.html</a></p> <p><b>Note:</b> Please ensure that you sign according your signature records with UOB.</p> <p>Your BIBPlus userID is based on the following:</p> <table border="1" data-bbox="882 901 1606 1031"> <thead> <tr> <th>Login ID in BIB</th> <th>Login ID in BIBPlus</th> </tr> </thead> <tbody> <tr> <td>CA &amp; CU</td> <td>CA</td> </tr> <tr> <td>CS &amp; CA</td> <td>CS</td> </tr> <tr> <td>CS &amp; CU</td> <td>CS</td> </tr> </tbody> </table>	Login ID in BIB	Login ID in BIBPlus	CA & CU	CA	CS & CA	CS	CS & CU	CS
Login ID in BIB	Login ID in BIBPlus								
CA & CU	CA								
CS & CA	CS								
CS & CU	CS								
<p>- If you <u>have misplaced/lost</u> your new BIBPlus token,</p>	<p>Please download and complete the BIBPlus “Password and Token Request” form available online at the website below on the BIBPlus Form section to request for new token and password.</p> <p><a href="http://www.uob.com.sg/corporate/commercial/useful/business_resource.html">http://www.uob.com.sg/corporate/commercial/useful/business_resource.html</a></p> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li>1. Please ensure that you sign according your signature records with UOB.</li> <li>2. Authorised Person’s/Approved Person’s signature is required for request for replacement of lost token and issuance of new token(s).</li> <li>3. Please note each token issued is chargeable at \$20.</li> </ol>								

<p>- If you forgotten/lost/not received your BIBPlus password/PIN mailer,</p>	<p>You can perform an online password reset by following the steps on page 6:  <a href="http://www.uob.com.sg/web-resources/corporate/pdf/corporate/transaction-banking/electronic-delivery-channels/bibplus-highlights/BIBPlus_Quick_Guide.pdf">http://www.uob.com.sg/web-resources/corporate/pdf/corporate/transaction-banking/electronic-delivery-channels/bibplus-highlights/BIBPlus_Quick_Guide.pdf</a></p> <p>If you are unsuccessful, please download and complete the BIBPlus “Password and Token Request” form available online at the website below on the BIBPlus Form section and CHECK “Get a new password” on the form.</p> <p><a href="http://www.uob.com.sg/corporate/commercial/useful/business_resource.html">http://www.uob.com.sg/corporate/commercial/useful/business_resource.html</a></p> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li>1. Please ensure that you sign according your signature records with UOB.</li> <li>2. Please note for issuing of new passwords, User ID will only be activated upon the Bank’s receipt of Password Acknowledgement Slip.</li> </ol>
<p>3) I have outstanding transactions with UOB, how can I ensure these transactions are processed?</p>	<p>Please check your bank statements for records of these transactions. Alternatively, you can contact our Corporate Call Centre at 1800 226 6121, from Monday to Friday, 9.00 am to 6.30 pm.</p>
<p>4) If I cannot remember whether I have a BIBPlus setup, how do I sign up for BIBPlus?</p>	<p>You can download the BIBPlus registration forms available online at:  <a href="http://www.uob.com.sg/corporate/commercial/useful/business_resource.html">http://www.uob.com.sg/corporate/commercial/useful/business_resource.html</a></p>
<p>5) How can I find out more information on BIBPlus?</p>	<p>Please go to:  <a href="http://www.uob.com.sg/corporate/transaction_banking/bibplus_highlights.html">http://www.uob.com.sg/corporate/transaction_banking/bibplus_highlights.html</a></p>