UOB | SME

Your New Business Companion

The UOB SME app User Guide

24 MAY 2023

Table of Contents

App Overview

Browse customer stories

Browse Events,
Business Tips &
Digital Solutions

Apply for a loan

Business Overview

Open an account

Explore other banking
products, grants &
promotions /
privileges

Contact us,
help & support

Getting Started

Home

**Foreign Exchange
(FX)**

Login

Banking Dashboard

Explore the UOB SME app

About the UOB SME app

The app that knows and grows with your business

About the UOB SME app

The only app you'll need.

Why is the UOB SME app right for me?

The UOB SME app is a digital banking platform designed to be the ultimate business advisor for busy SME owners. To help you run your business smoothly with an easy way to do everything from getting a loan, to assessing your cash flow, to approving payments.

Beyond just banking, the SME Hub also serves you relevant content from industry experts, for the best tips and insights to run and grow your business.

Self-serve wherever you are

- Skip the lines by applying for a new loan or account right from the app.
- Stay abreast of foreign exchange movements with your own FX Watchlist.
- Digitalise your business with easy sign-ups for Digital Solutions.
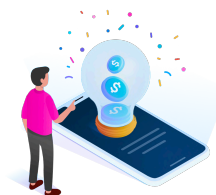
Grow as a business owner

- Get a quick update of your financial health with Business Overview.
- Make informed business decisions with insights on your Cash Flow Trends.
- Learn from peers and experts with customised articles and events.
- Link to accounting partners for insights on your Account Balance, Accounts Receivables, Account Payables and Top Customers/Suppliers.

Transact whenever you want with UOB Infinity

- Enjoy 24/7 access to business banking via UOB Infinity.
- Make, approve, or set alerts to perform transactions.
- Download your banking reports.

About the UOB SME app

The only app you'll need.

What are the key features of the UOB SME app?

1. Quick applications for [Accounts](#) and [Loans](#)

2. Powerful FX tools such as [Watchlist, Alerts, and Converter](#) on the mobile app

3. [Business Tips, Insights and Events](#)

4. Browse and sign up for [digital solutions](#)

5. Fuss-free navigation for [Self-Serve Menu](#) and [Support](#)

6. Get actionable insights with [Business Overview](#)

7. Enrol in [Partner Services](#)

8. Transact on the go with UOB Infinity which includes:
   - Logging in quickly with biometric access
   - Access to account information
   - Creating and authorise payments
   - Convenience of QR code payment and collection
   - Activating new users
   - Requesting for new cheque books
   - Banking transactions

About the UOB SME app

The only app you'll need.

Are there any charges for using the UOB SME app?

No, there are no fees or charges.

Is the UOB SME app secure?

Yes, we take utmost care to protect your personal and business credentials shared with us. UOB SME app employs high security standards such as the following:

- Multiple levels of firewalls to protect your account data.

- 2048-bit Secure Sockets Layer (SSL) encryption.

- Two-factor authentication (2FA) via the Infinity Secure digital token.

What is two-factor authentication (2FA)?

Two-factor authentication (2FA) is a system that protects your UOB SME app account from data breaches or poor use practices. Infinity Secure is the designated 2FA security token to protect your personal information and your business credentials.
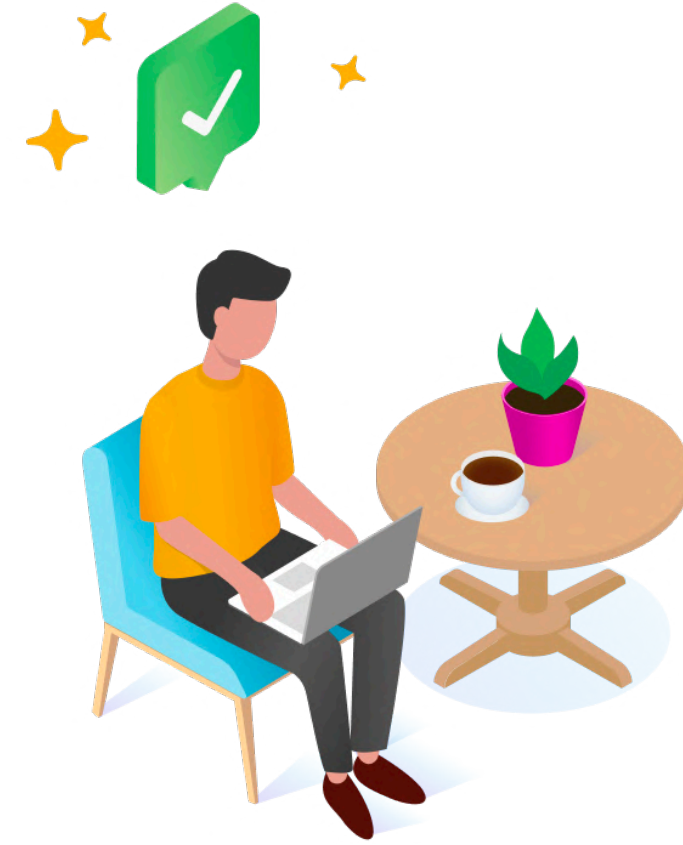
Can I access the UOB SME app on any device?

Yes, the UOB SME app works for most devices; however, for the best experience, we recommend installing the UOB SME app on an Android or iOS mobile device. For tablet users, we recommend switching to a desktop or laptop and logging in through a web browser.

2

Getting Started

For new and existing UOB Business Banking customers.

2.1 Accessing on App & Web

2.2 Setting up your security token

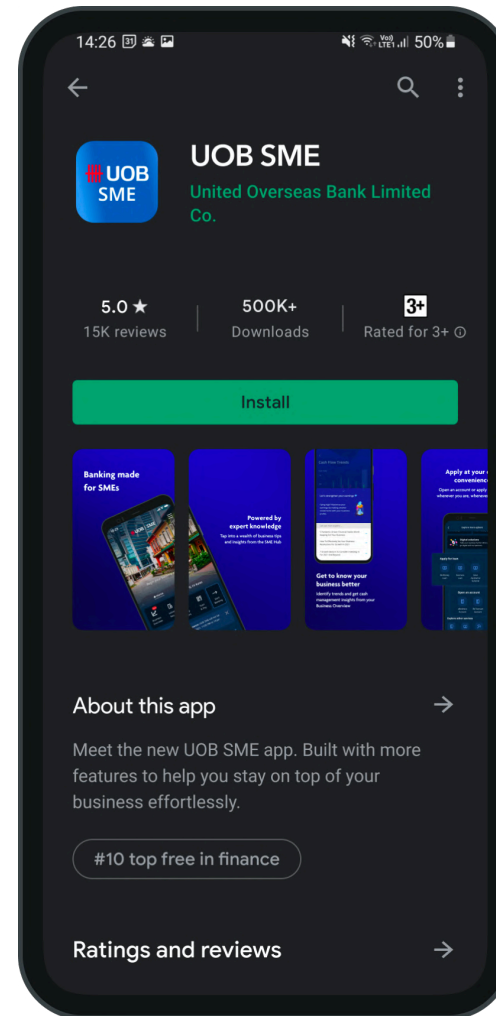**2.3** For existing UOB Infinity users

Accessing on App & Web

Getting to the UOB SME app.

How do I access the UOB SME app on my device?

The UOB SME app is available for both iOS and Android devices. We highly recommend downloading the app on your phone for the best experience. Simply scan the QR code below on click on the app store icon to get started.

For Android Smartphones
(Samsung Galaxy, Google Pixel, etc.)
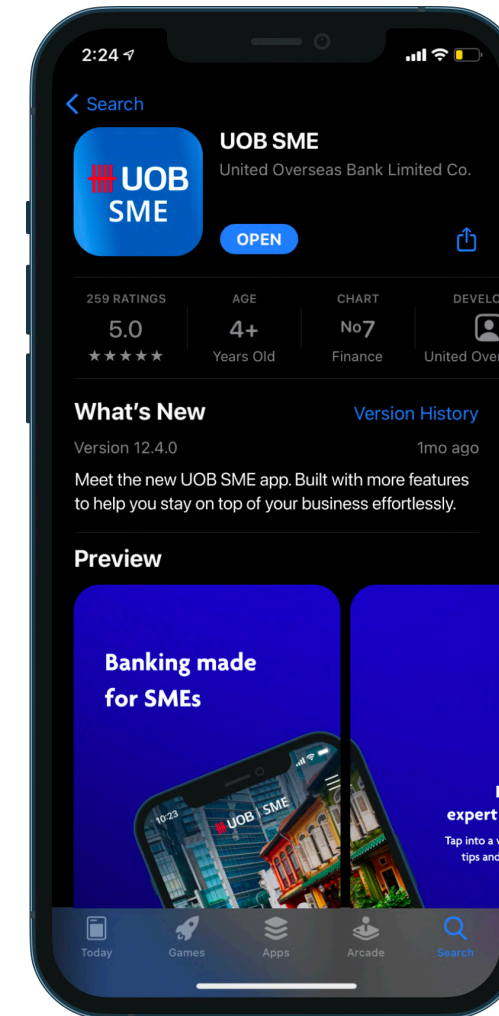
For Apple Smartphones
(Apple iPhone)

GET IT ON Google Play

Download on the App Store

Accessing on App & Web

Getting to the UOB SME app.

## What's the difference between UOB SME, UOB TMRW BIZ, and UOB Infinity?

UOB TMRW BIZ has simply been renamed to UOB SME.

While UOB SME and UOB Infinity share the same banking & transacting capabilities, UOB SME has additional features like the Business Overview, FX Watchlists and access to articles, events & videos tailored to SMEs. Read more about this here.
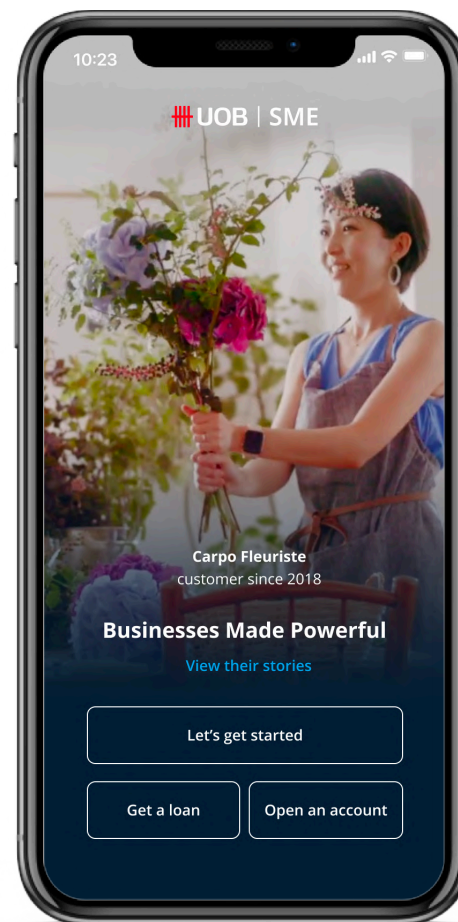
UOB SME, formerly
UOB TMRW BIZ
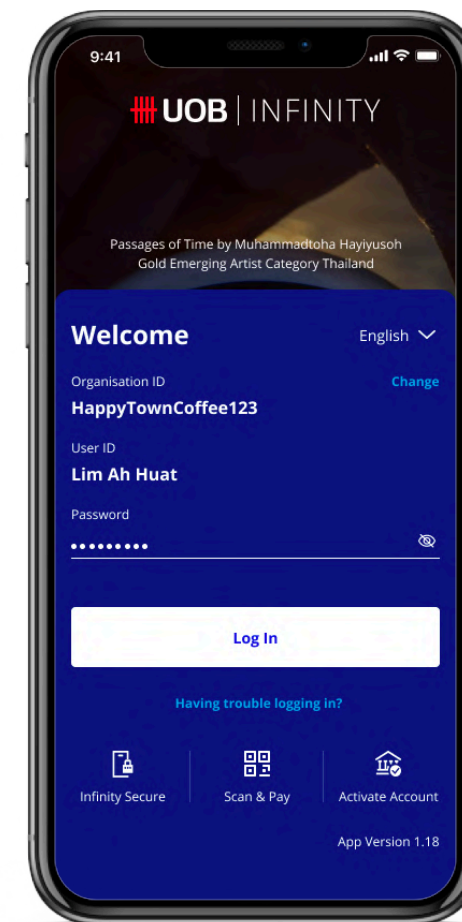
UOB Infinity

Accessing on App & Web

Getting to the UOB SME app.

I've downloaded the app. How can I start banking?
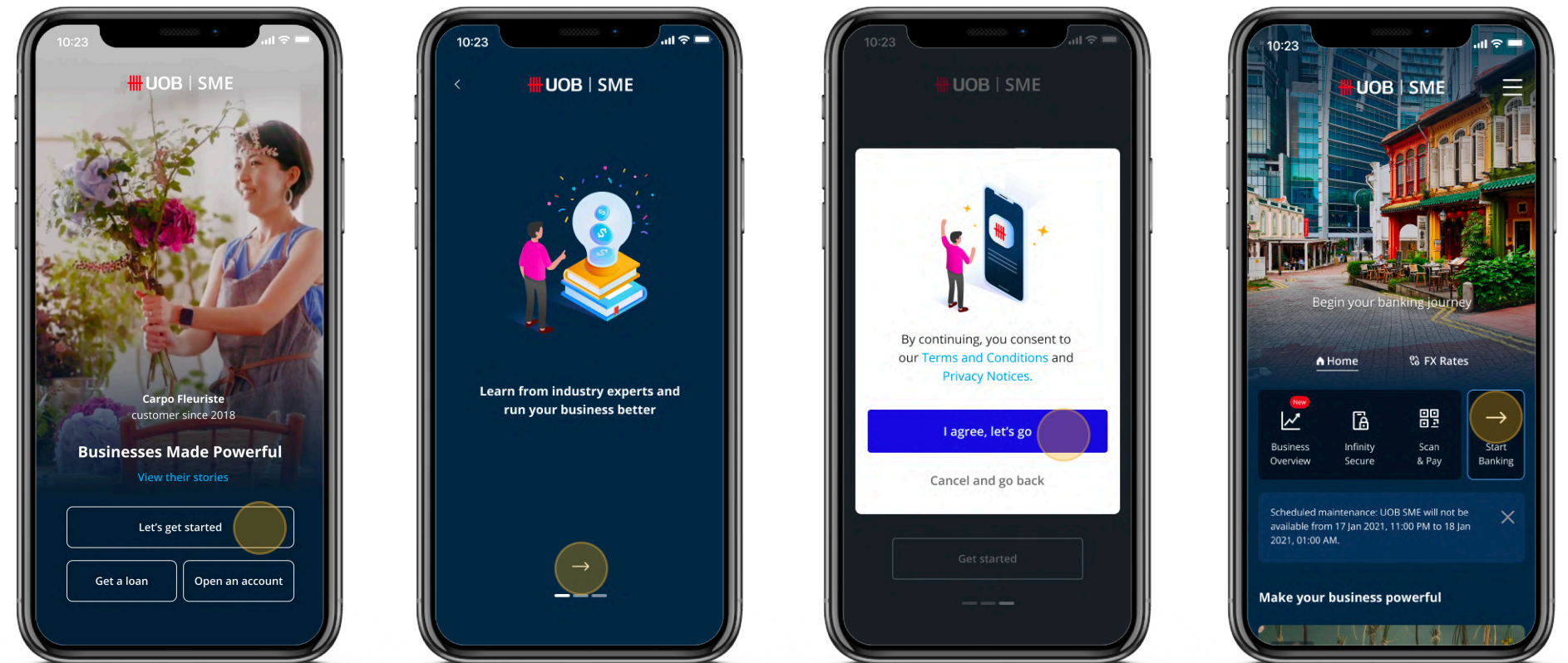
1. Launch the app and tap on "Let's Get Started".

2. Swipe right until you can agree to the Terms & Conditions.

3. On the Home Screen, tap on "Start Banking".

4. **For existing customers:** Log in with your UOB business banking credentials.
   For new customers: Apply for a new account in 5 minutes on the app.

Accessing on App & Web

Getting to the UOB SME app.

How do I access UOB SME on my computer?
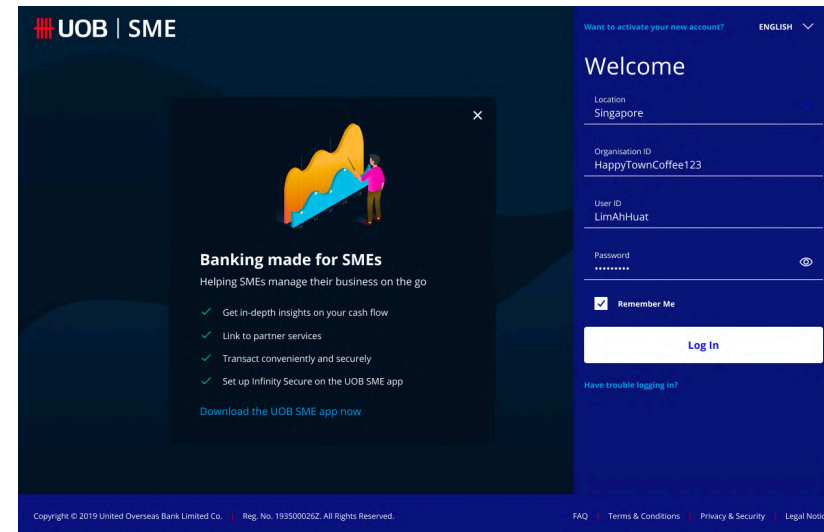
Use your web browser to navigate to https://uobsme.uobgroup.com/

Alternatively, visit the UOB business banking website and click on "UOB SME" in the Login menu.
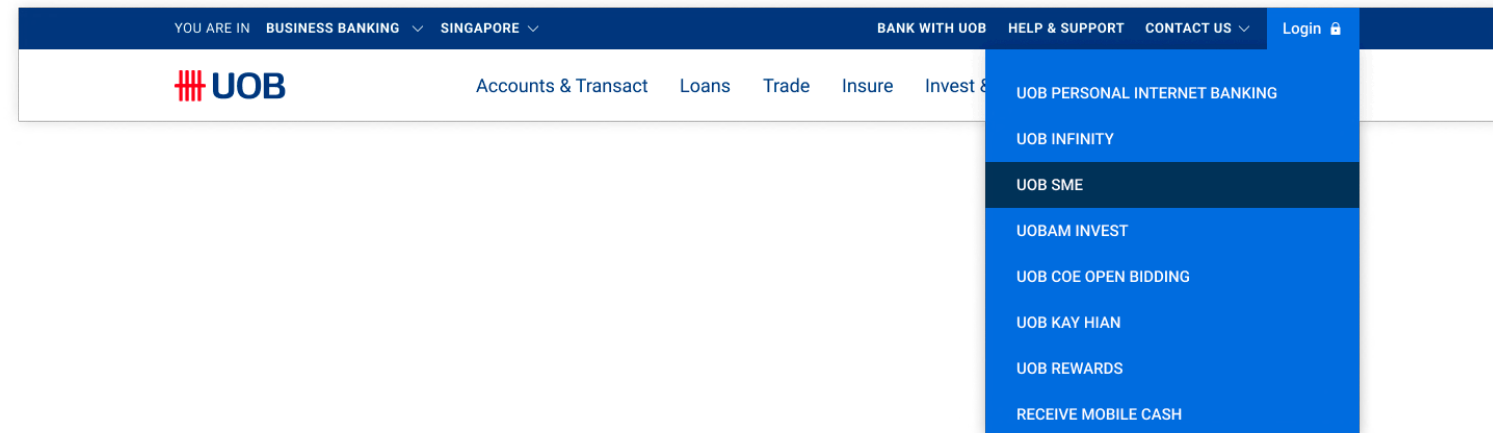
Accessing on App & Web

Getting to the UOB SME app.

How do I access UOB SME on my computer? (Continued)

We recommend saving the link for easier access in the future, either as a bookmark in your web browser or as a desktop shortcut on your computer.
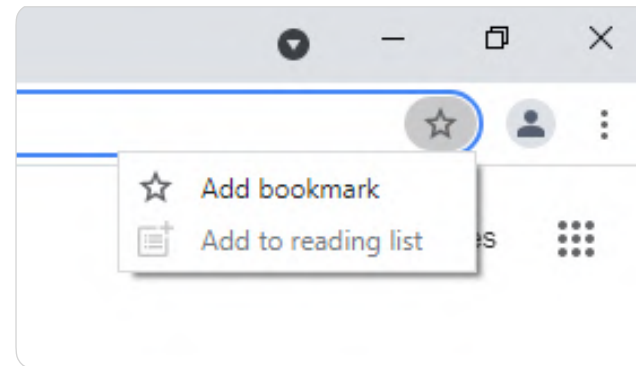
Save a Bookmark (Google Chrome)

Create a Desktop Shortcut (Google Chrome)

Recommended web browsers

- Google Chrome

- Mozilla Firefox

- Safari (for Mac OS users, version 11.1.2 or newer)

Setting up your security token

Protecting your data.

What is a security token?

Security tokens are a form of [2-factor authentication (2FA)](#) that ensures only you can access your banking data. The UOB SME app uses Infinity Secure, which:

- Uses a 6-digit Secure PIN of your choosing;

- Can only be registered to one user ID at a time; and

- Allows you to log in to UOB Infinity on the app and approve cash transactions.
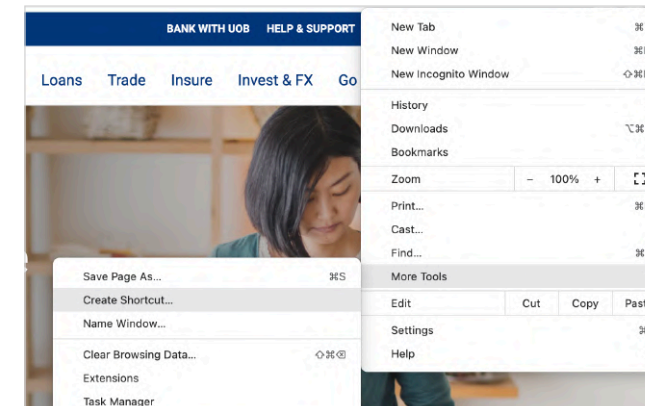
What happens if I forget my Infinity Secure PIN?

If you have forgotten your 6-digit Infinity Secure PIN, you can select "Infinity Secure" on the UOB SME app. Select "Forget Secure PIN" in the following screen to re-register for Infinity Secure.

For security reasons, you will not be able to reset your Infinity Secure PIN.

Can I set up Infinity Secure in both UOB Infinity and the UOB SME app for my different corporate entities?

You may only set up Infinity Secure in one app at any time. However, you are able to link multiple profiles to one Infinity Secure token to conveniently access all your corporate entities within the UOB SME app. To find out how to link profiles on Infinity Secure, click [here.](#)

To use the UOB SME app as your business banking app, download the app and re-link your Infinity Secure to access a comprehensive suite of banking services that manages your cash and trade transactions more efficiently.

Setting up your security token

Protecting your data.

How do I set up Infinity Secure in the UOB SME app?
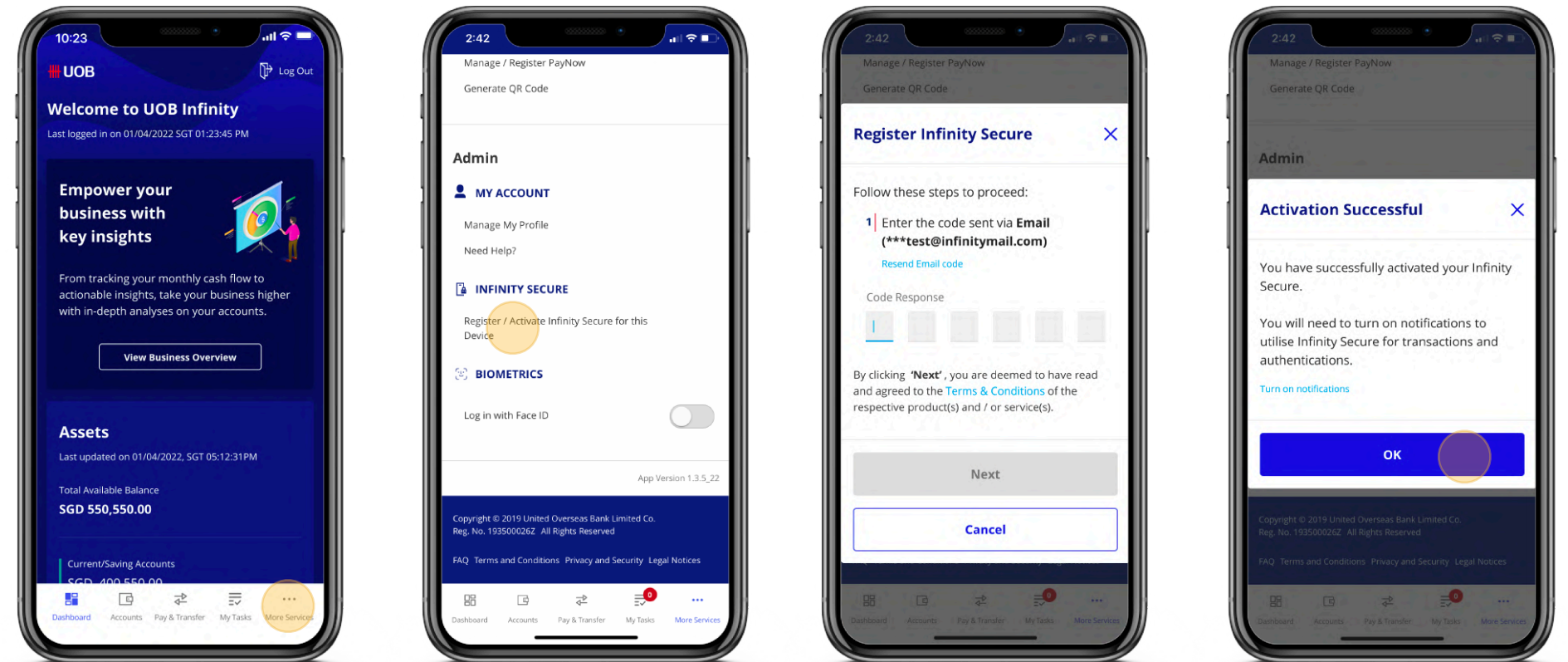
1. Launch the UOB SME app and log in.

2. Register for Infinity Secure (under "More Services" in the bottom menu).

3. Follow the guided process and wait 2 minutes as instructed.

4. Activate Infinity Secure (under "More Services").

For existing UOB Infinity users

Easing your transition from
UOB Infinity to the UOB SME app.

What should I do when transitioning to the UOB SME app?

1. [Download](#) the UOB SME app.

2. Launch the app, then log in with your UOB Infinity credentials.

3. [Re-link your Infinity Secure](#).

I have pending transactions in UOB Infinity. Will I lose anything by moving to the UOB SME app?

No, all account information, transactions, applications, and standing instructions will continue to be available as per usual.

For existing UOB Infinity users

Easing your transition from UOB Infinity to the UOB SME app.

How do I re-link my Infinity Secure in the UOB SME app?
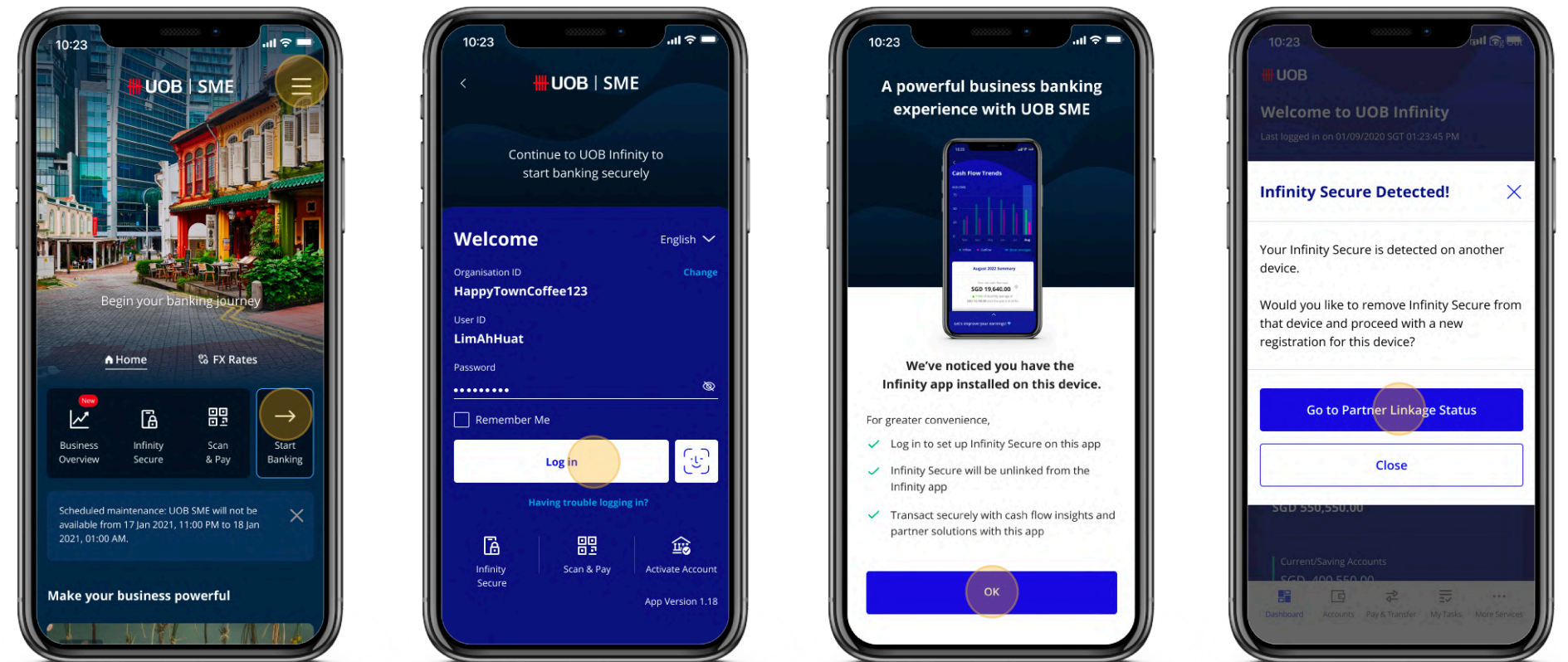
1. Tap on "Start Banking".

2. Log in to see a prompt to re-link your Infinity Secure to the UOB SME app.

3. Follow the on-screen instructions to proceed.

Business Growth

Curated features at your fingertips.
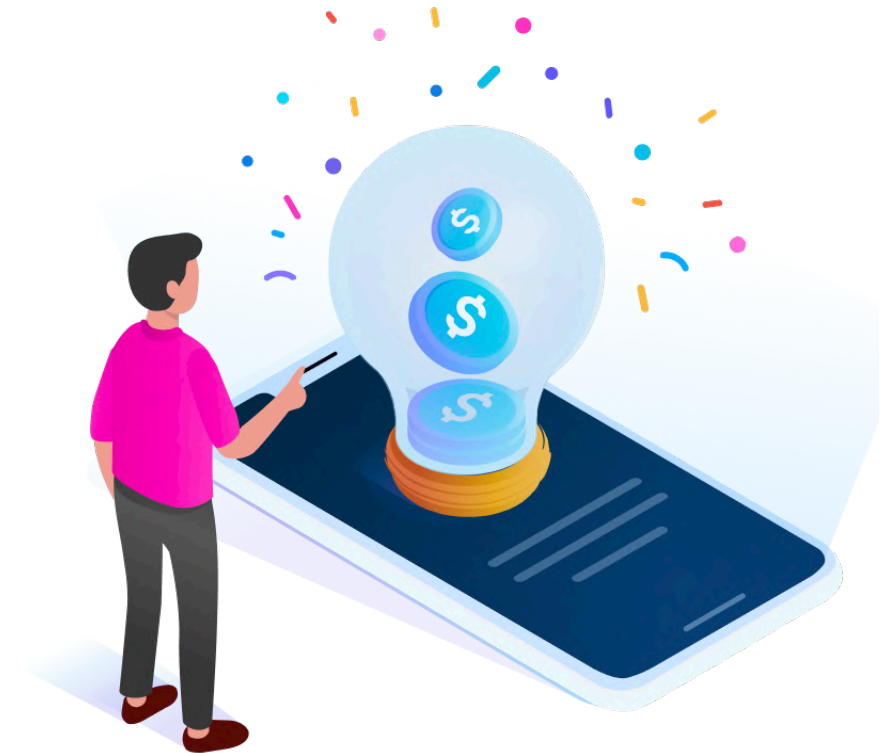
Account Opening

Get started with UOB Business Banking.

How do I open a new account through the UOB SME app?
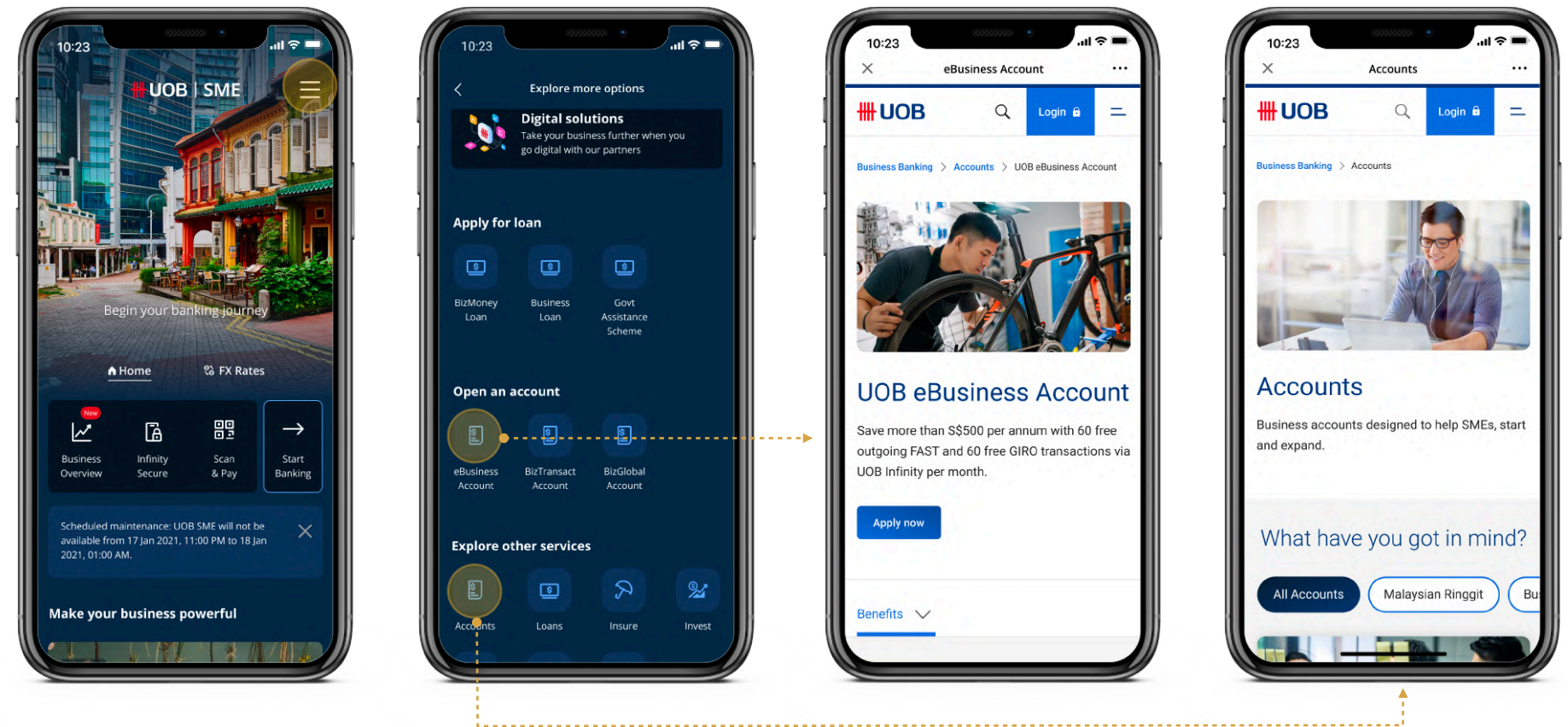
1. Tap on the menu icon in the top-right corner.

2. **For a quick application**: Tap on your desired account under "Open an account".
   To view all accounts: Tap on "Accounts" under "Explore other services".

3. Complete your application through the in-app browser.

Account Opening

Get started with UOB Business Banking.

Which business accounts can I apply for?

Open the menu and scroll down. Products eligible for a quick application are listed under "Open an account". To view all available products, tap on "Accounts" under "Explore other services" instead.

What do I need to open an account?

You need a Singpass ID to apply for an account online. Additional requirements are specific to the account that you choose to apply for. You can find more details on the business accounts page.

When can I start using the app after I've opened an account?

You don't need an account to access any of the Business Growth features listed. Once you've received your business banking ID, you may log in to access the Business Overview and all digital banking features.

Loan Application

Submit your application in under 5 minutes.

How do I apply for a business loan through the UOB SME app?
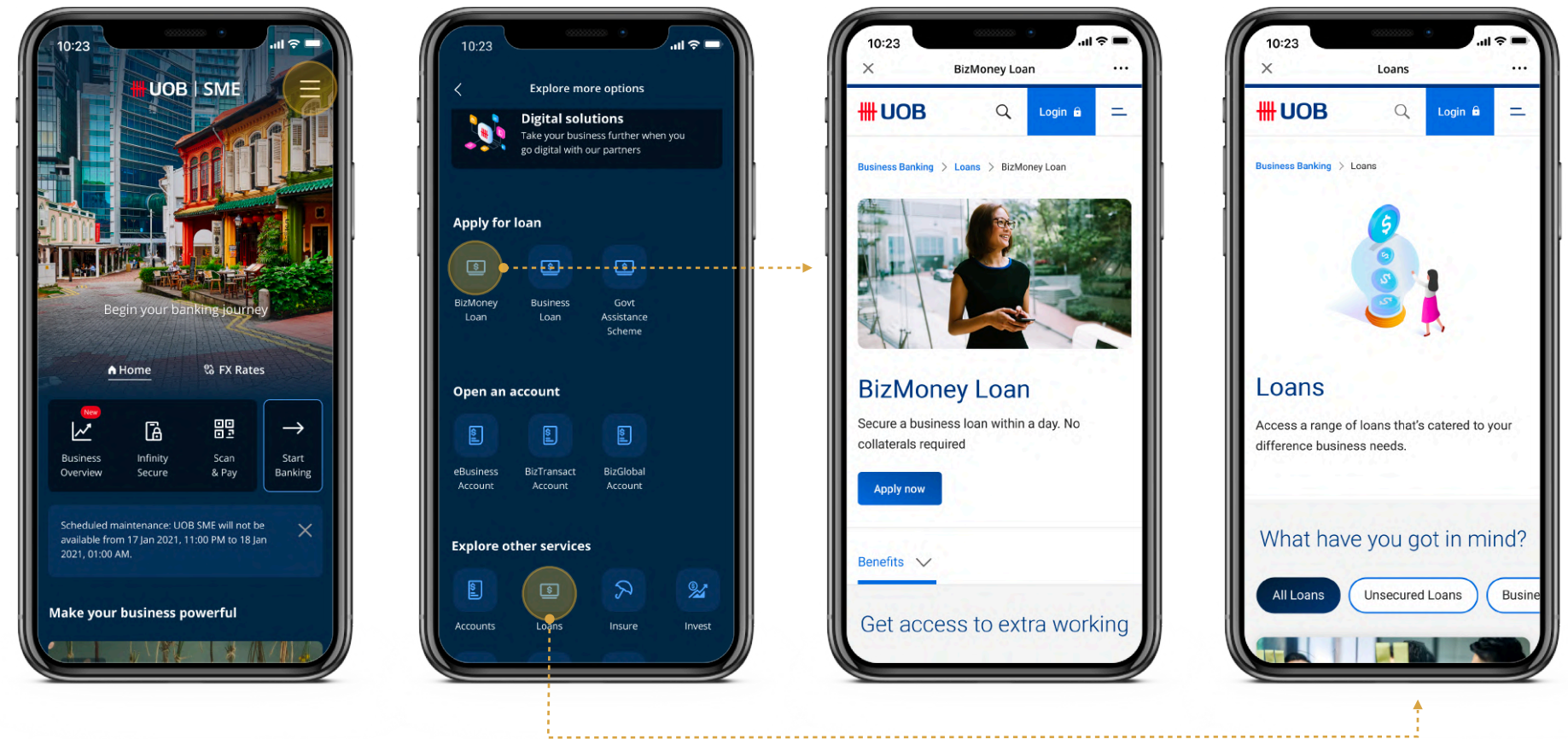
1. Tap on the menu icon in the top-right corner.

2. **For a quick application**: Tap on your desired loan under "Apply for loan".
   To view all loans: Tap on "Loans" under "Explore other products".

3. Complete your application through the in-app browser.

Loan Application

Submit your application in under 5 minutes.

Which business loans can I apply for?

Open the menu and scroll down. Products eligible for a quick application are listed under "Open an account". To view all available products, tap on "Loans" under "Explore other services" instead.
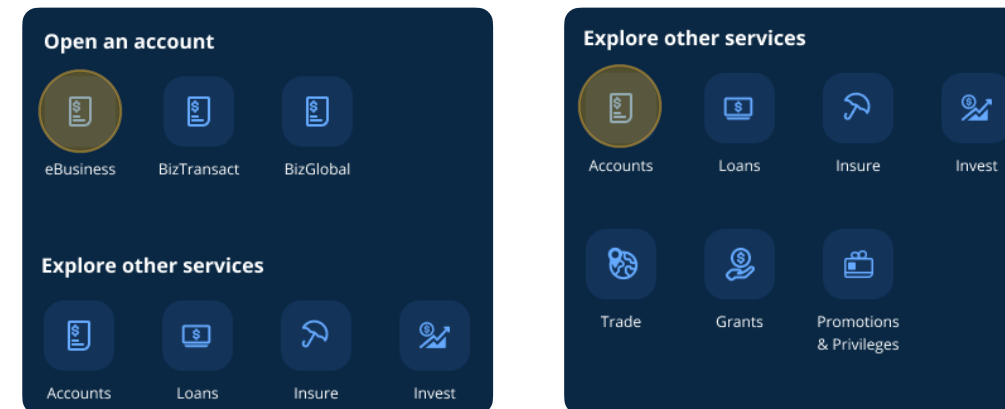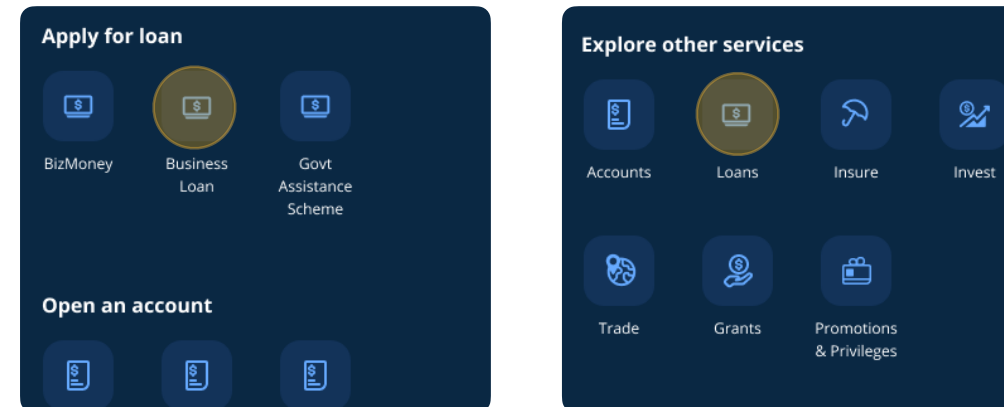

What do I need to apply for a loan?

You need a Singpass ID to apply for a loan online. Additional requirements are specific to the loan that you choose to apply for. You can find more details on the business loans page.

How can I check my loan's application status?

Further details will be provided during your loan application.

Foreign Exchange (FX)

Enhance your trading processes.

How does the UOB SME app help with my FX trading?

The UOB SME app offers a suite of tools designed to make FX trading simpler and faster.

- **FX Watchlist** lets you monitor your favourite currencies.

- **FX Alerts** notifies you whenever a currency pair meets your chosen criteria.

- **FX Converter** helps you calculate conversions without leaving the app.

- **Book FX** lets you act fast by taking you right to the transfers page.
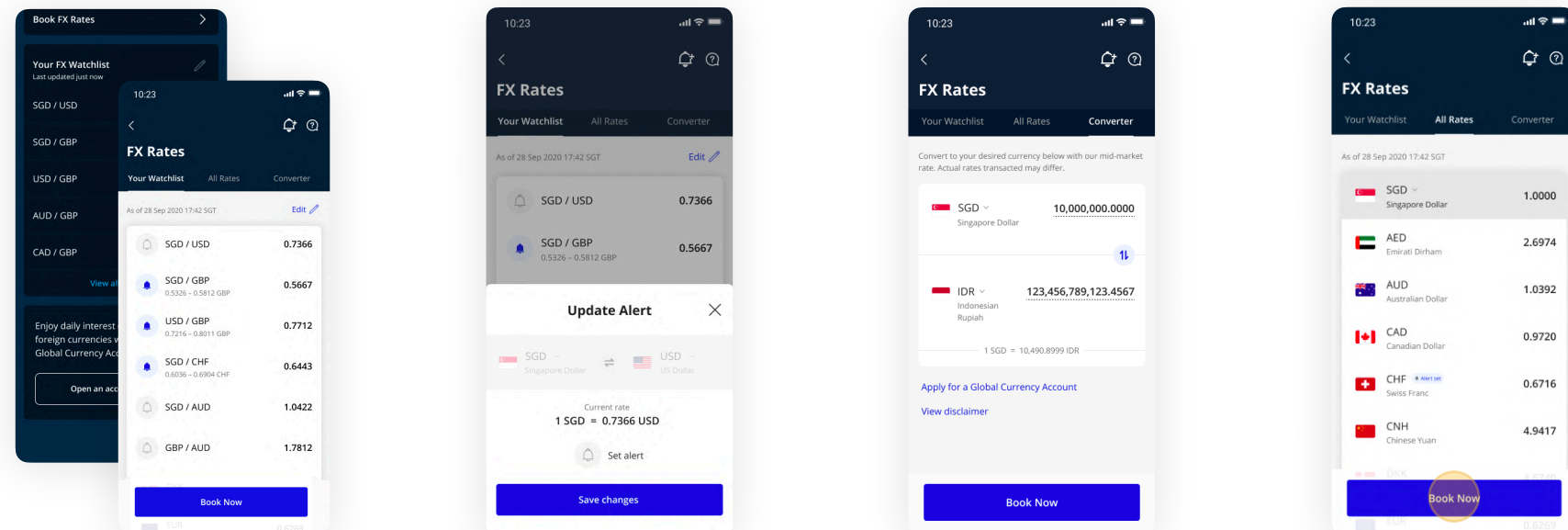
Foreign Exchange (FX)

Enhance your trading processes.

How do I add currencies to my FX Watchlist?
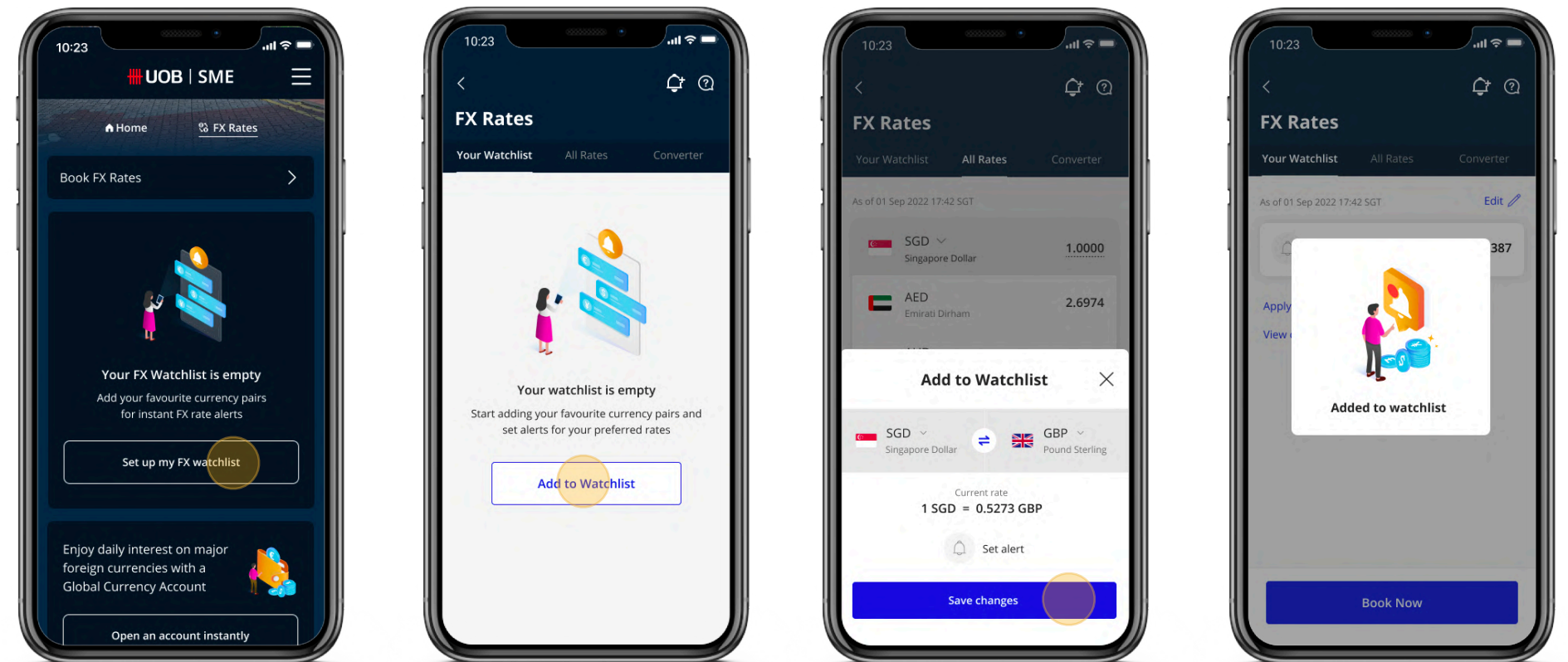
1. Select the "FX Rates" tab in the UOB SME app.

2. Tap on "Set up my FX Watchlist".

3. Select the currencies you wish to follow.

4. Confirm by tapping on the "Save changes" button.

Foreign Exchange (FX)

Enhance your trading processes.

How do I set up FX alerts?
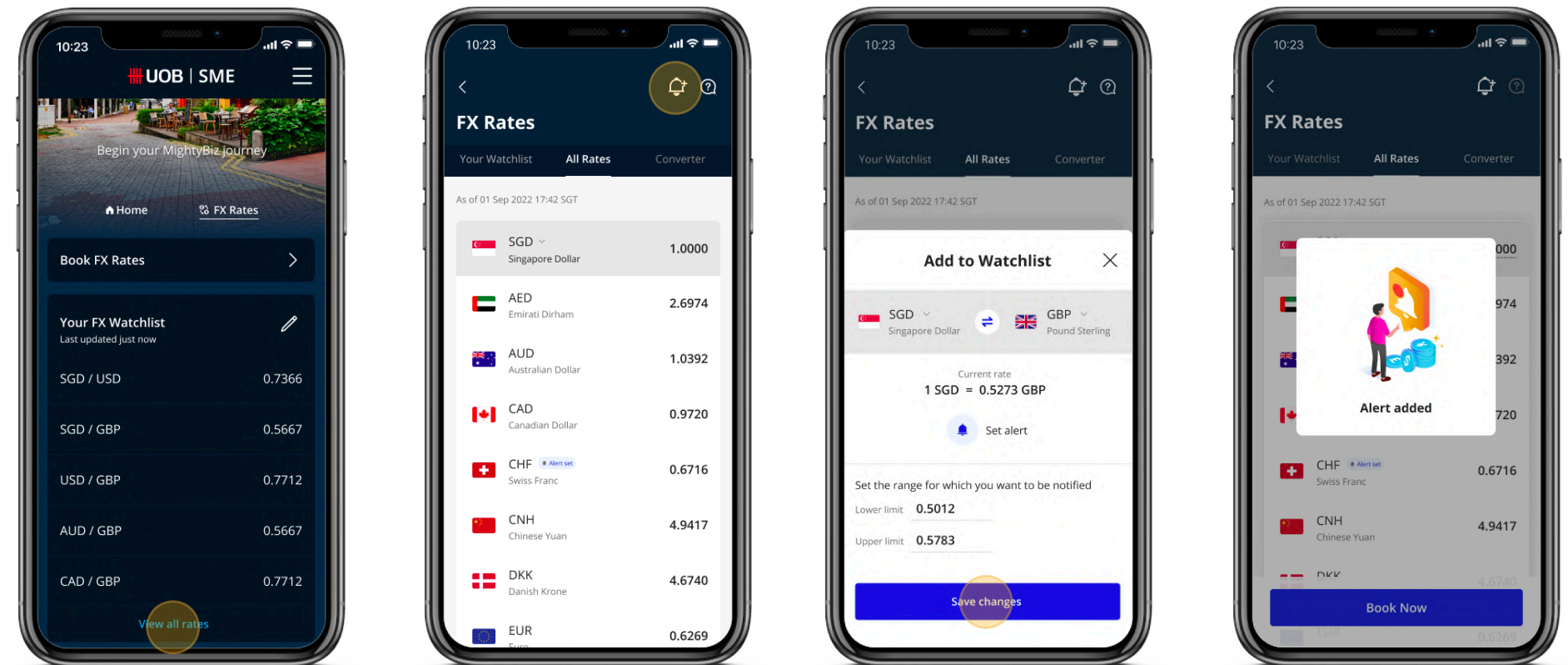
1. Select "View all rates" in the FX Rates tab in the UOB SME app.

2. Tap on the bell icon in the top-right corner of the screen to set up an alert.

3. Select your currency pair and your preferred upper and lower limit.

4. Continue by tapping "Save changes" to add them to your FX Watchlist.

Foreign Exchange (FX)

Enhance your trading processes.

What happens when I receive a FX alert?

FX Alert

1.000 SGD to 0.5136 GBP

SGD to GBP lower limit has been triggered.

Would you like to transact now?

Yes, proceed

No thanks

Book Now

The current exchange rate

What triggered your alert

Button to immediately log in and set up a transfer
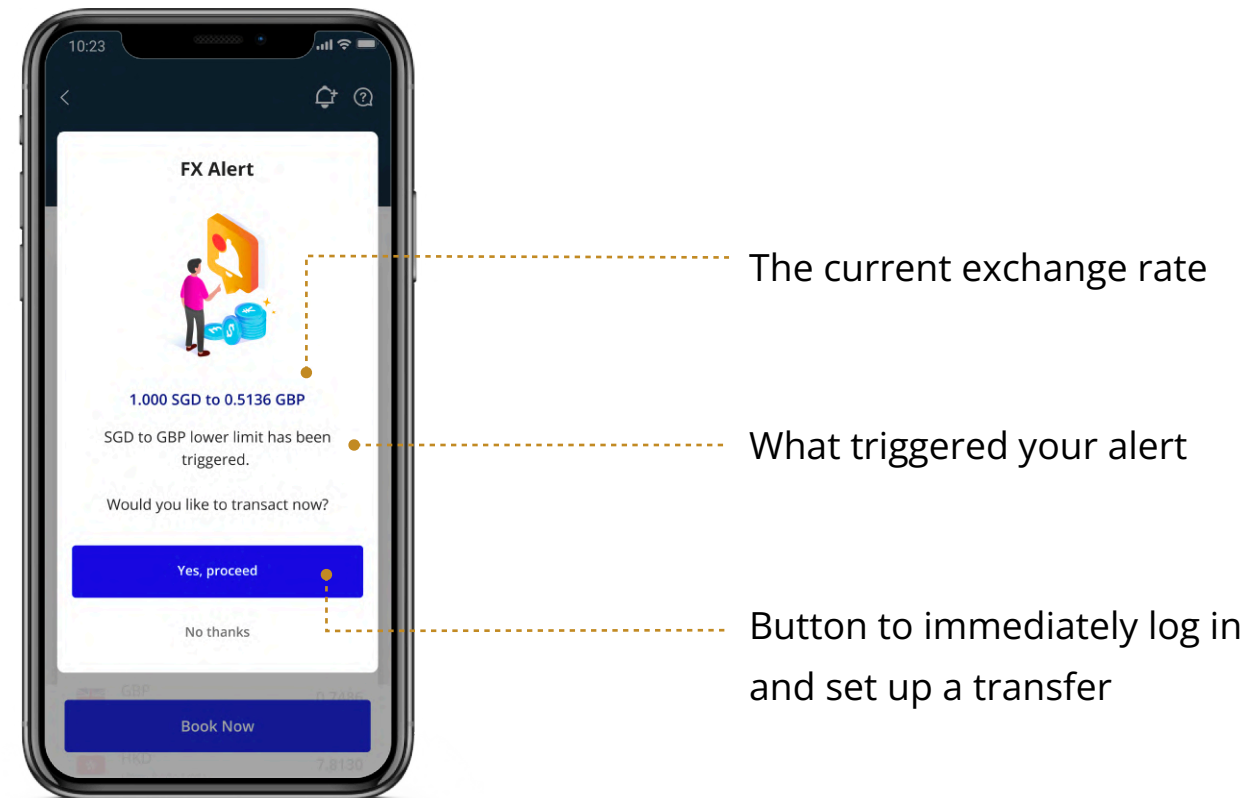
The UOB SME app will send you a push notification on your phone. Tap on the notification to view the full alert and to decide if you'd like to proceed with the booking.

Foreign Exchange (FX)

Enhance your trading processes.

How do I book FX rates?
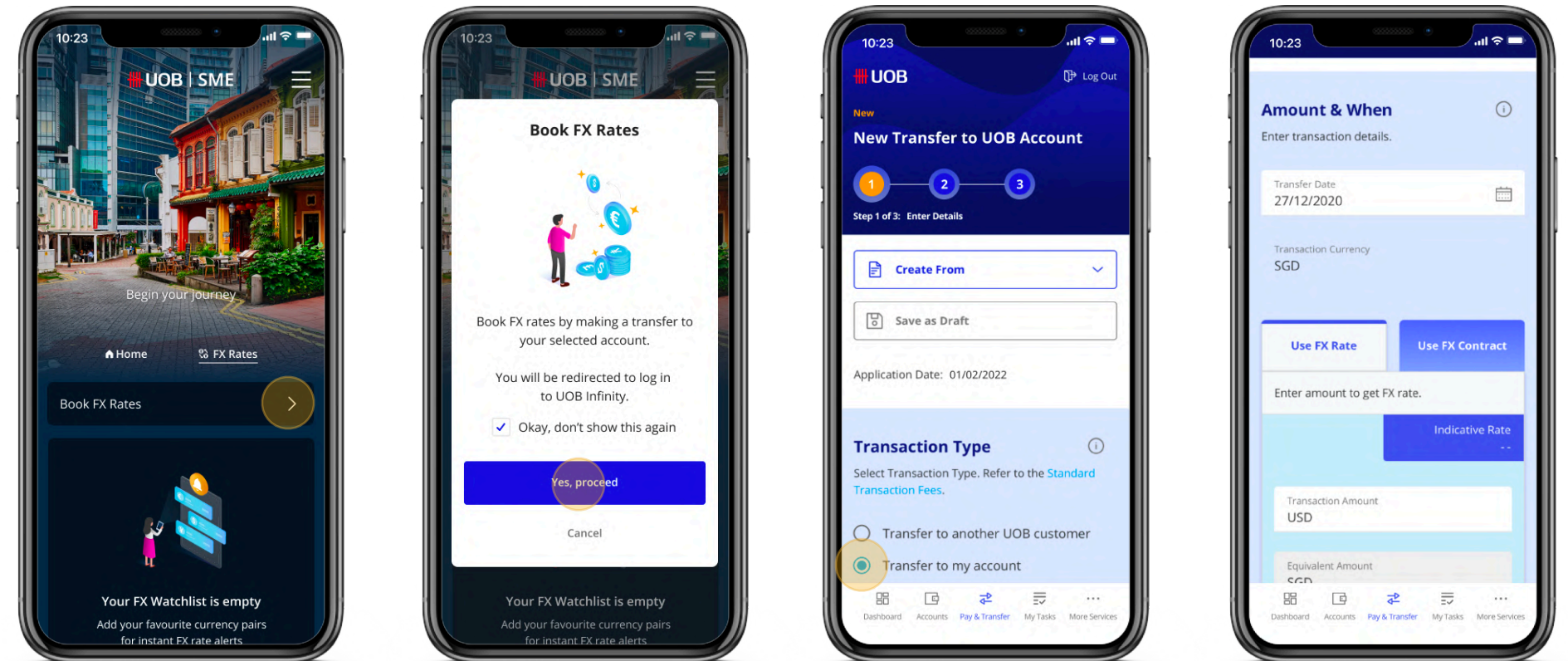
1. Select the "FX Rates" tab in the UOB SME app.

2. Tap on "Book FX Rates".

3. Log in and select "Transfer to my account".

4. Fill in the details under "Amount & When".

5. Proceed with the transfer form to complete your booking.

Foreign Exchange (FX)

Enhance your trading processes.

How often are the FX rates updated?

The UOB SME app pulls in new data whenever it is launched. The time and date of the FX rates shown are indicated near the top of the FX Rates screen. You may do a manual refresh by swiping down on the app to view the latest rates, if any.

Why do I see different FX rates before and after logging in?

The rates shown prior to login are indicative only. The final rates you see after logging in are better than board rates, and are only for UOB business customers.

Business Tips & Events

Your partner beyond banking.

Why are there business tips and events in the UOB SME app?

The UOB SME app goes beyond banking to help SMEs excel in their field, no matter their industry or current life stage. This includes providing customised tips and analyses, peer success stories, as well as networking opportunities.

Where can I find these tips and events in the app?

The Home screen will periodically refresh with the latest articles and events. Open the menu in the top-right corner and tap on the categories you wish to visit.
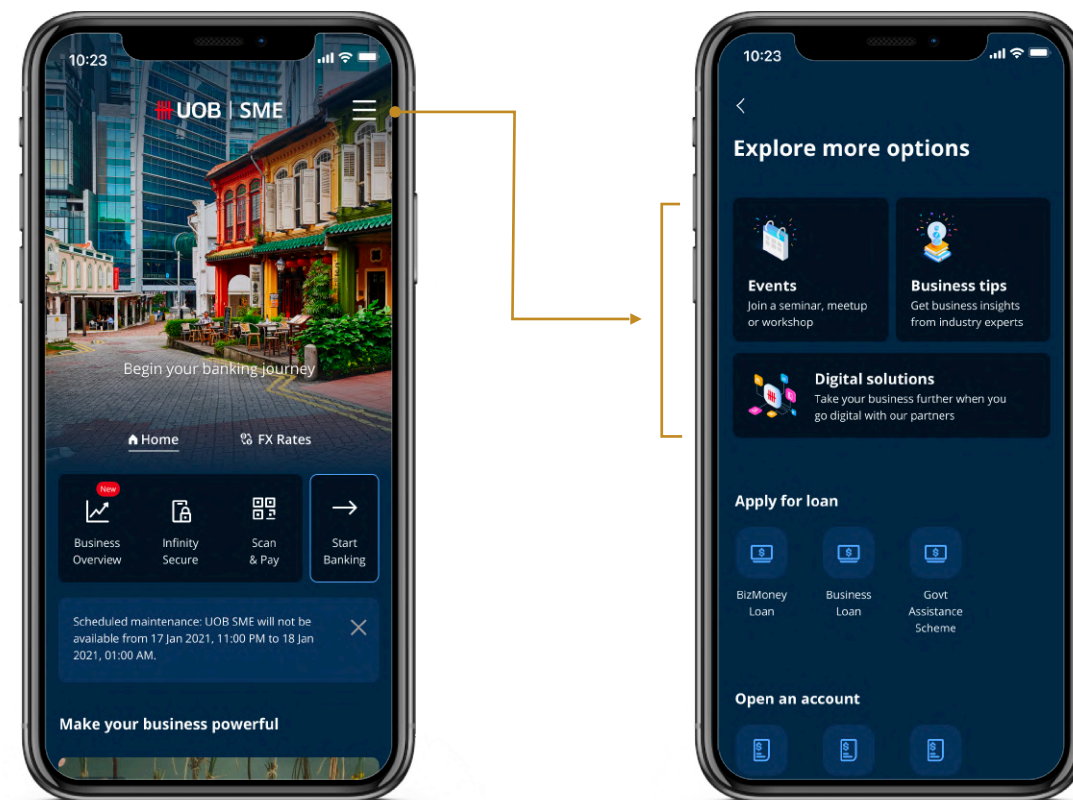
Business Tips & Events

Your partner beyond banking.

Can I be notified when there's a new event or business tip?

The UOB SME app prioritises push notifications for banking and FX alerts. If you wish to receive updates for new events and articles, please subscribe to our free newsletter.
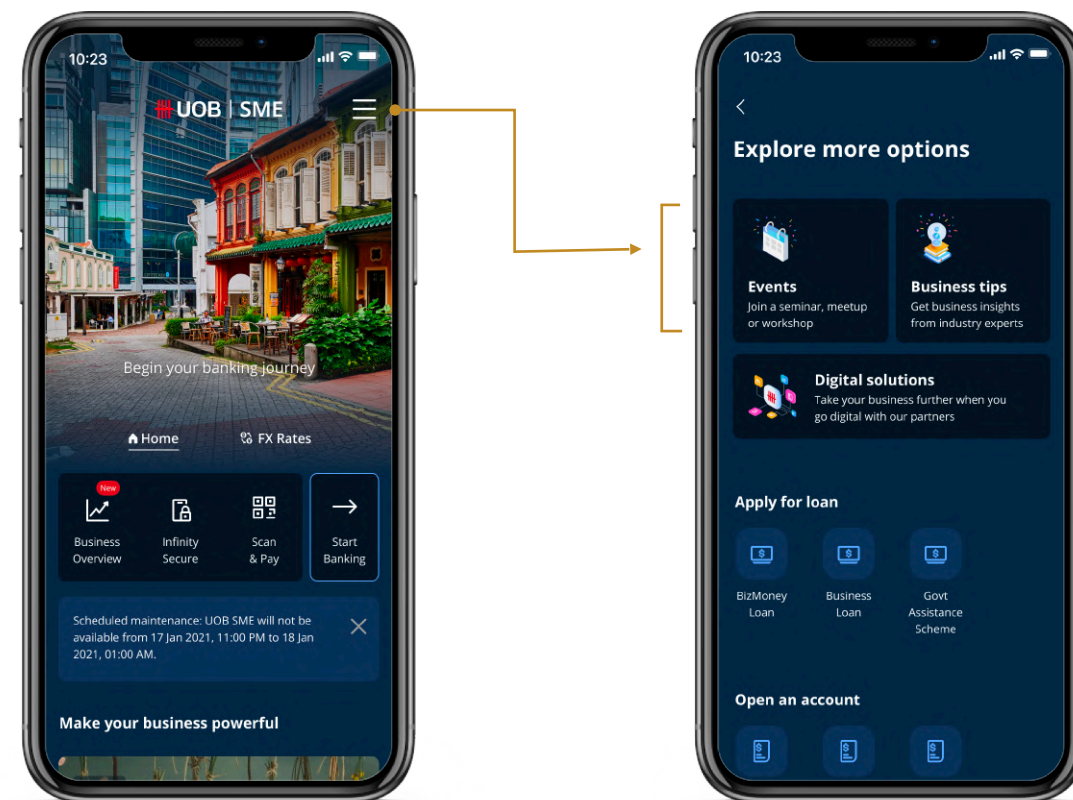
Where can I find the bank's ongoing promotions?

Simply scroll to the bottom of the Home Screen to find our latest business banking promotion.

Digital Solutions

Your path to digitalisation.

What do the digital solutions in the UOB SME app refer to?

These are digital solution providers that UOB has partnered with to make digitalisation easier. These solutions include accounting and invoicing, human resources, e-commerce, and much more so that small businesses may automate and streamline their processes to save cost and pursue new opportunities.

Where can I view these digital solutions?

Scroll down on the Home Screen to learn how you can digitalise with UOB. Alternatively, open the menu and tap on "Digital solutions" to view all available digital solutions providers.
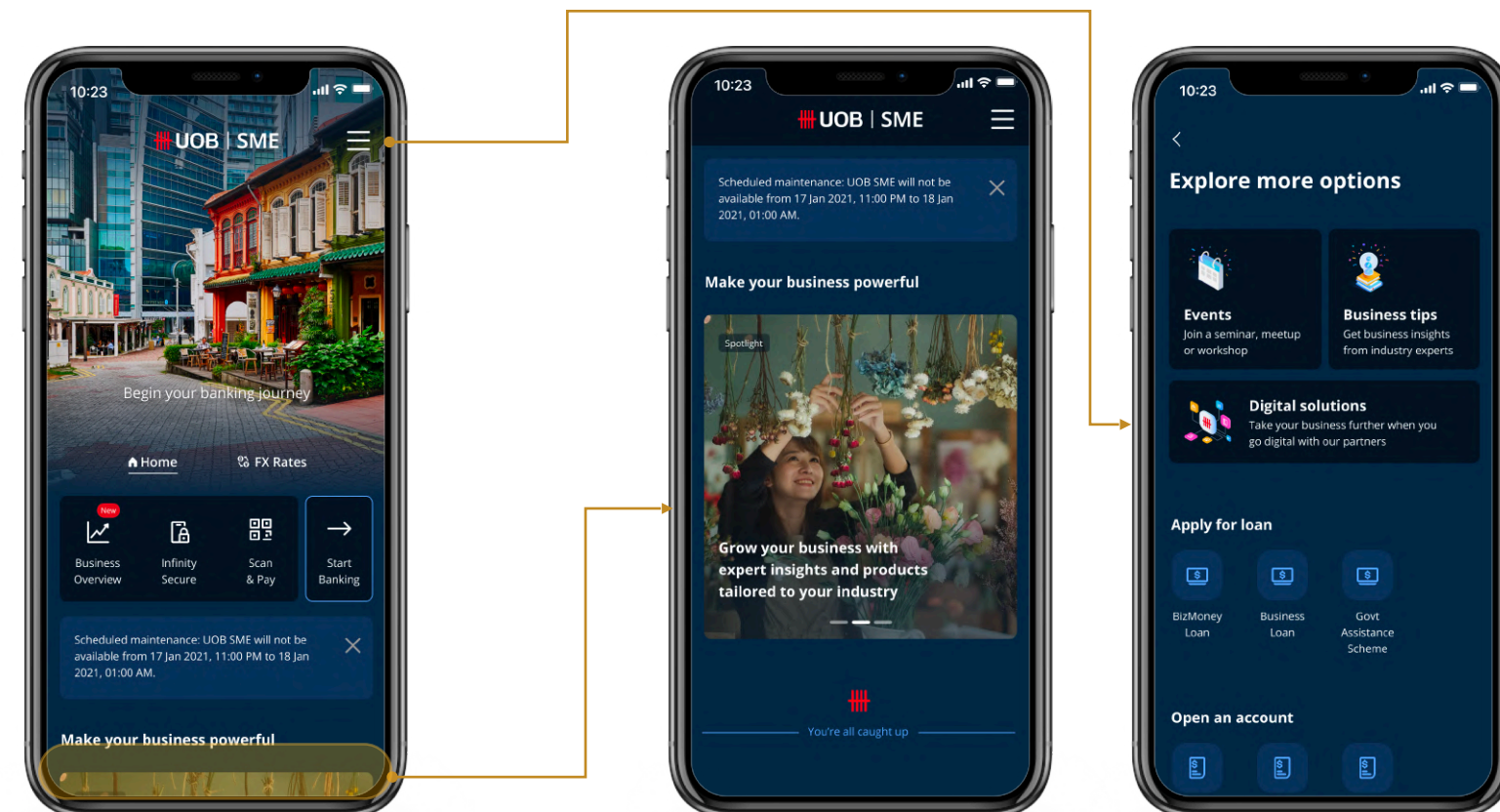
Help & Support

Finding assistance.

Where can I find help and support in the UOB SME app?

Open the menu and scroll down to find the help section.
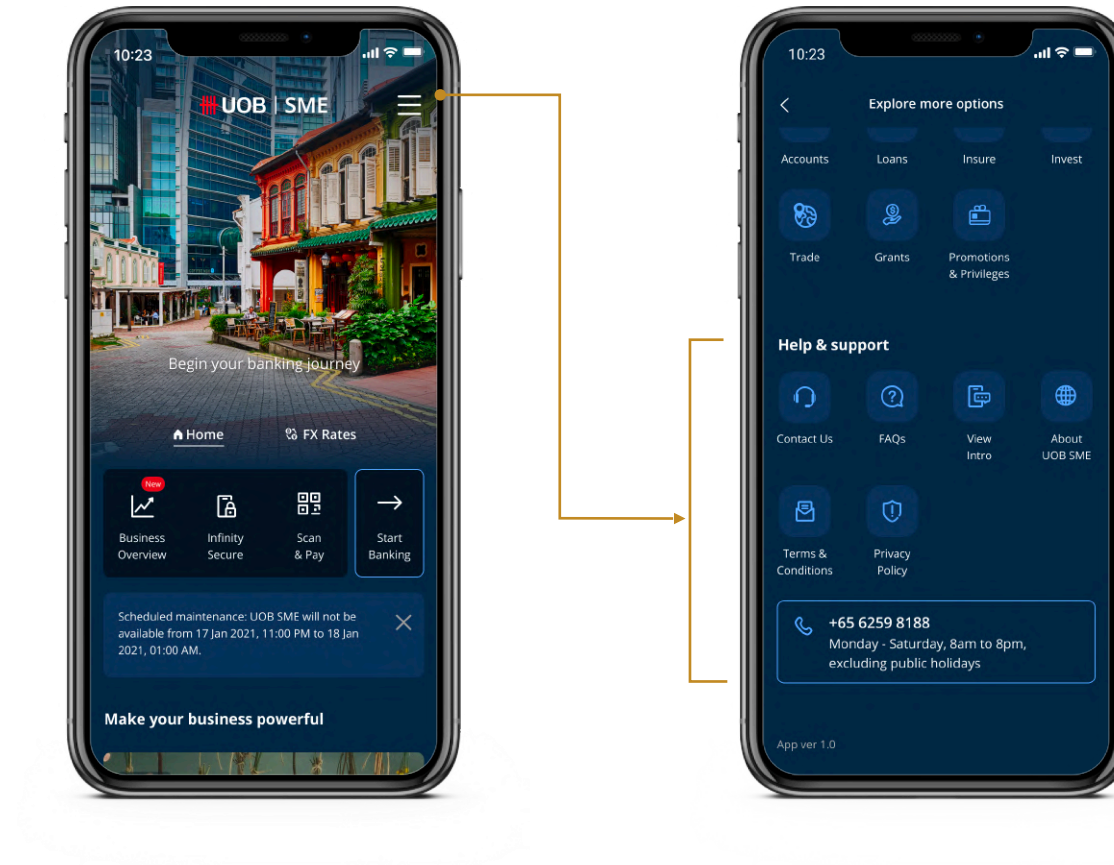
Contact Us: Get in touch with a service representative.

FAQs: Leads you to UOB Business Banking's FAQ page.

Business Insights

Stay on top of your business with the comprehensive Business Overview.

Business Overview

Back your business decisions with data.

What is Business Overview?

Business Overview is our insights-led dashboard that helps you make sense of your financial data. Through data from your accounts and digital solution partners, you get to see how your business is doing — all in one place.

Tap on "Start Banking" in the UOB SME app to log in, then tap on "View Business Overview" to explore.
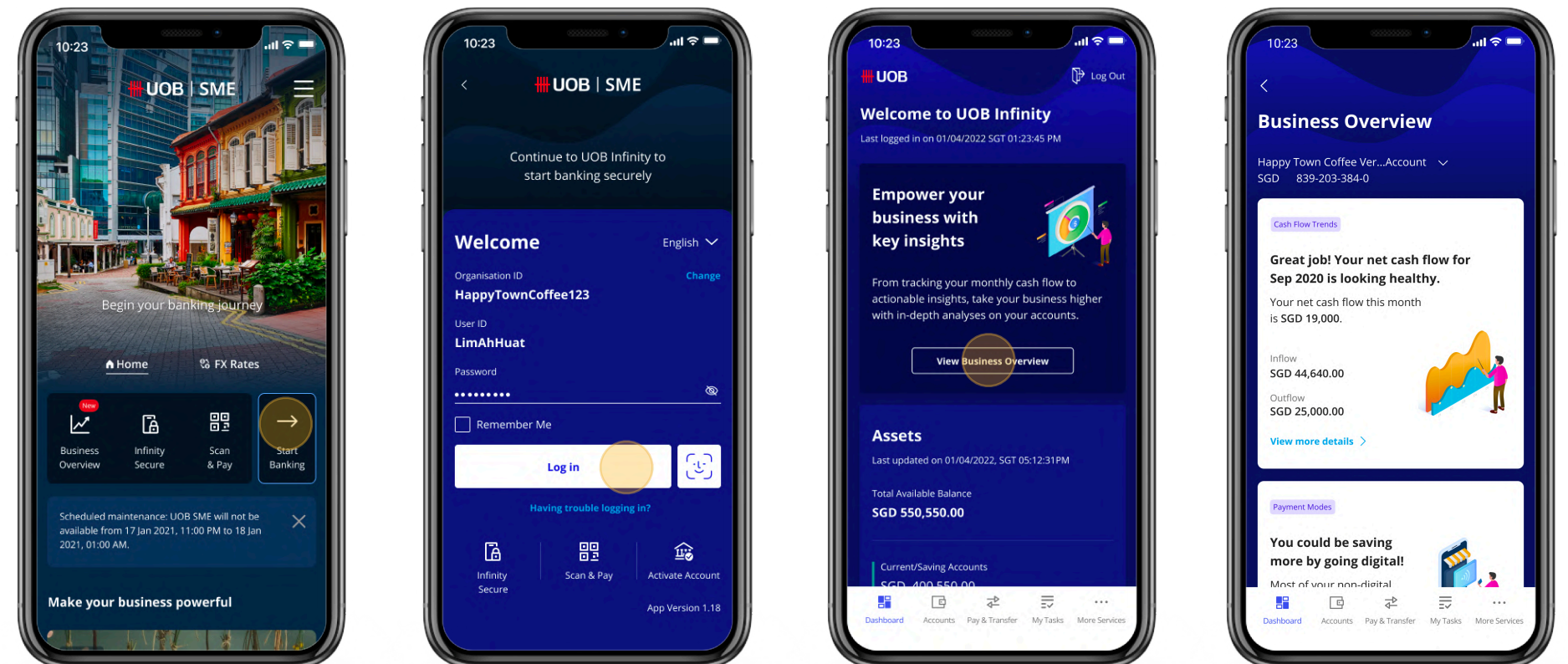
Business Overview

Back your business decisions with data.

How does Business Overview help my business?

Think of Business Overview as an advisor that streamlines your financial data. One that helps you quickly understand how your business is faring across all your UOB accounts, and identifies where you can take action for continued growth.

- Provides a consolidated view of all your UOB business accounts.
- Insights to help you make informed business decisions.
  - Cash Flow Trends
  - Payment Modes
- Pulls in data from our digital partner solutions for enhanced business insights
  - Account Receivables / Payables
  - Cash Balance Forecast
  - Top Suppliers / Customers

4

Business Overview

Back your business decisions with data.

I have several UOB accounts. Does Business Overview work across all of them?

Yes, it works for all of your UOB business accounts. You can also select which accounts to display in your Business Overview. However, data and information from partner widgets will not be reflected.

Business Overview

Happy Town Coffee Ver...Account
SGD   839-203-384-0

Cash Flow Trends

Great job! Your net cash flow for Sep 2020 is looking healthy.

Your net cash flow this month is **SGD 19,000.**

Inflow
SGD 44,640.00

Outflow
SGD 25,000.00
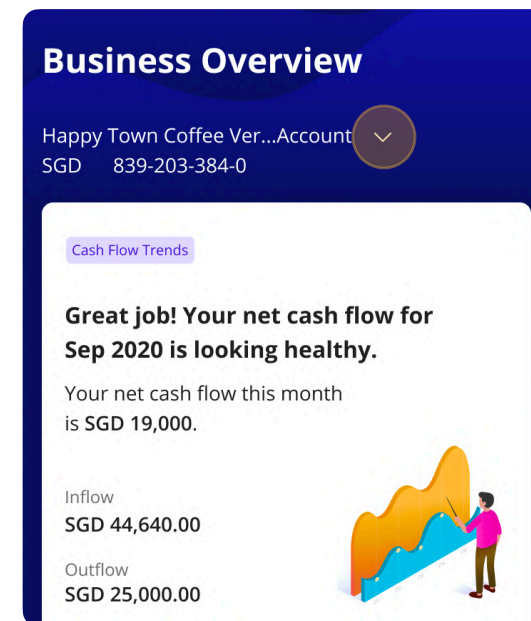
Why is Business Overview showing me different figures from the UOB Infinity dashboard?

Business Overview aggregates figures and insights based on data from past months, while the UOB Infinity dashboard shows you current figures.

Business Overview

Back your business decisions with data.

How can I get more out of Business Overview?

Gain enhanced insights on your business performances through additional widgets alongside direct bank feeds, simplified digital payments and up-to-date financials when you link your account to our digital solution providers. View all of these conveniently in one place on the Business Overview dashboard.
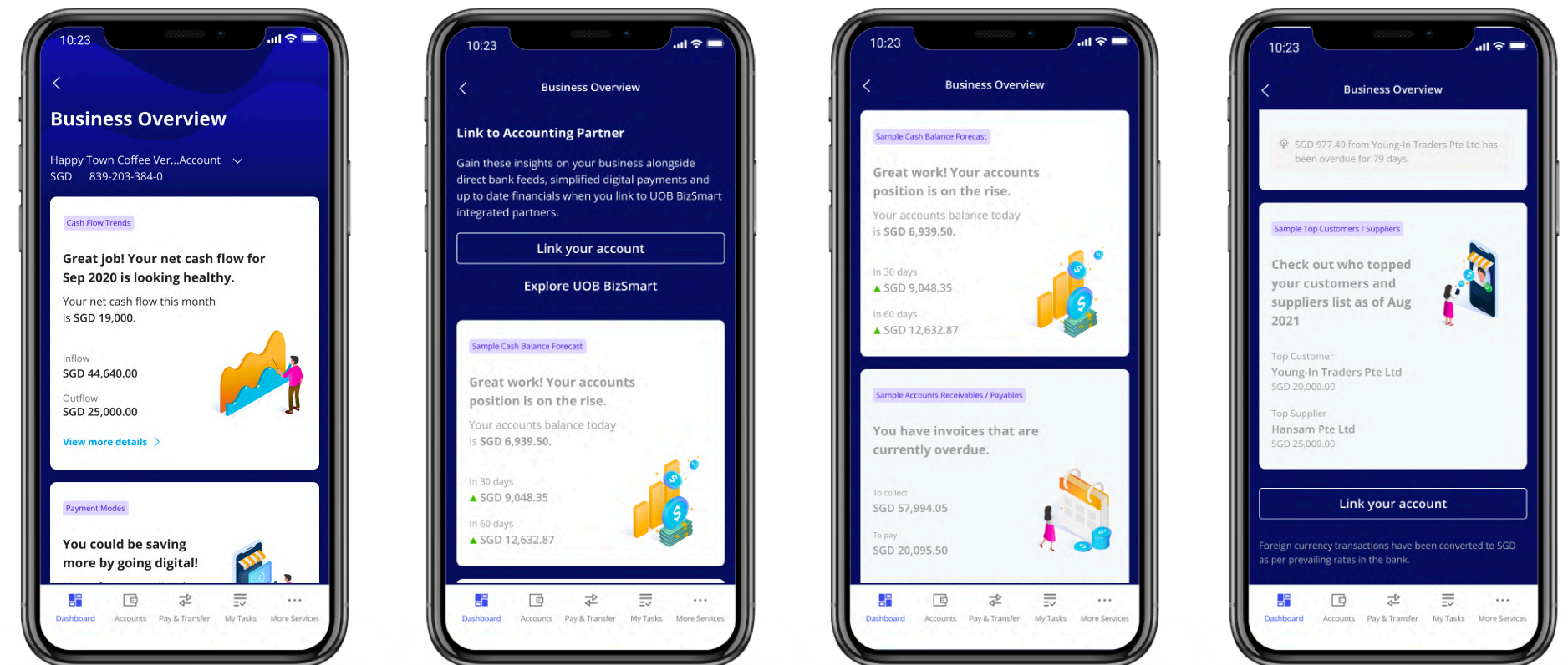
Business Overview

Back your business decisions with data.

How do I link my accounts to the digital solution providers?

In order to be able to link accounts, you need to have the following:

- An account with a Digital Solution Provider

- A UOB Business account

- Log-in credentials

There are two ways to connect a partner service provider into your Business Overview.

You can do it directly from Business Overview or by tapping "More Services" at the bottom-right corner of the screen.

Business Overview

Back your business decisions with data.

How do I link my accounts to the digital solution providers?

Linking via Business Overview
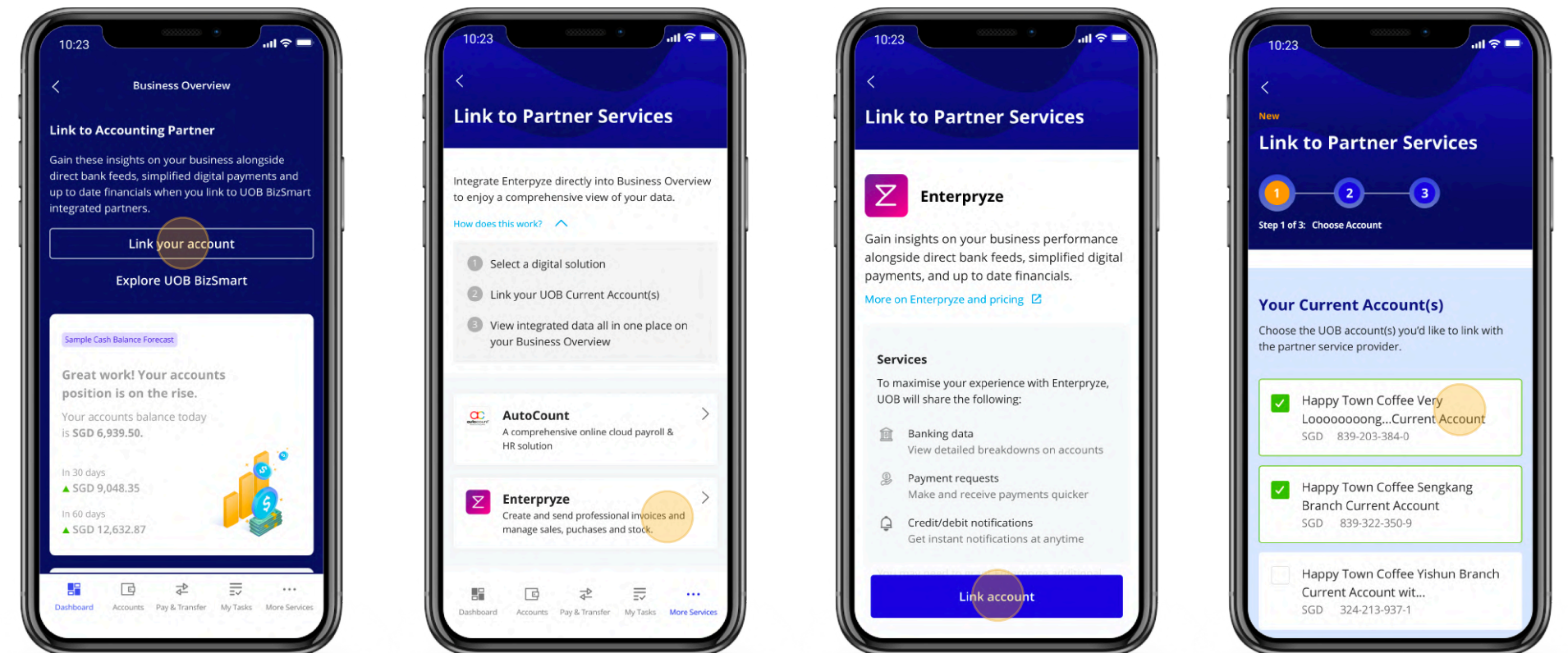
1. In Business Overview, scroll down and tap on "Link your account".

2. Select a partner to see more details, then tap on "Link account".

3. Follow the on-screen instructions to complete the linking process.

Business Overview

Back your business decisions with data.

How do I link my accounts to the digital solution providers?

Linking via More Services
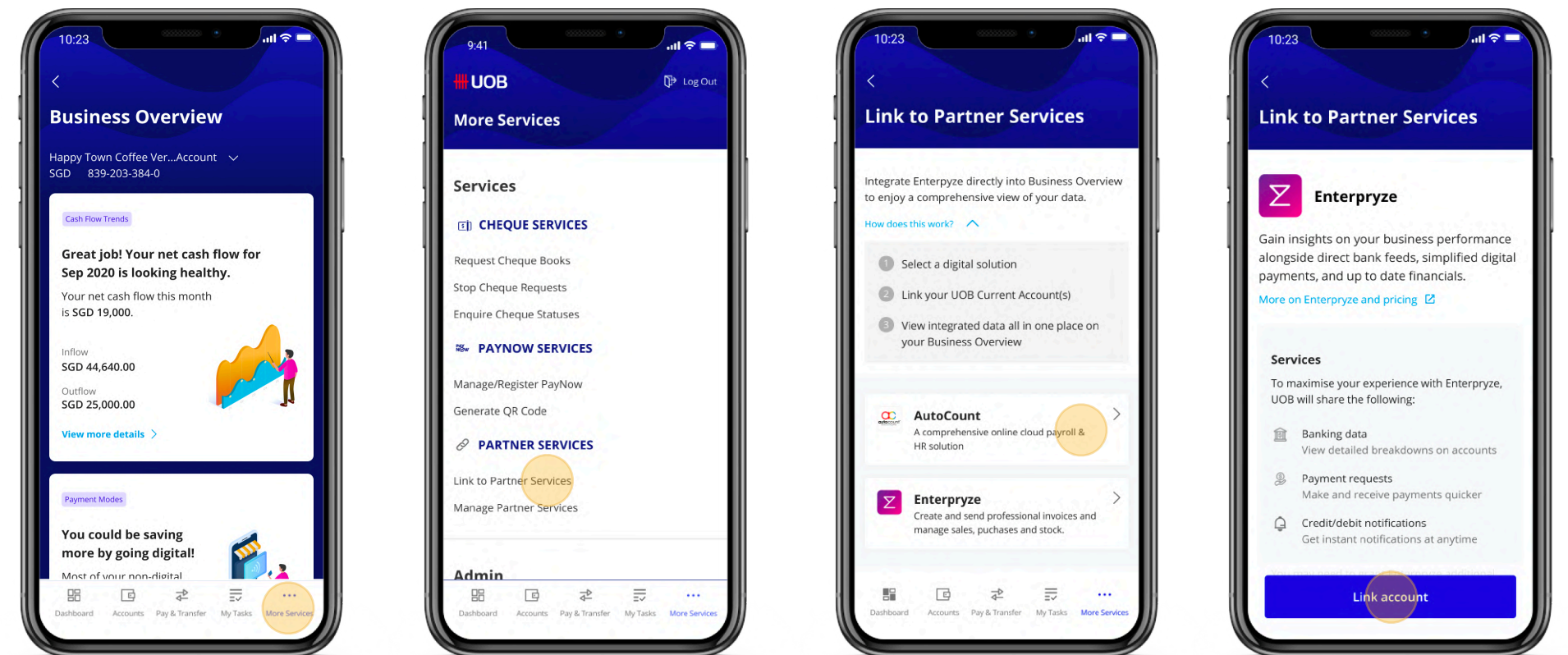
1. Tap on "More services" at the bottom-right corner.

2. Tap on "Link to Partner Services"

3. Select a partner to see more details, then tap on "Link account".

4. Follow the on-screen instructions to complete the linking process.

Business Overview

Back your business decisions with data.

What new widgets will I have access to?

Account Receivables / Payables

- Displays all your invoices (overdue and future-dated) and their details in one place.
- Helps to identify who you need to urgently pay or collect from.
- Helps to forecast your upcoming payments/ collections.

Accounts Balance Forecast

- Gives a quick indicator of your cash position over a 30, 60, or 90-day period.
- Lets you prepare your business for upcoming sales and expenditures.

Top Customers / Suppliers

- Displays the top customers and suppliers of your business over the past 6 months.
- Helps to identify who you should foster closer business relationships with.
- Helps to identify any new customers and suppliers

Business Overview

Back your business decisions with data.

What information can I see in Cash Flow Trends?

Inflow: Money coming into your account, e.g. receivables

Outflow: Money leaving your account, e.g. payables

Interactive graph showing your last 6 months' performance, up to the current month

Show or hide your averages

Selected month's overall cash flow and performance

10:23

Cash Flow Trends

SGD ('000)

75
50
25
0

Nov Dec Jan Feb Mar **Apr**

● Inflow ● Outflow 👁 Show averages

Apr 2022 Summary

Your net cash flow was

SGD 19,640.00 ⓘ

▲ 149% against monthly average of
SGD 13,140.00 over the past 6 months.

Inflow   SGD 44,640.00
          ▲ 7% increase
          against monthly avg. SGD 40,000.00

Outflow   SGD 25,000.00
          ▼ 7% decrease
          against monthly avg. SGD 26,750.00

Business Overview

Back your business decisions with data.

What information can I see in Cash Flow Trends?

Data indicating:
- Inflow / outflow figures in SGD
- Increase / decrease as compared against your mean average based on the last 6 months

Quick link to account activities
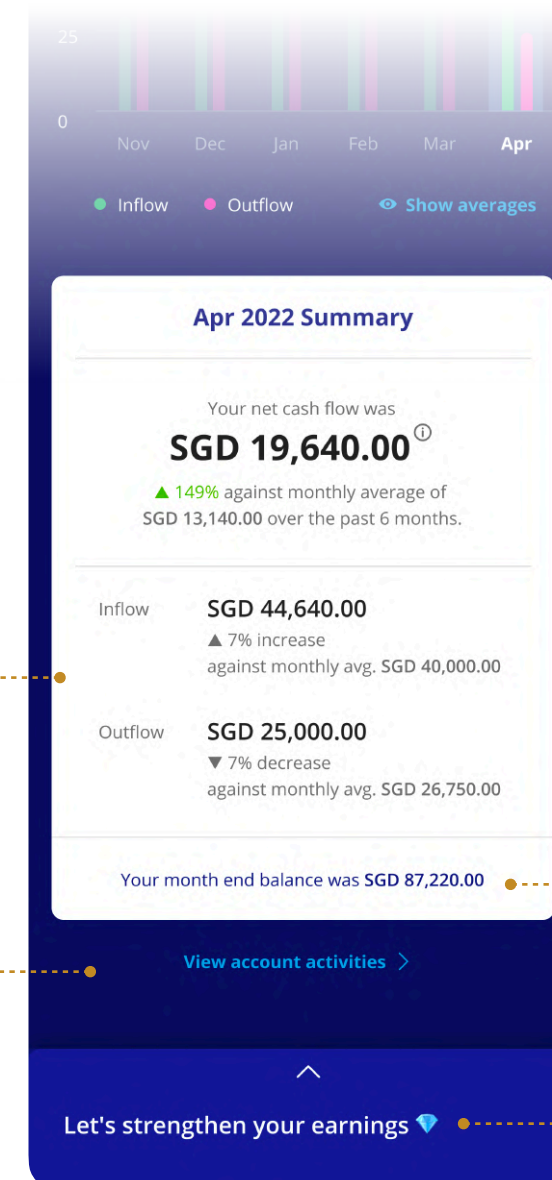
Month end ledger balance pulled from your UOB banking data

Insights drawer for next steps and recommendations

Apr 2022 Summary

Your net cash flow was

SGD 19,640.00 ⓘ

▲ 149% against monthly average of SGD 13,140.00 over the past 6 months.

Inflow   **SGD 44,640.00**
▲ 7% increase
against monthly avg. SGD 40,000.00

Outflow   **SGD 25,000.00**
▼ 7% decrease
against monthly avg. SGD 26,750.00

Your month end balance was **SGD 87,220.00**

View account activities ›

Let's strengthen your earnings 💎

25

0

Nov   Dec   Jan   Feb   Mar   **Apr**

● Inflow   ● Outflow   👁 Show averages

Business Overview

Back your business decisions with data.

What information can I see in Payment Modes?

Digital: Transactions made via FAST Transfer, PayNow, GIRO and Telegraphic Transfer

Non-Digital: Transactions made via Funds Transfer, NETS Debit, Cheque and Cash

10:23

Payment Modes

Digital | Non-Digital

Transaction Vol.
1,000
750
500
250
0

Nov Dec Jan Feb Mar **Apr**

← **Apr 2022 Summary** →

500 transactions
▲ 48% against monthly average of
337 transactions over the past 6 months.

FAST Transfer
350 transactions
+SGD 15,999.00   -SGD 5,999.00
Incoming   Outgoing

PayNow
100 transactions
+SGD 10,999.00   -SGD 1,000.00
Incoming   Outgoing
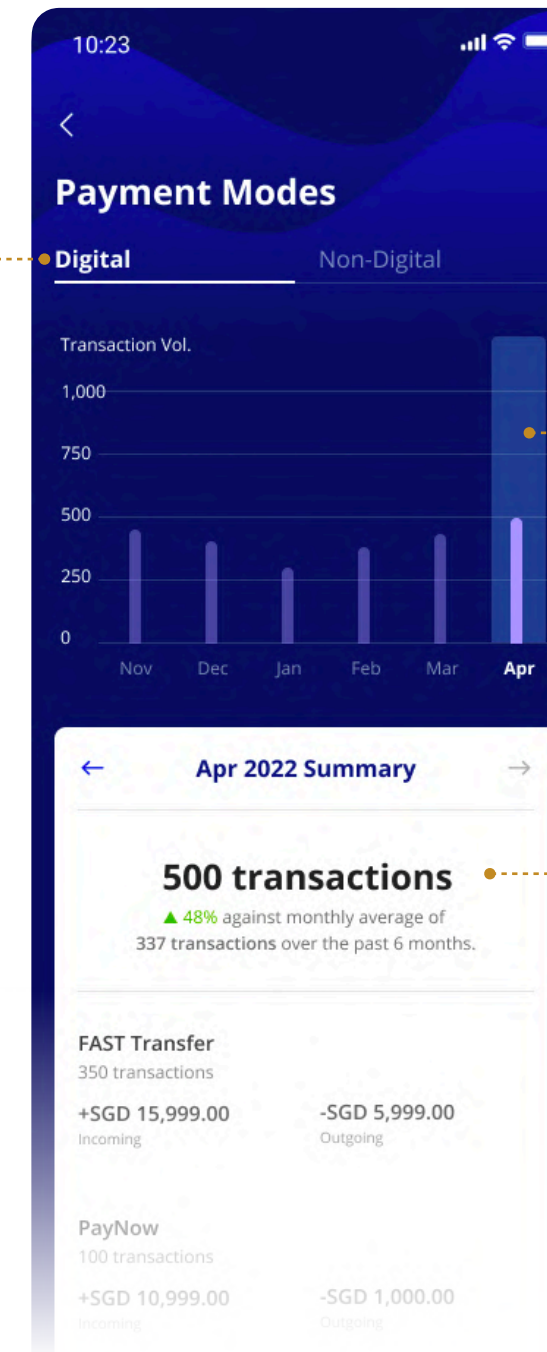
Interactive graph showing your last 6 months' performance, up to the current month

Selected month's breakdown of transactions, by payment types

Payment types are listed from highest to lowest number of transitions

Business Overview

Back your business decisions with data.

What information can I see in Payment Modes?

Data indicating:
- Total number of transactions per payment type
- Incoming / Outgoing amounts in SGD

Quick link to account activities
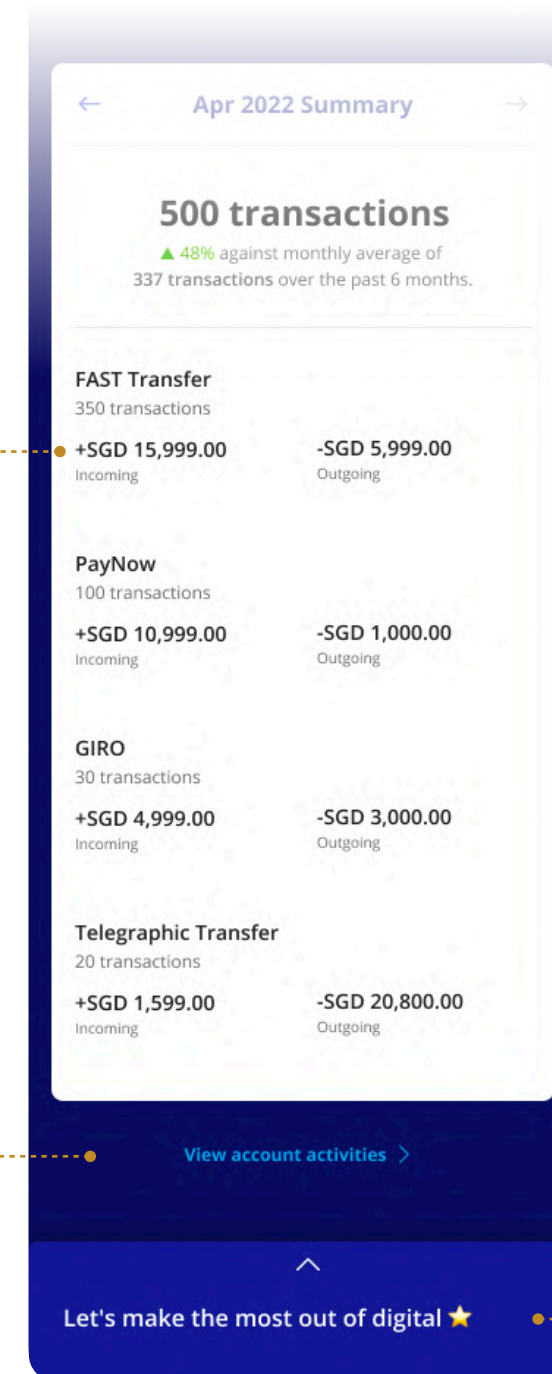
Insights drawer for next steps and recommendations

Apr 2022 Summary

500 transactions
▲ 48% against monthly average of 337 transactions over the past 6 months.

FAST Transfer
350 transactions
+SGD 15,999.00   -SGD 5,999.00
Incoming   Outgoing

PayNow
100 transactions
+SGD 10,999.00   -SGD 1,000.00
Incoming   Outgoing

GIRO
30 transactions
+SGD 4,999.00   -SGD 3,000.00
Incoming   Outgoing

Telegraphic Transfer
20 transactions
+SGD 1,599.00   -SGD 20,800.00
Incoming   Outgoing

View account activities ›

Let's make the most out of digital ⭐

Business Overview

Back your business decisions with data.

What information can I see in Account Receivables / Payables?

Switch between account receivables and account payables

Navigate through different invoice ageing

Alternative way to navigate through different invoice ageing

10:23

Account Receivables / Payables

Last updated on 01/09/2021
SGT 05:44:57PM   ⟳ Refresh data

99 Receivables
SGD 77,994.05

87 Payables
SGD 20,095.50

2 Customers
SGD 3,389.70

● Upcoming   ● Overdue

Your invoices due
Over 90 days ago

ABC Company Pte Ltd
SGD   2,389.00

Bana Bana Cafe

Business Overview

Back your business decisions with data.

2 Customers
SGD 3,389.70

● Upcoming   ● Overdue

Your invoices due

< **Over 90 days ago** >

ABC Company Pte Ltd
SGD 2,389.00

XYZ Cafe
SGD 1,000.70

The information displayed here is based on data provided by your linked accounting partner.

View more in accounting partner >

List of invoices due in the selected time period, in descending order of value.

Amounts displayed are accumulations of all the invoices tagged to the listed customer.

Quick link to view full details in accounting partner

Business Overview

Back your business decisions with data.

What information can I see in Cash Balance Forecast?

Select to view forecast for one or all business accounts linked to the partner

Interactive graph projecting your cash position, up to 90 days from today

Select between 30, 60 and 90-day time periods to view forecasted cash position

Forecasted cash position based on the selected time period

[Phone screen]

10:23

Cash Balance Forecast

Last updated on 01/09/2021
SGT 05:44:57PM   ↻ Refresh data

Your estimated cash balance for
Happy Town Coffee ⌄
839-203-384-0

SGD ('000)

60

40

20

0

Today   **30D**   60D   90D

→ Cash Position

Your estimated cash balance

In 30 days   >

SGD 16,939.50

Current bank balance   SGD 30,000.00

Operating expenses ⓘ   –SGD 25,000.00

Business Overview

Back your business decisions with data.

What information can I see in Cash Balance Forecast?

Your estimated cash balance

In 30 days ›

SGD 16,939.50

Current bank balance	SGD 30,000.00
Operating expenses ⓘ	–SGD 25,000.00
Total account receivables ⓘ	SGD 32,940.00
Total account payables ⓘ	–SGD 21,000.50

Overdue 0D 30D 60D 90D

● Receivables ● Payables

View Account Receivables/Payables ›

The information displayed here is based on data provided by your linked accounting partner.

∧

Streamline your collections ✨

Total sum of your overdue and upcoming account receivables/ payables, up until the selected time period

Quick link to view Account Receivables/Payables

Current bank balance: Latest consolidated ledger balance from accounting partner which includes the balances from the linked UOB accounts

Operating expenses: Average opex data for the past 6 months, pulled from your accounting partner

Today's snapshot of overdue and upcoming invoices

Insights drawer for next steps and recommendations
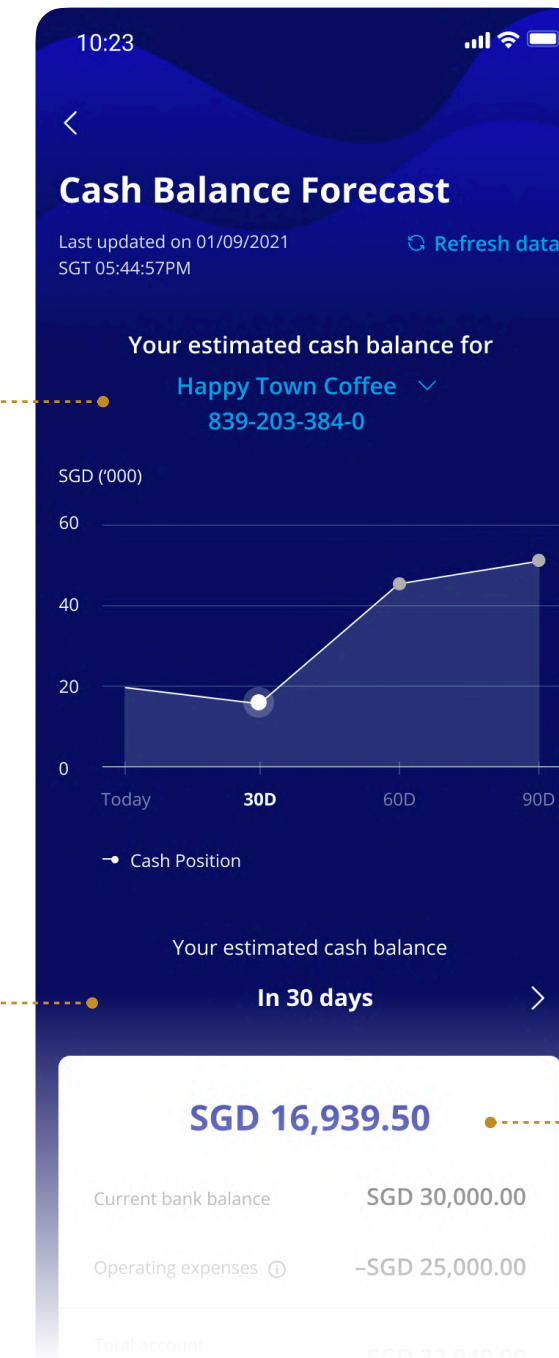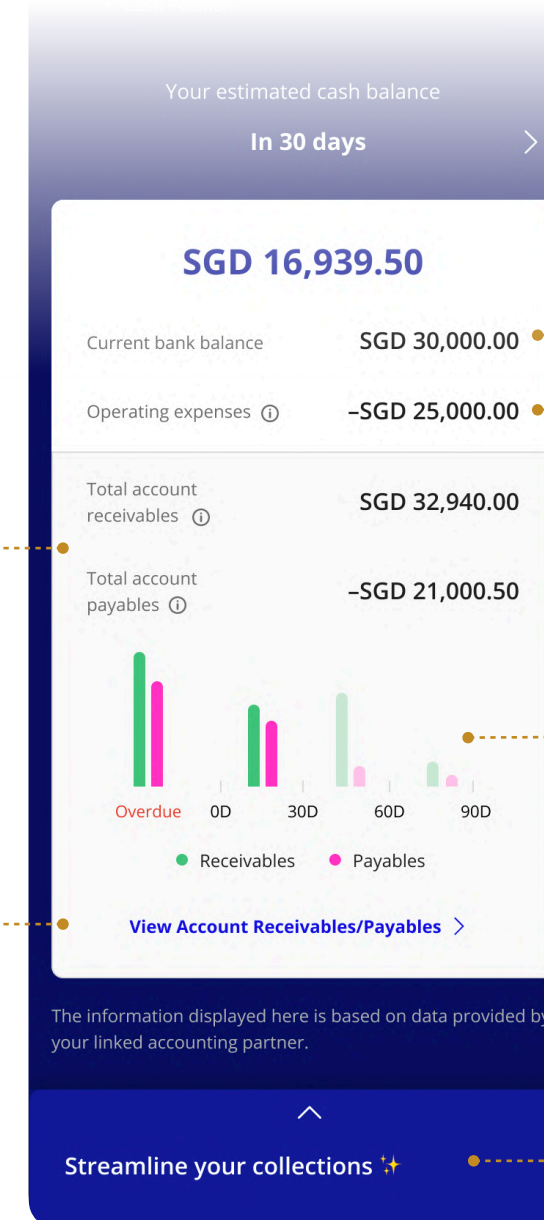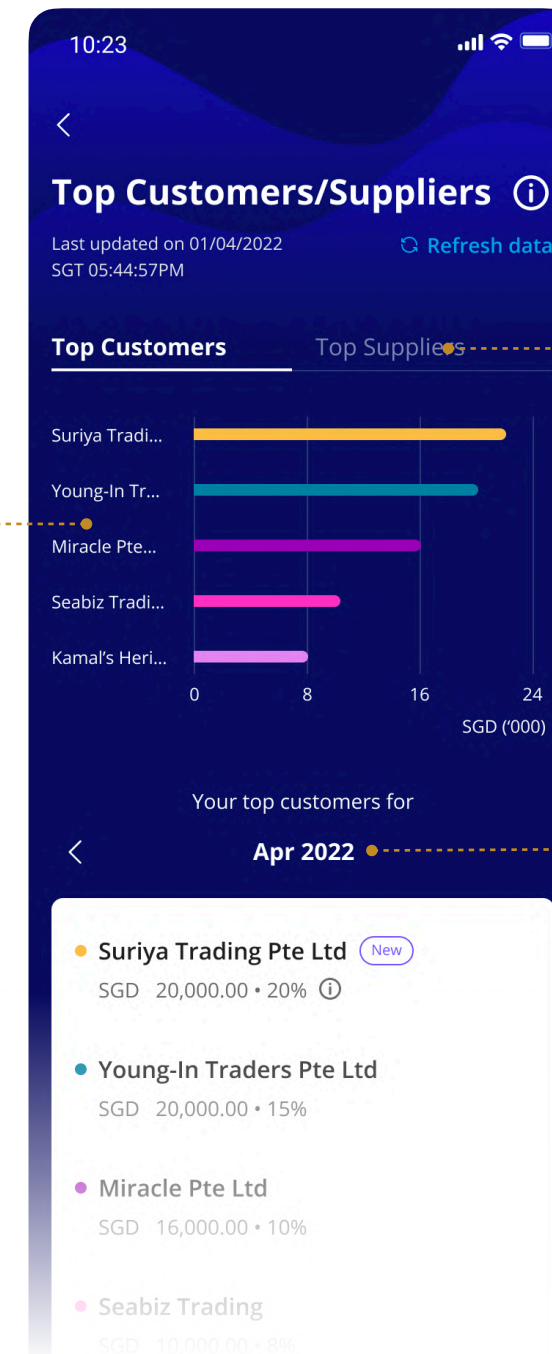
4

Business Overview

Back your business decisions with data.

What information can I see in Top Customers/Suppliers?

Bar chart displaying top 5 customers/suppliers in descending order

Switch between your top customers and suppliers

Select previous months to view your previous top customers/supplies

Top Customers/Suppliers ⓘ

Last updated on 01/04/2022 SGT 05:44:57PM

↻ Refresh data

Top Customers   Top Suppliers

Suriya Tradi...
Young-In Tr...
Miracle Pte...
Seabiz Tradi...
Kamal's Heri...

0   8   16   24
SGD ('000)

Your top customers for

‹   **Apr 2022** •

● **Suriya Trading Pte Ltd** (New)
SGD 20,000.00 • 20% ⓘ

● **Young-In Traders Pte Ltd**
SGD 20,000.00 • 15%

● **Miracle Pte Ltd**
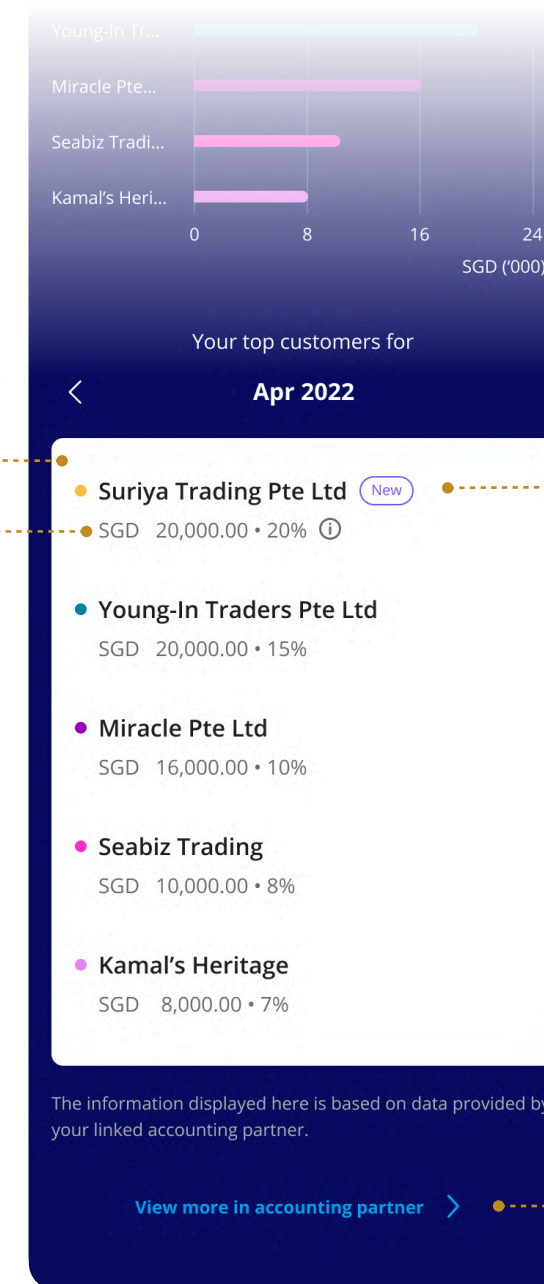SGD 16,000.00 • 10%

● Seabiz Trading

Business Overview

Back your business decisions with data.

What information can I see in Top Customers/Suppliers?

Detailed listing of your top 5 customers/suppliers and the weightage of their transactions in your total transaction amount

Amounts displayed are accumulations of all the transactions tagged to the listed customer or supplier.

Miracle Pte...
Seabiz Tradi...
Kamal's Heri...

0   8   16   24
SGD ('000)

Your top customers for
< **Apr 2022**

● Suriya Trading Pte Ltd (New)
  SGD 20,000.00 • 20% ⓘ

● Young-In Traders Pte Ltd
  SGD 20,000.00 • 15%

● Miracle Pte Ltd
  SGD 16,000.00 • 10%

● Seabiz Trading
  SGD 10,000.00 • 8%

● Kamal's Heritage
  SGD 8,000.00 • 7%

The information displayed here is based on data provided by your linked accounting partner.

View more in accounting partner ＞

The "New" tag indicates that a customer/supplier has not appeared in your top 5 list in the previous 5 months

Quick link to view your full list of customers and suppliers in accounting partner

Partner Service Providers

View your banking and accounting data in one place.

How do I unlink a digital solution provider from Business Overview?
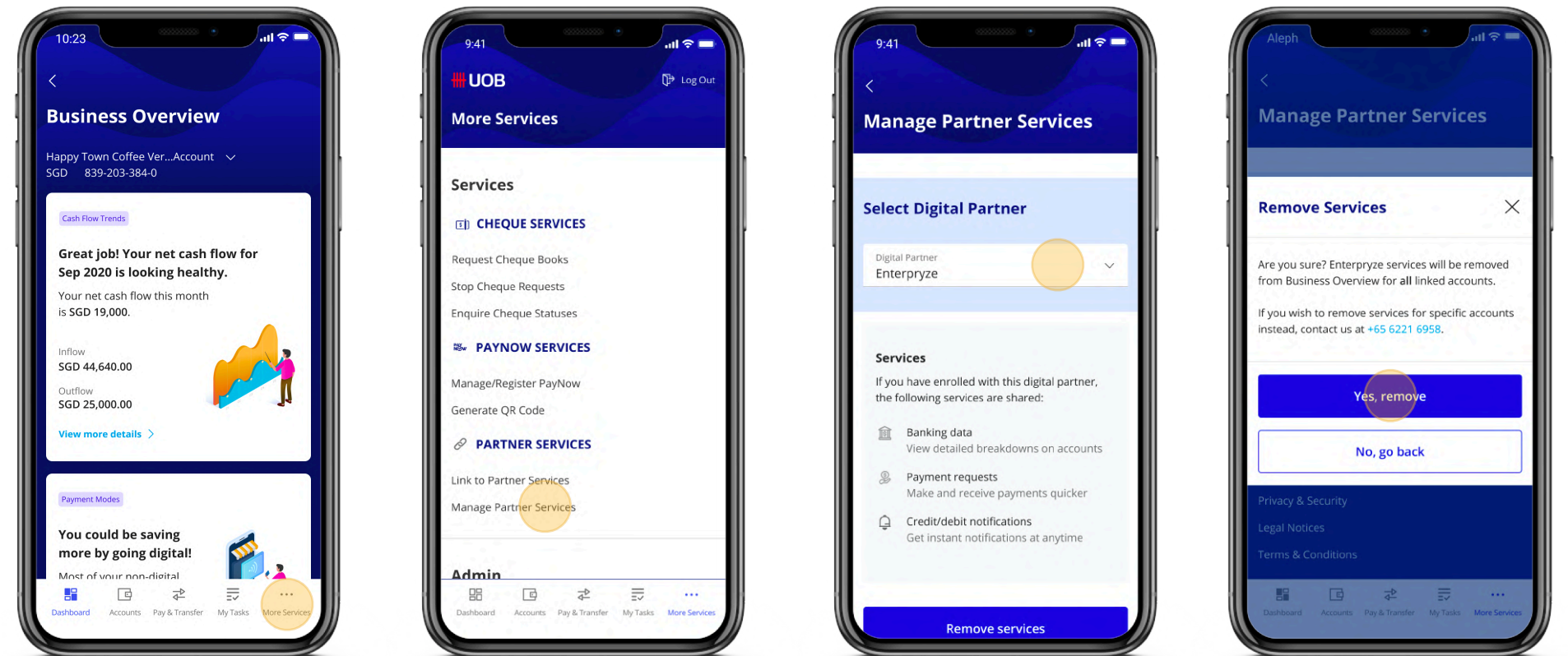
1. Tap on "More services" in the bottom-right corner.

2. Tap on "Manage Partner Services"

3. Select the partner you wish to unlink from Business Overview.

4. Tap "Yes, remove" to unlink partner.

5

Troubleshooting

Fixes for common errors and issues.

General Support

Frequently Asked Questions

Who can I contact if I have questions or issues while using the UOB SME app?

If you require any assistance, please call us at **+65 6259 8188**, from Monday to Saturday, 8am to 8pm, excluding public holidays, for any issues regarding your login to the UOB SME app.

I am having difficulty logging into the UOB SME app to access my banking functions. How do I fix this issue?

Call us at **+65 6259 8188,** from Monday to Saturday, 8am to 8pm, excluding public holidays, for any issues regarding your login to the UOB SME app.

I am unable to launch the UOB SME app on my mobile device.

Check if your mobile device meets the minimum requirements (**Android 10 and above** or **iOS 12 and above**).

If your mobile device has been previously modified, consult your device manufacturer's service centre on how to resolve this issue.
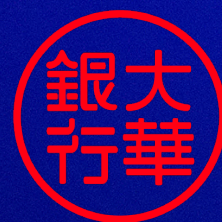
General Support

Frequently Asked Questions

Do I have to sign up with the digital solution partner before linking my account?

Preferably, yes. If you have not signed up with the digital solution partner, you can access the UOB SME app menu and tap on "Digital Solutions" to view all our available digital solution providers.

I've enrolled in the digital solution provider's bank statement and payment feed services previously. Do I have to link my account again to view the additional widgets?

Yes. You'll need to link your account to the digital solution provider again in the UOB SME app.

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RIGHT BY YOU