

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) or Standalone Board Resolution

2. What is the Accounts and Services Resolution?

The Accounts and Services Resolution (ASR) is UOB'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 UOB 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 UOB eAlerts! for all my UOB accounts?

Yes, you can subscribe to this service for all your corporate current accounts with UOB. Prevailing charges will apply. Please refer to the Application Form for information on the applicable fees and charges.

5. Is there any limit to the number of mobile numbers or email addresses I can subscribe for?

There is no limit to the number of recipients you can add to your UOB eAlerts! subscription. Prevailing charges will apply. Please refer to the Application Form for information on the applicable fees and charges.

6. What is the subscription charge for UOB eAlerts!?

Please refer to the UOB eAlerts! application form on the applicable monthly subscription charge.

7. 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.

8. What type of alerts will I receive when I apply for Trade Services/FSCM eAlerts!?

By subscribing to Trade Services/FSCM eAlerts! service, you will receive all available trade services / FSCM alerts as listed in Appendix C of the Application Form.

9. Is the alert service safe and secure?

Yes, this service is safe and secure. All notifications will have the account number masked to ensure that your account identity is protected.

10. What security precaution should I take when using UOB eAlerts!?

As an added precaution to prevent unauthorised access to your account information, you may wish to delete any SMS messages / emails containing UOB eAlerts! notifications once you have read them.

11. 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.

12. 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.

13. If I'm overseas, will I incur charges when I receive SMS alerts?

You may incur additional charge(s) imposed by your mobile service provider for overseas SMS messages.

14. 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.

15. I have changed my mobile phone number. How do I inform the Bank?

Please complete the eAlerts! Maintenance Form to update your mobile number.

16. 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.

17. What should I do if I lose my mobile 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 our Corporate Call Centre hotline 1800 222 6121 (from Singapore) and 6226 6121 (from Overseas) for assistance.

18. Will I receive alerts during weekend?

Yes, you will receive all Cash alerts except Return of Cheque Deposited alert on weekends. For alerts on Account balances, you may choose not to receive alerts on weekends.

19. Can I update my alert threshold amount?

Yes, you may change the threshold amount for Cash alerts by completing the eAlerts! Maintenance Form.