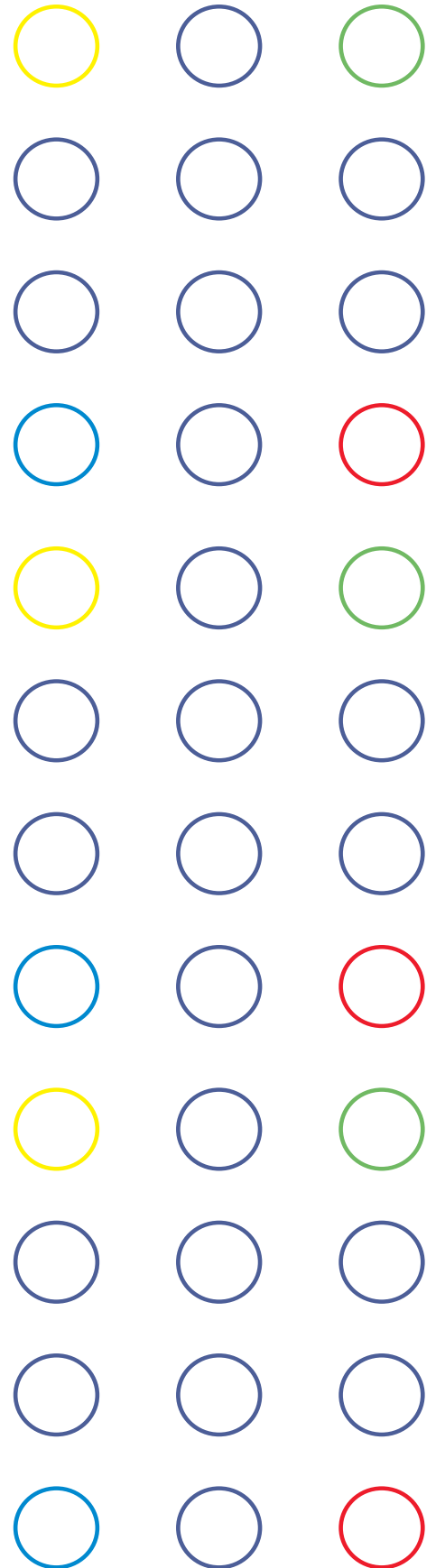




Smarter Solutions Made Simple



Migration
FAQs



Frequently Asked Questions

Migration from UOB BIB to UOB BIBPlus

A General

Q1. What is UOB BIBPlus?

- UOB Business Internet Banking Plus (BIBPlus) is a new online banking system that replaces the current UOB Business Internet Banking (BIB).
- Using state-of-the-art technology, BIBPlus enables you to manage your working capital and trade financing with greater convenience and efficiency.

Q2. What are the new features of BIBPlus?

Please refer to the factsheet and user guides in the CD which we have sent/will be sending to you.

Q3. What are the benefits of switching over to BIBPlus?

- You will be able to manage your working capital and trade financing with greater convenience and efficiency.
- For more information on the enhanced features and services of BIBPlus, please refer to the factsheet and user guides that we will be sending/have sent to you in a CD.
- For more information please visit our website at http://www.uob.com.sg/corporate/ebanking/bib/bibplus_highlights.html.

Q4. Are there any charges for migrating to BIBPlus?

- There will be no migration charges as we move you from BIB to BIBPlus.
- In appreciation of your support of the Bank, the monthly BIBPlus subscription fees where applicable will be waived for you in the first three months.
- After the complimentary period, the current applicable monthly subscription for BIB will continue to be applicable to BIBPlus.

Q5. What are the system requirements that support BIBPlus?

Please refer to the Appendix for the recommended system requirements which support BIBPlus.

Q6. Do I need to submit a new application form for BIBPlus?

- You do not need to fill up a new application form for BIBPlus.
- The Bank will notify you when you are scheduled for migration from BIB to BIBPlus with instructions on what to do.

Q7. Will any training be provided for BIBPlus?

- Please refer to the user guides in the CD which we have sent/will be sending you as part of the Migration/Welcome pack.
- You can also refer to the Quick Guide and User Guides in the CD in the Welcome Pack.
- Please contact our Corporate Call Centre at 65 – 6226 6121 should you have further enquiry on training-related matters.

Q8. How do I login to BIBPlus?

You may login to BIBPlus via <https://sg.BIBPlus.uobgroup.com/BIB/public> with the new PIN and token that have been/will be sent to you.



Frequently Asked Questions

Migration from UOB BIB to UOB BIBPlus

B Migration

Q1. How will I know when my company is scheduled for migration?

- Your company will be notified by writing about two weeks before the actual migration date.
- The migration date will be scheduled over a weekend to ensure minimal disruption to your workflow.

Q2. What do I need to do for migration?

- Please refer to the Migration Guide for an overview.
- About one month after the migration notification, your company will receive a Migration Pack comprising a Welcome Letter with login instructions, Acknowledgement Form, and a CD containing User Guides, BIBPlus factsheet, Terms & Conditions, Migration Guide and FAQs. Tokens and PIN mailers will be sent separately for security reason.
- All BIB users and Authorised Persons as per Resolution must acknowledge receipt of their passwords by signing the Acknowledgement Form before we can activate their access to BIBPlus. If any of the current users no longer requires access to BIBPlus, please indicate on the Acknowledgment Form. (See Q5.)
- The Acknowledgment Form must be returned to the Bank within two weeks from receipt of the Migration Pack. While waiting for your access to BIBPlus to be activated, please continue to use your existing BIB login information and tokens for enquiry only in BIB.
- Please ensure that there are no transactions pending approval in BIB before sending the Acknowledgement Form to the Bank.

Q3. What will be migrated from BIB to BIBPlus?

- For scheduled migration, the Bank will migrate the templates that have been set up in BIB to BIBPlus such as Users, Administrators, Signatories, approving limits, and beneficiary templates.
- Transaction data including approved transactions and those pending approval prior to migration will not be migrated to the new system.

Q4. When can I access BIBPlus?

- Upon receipt of the duly signed Acknowledgement Form, the Bank will activate your access to BIBPlus within five business days.
- You can continue to use BIB for enquiry only for three months after your access to BIBPlus has been activated.
- After three months, all access to BIB will be terminated.

Q5. Why do users need to sign on the Acknowledgement Form when this is not required previously?

- For your convenience, the Bank can help activate the user(s) access to BIBPlus. To enable the Bank to do this, signatures of all the users are required in the Acknowledgment Form.
- In order to activate the user(s) access to BIBPlus, we require the Authorised Persons to sign on the Acknowledgement Form. This is a security requirement to ensure that the users who have signed are valid and are duly endorsed by your approvers.

Q6. What happens if I forget to send the Acknowledgement Form to the Bank?

- If we do not receive your Acknowledgement Form at the end of three months from the date of the Migration Pack, we will not be able to migrate you to BIBPlus.
- During this period, your access to BIB will be limited to Enquiry mode for three months.
- If we still do not receive the Acknowledgment Form from you at the end of six months from the date of the Migration Pack your access to BIB will be terminated.

Q7. Can I opt to continue to use BIB i.e. not be migrated over to BIBPlus?

- As BIB will eventually be decommissioned, we highly encourage you to migrate to BIBPlus.
- BIBPlus has enhanced features which will enable you to manage your working capital and trade financing with greater convenience and efficiency.

Q8. Can I postpone my migration?

To ensure minimal disruption to your workflow, we strongly encourage you to migrate to BIBPlus according to the Bank's planned schedule which will be over a weekend.



Frequently Asked Questions

Migration from UOB BIB to UOB BIBPlus

Q9. Can I be migrated over to BIBPlus if I am not scheduled for migration?

- We will evaluate the request on case-by-case basis.
- Please contact your Relationship Manager/ Corporate Call Centre at 65-6226 6121 to put in a request should you wish to be scheduled for BIBPlus migration.

Q10. Can I still use my existing ID, password and token to login to BIBPlus?

- For security reasons, you cannot use your existing passwords and tokens to access BIBPlus. Please also refer to Q11.
- You will be issued with a new set of passwords and tokens for BIBPlus at no extra cost.

Q11. I used to have two login IDs to access BIB. Why am I only given one login ID to access BIBPlus now?

- BIBPlus only requires a single ID for the company. This means, the same ID will be shared by the Company Administrator (CA), Company Signatory (CS) and Company User (CU), where applicable.
- If previously you have multiple login IDs in BIB, the Bank will re-use only one of the login IDs in BIBPlus. Please refer below for the IDs that will be retained in BIBPlus:

Login ID in BIB	Login ID in BIBPlus
CA & CU	CA
CS & CA	CS
CS & CU	CS

- For security reasons, new passwords and security tokens will be issued to you for existing IDs that are retained in BIBPlus.

Q12. Can I still use BIB after being migrated to BIBPlus?

Yes, you can still use BIB for enquiry purpose for three months after the Bank has activated your BIBPlus access. Please also refer to Q13.

Q13. Will I still see my account information and transactions effected previously in BIB after I have migrated over to BIBPlus?

- In the first three months after migration to BIBPlus, you can continue to view previously effected transactions, as well as your account statement on BIB. However, after the three-month transition period, you will not be able to view these transactions via BIB as your access

to BIB will be terminated. Transactions that were effected in BIB cannot be viewed in BIBPlus.

- Similarly, transactions effected in BIBPlus cannot be viewed in BIB.

Q14. What will happen to the scheduled transactions set up in BIB e.g. payroll prior to migration?

- As long as your transactions have been approved and submitted in BIB, the Bank will send the status updates of these transactions to BIB.
- You can view the status updates on BIB.

Q15. What will happen to the pending transactions awaiting authorisation in BIB once my access in BIBPlus have been activated?

- To minimise disruption to your work flow, we recommend that there are no pending transactions in BIB when you return the signed Acknowledgement Form to the Bank.
- Once we process your Acknowledgement Form and activate your access to BIBPlus, you will not be able to perform any transactions in BIB and can only have access to view transactions in BIB.
- All transactions including pending transactions must be recreated and effected in BIBPlus.

Q16. What will happen to the existing transaction templates and beneficiaries that I have set up in BIB?

For your convenience, we will migrate your existing transaction templates and beneficiaries that you have set up in BIB to BIBPlus. You will not need to recreate them in BIBPlus.

Q17. Can I submit transactions in both BIB and BIBPlus?

- No, you will not be able to submit the transactions in both BIB and BIBPlus once the new system has been activated for you.
- You can only perform enquiry on BIB once your access to BIBPlus has been activated.
- With your access activated for BIBPlus all transactions have to be submitted through the new system.

Q18. Is there still a use for the BIB token after I have migrated to BIBPlus?

If you wish to view your account information in BIB, you will still need the BIB token for the next three months after you have been migrated to BIBPlus or until your access to BIB is terminated.



Frequently Asked Questions

Migration from UOB BIB to UOB BIBPlus

Q19. If I need to amend my BIB service and I submit my BIB Maintenance Form prior to migration, how will this impact my subsequent migration?

For a smooth migration experience, please take note of the following:

- From the pre-migration date which is advised in the notification letter to you, do not undertake any Administrator maintenance for BIB such as creating new Company Users as these users will not be migrated.
- The Bank will only process the following maintenance requests:
 - Reset User Password
 - Enable User ID
 - Replacement of Tokens
- If you require other maintenance, these will be processed by the Bank in BIBPlus after your access to BIBPlus has been activated.

Q20. I have a group of companies who are currently using BIB. Will my related companies be migrated in the same batch?

Yes, all related companies in a group will be migrated together.

Q21. How many company signatories are required to approve Bulk Collection and Stop Cheque?

In BIB, any one of the Company Signatories can authorise Bulk Collection and Stop Cheque. However in BIBPlus, the approval mandate for Bulk Collection and Stop Cheque will apply.



Frequently Asked Questions

Migration from UOB BIB to UOB BIBPlus

Appendix

Recommended System Requirements for UOB BIBPlus

- Personal Computer: Pentium II processor with 32 MB RAM or higher.
- Internet Access: An Internet account with any Internet Service Provider or access via Local Area Network.
- BIBPlus will support an 800 x 600 screen resolution. However, it is best viewed with a 1024 x 768 screen resolution.

Windows Operating System	Internet Explorer (IE) Browser	Firefox Browser	Chrome Browser	Java Version
Windows XP	IE8	Version 26, 27, 28, 29, 30		Java 7 Update 51 (32 bit)
	IE11*	Version 26, 27, 28, 29, 30	Version 34	Java 7 Update 55 (32 bit) Java 7 Update 60 (32 bit)
Windows 7	IE8, IE9*, IE10*, IE11*	Version 26, 27, 28, 29, 30		Java 7 Update 51 (32 bit)
	IE11*	Version 26, 27, 28, 29, 30	Version 34	Java 7 Update 55 (32 bit)
	IE11*	Version 26, 27, 28, 29, 30, 31	Version 34	Java 7 Update 60 (32 bit)
	IE9*, IE10*, IE11*	Version 26, 27, 28, 29, 30, 31	Version 34, 35, 36	Java 7 Update 65 (32 bit)
	IE9*, IE10*, IE11*	Version 26, 27, 28, 29, 30, 31	Version 34, 35, 36	Java 7 Update 67 (32 bit)
	IE9*, IE10*, IE11*	Version 26, 27, 28, 29, 30, 31	Version 34, 35	Java 8.1 (32 bit)
	IE9*, IE10*, IE11*	Version 26, 27, 28, 29, 30	Version 34, 35	Java 8 Update 5 (32 bit)
Windows 8.1	IE11*	Version 26, 27, 28, 29, 30		Java 7 Update 51 (32 bit)
		Version 26, 27, 28, 29, 30	Version 34	Java 7 Update 55 (32 bit)
		Version 26, 27, 28, 29, 30, 31	Version 34	Java 7 Update 60 (32 bit)
		Version 26, 27, 28, 29, 30, 31	Version 34, 35, 36	Java 7 Update 65 (32 bit)
		Version 26, 27, 28, 29, 30, 31	Version 34, 35, 36	Java 7 Update 67 (32 bit)
		Version 26, 27, 28, 29, 30, 31	Version 34, 35	Java 8.1 (32 bit)
		Version 26, 27, 28, 29, 30	Version 34, 35	Java 8 Update 5 (32 bit)
		Version 26, 27, 28, 29, 30, 31	Version 34, 35, 36	Java 8 Update 11 (32 bit)

Note: For IE Browser marked with *, please ensure that "uniservices2.uobgroup.com" is in the list of websites for compatibility view in IE9, IE10 and IE11.



Frequently Asked Questions

Migration from UOB BIB to UOB BIBPlus

Macintosh Operating System	Safari Browser	Firefox Browser	Java Version
Macintosh OS X 10.8.3 Mountain Lion	Version 7	Version 28	Java 8.1 (32 bit)
Macintosh OS X 10.9.2 Mavericks	Version 7	Version 26, 27, 28, 29, 30	Java 7 Update 55 (32 bit)
			Java 7 Update 60 (32 bit)
			Java 7 Update 65 (32 bit)
			Java 7 Update 67 (32 bit)
			Java 8.1 (32 bit)
			Java 8.5 (32 bit)
Macintosh OS X 10.9.2 Mavericks	Version 7	Version 31	Java 8 Update 11 (32 bit)
			Java 7 Update 60 (32 bit)
			Java 7 Update 65 (32 bit)
			Java 7 Update 67 (32 bit)
			Java 8.1 (32 bit)
			Java 8 Update 11 (32 bit)

For the most updated list of systems that support BIBPlus please refer to UOB website: http://www.uob.com.sg/corporate/ebanking/bib/bibplus_faq.html