

Security Enhancement for Digital Certificate Login of Dah Sing e-Banking Service

With regards to the security enhancement for Dah Sing e-Banking Service, the following new arrangement will be effective **starting from 30 September, 2009 onwards**:

1. Digital certificate security

Dah Sing e-Banking Service only accepts "**Smart ID**" and "**iKey 2000 Series**" as the digital certificate storage media.

The digital certificate storage media of "Diskette" will **not** be accepted and the "Other Storage Media - including USB Token / Smart Card" will **only** accept "**iKey 2000 Series**".

2. Controls over fund transfers to unregistered third-party accounts

The service of "online fund transfers to unregistered third-party accounts" is disabled when a new registration* is first activated. Customers could visit any Dah Sing Bank branch or mail the registration form to activate the service. In addition, the service of "online fund transfers to unregistered third-party accounts" will be disabled for your account if such service has not been used for 12 months. Customers could visit any Dah Sing Bank branch or mail the registration form to reactivate the function.

* refers to new customer account registration of Dah Sing e-Banking Service with digital certificate login or customers with existing Dah Sing e-Banking Service who register Digital Certificate login on or after 30 September, 2009.

Frequent Asked Questions

- 1 What are the supporting storage media of Digital Certificate Login for accessing Dah Sing e-Banking Service from 30 September, 2009 onwards?**
 - With regards to the security enhancement for Dah Sing e-Banking Service, it only accepts "Smart ID" and "iKey 2000 Series" as the digital certificate login storage media.
The digital certificate storage media of "Diskette" will not be accepted and the "Other Storage Media - including USB Token / Smart Card" will only accept "iKey 2000 Series".
- 2 If I am using digital certificate storage media (e.g. Diskette) other than "Smart ID" or "iKey 2000 Series", could I still login Dah Sing e-Banking Service from 30 September, 2009 onwards?**
 - No. Dah Sing Bank e-Banking Service only supports "Smart ID" and "iKey 2000 Series" as the digital certificate storage media.
- 3 If I do not have "Smart ID" or "iKey 2000 Series", how and where I could register them?**
 - Dah Sing Bank does not issue nor providing registration of digital certificate, you could refer to Certificate Authorities (e.g. [Hongkong Post e-Cert](#)) for details.
- 4 Could I perform "online fund transfers to unregistered third-party accounts" once I registered Digital Certificate Login of Dah Sing e-Banking Service?**
 - The service of "online fund transfers to unregistered third-party accounts" would be default as disabled when a new customer of Dah Sing e-Banking Service is first activated
- 5 How do I activate the service of "online fund transfers to unregistered third-party accounts"?**
 - Customers could visit any of Dah Sing Bank [branch](#) or mail the [registration form](#) for the activation.
- 6 What happen to the service of "online fund transfers to unregistered third-party accounts" if I do not use the service for a prolonged period of time?**
 - The service for your account will be deactivated if such service has not been used* for 12 months.

* refers to successful execution and completion of order instruction

7 If the service of "online fund transfers to unregistered third-party accounts" is deactivated, how could I reactivate it?

- Customers could visit any of the Dah Sing Bank [branch](#) or mail the [registration form](#) for reactivation.

8 How do I know when my last "online fund transfers to unregistered third-party accounts" was conducted?

- Due to system limitation, our bank is unable to provide such transfer records. Customers are recommended to maintain their own records (e.g. bank statement).

9 How can I deactivate the "online fund transfers to unregistered third-party accounts"?

- Customers could visit any of Dah Sing Bank [branch](#) or mail the [registration form](#) for the deactivation.