

COVID-19 Announcement- Online Services Remain Open

We encourage you to refer to our [Quick Fix Online Guide](#) for the most frequently asked questions. For any urgent assistance, you may contact our Customer Service Line at 6327 2288 or email us at info-sg@dbsvonline.com. Due to an increase in call and email volume, you may experience an extended waiting time. We will attend to your queries as soon as we can.

With the elevated safe distancing measures announced by the Ministry of Health (MOH) on 3 April 2020, please be assured that DBS Vickers will continue to serve you as financial services is defined as one of the essential services exempted from the suspension of activities at workplace premises.

Some information for frequently used services:

- **Account Opening**

Open a trading account [online](#). Simply log in via your DBS/POSB iBanking account to complete your application online.

- **Password Reset**

To reset your password, please call the Customer Service Line. Alternatively, you may also access DBS Vickers directly via [digibank online](#).

- **Increasing Credit Limit**

You may email your document(s) to info-sg@dbsvonline.com indicating your DBS Vickers Online Trading Account Number.

Please provide one or more of the following documents:

- i. Latest Income Tax Notice of Assessment;
- ii. Latest Payslip (not more than 1 month);
- iii. Recent CDP Holdings Statement (not more than 3 months - CDP account number and date must be visible);
- iv. Recent CPF Investment Statement from your Agent Bank (not more than 3 months);
- v. Latest Bank Statements showing available balance (not more than 1 month - bank account number and date must be visible).

For your convenience, we have put together a [Quick Fix Online Guide](#) to help you find the answers to Frequently Asked Questions.



Please be assured we follow the strict safe distancing measures announced by MOH. Your health and safety are our priorities.

For more information, please visit [MAS website](#) and [SGX website](#).

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