

One-Time Password (OTP) for your online transactions

As an added security measure, you will be required to enter an OTP when you make online transactions at participating 3D Secure (3DS) merchants using your UOB credit or debit cards.

Who needs to register the mobile phone number for 3DS?

- For existing UOB Personal Internet Banking (PIB) customers who receive One-Time-Password by SMS (SMS-OTP) on their mobile phones, **NO further action is required as the 3DS password will automatically be sent to the SAME mobile phone number registered for PIB SMS-OTP.**
- If you have NOT registered for PIB SMS-OTP, you will need to register your mobile phone number with the Bank for transactions with 3DS merchants, regardless of whether you are the principal or supplementary cardmember. This is a one-time registration which will be applicable to ALL your UOB credit and debit cards.

Please complete the form below to register your mobile number for 3DS.

The principal cardmember need NOT fill out the form if registration is for supplementary cardmember(s) only. Mobile phone numbers provided for principal and supplementary cardmember(s) **MUST BE DIFFERENT.**

Declaration & Agreement

By submitting this form, I/we hereby:

- confirm that the information given in this form is correct and complete.
- authorise UOB to update all of my/our records on file.
- give consent for the mobile phone number provided to be used for the purpose of Credit Card Security Alert/ Authentication Subscriptions and UOB Personal Internet Banking SMS-OTP, UniAlerts, Online Transaction Notifications or any other means UOB may deem appropriate.
- agree that the receipt of the SMS alerts notification is dependent on my/our mobile phone operator's ability to support this service and I/we am/are responsible for any applicable charges and fees based on prevailing terms and conditions of the service provider.
- agree to immediately notify UOB of any change in my/our mobile phone number(s).
- acknowledge that the terms and conditions governing my/our UOB Credit/ Debit Card account(s) apply.

Principal Cardmember			
Name <i>(as in your NRIC/ Passport)</i>			
NRIC/Passport/PR Number		Country of Issue	
Card Number <i>(any one of your existing credit/debit card number)</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Mobile Phone Number	*Country Code - *Area Code - Mobile Phone Number		
Principal Cardmember's signature <i>(as per any of your signature record with the Bank)</i>	Date:		
Supplementary Cardmember			
Name <i>(as in your NRIC/ Passport)</i>			
NRIC/Passport/PR Number		Country of Issue	
Card Number <i>(any one of your existing credit/debit card number)</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Mobile Phone Number	*Country Code - *Area Code - Mobile Phone Number		
Supplementary Cardmember's signature <i>(as per any of your signature record with the Bank)</i>	Date:		
Supplementary Cardmember			
Name <i>(as in your NRIC/ Passport)</i>			
NRIC/Passport/PR Number		Country of Issue	
Card Number <i>(any one of your existing credit/debit card number)</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Mobile Phone Number	*Country Code - *Area Code - Mobile Phone Number		
Supplementary Cardmember's signature <i>(as per any of your signature record with the Bank)</i>	Date:		

* You may leave these boxes empty if you are using a Singapore registered mobile phone. All other fields are MANDATORY.

What is 3D Secure?

3D Secure (3DS) is a security protocol used by banks worldwide to authenticate online card transactions. You will recognise the participating 3DS merchants by the following logos on the merchants' websites:



- When you are making online transactions, you will be prompted to enter an OTP at the 3DS merchant's website to authenticate the transaction.
- This OTP will automatically be sent to your **registered mobile phone number** with the Bank.
- Once you have entered the OTP, you can proceed to complete your online transaction.

Please note that this form is only for the registration of mobile phone number for 3DS password.

If you are an existing PIB SMS-OTP user, please note that the same mobile number will be used to receive your 3DS password.

For customers who wish to change the registered mobile number for PIB SMS-OTP, please refer to Q4 and Q5 in the FAQ section.

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Frequently Asked Questions (FAQ)

Q1. Why is this update exercise conducted?

The purpose of this exercise is to update the Bank's records with your latest mobile phone number, including your supplementary cardmember(s).

Q2. Why do I need an OTP to complete an online transaction?

There is a need for an added security due to high incidents of online fraud in recent years.

The OTP sent via SMS to your mobile phone is a secured way to identify and authenticate the person initiating the online transaction is the cardmember.

Q3. If I do not provide my mobile phone number, can I still make online transactions?

You will still be able to make transactions on merchant websites that have yet to support 3DS. However, you will not be able to complete a transaction without an OTP at 3DS merchant websites.

Q4. I am an existing PIB SMS-OTP user but I would like to register a different mobile number for 3DS. Is it possible?

No, the same mobile phone number must be registered for PIB SMS-OTP and 3DS password.

Q5. I am an existing PIB SMS-OTP user but I would like to change/register a new mobile number for both my PIB SMS-OTP and 3DS. Is it possible?

Yes, you may proceed to any of our ATM machines to update your mobile number, or complete a change of mobile phone number via PIB Form which can be downloaded from www.uob.com.sg