

## **Annex A – Quotes from participating banks and users**

“Using MyInfo as a central, trusted source simply works. It’s been very effective in providing convenience to both our business and customers. We’ve benefitted from the streamlining of authentication and compliance requirements, and our customers can apply for deposit accounts online with just one click. No supporting documents are required and its auto form-filling function means the average customer will take 80% less time completing an application. The productivity gains are significant and as we further ramp up on our digital offerings, we envision even greater time savings using MyInfo.”

**Jeremy Soo, Head of Consumer Banking Group (Singapore), DBS Bank**

“Our pilot of the MyInfo digital vault has enabled us to offer customers a faster, simpler and more frictionless account opening experience for our OCBC 360 account, making the process completely paperless. More than 10 per cent of our popular OCBC 360 account applications online are now submitted with MyInfo. We look forward to being able to offer our customers even more products and services digitally, which will leapfrog Singapore into a paperless future and make banking more accessible and simple for the nation.”

**Ching Wei Hong, Chief Operating Officer, OCBC**

“One of the Bank’s main focus is to deliver digital banking with a human touch, and we place priority on implementing technologies to make banking simpler, faster and better for our clients. MyInfo offers clients greater convenience and security when accessing their personal information for product applications. To date, the MyInfo adoption rate has been encouraging and steadily increasing, and we expect this trend to continue. The Bank will continue to expand access to MyInfo, and plans to integrate all key deposit and unsecured products with MyInfo in the coming months.”

**Dwaipayan Sadhu, Head, Products and Segments, Singapore and ASEAN & South Asia, Standard Chartered Bank**

“We have seen early success with the MyInfo pilot as it makes it easier for customers to open a UOB bank account bundled with a credit or debit card. We will extend the service to more of our products in the future as we are committed to harnessing digital technology to make banking simpler and smarter for our customers. We welcome the roll-out of the MyInfo service to more sectors because of the convenience it brings to businesses and consumers and we believe it also adds to the strong foundation for the continued progress of Singapore’s digital economy.”

**Susan Hwee, Managing Director and Head of Group Technology and Operations, UOB**

“Using MyInfo can spare me the trouble of keying in data, checking to make sure I didn’t make mistakes, and most importantly, save time and effort. It’s a useful Government initiative because it takes into account how I spend my time and effort.”

**Looi Zhen Feng, GovTech Tech Kaki Facebook Member**

“I’m truly impressed with the MyInfo service. I used it to apply for a bank account, and before I knew it, I was done – no fuss. It made the whole process seamless, fast, and above all, simple.”

**Tan Wee Wee, MyInfo Bank Pilot User**