

BIZCHANNEL@CIMB MAINTENANCE FORM *(Only for existing BizChannel@CIMB subscribers)*

This is an editable PDF Form. You may type on this form and print it out for submission to the Bank for processing. Please use CAPITAL letters and tick (✓) boxes where applicable. The maintenance request will be processed within 7 business days upon receipt of duly completed form. For step by step guidance on how to fill in this form, please visit BizChannel@CIMB (guides and forms) at <http://www.cimb-bizchannel.com.my/index.php?ch=dload>

Section	Type of Maintenance	Page	Section	Type of Maintenance	Page
A	Account(s) Maintenance	1	F	Add / Edit / Delete System Administrator(s)	3
B	Update Debiting Account	1	G	Third Party System Integration Access	3
C	Registration / Maintenance for DuitNow ID	1	H	Turn on ID Validation	3
D	Change Service Package	2	I	Mobile Token / Security Device Replacement	4
E	Add / Edit / Delete Authorised User(s) Details	2	J	Termination	4

Please submit duly completed Maintenance Form to the email address below or at any CIMB branch.
rcmpo.rtbregistration@cimb.com

- Submission via email is only accepted if sent using a registered email address for BizChannel@CIMB
- All type of Maintenance request (A-J) are accepted via email or at any CIMB branch.

➤ BUSINESS INFORMATION (MANDATORY)

Business Registered Name <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>	Contact Person's Name <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>
Business Registration Number / BizChannel@CIMB Company ID <input style="width: 100%; height: 20px;" type="text"/>	Contact Person's Mobile Number <input style="width: 100%; height: 20px;" type="text"/>
Maintenance Application Date <input style="width: 100%; height: 20px;" type="text"/>	Contact Person's Email Address <input style="width: 100%; height: 20px;" type="text"/>

Note: the contact person's information will be recorded as the latest update with the bank and used for any communications relating to BizChannel@CIMB.

➤ SECTION A: ACCOUNT(S) MAINTENANCE

	Add	Delete							
1. Account Number	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 20px; height: 20px;" type="text"/>	-	<input style="width: 20px; height: 20px;" type="text"/>	-	<input style="width: 20px; height: 20px;" type="text"/>	-	<input style="width: 20px; height: 20px;" type="text"/>
2. Account Number	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 20px; height: 20px;" type="text"/>	-	<input style="width: 20px; height: 20px;" type="text"/>	-	<input style="width: 20px; height: 20px;" type="text"/>	-	<input style="width: 20px; height: 20px;" type="text"/>
3. Account Number	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 20px; height: 20px;" type="text"/>	-	<input style="width: 20px; height: 20px;" type="text"/>	-	<input style="width: 20px; height: 20px;" type="text"/>	-	<input style="width: 20px; height: 20px;" type="text"/>
4. Account Number	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 20px; height: 20px;" type="text"/>	-	<input style="width: 20px; height: 20px;" type="text"/>	-	<input style="width: 20px; height: 20px;" type="text"/>	-	<input style="width: 20px; height: 20px;" type="text"/>

- Note:
- If you have more than four (4) accounts, please photocopy this page and submit as an attachment.
 - The following accounts cannot be added to BizChannel@CIMB:
 Personal Savings account, Offshore accounts (e.g Labuan), Overseas accounts (e.g CIMB Singapore).
 All other type of accounts are allowed to be added.
 - The added account must be active.
 - Corporate credit card, Instruction Letter is required to be submitted

➤ SECTION B: UPDATE DEBITING ACCOUNT

Debiting Account refers to the CIMB account used for any fees or charges.

I / We wish to change the debiting bank account to: **Account Number** - -

➤ SECTION C: REGISTRATION / MAINTENANCE FOR DUITNOW ID

Please fill in all the information required in the following table:

No	Account Number	Please tick (✓) ONE only					
		Register	Edit	Delete	Suspend	Re-activate	Switch From Other Bank
1.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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➤ SECTION D: CHANGE SERVICE PACKAGE

I / We would like to change our service package to:

<input type="checkbox"/> LITE Package Please complete section (E) below to add Authorised Users.	To know more about the various packages, please visit www.cimb-bizchannel.com.my or scan the QR code below:
<input type="checkbox"/> Standard Package Please complete section (E) below to add Authorised Users.	
<input type="checkbox"/> Customised Package Please complete section (F) below to add System Administrator. Bank will delete all user access and re-assign a new Company BizChannel ID.	



Disclaimer: You will not need to submit any personal identifiable information or data.

➤ SECTION E: ADD / EDIT / DELETE AUTHORISED USER(S) DETAILS (APPLICABLE TO LITE / STANDARD PACKAGE ONLY)

Please fill in all the required information in the following table:

No	Please tick (✓) ONE only	BizChannel Registered Username		Role (Mandatory to tick (✓) ONE only)	Optional
		Mobile Number	Email Address		
1.	<input type="checkbox"/> Add <input type="checkbox"/> Edit <input type="checkbox"/> Delete	 	<input type="checkbox"/> Maker ¹ <input type="checkbox"/> Approver ² <input type="checkbox"/> Maker and Approver ³ <input type="checkbox"/> Single Maker Approver⁴ <input type="checkbox"/> Inquiry Only	<input type="checkbox"/> FX Rate Booker ⁵ <input type="checkbox"/> Payroll Access	
2.	<input type="checkbox"/> Add <input type="checkbox"/> Edit <input type="checkbox"/> Delete	 	<input type="checkbox"/> Maker ¹ <input type="checkbox"/> Approver ² <input type="checkbox"/> Maker and Approver ³ <input type="checkbox"/> Single Maker Approver⁴ <input type="checkbox"/> Inquiry Only	<input type="checkbox"/> FX Rate Booker ⁵ <input type="checkbox"/> Payroll Access	
3.	<input type="checkbox"/> Add <input type="checkbox"/> Edit <input type="checkbox"/> Delete	 	<input type="checkbox"/> Maker ¹ <input type="checkbox"/> Approver ² <input type="checkbox"/> Maker and Approver ³ <input type="checkbox"/> Single Maker Approver⁴ <input type="checkbox"/> Inquiry Only	<input type="checkbox"/> FX Rate Booker ⁵ <input type="checkbox"/> Payroll Access	
4.	<input type="checkbox"/> Add <input type="checkbox"/> Edit <input type="checkbox"/> Delete	 	<input type="checkbox"/> Maker ¹ <input type="checkbox"/> Approver ² <input type="checkbox"/> Maker and Approver ³ <input type="checkbox"/> Single Maker Approver⁴ <input type="checkbox"/> Inquiry Only	<input type="checkbox"/> FX Rate Booker ⁵ <input type="checkbox"/> Payroll Access	

Note:

1. All Authorised User(s) will be granted the Inquiry role and will be able to view all account details.
2. Mobile number and Email address must be different for each user.
3. User's password will be automatically reset if their mobile number and / or email address is updated in our records.
4. Each transaction must be initiated by a 'Maker' and an 'Approver'. The same user cannot initiate and approve the same transaction.
Please refer to the below for definition of the different types of user roles:
 - **Maker¹**: Authorised User who initiates transactions.
 - **Approver²**: Authorised User who approves transactions.
 - **Maker and Approver³**: Authorised User who initiates OR approves transactions. Users cannot approve transactions that they themselves have initiated.
5. **Single Maker Approver⁴ (Applicable for BizLite Package only)**:
Transactions within the BizLite Package are approved using Token. As such, there is only user role to initiate transactions and no approver role within this package. Even if there are more than one user, upon selecting the Single Maker Approver option, all users registered under this entity will be defaulted as Single Maker Approver role.
6. **FX Rate Booker⁵**: Authorised user is authorised to perform the booking of foreign exchange contract rates via BizChannel. (User(s) without the FX Rate Booker role will only be able to view FX live rates via BizChannel).
7. Users with the Approver role will also be granted with the FX rate Booker role.

Business Registration Number / BizChannel@CIMB Company ID

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➤ SECTION I: MOBILE TOKEN / SECURITY DEVICE REPLACEMENT

Perform your online banking transaction with Mobile Token, security feature within BizChannel@CIMB Mobile App. BizChannel@CIMB Mobile App can be downloaded from the Apple App Store or Google Play Store. For more information on Mobile App, please refer to www.cimb-bizchannel.com.my.

- I / We would like to switch all authorised user(s) and system administrator security device(s) under the company ID to Mobile Token.
- I / We would like to turn on mobile token flag at company level.
- I / We would like to switch the following security device(s) or authorised user(s) to Mobile Token.

Please fill the table below for the selected authorised user(s).

No	BizChannel Username	BizChannel User ID
1.		
2.		
3.		
4.		

Perform your online banking transaction with BizChannel@CIMB security device. A fee of RM 100 per security device will be charged to company account.

- I / We would like to request the replacement for the following device(s):

No	BizChannel Username	BizChannel User ID	Reason(s) Please Tick (✓) One Only			
			Out Of Battery	Malfunction	Exceeded Attempts	Lost
1.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Note: Security device is covered by warranty (without fee) for a period of thirty (30) days from the date it delivered.

I / We wish to send the Security Device to a different address from my / our correspondence address registered in BizChannel@CIMB. Please send the Security Device to:

Name of Person in Charge

Mobile number of Person in Charge

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Address

	Postcode					

- Note:
1. The address will be used as a **one-off instruction only** and will not be registered in our system. If you would like to change your mailing address, please proceed to the nearest CIMB Branch.
 2. To get new security device(s) please contact your respective sales representative or Branches.

➤ SECTION J: TERMINATION

- I / We hereby wish to terminate my / our subscription to BizChannel@CIMB including all participation company(ies) if any tagged to the same Company ID.

Business Registration Number / BizChannel@CIMB Company ID

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► DECLARATION BY COMPANY

I / We hereby:

- i. acknowledge that the use of the Services is subject to the Bank's Terms and Conditions (available at www.cimb-bizchannel.com.my).
- ii. accept and agree to be bound by the same (including all amendment thereto from time to time).
- iii. confirm that all the information provided by me / us in this Maintenance Form are true, correct and not misleading.
- iv. authorise the Bank to issue Password(s) and / or security device(s) to Authorised User(s) and / or System Administrator(s), where applicable.
- v. confirm that in the event I / we appoint a foreign exchange rate ("FX Rate") booker, I / we agree that the FX Rate Booker is authorised to book FX Rate on BizChannel@CIMB for and on my / our behalf. Upon the booking of the FX Rate, I / we shall be deemed to have entered into a FX transaction with the Bank whereby I / we shall make payment via BizChannel@CIMB to the Bank on the same day. In the event the Bank does not receive payment on the same day, I / we agree that the Bank shall be entitled to cancel the booking and the FX transaction shall be deemed terminated. Upon termination, I / we shall be liable for all marked-to-market losses incurred by the Bank and the Bank shall have the right to debit my / our account maintained with the Bank for the amount of such losses.
- vi. authorise the Bank to accept, rely and act on any instructions given by us, our representatives, officers, employees or our authorised persons ("Representatives") via emails or other electronic communications ("Instructions"). I / We also authorise the Bank to accept, rely and act on any documents, whether scanned copies or otherwise, attached or enclosed in the emails or other electronic communications ("Documents"). I / We agree that:
 - a. the Bank is not obliged to authenticate the authority or identity of the Representatives.
 - b. the Bank shall be entitled (but not bound) to act on or carry out the Instructions or the Documents.
 - c. the Bank shall not be bound to act on any of the Instructions or Documents if the Bank is prevented by law, regulatory authorities or court order or has other lawful excuse from complying with any of the Instructions or Documents.
 - d. the rights and remedies of the Bank under this letter shall be in addition to and shall not in any way prejudice or affect the rights and / or remedies of the Bank in any other agreement, deed or document or to which the Bank may be otherwise entitled.

I / We agree not to hold the Bank liable or responsible for accepting, relying and acting on the Instructions and the Documents to fully indemnify the Bank against all demands, claims, liabilities, losses, actions, proceedings, damages, costs and expenses ("Losses") brought or established against the Bank and all such Losses incurred or sustained by the Bank of whatever nature and howsoever arising, out of or in connection with any such Instructions or Documents.

Authorised Person(s) / Authorised Signatori(ies)

Signature based upon Mandate or Board Resolution signing condition

1. Authorised Person - Signature based upon Services Board Resolution / Surat Kuasa.
2. Authorised Signatories - Signature based upon Account Mandate.

Authorised Person's Signature

Full Name

Authorised Person's Signature

Full Name

Authorised Person's Signature

Full Name

Authorised Person's Signature

Full Name

