

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.
- Please submit duly completed Maintenance Form to **rcmpo.rtbregistration@cimb.com**
- Submission via email is only accepted if sent using a registered email address for BizChannel@CIMB
- For step-by-step guide on how to fill this form, click [here](#) or visit CIMB Business website and search 'formcentre' for more BizChannel@CIMB guides and forms.

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► BUSINESS INFORMATION (MANDATORY)

Business Registered Name

Contact Person's Name

BizChannel@CIMB Company ID

Contact Person's Mobile Number

Maintenance Date

Contact Person's Email Address

Note : The contact person's information will be used for any communications pertaining to BizChannel@CIMB and will be kept as the most recent update with the bank.

► SECTION A: ACCOUNT(S) / CORPORATE CREDIT CARD MAINTENANCE

	Add	Delete	
1. Account Number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> - <input type="text"/> - <input type="text"/> - <input type="text"/>
2. Account Number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> - <input type="text"/> - <input type="text"/> - <input type="text"/>
3. Account Number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> - <input type="text"/> - <input type="text"/> - <input type="text"/>
4. Corporate Credit Card Number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> - <input type="text"/> - <input type="text"/> - <input type="text"/>
5. Corporate Credit Card Number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> - <input type="text"/> - <input type="text"/> - <input type="text"/>
6. Corporate Credit Card Number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> - <input type="text"/> - <input type="text"/> - <input type="text"/>

- Notes:
1. If you have more than three (3) accounts, please photocopy this page and submit it as an attachment.
 2. Only accounts that are opened with CIMB Malaysia is able to be added to BizChannel@CIMB.
 3. All active accounts can be added to BizChannel@CIMB except for the following:
 - i. Personal Savings Account
 - ii. Offshore Account. For example, an account opened at CIMB Labuan
 - iii. Overseas Account. For example, an account opened at CIMB Singapore
 4. Click [here](#) to view the list of permitted account types. Alternatively, visit BizChannel@CIMB and search for 'Type of corporate accounts'.

▶ SECTION B: UPDATE DEBITING ACCOUNT

Debiting Account refers to the CIMB account used for any subscription 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"/>













▶ SECTION D: CHANGE SERVICE PACKAGE

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

<div style="margin-bottom: 10px;"> <input type="checkbox"/> LITE Package Please complete section (E) below to add Authorised Users. </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> Standard Package Please complete section (E) below to add Authorised Users. </div> <div> <input type="checkbox"/> Customised Package Please complete section (E) below to add System Administrator. The Bank will delete all user access and re-assign a new Company BizChannel ID. </div>	<p>To know more about the various packages, please visit www.cimb-bizchannel.com.my or scan the QR code below:</p> <div style="text-align: center;">  </div> <p style="font-size: small; color: gray;">Disclaimer: You will not need to submit any personal identifiable information or data.</p>
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► SECTION E: ADD / EDIT / DELETE AUTHORISED USER(S) & SYSTEM ADMINISTRATOR DETAILS

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

No	Please tick (✓) ONE only	BizChannel@CIMB Username		Role (Mandatory to tick (✓) ONE only)	Optional (Not applicable to Customised Package)		
		Mobile Number					
		Email Address					
1.	<input type="checkbox"/> Add <input type="checkbox"/> Edit <input type="checkbox"/> Delete	  	<div></div> <div></div> <div></div>	<input type="checkbox"/> Maker ¹ <input type="checkbox"/> Approver ² <input type="checkbox"/> Inquiry Only <input type="checkbox"/> Maker and Approver ³ <input type="checkbox"/> Single Maker Approver⁴ <i>(for BizLite package ONLY)</i> <input type="checkbox"/> System Administrator ⁸ <i>(for Customised Package ONLY)</i>	FX Rate Booker ⁵ <input type="checkbox"/> Enable <input type="checkbox"/> Disable Payroll <input type="checkbox"/> Enable <input type="checkbox"/> Disable		
2.	<input type="checkbox"/> Add <input type="checkbox"/> Edit <input type="checkbox"/> Delete	  	<div></div> <div></div> <div></div>	<input type="checkbox"/> Maker ¹ <input type="checkbox"/> Approver ² <input type="checkbox"/> Inquiry Only <input type="checkbox"/> Maker and Approver ³ <input type="checkbox"/> Single Maker Approver⁴ <i>(for BizLite package ONLY)</i> <input type="checkbox"/> System Administrator ⁸ <i>(for Customised Package ONLY)</i>	FX Rate Booker ⁵ <input type="checkbox"/> Enable <input type="checkbox"/> Disable Payroll <input type="checkbox"/> Enable <input type="checkbox"/> Disable		
3.	<input type="checkbox"/> Add <input type="checkbox"/> Edit <input type="checkbox"/> Delete	  	<div></div> <div></div> <div></div>	<input type="checkbox"/> Maker ¹ <input type="checkbox"/> Approver ² <input type="checkbox"/> Inquiry Only <input type="checkbox"/> Maker and Approver ³ <input type="checkbox"/> Single Maker Approver⁴ <i>(for BizLite package ONLY)</i> <input type="checkbox"/> System Administrator ⁸ <i>(for Customised Package ONLY)</i>	FX Rate Booker ⁵ <input type="checkbox"/> Enable <input type="checkbox"/> Disable Payroll <input type="checkbox"/> Enable <input type="checkbox"/> Disable		
4.	<input type="checkbox"/> Add <input type="checkbox"/> Edit <input type="checkbox"/> Delete	  	<div></div> <div></div> <div></div>	<input type="checkbox"/> Maker ¹ <input type="checkbox"/> Approver ² <input type="checkbox"/> Inquiry Only <input type="checkbox"/> Maker and Approver ³ <input type="checkbox"/> Single Maker Approver⁴ <i>(for BizLite package ONLY)</i> <input type="checkbox"/> System Administrator ⁸ <i>(for Customised Package ONLY)</i>	FX Rate Booker ⁵ <input type="checkbox"/> Enable <input type="checkbox"/> Disable Payroll <input type="checkbox"/> Enable <input type="checkbox"/> Disable		

Notes:

- All Authorised Users except System Administrator will be granted the Inquiry role and will be able to view all the account details.
- Mobile number and Email address must be different for each user.
- User's password will be automatically reset if their mobile number and / or email address is updated in our records.
- 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 definition below on the different types of user:
 - 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.
- Single Maker Approver⁴ (Applicable for BizLite Package only)**: BizLite Package users may initiate transactions without approver role. All of your users who are registered under this package will be assigned as Single Maker and Approver role.
- FX Rate Booker⁵**: The user(s) with the Approval and FX Rate Booker role are able to perform the booking of foreign exchange contract rates via BizChannel. User(s) without the role will only be able to view the foreign exchange live rates.
- The Bank will configure access for the company's System Administrator(s). For the Authorized User(s), the System Administrator(s) will have the ability to configure and personalize accounts and services available under the respective package. There must be a minimum of two (2) and a maximum of four (4) System Administrators. System Administrators cannot be the same person.
- For Customised Package, System Administrator will create/maintain all user and access.

► SECTION F: THIRD PARTY SYSTEM INTEGRATION ACCESS (IF APPLICABLE)

I / We would like to access to third party system integration¹

☐ Xero (Accounting Software)

Notes:

1. Third party system integration refers to straight through information and transactions with service and accounting software provider.
2. Xero is the only third-party system available.

► SECTION G: TURN ON ID VALIDATION

Please select which of the following transactions you would like to have ID validation enabled.

No	Organisation Code	Please tick (✓) ONE or More than one		
1.		<input type="checkbox"/> Bulk Payment	<input type="checkbox"/> Bulk Payroll	<input type="checkbox"/> Disable ID Validation
2.		<input type="checkbox"/> Bulk Payment	<input type="checkbox"/> Bulk Payroll	<input type="checkbox"/> Disable ID Validation

Notes:

1. Organisation code (or ID) is a unique code(s) assigned by the Bank for the purposes of Bulk Payment transaction in BizChannel@CIMB. The code will link to your BizChannel@CIMB Company ID, account number and transaction pricing during the Bulk Payment transaction.
2. Alternatively, you may contact Business Contact Center at 1300-888-828 to request for your organisation code.

► SECTION H: 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, Huawei AppGallery 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 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: The security device has a thirty (30) days warranty from the date of delivery, which is covered without fee.

▶ SECTION H: MOBILE TOKEN / SECURITY DEVICE REPLACEMENT... *CONTINUE*

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

[illegible]

Address

								Postcode						

Notes:

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 I: TERMINATION

- ☐ I / We hereby wish to terminate my / our subscription to BizChannel@CIMB including all participating company(ies) that may have been tagged with the same Company ID.

► 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.

► DECLARATION BY COMPANY... CONTINUE
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

► FOR BANK'S USE ONLY

Submitted By: <input type="checkbox"/> SMERM <input type="checkbox"/> CBRM <input type="checkbox"/> Corp <input type="checkbox"/> C@W <input type="checkbox"/> MSF	
Staff Name:	Staff ID:
Contact Office Number:	Contact Mobile Number:
Campaign (if applicable):	Remarks:
Referred By: <input type="checkbox"/> Branch <input type="checkbox"/> Call Centre	
Staff Name:	Staff ID:
Submission Branch Code:	Contact Number:
Remarks:	
Verified By:	
Staff Name:	Staff ID:
Verification Date:	Contact Number: