



## BizChannel@CIMB Maintenance Form

(Only for existing BizChannel@CIMB subscriber)

Please submit duly completed Maintenance Form to the address below. If you need assistance, please contact 1-300-888-828.

Attention to: **BizChannel@CIMB Processing Team**

6th Floor, Wisma CIMB, No. 11 Jalan 4/83A, Off Jalan Pantai Baru, 59200 Kuala Lumpur.

**PLEASE TICK ✓ AND FILL UP WHERE APPLICABLE**

### COMPANY DETAILS

(Mandatory - Bank will be in touch with Contact Person below for clarifications)

|                              |            |               |  |
|------------------------------|------------|---------------|--|
| Company Name                 |            |               |  |
|                              | Company ID |               |  |
| Contact Person Name          |            |               |  |
| Contact Person Office Number |            | Mobile Number |  |
| Contact Person Email         |            |               |  |

### Changes Company Details

|                          |                              |  |               |  |
|--------------------------|------------------------------|--|---------------|--|
| <input type="checkbox"/> | Company Name                 |  |               |  |
| <input type="checkbox"/> | Mailing Address              |  |               |  |
|                          |                              |  |               |  |
| <input type="checkbox"/> | Contact Person Name          |  |               |  |
| <input type="checkbox"/> | Contact Person Office Number |  | Mobile Number |  |
| <input type="checkbox"/> | Contact Person Email         |  |               |  |

**NOTE:** Any change request of Company Name in BizChannel@CIMB can only be processed after the Company Name has been changed at any of the Bank's branches.

### Add / Delete Account(s) from BizChannel@CIMB

| Add                      | Delete                   | Account Number | Add                      | Delete                   | Account Number |
|--------------------------|--------------------------|----------------|--------------------------|--------------------------|----------------|
| <input type="checkbox"/> | <input type="checkbox"/> |                | <input type="checkbox"/> | <input type="checkbox"/> |                |
| <input type="checkbox"/> | <input type="checkbox"/> |                | <input type="checkbox"/> | <input type="checkbox"/> |                |

  

| Add                      | Delete                   | Corporate Card(s) Number |
|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="text"/>     |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="text"/>     |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="text"/>     |

**NOTE:** Please provide an additional attachment if there are extra corporate card(s) to be accessed.

### Third Party System Integration Access (if applicable)

|                                                           |                          |                                 |                      |                            |                      |
|-----------------------------------------------------------|--------------------------|---------------------------------|----------------------|----------------------------|----------------------|
| I would like to access to third party system integration* | <input type="checkbox"/> | Specify The Service Provider ** | <input type="text"/> | Promo Code (if applicable) | <input type="text"/> |
|-----------------------------------------------------------|--------------------------|---------------------------------|----------------------|----------------------------|----------------------|

#### NOTE:

\* Third party system integration refers to straight through information and transactions with service providers and accounting software providers.

\*\* Visit <http://www.cimb-bizchannel.com.my> and click on Download Centre for the list of service providers.

## ADD / EDIT AUTHORISED USER(S) / SYSTEM ADMINISTRATOR(S)

- For LITE / Standard Package, please proceed to section **(A)** OR
- For LITE / Customised Package, please proceed to section **(B)**

### (A) Add / Edit Authorised User(s) for LITE / Standard Package Only

| Tick (✓) one only |      | Full Name<br>(as per ID / Passport) | Role*<br>(Please tick (✓) if applicable) |       |              |                       | Access to<br>3rd Party<br>System<br>Integration | Mobile Number***<br>eg: (+60) 192345678<br>(Country code)<br>Mobile Number | Email<br>Address*** |
|-------------------|------|-------------------------------------|------------------------------------------|-------|--------------|-----------------------|-------------------------------------------------|----------------------------------------------------------------------------|---------------------|
| Add               | Edit |                                     | Inquiry                                  | Maker | Authoriser** | FX Rate<br>Booker**** |                                                 |                                                                            |                     |
|                   |      |                                     |                                          |       |              |                       |                                                 |                                                                            |                     |
|                   |      |                                     |                                          |       |              |                       |                                                 |                                                                            |                     |
|                   |      |                                     |                                          |       |              |                       |                                                 |                                                                            |                     |
|                   |      |                                     |                                          |       |              |                       |                                                 |                                                                            |                     |

#### NOTE:

- \* Please note that a transaction cannot be created and authorised by the same Authorised User.
- \*\* A security device will be issued for each new Authoriser and sent to your company's Contact Person. Please ensure at least 1 Authoriser is appointed for your company.
- \*\*\* Mandatory and cannot be repeated for different Authorised Users. For maintenance (edit / update) of mobile number and email address, the Bank will automatically reset user's password.
- \*\*\*\* FX Rate Booker is identified as the user who is authorised to perform the booking of foreign exchange live rates via BizChannel. User(s) without the FX Rate Booker role will only be able to view live rates via BizChannel.

### (B) Add / Edit System Administrator(s)\* for LITE / Customised Package Only

| Tick (✓) one only |      | Full Name (as per ID / Passport)<br>(A security device will be issued to each new System Administrator and sent to your company's Contact Person) | Mobile Number***<br>eg: (+60) 192345678<br>(Country code)<br>Mobile Number | Email Address** |
|-------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|-----------------|
| Add               | Edit |                                                                                                                                                   |                                                                            |                 |
|                   |      |                                                                                                                                                   |                                                                            |                 |
|                   |      |                                                                                                                                                   |                                                                            |                 |
|                   |      |                                                                                                                                                   |                                                                            |                 |
|                   |      |                                                                                                                                                   |                                                                            |                 |

#### NOTE:

- \* Please ensure at least 2 System Administrators are appointed for your company.
- \*\* Mandatory and cannot be repeated for different System Administrators. For maintenance (edit / update) of mobile number and email address, the Bank will automatically reset user's password.

### (C) Registration / Maintenance for DuitNow ID

| Tick (✓) one only |      |        |         |             |                        | Business<br>Registration Number | Account Number |
|-------------------|------|--------|---------|-------------|------------------------|---------------------------------|----------------|
| Register          | Edit | Delete | Suspend | Re-activate | Switch from other bank |                                 |                |
|                   |      |        |         |             |                        |                                 |                |
|                   |      |        |         |             |                        |                                 |                |
|                   |      |        |         |             |                        |                                 |                |
|                   |      |        |         |             |                        |                                 |                |

**NOTE:** With DuitNow, you can transfer funds instantly between participating banks in Malaysia using DuitNow ID. DuitNow ID is your Business Registration Number registered with Suruhanjaya Syarikat Malaysia (SSM). DuitNow ID can only be linked to one bank account for each Business Registration Number. Terms and conditions apply.

## SECURITY DEVICE REPLACEMENT

### Defective device

Please return the defective device(s) within 30 days from the date delivered to get a replacement at no cost, otherwise RM100 / device will be debited from your company account.

Name\*

Device Serial  
Number

Name\*

Device Serial  
Number

### Replacement of device due to exceeded 3 attempts of device PIN

RM100 / device will be debited from your company account for each replacement.

Name\*

Device Serial  
Number

Name\*

Device Serial  
Number

### Loss of device

RM100 / device will be debited from your company account for each replacement.

Name\*

### Device requisition for additional Authoriser(s) only

Only applies to Customised Transaction package. RM100 / device will be debited from your company account for each device.

Number of device(s) required:

\* Full Name of Authorised User or System Administrator as per NRIC / Passport

## DELETE / SUSPENSION / REACTIVATE / RESET PASSWORD OF AUTHORISED USER(S) / SYSTEM ADMINISTRATOR(S)

| Please tick ( ✓ ) where applicable |            |            |                | Full Name<br>(as per ID / Passport) | Remarks |
|------------------------------------|------------|------------|----------------|-------------------------------------|---------|
| Delete                             | Suspension | Reactivate | Reset Password |                                     |         |
|                                    |            |            |                |                                     |         |
|                                    |            |            |                |                                     |         |
|                                    |            |            |                |                                     |         |
|                                    |            |            |                |                                     |         |

## UPGRADE SERVICE PACKAGE

### LITE Transaction 50

Please complete section (A) above if there is a change of Authorised Users. Please complete section (B) above if there is a change of System Administrators.

### LITE Transaction 100

Please complete section (A) above if there is a change of Authorised Users. Please complete section (B) above if there is a change of System Administrators.

### Standard Transaction

Please complete section (A) above.

### Customised Transaction

Please complete section (B) above if applicable. Bank will delete all access including transaction details and re-assign new Company ID for upgrade from Standard Package,

## TERMINATION

☐ I hereby wish to terminate my subscription to BizChannel@CIMB.

## 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.cimbbank.com.my](http://www.cimbbank.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 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. 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.

Main Company Name

Authorised Person Signature

Name

Authorised Person Signature

Name

Authorised Person Signature

Name

Authorised Person Signature

Name

| FOR BANK'S USE ONLY                                                                                                                                                       |                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| <b>Submitted By:</b> <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:                                                                                                                                                                  |                        |
| <b>Referred By:</b> <input type="checkbox"/> Branch <input type="checkbox"/> Call Centre                                                                                  |                        |
| Staff Name:                                                                                                                                                               | Staff ID:              |
| Submission Branch Code:                                                                                                                                                   | Contact Number:        |
| Remarks:                                                                                                                                                                  |                        |