

**SERVICE REQUEST FORM**

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| **Company Information**  |
| Company Name |   |

We would like the Bank to perform the following request for BizSmart® with immediate effect.

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| 1. **USER MAINTENANCE**
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| **User Info:** | **Request type (please tick where applicable)**  |
| **User ID :****Name :** **I/C No. :** \*Please note that mobile token will be assigned to user by default for user creation. \*\*User having incompatible mobile device with BizSmart® Mobile App may request hardware token.  RM70 will be imposed per hardware token. | **Self-Manage** | **Bank Manage** |
| **□** **1.** **Regenerate** **Password** **(ePIN will be sent to registered Email)****□ 2.** **Update Mobile No.****□ 3.** **Update Email****□ 4.** **Delete User** | **5. Create New User** as:**□ System Administrator\*** **□ System Authoriser\*****Tel No.:****Email:****□ Hardware token\*\*****6. Link User to access the above company** as:***(only applicable for existing*** ***user ID)*****□ Maker [Finance/Payroll/All]****□ Authoriser [A/B/C/All]****□ Observer****□ System Administrator** **□ System Authoriser****□ Checker [Finance/Payroll/All]** | **□** **1.** **Regenerate** **Password** **(ePIN will be sent to registered Email)****□ 2.** **Update Mobile No.****□ 3.** **Update Email****□ 4.** **Delete User** | **5. Create New User** as:**□ Maker\* [Finance/Payroll/All] □ Authoriser\* [A/B/C/All]****□ Checker\* [Finance/Payroll/All]** **□ Observer\*****Tel No.:****Email:****□ Hardware token\*\*****6. Link User to access the above company** as:***(only applicable for existing*** ***user ID)*****□ Maker [Finance/Payroll/All]****□ Authoriser [A/B/C/All]****□ Observer****□ Checker [Finance/Payroll/All]** |

*Note: Please attach a separate sheet of paper for additional users* |

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| **ENA B. CORPORATE MAINTENANCE** |
| Please tick [**✓**] for any of the following request. **□** **Link Account □** **Delink Account □** **Link** **Merchant ID □** **Delink** **Merchant ID**

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| Account/ID No.1 | Account/ID No.2 | Account/ID No.3 |

**□** **Change of Alliance BizSmart**® **Module** (For Existing Alliance BizSmart® Transactional Module customers ONLY)

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| **□** BizSmart® SME Solution (Only for SME & Sole Proprietor) | **□** Standard Package | **□** Others:  |
| **□** BizSmart® Termination |

**□** **Update Contact Person Details / BizSmart**® **Mailing Address** (We cannot deliver to P.O. Box address)

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**□ Additional Token Request \_\_\_\_\_**Token(s) (*Bank is authorised to debit RM70.00 per token from designated account*) (*Bank is authorised to debit RM70.00 per token from designated account*)

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| User ID: | User ID: | User ID: |

**□ Additional Token Request**  **\_\_\_**Token(s) for existing user **□ Token Replacement** (*Bank is authorised to debit RM50 per hardware token replacement*)The token replacement request is for the following user:

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| 1. | Name: | I.C. No.: | User ID: |
| 2. | Name: | I.C. No.: | User ID: |

**□** **New Daily Corporate** **Limit Maintenance**

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| Non – Trade: RM  | Bulk Payment: RM |

**□** **Pre-Account Registration – Favourite Account** (Please attach a separate sheet of paper for additional account)

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| Beneficiary Preferred Name | Beneficiary Bank | Beneficiary/Biller Name | Beneficiary Account/ Card/Bill Account No |  Request |
|  |  |  |  | □ Alliance Bank to Alliance Bank’s Account□ IBG (Alliance Bank to Other’s Bank Account)□ DuitNow Transfer (Instant Transfer/Pay to account)□ Pay Bills/Card |
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| **AUTHORISED SIGNATORY(IES)** |  | **FOR BRANCH USE** |
|  |  |  |  | **CIF:**  |
| **Verified By:** |  |
| **Name:** | **Name:** | **Company Stamp** |  | **Name:** | **Branch Stamp** |

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