

**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** |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | | **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**   |  |  |  | | --- | --- | --- | | 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)   |  |  |  | | --- | --- | --- | | **□** 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)   |  | | --- | |  |   **□ 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*)   |  |  |  | | --- | --- | --- | | 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:   |  |  |  |  | | --- | --- | --- | --- | | 1. | Name: | I.C. No.: | User ID: | | 2. | Name: | I.C. No.: | User ID: |   **□** **New Daily Corporate** **Limit Maintenance**   |  |  | | --- | --- | | Non – Trade: RM | Bulk Payment: RM |   **□** **Pre-Account Registration – Favourite Account** (Please attach a separate sheet of paper for additional account)   |  |  |  |  |  | | --- | --- | --- | --- | --- | | 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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