

**ALLIANCE BANK**

Alliance Bank Malaysia Berhad 198201008390 (88103-V)

**ALLIANCE ISLAMIC BANK**

Alliance Islamic Bank Berhad 200701018870 (776882-V)

**SERVICE REQUEST FORM**

Company Information	
Company Name	

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

A. USER MAINTENANCE

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

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

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

<input type="checkbox"/> BizSmart® SME Solution (Only for SME & Sole Proprietor)	<input type="checkbox"/> Standard Package	<input type="checkbox"/> Others:
<input type="checkbox"/> 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)

☐ **Additional Token Request** _____ Token(s) for existing user

User ID:	User ID:	User ID:
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☐ **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
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☐ **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
				<input type="checkbox"/> Alliance Bank to Alliance Bank's Account <input type="checkbox"/> IBG (Alliance Bank to Other's Bank Account) <input type="checkbox"/> DuitNow Transfer (Instant Transfer/Pay to account) <input type="checkbox"/> Pay Bills/Card

AUTHORISED SIGNATORY(IES)			FOR BRANCH USE	
			CIF:	
			Verified By:	
Name:	Name:	Company Stamp	Name:	Branch Stamp