

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. : *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 <input type="checkbox"/> 1. Regenerate Password (ePIN will be sent to registered Email) <input type="checkbox"/> 2. Update Mobile No. <input type="checkbox"/> 3. Update Email <input type="checkbox"/> 4. Delete User		Bank Manage <input type="checkbox"/> 1. Regenerate Password (ePIN will be sent to registered Email) <input type="checkbox"/> 2. Update Mobile No. <input type="checkbox"/> 3. Update Email <input type="checkbox"/> 4. Delete User	
	<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"/> 6. Link User to access the above company as: (only applicable for existing user ID) <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"/> 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* Tel No.: Email: <input type="checkbox"/> Hardware token** <input type="checkbox"/> 6. Link User to access the above company as: (only applicable for existing user ID) <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)		
Name:	Name:	Company Stamp

FOR BRANCH USE	
CIF:	
Verified By:	
Name:	Branch Stamp