Enclosed some guidance on completing the maintenance form provided to you

https://www.uob.com.my/infinity/pdf/uob-infinity-maintenance-custom-form.pdf

S/	Field in the maintenance form	How to fill:
1	UOB **UOB INFINITY - CUSTOM MAINTENANCE** **Note:** 1. This application allows access to business internet banking via all platforms (desktop, tablet and mobile app). 2. It is mandatory for **Approved Person and Authoriser** to present themselves at Home / nearest Branch to perform **biometric authentication** together with Infinity Application Form. Additional proof of residential address (e.g. recent utility or phone bill) is required from foreigners. **Security Alert:** Be aware of threats in the cyberspace. For more information about the threats and how you can be protected, please visit http://www1.uob.com.my/security_alert.html **1. Applicant's ("My") business details** Registered Business Name Business Registration No. Existing Organisation ID	****Mandatory** Please complete : 1. Your company name 2. Your company business registration number 3. Infinity login Group ID Next, fill up the details accordling as per your request
2	**2. Update my contact person's details** Name Contact No. (For clarifications on Infinity application and setup) Email Address (This is required to receive Infinity Email notifications) (Country Code) (City/Area Code) (Contact No.)	Optional - To update contact person's details 1. Enter the new contact person name, contact No and Email address **<u>Note:</u>** i) The bank may contact the person for inquiries or notify rejected transactions ii) You may indicate additional 3 contact persons under 'Remarks' section due to limited space
3	**3. My accounts to be linked to Infinity** ☑(Please tick where applicable) ☐ Link all active accounts held as at the Bank's processing date of this application. OR ☐ Link only the accounts listed below Account No. Account No. Account No. Account No. Delink the accounts listed below Account No. Account No. Account No. Account No. Designated account for physical token and Infinity services charges (where applicable) Account No. - - - Currency M Y R	Optional - To link new account or delink existing account from Infinity **<u>To Link account</u>** 1. Tick "Link all active account" or "Link only the accounts listed below" **<u>Link only the accounts listed below</u>** 1. Enter the Designated account no that you wish to link to Infinity **<u>To Delink Account</u>** 1. Enter the Designated account no that you wish to delink to Infinity Designated account - Input account number for physical token & Infinity services charges (if applicable).
4	**4. Additional Infinity Services** (Fees may apply. Please refer to the Infinity Pricing Guide at UOB.my/Infinity-Guides for details) ☑ (Please tick where applicable) ☐ Add — Cash Transactions (For customers upgrading from Enquiry Only services) ☐ Add — Trade Transactions (For customers upgrading from Enquiry and Cash only services) ☐ Add OR ☐ Remove — MT103 Copy (To download a copy of the SWIFT MT103 message for remittances) ☐ Add OR ☐ Remove — SWIFT gpi Credit Confirmation Report (Select one report type only) ◯ CSV type (open in Excel) ◯ Text type (open in NotePad) ☐ Add OR ☐ Remove — DuitNow QR Merchant Registration DuitNow QR Crediting Account No. 1 DuitNow QR Crediting Account No. 2 (only applicable if there is more than 1 a/c to be registered) ☐ Add OR ☐ Remove — DuitNow QR Profile Registration and Image Download (Applicable to Static QR only) I would like to update the following channel when I received funds via DuitNow QR (leave blank if no notification required) ☐ Add OR ☐ Remove — ☐ SMS Mobile No. 1 ☐ Email Email Address 1 Mobile No. 2* Email Address 2* * Only applicable if there is more than 1 recipient to be notified for the same account	Optional - To add/remove Infinity Servics 1. Tick check box which applicable for your request Please refer to our website for further details on these Infinity services

5	**5. Add new users / Update existing users** **User 1 Details** ❶ ☐ New User ☐ Existing User (Existing user details provided below will supercede existing records) Token Requirement ❷ ☐ Assign existing token from Company ____ Token Serial Number (Optional) OR ☐ Request for physical token (Token fees may apply) Name (Underline surname) Designation (This is mandatory for all authorisers) NRIC/Passport/FIN (Default NRIC) Country of Issuance (Default MY) Mobile No. (Please indicate both mobile number and email address to self-register for free digital token.) (Country Code) (City/Area Code) (Mobile No.) Email Address Preferred User ID (Minimum 8 characters with no spacing or special characters) ❹ Roles (By selecting Payroll roles with combination of Enquirer, Maker and/or Authoriser, you will be able to perform payroll and non-payroll transactions. Bulk Services fees will apply) ☐ Enquirer ☐ Payroll Maker ☐ Maker Payroll Authoriser (Select one only) ☐ Full Access ☐ Authoriser (non-payroll) ☐ View Employee Details Only ☐ Administrator ☐ View Payroll Amount Only Optional Roles Note: Below roles will be added on to maker and/or authoriser roles [payroll/ non-payroll] as selected above. ☐ Verifier ☐ Sender Authoriser Group: (Please tick where applicable. Default Group = A) ☐ A ☐ B ☐ C ☐ D ☐ E Daily Approval Currency & Limit: (Default MYR and unlimited if left blank) CCY LIMIT	Optional : To add new user / update existing user detals Type of Request 1. Tick "New User" or "Existing User" for User related 2. Tick "Assign Existing token for Company" or "Request for physical token" for Token related **<u>Note</u>** a) Assign existing token - indicate the token serial number you already have ; or b) Request for physical token - you do not have existing token or the user has following conditions which need to be issued with physical token You are encourage to apply for Infinity Secure to replace physical token unless you have the following: i) Huawei mobile ii) Mobile OS lower than iOS version 12 or Android OS version 10 iii) Trade services 3. Complete all the user details such as Name, Designation, Mobile no. , email address, preferred user ID (new user) , ID no & ID country 4. Roles [REMINDER: Read carefully the roles indicate at the top] a) Indicate the roles you want b) This selection will SUPERSEDE / REPLACE your existing roles c) Optional Roles means ; for each & every transaction needs an additional verifier and sender before it is send to the Bank for processing d) For New Authoriser - Certified-True-Copy of the ID documentation is required
6	**6. Authoriser approval controls** Note: 1. Authoriser Group refers to authorisation level of the respective Company Authoriser (please reference to selection in Section 5.) 2. If Sequential Approval is selected below, it is required to indicate sequence of Authoriser Group approval (e.g. 1A > 1B denotes that the transaction needs to be approved by one Group A Authoriser followed by one Group B Authoriser) in Section 7a. **For Company Authoriser – Can authoriser approve own transactions?** (Select one only) ☐ NO – Dual Control: Authoriser can create a transaction BUT cannot approve the same transaction which must be approved by another Authoriser. ☐ YES – Single Control: Authoriser can create AND approve the same transaction. (The Applicant's account(s) may be more susceptible to account fraud as compared to Dual Control, where another person can verify and confirm the transaction) **Sequential Approval:** (Select one only) ☐ NO – Does not require the authorisation process to be performed sequentially. E.g. A or B in any order. ☐ YES – Requires the authorisation process to be performed sequentially. E.g. A followed by B as opposed to A or B in any order. **Bulk Services Controls (applicable for Bulk Services only)** **Bulk Authorisation Limit:** (Select one only) ☐ Total Bulk Amount – Bulk authoris ation limit validation using the Total Value of **<u>ALL</u>** the transactions in the Bulk. (This is the default option if this section is left blank) ☐ Highest Transaction Amount – Bulk authoris ation limit validation using Highest Transaction Value within the Bulk.	Optional - To update Authoriser approval controls 1. Tick "Dual Control" or "Single Control" for Company Authoriser 2. Tick "No" or "Yes" for Sequential Approval **<u>If you have Bulk Service:</u>** 3. Tick "Total Bulk Amount" or Highest Transaction Amount for Bulk Authorisation limit **<u>Note:</u>** i) Dual Control (need a Maker & Approver) vs Single Control (1 person is Maker and Approver) ii) Sequential - e.g. A>B means that A approved first, followed by B. If B approved first, he needs to approve again after A approve iii) You may put remark for your preferred approval matrix at the blank area in this page. Or you may attach appendix for your preferred approval matrix .

7a	**7a. My transaction approval settings** (The details provided below will supercede your current approval settings) **Authorisation Profile** Note: 1. If Section 7a is left blank, the default Approval Settings for the newly linked account(s) in Section 3 will follow your default Approval Settings in Infinity, if any. 2. Foreign currency transactions will be calculated based on the MYR-equivalent of the Approval Limit indicated below according to the exchange rate as determined by the Bank. 3. Trade approval settings apply to all accounts and cannot be set at account level. To indicate Trade approval settings separately from Cash approval settings, please select 'All Trade Transactions'. Apply to the following account mandates: (Please tick where applicable) — Applicable Accounts: ☐ All transactions (includes Payment, Collection, Payroll and Trade) (Default) — Applicable to All Accounts OR ☐ All Cash transactions (includes Payment, Collection and Payroll) — ☐ All Accounts ☐ Specific Account(s): ☐ All Trade transactions only — Not Applicable Cash transactions only: ☐ Payment ☐ Payroll ☐ Collection — ☐ All Accounts ☐ Specific Account(s): Additional options: (Please tick if required) ☐ Verify ☐ Send Note: 1. If Verify/ Send option(s) is not selected in Section 7a, but Verifier/ Sender roles are selected in Section 5, the transaction approval setup with Verify/ Send option(s) will not be enforced. 2. Verify/send option(s) applies to all Authoris ation Profiles indicated in Section 7a and Appendix 2. 3. Transactions will be released in the following sequence based on roles selected: Maker > Verifier > Authoriser (based on mandate) > Sender > Bank.	Optional - To update Authorisation Setting 1. Tick your request whether the Authorisation Setting applies to All Transaction or Cash Transaction only or Trade Transaction only 2. Mandator to tick the Verify / Send option if verifier / sender role is selected in Section 5. **Note:** i) You may put remark for your preferred approval matrix at the blank area in this page. Or you may attach appendix for your preferred approval matrix ii) Ensure you have sufficient Approvers to meet your approving needs
7b	**7b. Remove Verify/Send options for all existing authorisation profile** (Please tick where applicable) ☐ Remove Verify option ☐ Remove Send option Note: It is advisable to remove Verifier/ Sender roles for designated users under Section 5.	Optional - To remove Verify/Send option 1. Tick "Remove Verify option" or "Remove Send option" or both
8	**8. Additional Token Request** (For Company Administrator to assign. Please note that section 8 is not required if you have requested for token for individual user in section 5.) Note: 1. Please fill in this section to apply for new token(s) for use by Company User(s) to login to Infinity. 2. A Company User is a person who is authorised by the Applicant to perform day-to-day transactions not requiring mandate authority such as account enquiries and creating but not approving transactions, and to receive, hold and/ or use any token on the Applicant's behalf. 3. Company Administrator needs to login to Infinity before he/ she can assign the token(s) to Company User(s) 4. The Applicant does not need to buy a new token for a Company User if the Company User is also the Company Administrator and/ or Company Signatory and has an existing token. Request for additional physical tokens for company. Number of tokens	Optional - To add additional token 1. Enter the number of tokens required **Note:** i) Applicable only if Company Administrator (CA) manually create Infinity maker / inquirer. Ensure you have sufficient CA appointed. ii) You are encourage to apply for Infinity Secure instead of physical token
9	**9. Delete users** Note: Deleted User(s) will be removed from all his/her other roles and all linked entities. Name — User ID Name — User ID Name — User ID Name — User ID Name — User ID	Optional - To delete users 1. Enter the Name and User ID which you wish to remove
10	**10. Other instruction** ☑(Please tick where applicable) ✕ ☐ I would like to terminate my Infinity service. ☐ I would like to de-register Infinity Secure (digital token) for the following users: Name — User ID Name — User ID Name — User ID Name — User ID Name — User ID	Optional - To terminate Infinity or de-register Infinity Secure 1. Tick the type of request "Terminate Service" or "De-register Infinity Secure" **<u>De-register Infinity Secure</u>** 2. Enter the Name and User ID which you wish to de-register the Infinity Secure

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11. Declaration by Applicant

We, the Applicant, hereby:

a) make the above request(s) as regards the Applicant's UOB Business Internet Banking Service ("BIB Service");

b) confirm that the Applicant has obtained and agrees to be bound by the Bank's prevailing UOB Business Inter net Banking Service Agreement ("BIB Agreement") (available at uob.com.my), and any amendment or variation thereof;

c) confirm that the Applicant has obtained and agrees to be bound by the prevailing terms and conditions applicable to each of the services that the Applicant has applied for and any amendment or variation thereof;

d) authorise the Bank to issue password(s) and token(s) to the Company User(s), Company Administrator(s) and Company Signatory(ies), where applicable. Company User refers to Enquirer, Maker, Verifier, Sender and Payroll Maker. Company Administrator refers to Administrator. Company Signatory refers to Authoriser and Payroll Authoriser;

e) confirm that each of the Company Signatories named herein is authorised to operate and use any of the services granted and provided to the Applicant through the BIB Service, based on the Approval Mandate and Transaction Approval Limit set out in this form and to apply for, agree to the terms of, operate and use any services made available through the BIB Service from time to time. We confirm that if we do not indicate the Approval Mandate or Transaction Approval Limit, each Company Signatory is deemed to be authorised to approve transactions of any amount. If the Approval Mandate is indicated but not the Transaction Approval Limit, the Company Signatories are deemed to be authorised to approve transactions of any amount according to the Approval Mandate;

f) confirm and agree that any existing mandate or instructions which we may have with the UOB Group Bank(s) will not apply in relation to our use of the BIB Service;

g) confirm that all the information provided here is complete, true and accurate to the best of our knowledge as at the date of this application;

h) confirm that, in the event of any change of Company Administrators and/or Company Signatories, the Applicant shall immediately revoke the relevant User IDs through the submission of request, instruction or relevant form to the Bank;

i) authorise the Bank to debit all fees and charges relating to this application and/or use of the BIB Service from the designated account or any other account of the Applicant;

j) acknowledge that, if the Applicant have opted for Single Control instead of Dual Control, the Applicant's account(s) for which the Applicant uses the BIB Service may be more susceptible to account fraud . By opting for Single Control, the Applicant agrees to assume responsibility for all the risks associated with Single Control;

k) agree to indemnify and hold the Bank harmless from and against all costs, claims, losses, damages, charges and/or expenses which the Bank may sustain, incur or be liable for in connection with, or resulting from or any earlier application for, the BIB Service, including (where applicable) as a result of the Applicant opting for Single Control and/or the Applicant not providing all email addresses and mobile numbers;

l) enclose a certified true copy of our board (or equivalent) resolution (where required by the Bank); and

m) agree that the Bank may amend the BIB Agreement at any time and/or may terminate the provision of the Single Control option at any time with notice to the Applicant.

Authorised Person(s)/Approved Person(s)

Name	Signature	Name	Signature
Date		Date	

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****Mandatory**

1. Approved Person (as per your board resolution provided to the Bank for internet banking) to sign at this column

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