# UOB DuitNow Collections User Guide







## **UOB DuitNow Collections User Guide**

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# For Payee (Merchants)



UOB MY I DuitNow Collections Manual



## DuitNow Request As a Payee (Merchant)





## For Merchants - New Single DuitNow Request

Initiate DuitNow Request to your Payer (Buyer).

### How to Initiate a DuitNow Request

### Accessing the page

1. To get started, go to the Global Navigation Menu, and select Pay & Transfer, under Single Transaction, click DuitNow Request.

### **Transaction Type & Fees**

2. Click Standard Transaction Fees if you would like to learn more about the transaction fees. DuitNow Request will be automatically reflected as the **Transaction** Type.

### Enter the Payee (Merchant) details

- 3. Your Company Name should appear by default. If you have access to multiple companies (E.g. primary/affiliate companies), you can search and select from the dropdown list.
- 4. The Payee (Merchant) ID will automatically appear once your Company Name is entered.
- Search and select the Product Name/Product ID from the dropdown list. 5.

### Enter the Payer (Buyer) details

- 6. Select one of two options depending on how you would like to initiate the request, and fill in the remaining details:
  - With DuitNow ID DuitNow ID Type, DuitNow ID
  - With Bank / Institution Account Bank/Institution Name, Bank/Institution Code, Account Number, Payer (Buyer) Account Type
- 7. Choose your company's preferred option of verification on the Payer (Buyer). Buyer verification is optional, you can opt to select [No].
- 8. Under acceptable source(s) of fund collection, indicate your company's preferred method of collection\* from your Payer (Buyer). Select all the options that apply. \*Please note that the DuitNow AutoDebit charges per transaction may vary depending on the collection method.

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## For Merchants - New Single DuitNow Request

Initiate DuitNow Request to your Payer (Buyer).

### How to Initiate a DuitNow Request

### **Enter Payment Details**

- 9. Set the Instruction Date (processing date) for the one off collection from the Payer (Buyer)
- 10. Next, under **Transaction Amount**, enter the amount you wish to collect from your Payer (Buyer) for each transaction. Currency is set to MYR by default.
- 11. You may choose [Yes] if you want to allow Payer (Buyer) to change the transaction amount. This section is set to No by default
- 12. Under **Request Expiry Date\*** Set the end-date for when the Payer (Buyer) has to accept/reject the registration request. Following which, the request will expire if no action is taken. \*Please note that the maximum validity period for the request is 120 days (from the date of submission).
- 13. Enter the **Recipient Reference** agreed between you and the Payer (Buyer).
- 14. Click + Add Other Payment Detail if you wish to add additional payment details. Click + Add Extended Reference Information (URL) if you wish to add any URL. Click + Add Remarks for Approval to comment for your authorisers about this collection.
- 15. Select the type for this DuitNow Request transaction. It is set to **DuitNow Request** Only by default.
- 16. Click Next to proceed. If you click on Cancel to cancel the request, it will not be saved as draft. After clicking Next, you will be directed to a summary page to review the details before submission.

### **Review and Submit**

## RESTRICTED ##

- 17. After reviewing the request details, tick the checkbox to acknowledge that you have read, understood and agree to the Terms and Conditions before submission.
- 18. Click **Submit** to submit the DuitNow Request. Or click **Edit** if you wish to edit the request details, and you will be redirected to the earlier page. Click Cancel to cancel the request, and it will not be saved as draft.
- 19. Receive confirmation upon successful submission of the DuitNow Request. Subsequent approval by Verifier/Authoriser/Sender may be required accordingly.



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# **DuitNow AutoDebit Registration** As a Payee (Merchant)





## For Merchants - New Single DuitNow AutoDebit Registration

Initiate DuitNow AutoDebit registration request on behalf of your Payer (Buyer).

### How to Create a Registration Request

### Accessing the page

- 1. To get started, go to the Global Navigation Menu, and select Service > Manage DuitNow AutoDebit Registration.
- Then, click Register DuitNow AutoDebit > Single Registration. 2.

### Enter the Payee (Merchant) details

- Select the Payee (Merchant) option. 3.
- Your **Company Name** should appear by default. If you have access to multiple 4. companies (E.g. primary/affiliate companies), you can search and select from the dropdown list.
- The Payee (Merchant) ID will automatically appear once your Company Name is 5. entered.
- Search and select the **Product Name/Product ID** from the dropdown list. 6.
- Processing fees will apply for the registration. Under Account for Charges, select the 7. debit account for which the fees will be charged to.

### Enter the Payer (Buyer) details

- 8. Select one of two options depending on how you would like to initiate the registration, and fill in the remaining details:
  - With DuitNow ID DuitNow ID Type, DuitNow ID
  - With Bank / Institution Account Bank/Institution Name, Bank/Institution Code, Account Number, Payer (Buyer) Account Type
- Choose your company's preferred option of verification on the Payer (Buyer). Buyer 9. verification is optional, you can opt to select [No].
- 10. Under acceptable source(s) of fund collection, indicate your company's preferred method of collection\* from your Payer (Buyer). Select all the options that apply. \*Please note that the DuitNow AutoDebit charges per transaction may vary depending on the collection method.
- 11. Lastly, select Yes/No depending on if you want to allow your Payer (Buyer) to edit/terminate this registration.





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		<ul> <li>What are the acceptable source(s) of fund collection from payer (buy</li> <li>Current / Savings Account</li> <li>eWallet</li> <li>Credit Card</li> </ul> Do you want to allow the payer (buyer) to edit / terminate this registres Yes
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## For Merchants - New Single DuitNow AutoDebit Registration

Initiate DuitNow AutoDebit registration request on behalf of your Payer (Buyer).

### How to Create a Registration Request

### **Enter Payment Details**

- 12. Set the **Effective Date** and **Expiry Date** for the auto-debit arrangement between you and your buyer.
  - Effective Date represents the start date for the debit arrangement.
  - **Expiry Date** represents the end date for the debit arrangement. You can opt to select [No] to set the maximum expiry date possible.
- 13. Under **Request Expiry Date** Set the end-date for when the Payer (Buyer) has to accept/reject the registration request. Following which, the request will expire if no action is taken.

\*Please note that the maximum validity period for the request is 120 days (from the date of submission).

14. Next, under **Maximum Amount\***, set the limit for the maximum amount that can be deducted from the Payer (Buyer's) account under the arrangement. **Currency** is set to MYR by default.

\*Please note that the maximum amount can go up to RM \$10 million.

- 15. Select your preferred **Frequency of Collection** from the dropdown list.
- 16. Lastly, enter the **Recipient Reference** number based on the arrangement between you and the Payer (Buyer).
- 17. Click + Add Other Payment Detail if you wish to add additional payment details.
- 18. Click **Next** to proceed. If you click on **Cancel** to cancel the registration, it will not be saved as draft. After clicking **Next**, you will be directed to a summary page to review the details before submission.

### **Review and Submit**

- 19. After reviewing the registration details, tick the checkbox to acknowledge that you have read, understood and agree to the Terms and Conditions before submission.
- 20. Click **Submit** to submit the registration request. Or click **Edit** if you wish to edit the registration details, and you will be redirected to the earlier page.

Click **Cancel** to cancel the registration, and it will not be saved as draft.

21. Receive confirmation upon successful submission of the registration request. Subsequent approval by Verifier/Authoriser/Sender may be required accordingly.





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# DuitNow AutoDebit As a Payee (Merchant)





## For Merchants - New Single DuitNow AutoDebit Collection

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Initiate DuitNow AutoDebit collection from your Payer (Buyer).

### How to Initiate the Collection

### Accessing the page

- 1. To get started, go to the **Global Navigation Menu**, and select **Pay & Transfer**.
- Next, under Single Transaction, click DuitNow AutoDebit. 2.

### **Transaction Type & Fees**

- Click Standard Transaction Fees if you would like to learn more about the 3. transaction fees.
- DuitNow AutoDebit will be automatically reflected as the **Transaction Type**. 4.

### Enter the Payee (Merchant) details

Search and select the Payee (Merchant). Type the Account Name or the Account 5. Number to search for the Payee (Merchant).

Other information in the field (E.g. Account Name, Account Number, Currency) will automatically appear once the Payee (Merchant) is selected.

The Payee (Merchant) ID will also automatically appear after Payee (Merchant) is 6. selected.

### Enter the Payer (Buyer) details

Search and select the Payer (Buyer). Type the Payer Name, Consent ID or the 7. Recipient Reference to search for the Payer (Buyer).

Alternatively, you can select from the dropdown list, in which your most recent payers will be displayed at the top, followed by the others.

- **Recipient Reference** number will be displayed automatically if it is within the Bank's records. Otherwise, key in the reference number.
- **Product Name** and **Account Type** will automatically appear once Payer (Buyer) is 9. selected.



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## For Merchants - New Single DuitNow AutoDebit Collection

Initiate DuitNow AutoDebit collection from your Payer (Buyer).

### How to Initiate the Collection (Continued)

### Enter Collection Details\*

- 10. Set the Transfer Date This will be the date on which the funds will be collected from your Payer (Buyer) or the start-date if this is a recurring collection.
- 11. Next, under Transaction Amount, enter the amount you wish to collect from your Payer (Buyer) for each transaction. Currency is set to MYR by default.

\*To avoid any delays in collection, please ensure that your collection details are aligned to the AutoDebit Registration details.

- 12. Click + Add Other Payment Detail if you wish to add additional payment details.
- 13. Click **Next** to proceed. If you click on **Cancel** to cancel the registration, it will not be saved as draft. After clicking **Next**, you will be directed to a summary page to review the details before submission.

### **Review and Submit**

- 14. After reviewing the details, tick the checkbox to acknowledge that you have read, understood and agree to the Terms and Conditions before submission.
- 15. Click Submit to submit the collection request. Or click Edit if you wish to edit the collection details, and you will be redirected to the earlier page.

Click **Cancel** to cancel the request, and it will not be saved as draft.

16. Receive confirmation upon successful submission of the collection request. Subsequent approval by Verifier/Authoriser/Sender may be required accordingly.









# DuitNow AutoDebit Registration Maintenance As a Payee (Merchant)





## For Merchants - DuitNow AutoDebit Registration Maintenance

Inquire or act on my DuitNow AutoDebit Registrations as a Merchant with Consent ID.

### To view & terminate DuitNow AutoDebit Registration (Consent)

### Accessing the page

- 1. To get started, go to the Global Navigation Menu, and select Service > Manage DuitNow AutoDebit Registration.
- Three tabs (Registered, Pending & History) will be shown once you land on this screen. Registered will be the default tab. Depends on your roles and permissions, you may view/act on the Consent accordingly in respective tabs:
  - Registered to search, modify, suspend, terminate or transfer existing Consent
  - Pending To approve, reject or delete pending Consent
  - History To view only on the recent acted Consent

### Search DuitNow Registration

- 3. Radio button will be auto selected "As a Merchant with Consent ID".
- 4. Type Consent ID
- Click **Search** and the records (Consent) will be displayed. 5.

### Maintenance Action (as a Merchant) on a Consent Termination

- 6. Click on the kebab action " i " to take necessary action based on your roles and permissions (e.g. terminate, etc.). In this case, we take "terminate" action as an example.
- 7. A pop-up confirmation screen appears for you to add mandatory comments for terminating the Consent.
- Click **Yes** to submit the termination request. Click **No** to return to the previous screen. 8.
- Receive confirmation upon successful submission of the termination request. 9. Subsequent approval by Verifier/Authoriser/Sender may be required accordingly.





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## For Merchants - DuitNow AutoDebit Registration Maintenance

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Inquire or act on my DuitNow AutoDebit Registrations as a Merchant with Company.

### To view & terminate DuitNow AutoDebit Registration (Consent)

### Accessing the page

- 1. To get started, go to the Global Navigation Menu, and select Service > Manage DuitNow AutoDebit Registration.
- Three tabs (Registered, Pending & History) will be shown once you land on this screen. Registered will be the default tab. Depends on your roles and permissions, you may view/act on the Consent accordingly in respective tabs:
  - Registered to search, modify, suspend, terminate or transfer existing Consent
  - Pending To approve, reject or delete pending Consent
  - History To view only on the recent acted Consent

### **Search DuitNow Registration**

- 3. Radio button will be auto selected "As a Merchant with Company".
- 4. Type and select your **Company Name**, then your company's **Payee (Merchant) ID** will be populated by default.
- 5. Click **Search** and the list of records (Consent) will be displayed.

### Maintenance Action (as a Maker) on a Consent Termination

- 6. Click on the kebab action " i " to take necessary action based on your roles and permissions (e.g. terminate, etc.). In this case, we take "terminate" action as an example.
- 7. A pop-up confirmation screen appears for you to add mandatory comments for terminating the Consent.
- 8. Click **Yes** to submit the termination request. Click **No** to return to the previous screen.
- 9. Receive confirmation upon successful submission of the termination request. Subsequent approval by Verifier/Authoriser/Sender may be required accordingly.





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# For Payer (Buyers)



UOB MY I DuitNow Collections Manual





## DuitNow Request As a Payer (Buyer)





## For Buyers - Incoming DuitNow Request

Receive Incoming DuitNow Request from Payee (Merchant).

### To view or act on an Incoming Single DuitNow Request

### Accessing the page

- 1. To get started, go to the **Global Navigation Menu**, and select **Accounts > DuitNow** Status (Requests, Registrations & AutoDebits).
- Three tabs (Requests, Registrations & AutoDebits) will be shown once you land on 2. this screen. If you have permission to view DuitNow Request only, you will see Requests as the default tab.

### **DuitNow Request Inquiry**

3. Here you may view all DuitNow Request (i.e. outgoing and incoming) with different statuses. Click on the kebab action " 🚦 " to take necessary action on the request i.e. View Details, Edit, Submit, Reject, Audit Trail, etc. subjected to your entitlements.

### 'Edit' Action (as a Maker) on a Request

- 4. Click **Edit** from the kebab action and the modal appears with indication of which you receive the request as a Payer (Buyer) and Business Message ID details should appear by default.
- If you only have 1 account, Account Number will be auto-populated and non-editable. 5. You may select other options if you have multiple accounts.
- Merchant's details whom initiated this request. 6.
- 7. If Merchant allows you to make partial payments, then you are allowed to edit the Payable Amount; otherwise this field will be disabled and you are not allowed to edit.
- Click + Add Remarks for Approval to comment for your authorisers about this 8. payment request.
- Click **Next** to proceed. If you click on **Cancel** to cancel the request, it will not be saved 9. as draft. After clicking Next, you will be directed to a summary page to review the details before submission.



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## For Buyers - Incoming DuitNow Request

Receive Incoming DuitNow Request from Payee (Merchant).

### To view or act on an Incoming Single DuitNow Request

### **Review and Submit**

- 10. After reviewing the request details, tick the checkbox to acknowledge that you have read, understood and agree to the Terms and Conditions before submission.
- 11. Click Submit to submit the DuitNow Request. Or click Edit if you wish to edit the request details, and you will be redirected to the earlier page. Click Cancel to cancel the request, and it will not be saved as draft.
- 12. Receive confirmation upon successful submission of the Incoming DuitNow Request. Subsequent approval by Verifier/Authoriser/Sender may be required accordingly.





acknowledge that I ha	ave read, understood and a	gree to the DuitNow Request Terms	and Condi
	Codewine (		

### **Confirmation Page**





# **DuitNow AutoDebit Registration** As a Payer (Buyer)





## For Buyers - New DuitNow AutoDebit Registration

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Register for DuitNow AutoDebit registration.

### How to Create a Registration Request

### Accessing the page

- 1. To get started, go to the Global Navigation Menu, and select Service > Manage DuitNow AutoDebit Registration.
- Then, click **Register DuitNow AutoDebit > Single Registration**. 2.

### Enter the Payer (Buyer) details

- 3. Select the Payer (Buyer) option.
- 4. The Payer (Buyer) details should appear by default. If you have access to multiple accounts, enter the Account Name or Account Number to search for and select the relevant account.

### Enter the Payee (Merchant) details

- 5. Search and select the Payee (Merchant). Type the **Merchant Name** or the **Merchant** ID to search for the Payee (Merchant).
- Next, key in the **Product Name** or **Product ID** to search for and select the product. 6.

### **Enter Payment Details**

- 7. Set the **Effective Date** and **Expiry Date** for the auto-debit arrangement between you and the merchant.
  - Effective Date represents the start date for the debit arrangement.
  - **Expiry Date** represents the end date for the debit arrangement. You can opt to select [No] to set the maximum expiry date possible.
- 8. Next, under **Maximum Amount**, set the limit for the maximum amount that can be deducted from your account under the arrangement. Currency is set to MYR by default.
- Select your preferred Frequency of Collection from the dropdown list. 9.
- 10. Lastly, enter the **Recipient Reference** number based on the arrangement between you and the Merchant (Payee).
- 11. Click + Add Other Payment Detail if you wish to add additional payment details.



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ОВ	You are in: CASH MANAGEMENT 🗸 🗸	ACCOUNTS	PAY & TRANSFER	SERVICES	ADMIN	MY TASKS 🖷 🛞		Sent From Enter payer (buyer) details.	
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					Single AutoDebi	it Registration	6	Product Name, or Product ID *	
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Date: 01/05/	2021			[	Create From	Save as Draft	8-	Currency *	Maximum Amount *
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## For Buyers - New DuitNow AutoDebit Registration

Register for DuitNow AutoDebit registration.

### How to Create a Registration Request

12. Click Next to proceed. If you click on Cancel to cancel the registration, it will not be saved as draft. After clicking **Next**, you will be directed to a summary page to review the details before submission.

### **Review and Submit**

- 13. After reviewing the registration details, tick the checkbox to acknowledge that you have read, understood and agree to the Terms and Conditions before submission.
- 14. Click **Submit** to submit the registration request. Or click **Edit** if you wish to edit the registration details, and you will be redirected to the earlier page.

Click **Cancel** to cancel the registration, and it will not be saved as draft.

15. Receive confirmation upon successful submission of the registration request. Subsequent approval by Verifier/Authoriser/Sender may be required accordingly.



## **HHUOB**

12 Cancel	Next		
13 I acknowledg	e that I have read, unders ferms and Conditions. *	tood and agree to the [	DuitNow AutoDebit
14 Cancel	Edit	Submit	



# DuitNow AutoDebit Registration Maintenance As a Payer (Buyer)





## For Buyers - DuitNow AutoDebit Registration Maintenance

5 Record(s)

6

Inquire or act on my DuitNow AutoDebit Registrations as a Payer (Buyer).

### To view & terminate DuitNow AutoDebit Registration (Consent)

### Accessing the page

- 1. To get started, go to the Global Navigation Menu, and select Service > Manage DuitNow AutoDebit Registration.
- Three tabs (Registered, Pending & History) will be shown once you land on this 2. screen. Registered will be the default tab. Depends on your roles and permissions, you may view/act on the Consent accordingly in respective tabs:
  - Registered to search, modify, suspend, terminate or transfer existing Consent
  - Pending To approve, reject or delete pending Consent
  - History To view only on the recent acted Consent

### **Search DuitNow Registration**

- 3. Radio button will be auto selected "As a Buyer with Payer (Buyer) ID".
- Type and select your Company Name, then your company's Payer (Buyer) ID will be 4. populated by default.
- Click Search and the list of records (Consent) will be displayed. 5.

### Maintenance Action (as a Maker) on a Consent Termination

- 6. Click on the kebab action " : " to take necessary action based on your roles and permissions (e.g. terminate, modify, suspend, transfer, etc.). In this case, we take "terminate" action as an example.
- 7. A pop-up confirmation screen appears for you to add mandatory comments for terminating the Consent.
- Click **Yes** to submit the termination request. Click **No** to return to the previous screen. 8.
- Receive confirmation upon successful submission of the termination request. 9. Subsequent approval by Verifier/Authoriser/Sender may be required accordingly.



HH UOE	You are in: CASH MANAGEMENT	~ ACCO	UNTS PAY &	TRANSFER SERVI	CES ADMIN	мү тазк	s <b>*</b> ®	Terminate DuitNow AutoDebit
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Company Na	ame * •) ID *			Q				Terminate DuitNow AutoDebit Registration (*)
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			1-5 of 5 Re	cord(s)				

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## For Buyers - DuitNow AutoDebit Registration Maintenance

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5 Record(s)

Payer Ban

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Inquire or act on my DuitNow AutoDebit Registrations as a Payer (Buyer).

### To view & suspend DuitNow AutoDebit Registration (Consent)

### Accessing the page

- 1. To get started, go to the Global Navigation Menu, and select Service > Manage **DuitNow AutoDebit Registration.**
- Three tabs (Registered, Pending & History) will be shown once you land on this 2. screen. Registered will be the default tab. Depends on your roles and permissions, you may view/act on the Consent accordingly in respective tabs:
  - Registered to search, modify, suspend, terminate or transfer existing Consent
  - Pending To approve, reject or delete pending Consent
  - History To view only on the recent acted Consent

### Search DuitNow Registration

- 3. Radio button will be auto selected "As a Buyer with Payer (Buyer) ID".
- Type and select your Company Name, then your company's Payer (Buyer) ID will be 4. populated by default.
- Click **Search** and the list of records (Consent) will be displayed. 5.

### Maintenance Action (as a Maker) on a Consent Suspend

- 6. Click on the kebab action ": " to take necessary action based on your roles and permissions (e.g. terminate, modify, suspend, transfer, etc.). In this case, we take "suspend" action as an example.
- A pop-up confirmation screen appears for you to suspend the Consent. 7.
- Click **Yes** to submit the suspend request. Click **No** to return to the previous screen. 8.
- Receive confirmation upon successful submission of the suspend request. 9. Subsequent approval by Verifier/Authoriser/Sender may be required accordingly.



## **HHUOB**

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### **Confirmation Page**

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## For Buyers - DuitNow AutoDebit Registration Maintenance

Inquire or act on my DuitNow AutoDebit Registrations as a Payer (Buyer).

### To view & unsuspend DuitNow AutoDebit Registration (Consent)

### Accessing the page

- 1. To get started, go to the Global Navigation Menu, and select Service > Manage DuitNow AutoDebit Registration.
- Three tabs (Registered, Pending & History) will be shown once you land on this screen. Registered will be the default tab. Depends on your roles and permissions, you may view/act on the Consent accordingly in respective tabs:
  - Registered to search, modify, suspend, terminate or transfer existing Consent
  - Pending To approve, reject or delete pending Consent
  - History To view only on the recent acted Consent

### **Search DuitNow Registration**

- 3. Radio button will be auto selected "As a Buyer with Payer (Buyer) ID".
- Type and select your Company Name, then your company's Payer (Buyer) ID will be 4. populated by default.
- Click **Search** and the list of records (Consent) will be displayed. 5.

### Maintenance Action (as a Maker) on a Consent Unsuspend

- 6. Click on the kebab action " i " to take necessary action based on your roles and permissions (e.g. view details, unsuspend, etc.). In this case, we take "unsuspend" action as an example.
- A pop-up confirmation screen appears for you to for suspending the Consent.
- Click **Yes** to submit the suspend request. Click **No** to return to the previous screen.
- Receive confirmation upon successful submission of the unsuspend request. 9. Subsequent approval by Verifier/Authoriser/Sender may be required accordingly.



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SBC Bank	POLICYNO1212121212121212 1212212112212121212121	AVIVA MALAYSIA PTE LTD	AVIVA00000023 CELC PTE.	OM MALAYSIA LTD	28/07/2022	• Active	:
ОВ	POLICYNO1212121212121212 1212212112212121212121	AVIVA MALAYSIA	AVIVA00000024 CELC PTE.	OM MALAYSIA LTD	28/07/2023	<ul> <li>Suspended by Bank</li> </ul>	:
OB	POLICYNO121212121212121212 12122121122121212121	AVIVA MALAYSIA	AVIVA00000025 CELC PTE.	OM MALAYSIA LTD	28/07/2022	• Expired	1



### **Confirmation Page**



Done







