



Enclosed some guidance on completing the maintenance form provided to you
<https://www.uob.com.my/infinitv/pdf/uob-infinitv-services-users-maintenance-form.pdf>

S/N	Field in the maintenance form	How to fill:
1	 UOB UOB INFINITY - SERVICES AND USER MAINTENANCE  <p>Note:</p> <ol style="list-style-type: none"> This application allows access to business internet banking via all platforms (desktop, tablet and mobile app). 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. <p>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.htm</p> <p>1. Applicant's ("My") business details</p> <p>Registered Business Name <input type="text"/></p> <p>Business Registration No. <input type="text"/></p> <p>Existing Organisation ID <input type="text"/></p>	<p>**Mandatory</p> <p>Please complete :</p> <ol style="list-style-type: none"> Your company name Your company business registration number Infinity login Group ID <p>Next, fill up the details according as per your request</p>
2	<p>2. Update my contact person's details</p> <p>Name <input type="text"/></p> <p>Contact No. (For clarifications on Infinity application and setup) <input type="text"/> Email Address (This is required to receive Infinity email notifications) <input type="text"/></p> <p>(Country Code) (City/Area Code) (Contact No.)</p>	<p>Optional - To update contact person's details</p> <ol style="list-style-type: none"> Enter the new contact person name, contact No and Email address <p>Note:</p> <ol style="list-style-type: none"> The bank may contact the person for inquiries or notify rejected transactions You may indicate additional 3 contact persons under 'Remarks' section due to limited space
3	<p>3. My accounts to be linked to Infinity <input checked="" type="checkbox"/> (Please tick where applicable)</p> <p><input type="checkbox"/> Link all active accounts held as at the Bank's processing date of this application.</p> <p>OR</p> <p><input type="checkbox"/> Link only the accounts listed below</p> <p>Account No. <input type="text"/> Account No. <input type="text"/></p> <p>Account No. <input type="text"/> Account No. <input type="text"/></p> <p><input checked="" type="checkbox"/> Delink the accounts listed below</p> <p>Account No. <input type="text"/> Account No. <input type="text"/></p> <p>Account No. <input type="text"/> Account No. <input type="text"/></p> <p>Designated account for physical token and Infinity services charges (where applicable) Account No. <input type="text"/> Currency <input type="text"/> <input type="text"/> <input type="text"/></p>	<p>Optional - To link new account or delink existing account from Infinity</p> <p>To Link account</p> <ol style="list-style-type: none"> Tick "Link all active account" or "Link only the accounts listed below" <p>Link only the accounts listed below</p> <ol style="list-style-type: none"> Enter the Designated account no that you wish to link to Infinity <p>To Delink Account</p> <ol style="list-style-type: none"> Enter the Designated account no that you wish to delink to Infinity <p>Designated account - Input account number for physical token & Infinity services charges (if applicable).</p>
4	<p>4. Additional Infinity Services (Fees may apply. Please refer to the Infinity Pricing Guide at UOB.my/Infinity-Guides for details) <input checked="" type="checkbox"/> (Please tick where applicable)</p> <p><input type="checkbox"/> Add Cash Transactions (For customers upgrading from Enquiry Only services)</p> <p><input type="checkbox"/> Add Trade Transactions (For customers upgrading from Enquiry and Cash only services)</p> <p><input type="checkbox"/> Add OR <input type="checkbox"/> Remove MT103 Copy (To download a copy of the SWIFT MT103 message for remittances)</p> <p><input type="checkbox"/> Add OR <input type="checkbox"/> Remove SWIFT gpi Credit Confirmation Report <input type="radio"/> CSV type (open in Excel) <input type="radio"/> Text type (open in NotePad) <small>(Select one report type only)</small></p> <p><input type="checkbox"/> Add OR <input type="checkbox"/> Remove DuitNow QR Merchant Registration DuitNow QR Crediting Account No. 1 <input type="text"/> DuitNow QR Crediting Account No. 2 <input type="text"/> <small>(only applicable if there is more than 1 a/c to be registered)</small></p> <p><input type="checkbox"/> Add OR <input type="checkbox"/> Remove DuitNow QR Profile Registration and Image Download (Applicable to Static QR only)</p> <p>I would like to update the following channel when I received funds via DuitNow QR (leave blank if no notification required)</p> <p><input type="checkbox"/> Add OR <input type="checkbox"/> Remove <input type="checkbox"/> SMS Mobile No. 1 <input type="text"/> <input type="checkbox"/> Email Email Address 1 <input type="text"/></p> <p>Mobile No. 2* <input type="text"/> Email Address 2* <input type="text"/></p> <p><small>* Only applicable if there is more than 1 recipient to be notified for the same account</small></p> <p>United Overseas Bank (Malaysia) Bhd. 199301017069 (271809-K) (CYB-67/F) (MY10.22)</p> <p style="text-align: right;">Page 1 of 4</p>	<p>Optional - To add/remove Infinity Services</p> <ol style="list-style-type: none"> Tick check box which applicable for your request <p>Please refer to our website for further details on these Infinity services</p>

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5. Add new users / Update existing users

User 1 Details

New User ¹ Existing User (Existing user details provided below will supercede existing records)

Token Requirement

Assign existing token from Company ² OR Request for physical token (Token charges 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/Existing User ID (Minimum 8 characters with no spacing or special characters. For existing users, User ID cannot be changed.)

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 Administrator ⁴
 Maker Payroll Maker
 Authoriser (non-payroll) Payroll Authoriser

Authoriser Group: (Please tick where applicable. Default Group = A) A B C D E

Optional - To add new user / update existing user details

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

Note:

- i) Assign existing token - indicate the token serial number you already have ; or
- ii) 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

* You may add remarks if the user is to be linked to certain account number only.

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6. My transaction approval settings (The details provided will supercede your current approval settings)

Note:

1. 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.
2. The Transaction Approval Limit will apply to all Authorisers.
3. If Section 6 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.

⁵ Can authoriser approve own transactions? 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)

Transaction Approval Limit
up to MYR:
up to MYR:
up to MYR:
Approval Mandate (Please tick where applicable)
 Any 1 Authoriser Any 2 Authoriser Others:
 Any 1 Authoriser Any 2 Authoriser Others:
 Any 1 Authoriser Any 2 Authoriser Others:

Optional - To update Authoriser approval controls

1. Tick "Dual Control" or "Single Control" for Company Authoriser
2. Enter your Transaction Approval Limit
3. Enter your Approval Mandate

Note:

- i) Dual Control (need a Maker & Approver) vs Single Control (1 person is Maker and Approver)
- ii) 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 .

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7. Additional Token Request

(For Company Administrator to assign. Please note that section 7 is not required if you have requested for tokens under 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.
5. A fee of MYR 50 is payable for each token issued.

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

8	<p>8. Delete Users (Deleted User(s) will be removed from all his/her other roles and all linked entities.)</p> <p> Name <input style="width: 200px;" type="text"/> User ID <input style="width: 150px;" type="text"/></p> <hr/> <p>Name <input style="width: 200px;" type="text"/> User ID <input style="width: 150px;" type="text"/></p> <hr/> <p>Name <input style="width: 200px;" type="text"/> User ID <input style="width: 150px;" type="text"/></p> <hr/> <p>Name <input style="width: 200px;" type="text"/> User ID <input style="width: 150px;" type="text"/></p> <hr/> <p>Name <input style="width: 200px;" type="text"/> User ID <input style="width: 150px;" type="text"/></p> <hr/>		<p>Optional - To delete users</p> <p>1. Enter the Name and User ID which you wish to remove</p>												
9	<p>9. Other instruction <input checked="" type="checkbox"/> (Please tick where applicable)</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> I would like to terminate my Infinity service.</p>		<p>Optional - To terminate Infinity or de-register Infinity Secure</p> <p>1. Tick "Terminate Service" if you wish to terminate Infinity Service</p>												
10	<p>10. Declaration by Applicant</p> <p>We, the Applicant, hereby:</p> <ol style="list-style-type: none"> 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 Internet 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 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 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 authorised to approve transactions of any amount. If the Approval Mandate is indicated but not the Transaction Approval Limit, the Company Signatories are 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; 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. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Authorised Person(s)/Approved Person(s)</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Name</th> <th style="width: 25%;">Signature</th> <th style="width: 25%;">Name</th> <th style="width: 25%;">Signature</th> </tr> </thead> <tbody> <tr> <td><input style="width: 90%;" type="text"/></td> <td><input style="width: 90%;" type="text"/></td> <td><input style="width: 90%;" type="text"/></td> <td><input style="width: 90%;" type="text"/></td> </tr> <tr> <td>Date</td> <td><input style="width: 90%;" type="text"/></td> <td>Date</td> <td><input style="width: 90%;" type="text"/></td> </tr> </tbody> </table> </div>	Name	Signature	Name	Signature	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	Date	<input style="width: 90%;" type="text"/>	Date	<input style="width: 90%;" type="text"/>		<p>**Mandatory</p> <p>1. Approved Person (as per your board resolution provided to the Bank for internet banking) to sign at this column</p>
Name	Signature	Name	Signature												
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