CONFIDENTIAL

BUSINESS INTERNET BANKING (BIB) MAINTENANCE FORM

Please submit your completed original form and supporting documents through any of our Maybank SME Banking branch or your Account/Relationship Manager. We will be glad to assist you in filling up this form.

BIB activation via SMS will apply if you have a local mobile number. Otherwise, you will need to activate your BIB Access ID via a mail-in form.

Please allow **5 business days** from the day we receive this form for your records to be updated.

Parts of this Form	
R Part 1	Company Particulars • Company's identity • **All applicants must complete this part**
☐ Part 2	Mobile Number(s) and Email • Mobile phone number & email address for receiving alerts and notifications
☐ Part 3	Update Current/Savings Account(s) or Credit Card/Debit Card to be linked to BIB • Add or remove BIB access from account(s) • **Please ensure completion of Part 7**
☐ Part 4	Add or Amend Authorised User(s) • Add New Users and register their personal particulars • Change personal particulars of existing Users • **Please ensure completion of Part 7**
☐ Part 5	Remove Existing User(s)
☐ Part 6	Update BIB Services • Select the package of BIB services for your company • **Please ensure completion of Part 7**
☐ Part 7	Update of Users Accounts and BIB Services • Give New Users access to selected account(s) and BIB services • Change existing Users' access to account(s) and BIB services • Authorise new and existing Users to create or approve BIB transactions • **Part 7 is mandatory, if you are completing Part 3, Part 4 or Part 6**
☐ Part 8	Approval Mandate • Permissions for Approver(s) to approve BIB transactions that he/she creates • Change the number of Approvers required to authorise BIB transactions
☐ Part 9	Customised Authorisation • Assign Users to Groups • Set authorisation tiers, based on User Group combinations
☐ Part 10	User Adminstration • Forgotten Password / Access ID, spoilt or loss of security token • Apply for re-issuance of Access ID and PIN • Apply for re-issuance of Security Token(s)
☐ Part 11	Change Notification Threshold
R Part 12	Declaration by Applicant • **It is mandatory to complete and sign off Part 12**

BUSINESS INTERNET BANKING (BIB) MAINTENANCE FORM

Part 1: Company Particulars

Name of Business

Business Registration No. / UEN

Part 2: Mobile Numbers and Email (please tick where applicable)

- It is mandatory for you to provide at least one mobile phone number and an email address for receiving alerts, notifications and Transactions Signing Codes. This is to help you ensure that transactions are authorised and to further enhance security for selected transactions types.
- Please ensure that at least one of mobile number is a local mobile phone number to receive SMS notifications.

	Country Code	Mobile Number	Name as in NRIC/ Passport
☐ Add ☐ Remove			
☐ Add ☐ Remove			
☐ Add ☐ Remove			

Email Address

☐ Add ☐ Remove

☐ Add ☐ Remove

☐ Add ☐ Remove

Part 3A: Maybank Current / Savings Account(s) to be linked to BIB

Note: Part 7 must be completed as well

Note that only the Company's Current, Savings, Time Deposit and Term Loan accounts with Maybank can be linked to the Business Internet Banking Service.

- Foreign Currency Account is available for Enquiry Service, Local Funds Transfer/Payment and International Funds Transfer/Payment only.
- Time Deposit and Term Loan accounts are for Enquiry Services only.

Linking of Maybank deposit account(s) with BIB

☐ Add ☐ Remove	Account 1:	☐ Add ☐ Remove	Account 4:
☐ Add ☐ Remove	Account 2:	☐ Add ☐ Remove	Account 5:
☐ Add ☐ Remove	Account 3:	☐ Add ☐ Remove	Account 6:

Part 3B: Maybank Credit Card / Debit Card to be linked to BIB

All business credit card/ debit card accounts belonging to the Card member(s) below will be accessible through BIB.
For debit card, applicable to Maybank Business Platinum Visa Debit Card only.

Linking of Maybank Credit Card(s) / Debit Card(s) with BIB

	Name as in NRIC/ Passport	NRIC/ Passport No.:
Card member 1 ☐ Add ☐ Remove		
Card member 2 ☐ Add ☐ Remove		

BUSINESS INTERNET BANKING(BIB) MAINTENANCE FORM

Part 4 : Add or Amend Authorised Users(s) Please print additional copies of this page if you have more users

Note: If you are adding new User(s), please complete Part 7 as well.

- All fields are mandatory to complete.
- To activate your BIB access online instantly, please provide Singapore registered mobile number and email address. Please also note that the activation must be done in Singapore.

Please tick one:

☐ New User ☐ Changes to existing User

Authorised User 1

Name as in NRIC/ Passport

NRIC/ Passport No.

Designation

Mobile Number

+65

Email Address

Signature

The Bank will require a photocopy of NRIC/Passport for Users who are non-authorised signatories for identification purposes. The new authorised user is required to be present at the Bank Branch.

Please tick one:

☐ New User ☐ Changes to existing User

Authorised User 2

Name as in NRIC/ Passport

NRIC/ Passport No.

Designation

Mobile Number

+65

Email Address

Signature

The Bank will require a photocopy of NRIC/Passport for Users who are non-authorised signatories for identification purposes. The new authorised user is required to be present at the Bank Branch.

Part 5: Remove Existing User(s) Please print additional copies of this page if you have more users

Authorised User 1

Name as in NRIC/ Passport

NRIC/ Passport No.

Authorised User 2

Name as in NRIC/ Passport

NRIC / Passport No.

Authorised User 3

Name as in NRIC/ Passport

NRIC/ Passport No.

Authorised User 4

Name as in NRIC/ Passport

NRIC / Passport No.

Part 6: Update BIB Services

Note: Part 7 must be completed as well

Enquiry Services	
Account Enquiry	R
• Cheque Status Enquiry	☐ Add ☐ Remove

Transactional Service	
Payroll Services (APS) • Payments can be made to an Account number or to a PayNow ID.	☐ Add ☐ Remove
Bulk Payment/ Collection (Inward/ Outward GIRO) • Inward/Outward GIRO (also known as OBG) supports batch-file submission for Collection and Payment. • Payments can be made to an Account number or to a PayNow ID.	☐ Add ☐ Remove
Local Funds Transfer/ Payment • Includes Stop Payment of Cheque, GIRO transfers, Foreign Currency Transfers within Maybank Singapore and FAST transfers, Credit Card Payments, Inward Funds Transfer, Payments to a PayNow ID and EDP/EDP+.	☐ Add ☐ Remove
International Funds Transfer/ Payment • Includes remittance and Maybank Overseas Transfer to Maybank Malaysia and Other Banks in Malaysia.	☐ Add ☐ Remove

PayNow Services	
PayNow Registration • Includes registration of new PayNow IDs, amendment and de-registration of existing PayNow IDs. Please ensure that you have submitted your Unique Entity Number (UEN) as issued by an appropriate UEN issuance agency.	☐ Add ☐ Remove

Administrator Rights	
Admin Rights • Manage E-Payment Notification Threshold	☐ Add ☐ Remove

Part 7 : Update Users, Accounts and BIB Services

Please print additional copies of this page if you have more Users, Accounts, or Cards

This part of the form allows you to: -

- Give New Users access to selected account(s) and BIB services
- Change existing Users' access to account(s) and BIB services

Note: First 3 Security Tokens are issued free of charge. Subsequent tokens are chargeable at S$30 each. If you are upgrading from Enquiry to Transactional services, please update Mobile number in Part 2.

Appoint Authorised User

Authorised Users will be able to view details of the card account(s) belonging to the Card member(s) indicated below, as well as for future card accounts held by the Card member(s).

	Name as in NRIC/ Passport 1	Name as in NRIC/ Passport 2
Deposit Account(s)	Please tick accordingly	Please tick accordingly
Account (1)	☐ Add or ☐ Remove	☐ Add or ☐ Remove
Account (2)	☐ Add or ☐ Remove	☐ Add or ☐ Remove
Account (3)	☐ Add or ☐ Remove	☐ Add or ☐ Remove
Account (4)	☐ Add or ☐ Remove	☐ Add or ☐ Remove
Account (5)	☐ Add or ☐ Remove	☐ Add or ☐ Remove
Account (6)	☐ Add or ☐ Remove	☐ Add or ☐ Remove
Credit Card / Debit Card (By enrolling the Card member, any other cards held by the Card member will be enrolled automatically. For debit card, applicable to Maybank Business Platinum Visa Debit Card only.)		
Card member 1	☐ Add or ☐ Remove	☐ Add or ☐ Remove
Card member 2	☐ Add or ☐ Remove	☐ Add or ☐ Remove
Authorised Access Role (Approver can also create transactions)		
User Role	☐ Creator or ☐ Approver	☐ Creator or ☐ Approver
Enquiry Services to be accessed by Authorised User		
Account Enquiry	R Add	R Add
Cheque Status Enquiry	☐ Add or ☐ Remove	☐ Add or ☐ Remove
Transactional Services to be accessed by Authorised User		
Payroll Service (APS)	☐ Add or ☐ Remove	☐ Add or ☐ Remove
Bulk Payment/ Collection (Inwards/ Outwards GIRO)	☐ Add or ☐ Remove	☐ Add or ☐ Remove
Local Funds Transfer/ Payment	☐ Add or ☐ Remove	☐ Add or ☐ Remove
International Funds Transfer/ Payment	☐ Add or ☐ Remove	☐ Add or ☐ Remove
PayNow Services to be accessed by Authorised User		
PayNow Registration	☐ Add or ☐ Remove	☐ Add or ☐ Remove
Administrator Rights		
Admin User	☐ Add or ☐ Remove	☐ Add or ☐ Remove

Part 8: Approval Mandate

Please complete Part 8a and 8b

8a. Controls on Approver's mandate:
(Please tick one only)

- ☐ Approver **can** approve transactions that he/ she create
- ☐ Approver **cannot** approve transactions that he/ she creates

8b. Number of Approvers required to authorise a transaction:

For Stop Payment of Cheque, only one Authorised Approver is required to approve the request.
(Please tick one only)

- ☐ 1 Approver
- ☐ 2 Approvers
- ☐ 3 Approvers
- ☐ Customised Authorisation (Complete Part 9a and 9b)

Part 9: Customised Authorisation

Note:

- Customised Authorisation applies only to account(s) listed in Part 3, provided "Customised Authorisation" is selected in Part 8.
- Before you proceed, please refer to the following illustration for help in the completion of Part 9a and 9b.

Illustration:

Assign Users to Groups

Name of Authorised User	Group (can only be A / B / C)
John Tan	A
Ahmad Sufian	A
Peter Lim	B
Zhang Wei	B
Anna Reyes	C
Muthu Chandra	C

Tiered Mandate

	Authorisation Amount Up To	Authorisation is based on approval by User(s) from selected Group(s) (A / B / C)	
Tier 1	S$ 1M	1 A or 2 B	Transactions of up to S$1M must be authorised by one Approver from either Group A or 2 Group from B
Tier 2	S$ 2M	2 A or 2 B	Transactions of up to S$2M must be authorised by two Approvers from Group A or two from Group B
Tier 3	S$ 5M	1 A AND 1B AND 1 C	Transactions of up to S$5M must be authorised by three Approvers, one from each Group.

9a. Assign Users to Groups

Name of Authorised User	Authorisation Group (please indicate A, B or C below)

9b. Tiered Mandate

	For all foreign currency accounts authorisation amount will be SGD equivalent. Authorisation Amount Up To e.g. Up to S$10,000.00, Up to S$5,000,000.00, Up to S$10,000,000.00	Authorisation Mandate (Number of approvers from the selected Group(s) A, B or C) (e.g. 1A, 1B OR 1A & 1B)
Tier 1	Up to S$ - 0 0	
Tier 2	Up to S$ - 0 0	
Tier 3	Up to S$ - 0 0	

Important Note

1. ONE approver from any Group will be sufficient mandate for Stop Payment of Cheque.
2. The authorisation amount stated above is per transaction. Authorised Users can approve multiple transactions up to the maximum Daily Transaction Limit of each service.
3. The Daily Transaction Limit is S$1M for Sole Proprietorship and S$3M for MEPS.
4. The Daily Transaction Limit is S$5M for other constitutions and S$10M for MEPS.
5. This limit does not apply to APS and OBG.

Part 10: User Administration Please print additional copies of this page if you have more users

- Your Login will be blocked upon processing of your application. You will need to activate again through First Time Login, or token reactivation.
- Should you need to update your contact details for User ID administration purposes, please complete **Part 4**.
- BIB activation via SMS will apply if you have a local mobile number. Otherwise, you will need to activate your BIB Access ID via a mail-inform.

User 1

Name as in NRIC/ Passport

NRIC/ Passport No.

☐ 2a. Replace Access ID and PIN

☐ 2b. Unlock Security Token
Security Token Serial Number:

☐ 2c. Replace Security Token
Security Token Serial Number:

☐ Damage ☐ Did not receive
☐ Faulty ☐ Battery is worn-out
☐ Lost (A replacement fee of S$20 is applicable)

Debit my account

User 2

Name as in NRIC/ Passport

NRIC/ Passport No.

☐ 2a. Replace Access ID and PIN

☐ 2b. Unlock Security Token
Security Token Serial Number:

☐ 2c. Replace Security Token
Security Token Serial Number:

☐ Damage ☐ Did not receive
☐ Faulty ☐ Battery is worn-out
☐ Lost (A replacement fee of S$20 is applicable)

Debit my account

Signature:	**Signature:**

Part 11: Change Notification Threshold

Note:

1. It is your responsibility to ensure that you have provided us with your updated contact details. Should you need to update your contact details, please complete **Part 2**.
2. You may opt out from receiving SMS and/or email notifications for selected services. Where it deems it necessary, the bank will send you at least a notification upon performing selected transactions.

Type of Services	**Service Threshold (SGD)** Threshold will be defaulted unless otherwise stated. - please tick where applicable.	**Opt-out SMS and Email** please tick where applicable
1. Credit Card Payment	☐ Any Amount ☐ S$1,000 ☐ S$5,000 ☐ S$10,000	☐
2. Funds Transfer to Account Number or PayNow ID	☐ Any Amount ☐ S$1,000 ☐ S$5,000 ☐ S$10,000	☐
3. APS+/OBG*	Not Applicable	
4. Maybank Overseas Transfer (Malaysia)	☐ Any Amount ☐ S$1,000 ☐ S$5,000 ☐ S$10,000	☐
5. Telegraphic Transfer*	Not Applicable	
6. Cashier's Order*	Not Applicable	
7. Scheduled/ Recurring Transactions*	Not Applicable	
8. Add Payee*	Not Applicable	

(*) You cannot opt-out from receiving notifications for these transactions.

Part 12: Declaration by Applicant

I/We hereby

1. Apply for Maybank Business Internet Banking Service as set out above.
2. Confirm that I/we have read, understood and hereby agree to be bound by the Terms and Conditions of Maybank Internet Banking Services available at maybank2u.com.sg as may be amended and prevailing from time to time.
3. Confirm that the Terms and Conditions of Maybank applicable to each and all of the services for which I/ we have applied have been made available to us, and that I/ we have read, understood and hereby agree to be bound by each and all of such Terms and Conditions, as may be amended and prevailing from time to time.
4. Confirm that each and all the Authorised Users named herein are authorised to operate and use any and all services granted and provided to me/ us through the Maybank Business Internet Banking Service, and that the mandate and authority granted to each of the Authorised Users as set out in PARTS 3, 4, 5, 6, 7, 8, 9, 10 and 11 herein shall apply in this respect.
5. Understand and acknowledge the characteristics of the controls to authorisation with regard to allowing the same Authorised User to create and approve a transaction and the risks involved with such procedure, as opposed to opting for the procedure whereby the same Authorised User cannot approve the transaction he/ she has created. Where we have opted for the same Authorised User to be able to create and approve a transaction, we agree to be responsible for all losses arising out of or in connection with the application and the said authorisation.
6. Confirm that where I/we have opted for an Authorised User to have administrator rights that I/ we are fully aware that such rights are very wide and will allow the said Authorised User to have access to all company accounts linked to Business Internet Banking now and in the future.
7. Confirm that all the information provided herein are true and accurate to the best of my/ our knowledge as at the date of this application and do hereby undertake to notify the Bank of any changes whatsoever hereinafter made e.g. to authorised users or approval mandates.
8. Authorise Maybank to issue Access ID(s), Login PIN(s) and Token(s) to the Authorised User(s), where applicable.
9. Authorise Maybank to debit all subscription fees, administration and service charges relating to my/ our application and/ or use of Maybank Business Internet Banking Service from any of my/ our accounts maintained with Maybank.
10. Undertake to indemnify and hold the Bank fully indemnified from and against any loss, costs (including solicitor and client costs on a full indemnity basis), charges, damages, claims, demands, actions, proceedings and all other liabilities of whatever nature and howsoever incurred or suffered by the Bank or which may be brought or preferred against the Bank as a result of the Bank agreeing to act on our said authorisation herein.
11. Understand that the Bank may terminate the provision of the Business Internet Banking Service by notice to us at any time.
12. Confirm that I/ we have read, fully understand and accept the terms relating to the collection, use and disclosure of the relevant information (including personal data) as set out in the Terms and Conditions of Maybank Internet Banking Services. I/ we acknowledge and agree that I/ we are responsible for ensuring that each individual whose personal data has been provided to Maybank (including Authorised User(s) and Authorised Signatory(s) pursuant to my/ our application(s) hereto and from time to time consents to the collection, use, disclosure and/ or processing of his personal data by Maybank and Maybank's authorized service providers for purposes set out in policies , circulars, notices or guidelines governing collection, use and/ or disclosure of personal data, including Maybank Data Protection Policy available inter alia at www.maybank2u.com.sg, which Maybank may update from time to time ("Data Protection Policies"). I/ We shall ensure that all relevant individuals are furnished with a copy of the terms that apply to any facility, account with or service provided by Maybank and the aforesaid Data Protection Policies.

Authorised Person(s)/ Authorised Signatory(ies)

Signature based upon Mandate or Board Resolution signing condition. Authorised Signatory(ies) is/ are only applicable if there is/ are no Authorised Person(s) appointed.

If more signatures are required, just append to the below.

Signature	Signature	Signature	Signature
Name:	Name:	Name:	Name:
NRIC/ Passport No:	NRIC/ Passport No:	NRIC/ Passport No:	NRIC/ Passport No:
Date:	Date:	Date:	Date:

For Bank Use Only

Company CIF:

Verified by	Approved by

Name / Signature / PF Number / Date

For queries

Get in touch at Business Banking 1800 777 0022 / (65) 6777 0022 (Overseas) (9 am - 6 pm, Mondays to Fridays, excluding Public Holidays)