

RHB Reflex Maintenance Form

Business Internet Banking

5. Other Service(s) Requested

- Business accounts to be updated (Please complete Appendix I)
 - Add / Delete Account
- User(s) Management (Please complete Appendix II)
 - Token Management ● To Add or Update Existing User(s) ● Account Access
- Update Approving Conditions and User Authorisation Grouping (Please complete Appendix III)

6. Agreement

To be signed only by person(s) approved in BR or LOA to apply for banking services.

1. Authorise and agree for all service fees to be debited from my/our account(s) with the Bank.
Note:
 - The subscription and service fees shall be debited from your account upon issuance of your Corporate ID/ Organisation ID.
 - The service fee is charged on each transaction and shall be debited from your account upon processing of your payment files.
 - The training fee is levied every time a training session is conducted at your site and shall be debited from your account upon completion of the training.
 - The subscription, service, token, and training fees mentioned above are non-refundable.
 - Token charge is applicable for replacement of lost or damaged tokens.
 - All fees/charges incurred will be subjected to the prevailing GST (where applicable).
2. Confirm that the person(s) whose information is/are provided in this form is/are authorised to perform and effect all transactions and services for and on my/our behalf and all such transactions shall be binding and conclusive on me/us.
3. Agree to the collection, use and disclosure of the information provided herein and any other information provided to or obtained by the Bank from time to time for the purposes as set out in the Bank's Terms and Conditions Governing the use of RHB Reflex.
4. Are authorised to act for and on behalf of the Corporate/Association/Club/Society/Partnership/MCST/Limited Partnership/Limited Liability Partnership to apply for RHB Reflex provided by the Bank.
5. All information provided herein and any documents submitted are true, correct and complete.
6. Have read, understood and agreed to abide and be bound by the bank's terms and conditions, this Application Form and RHB Reflex Terms and Conditions made available on www.rhbgroup.com/singapore as may be amended, varied supplemented, substituted and/or replaced by the Bank from time to time.
7. In the case of dual access or control ("Dual Control"), two or more people are required to be actively involved in order to complete a transaction. This involves having a person responsible for initiating or creating the transaction and another individual of higher authority to approve the transaction in the system. In the case of single access or control ("Single Control") only one person is required to complete a transaction. For all transactions initiated through RHB Reflex, the system defaults to have Dual Control in place as account fraud and identity theft are frequently the result of Single Control.

For more details on RHB Reflex Terms and Conditions and service fees applicable, please visit www.rhbgroup.com/singapore.

Approving Person(s) initial	
Sign here	Sign here

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The following clause is applicable for selecting Single Control Access

8. I/We fully understand and acknowledge the characteristics and risks of having Single Control, which carries risk of compromise when compared with the benefit of Dual Control access, which provides an extra layer of security. I/We hereby authorise RHB Bank Berhad to proceed with Single Control setup in RHB Reflex. I/We shall assume and be responsible for the risks inherent in Single Control Access. I/We undertake to indemnify and hold the bank fully indemnified from and against any loss, costs (including solicitor and client costs on a fully indemnity basis), charges, damages, claims, demands, actions, proceedings and all other liabilities of whatever nature and however incurred or suffered by me/us or the Bank as a result of the Bank agreeing to act on my/our said authorisation.

Approving Person

Signature	Name	<input type="text"/>
		<input type="text"/>
		<input type="text"/>
	NRIC/Passport no.	<input type="text"/>
	Date	<input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="20"/> <input type="text" value="YY"/>

Approving Person

Signature	Name	<input type="text"/>
		<input type="text"/>
		<input type="text"/>
	NRIC/Passport no.	<input type="text"/>
	Date	<input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="20"/> <input type="text" value="YY"/>

Approving Person

Signature	Name	<input type="text"/>
		<input type="text"/>
		<input type="text"/>
	NRIC/Passport no.	<input type="text"/>
	Date	<input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="20"/> <input type="text" value="YY"/>

Deposit Insurance Scheme

Singapore Dollar deposits of non-bank depositors are insured by the Singapore Deposits Insurance Corporation, for up to S\$100,000 in aggregate per depositor per Scheme member by law. Foreign currency deposits, dual currency investments, structured deposits and other investment products are not insured.

Please submit completed forms to:
Your Relationship Manager(s)

This request will be processed within 7 business days upon receiving the complete set of documents.

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6. Bank use - Processing checklist (attending Staff or RM to fill)

Cost Centre eg.CMP

Remarks/Sales or Campaign code (if applicable)

Branch Code eg. 00001

For Newly Added Authoriser(s):

Certified true copy of NRIC/Passport of named RHB Reflex Authoriser(s) in this application

Certified true copy of documentary proof of residential address of named RHB Reflex Authoriser(s) in this application (must be dated within 3 months)

Name Screening of New Reflex Authoriser(s) (Must be dated within 1 month)

If company's subsidiary account(s) are to be tagged to the company (main applicant), please provide:

Subsidiary board resolution, and;

Director listing/ACRA equivalent documents for the subsidiar(ies)

Attended by

Signature

Staff / RM

Staff ID

Date

7. Bank use - Input by Transaction Banking

Remarks

Processed by

Signature

Staff

Designation

Date

Verified by

Signature

Staff

Designation

Date

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Appendix I – Business accounts to be updated

All fields to be completed in BLOCK LETTERS. Please indicate "N.A." where inapplicable.

Business accounts to be updated

<input type="checkbox"/> Add new account	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Remove account	Account number	Currency
<input type="checkbox"/> Add new account	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Remove account	Account number	Currency
<input type="checkbox"/> Add subsidiary account ¹	<input type="text"/>	
<input type="checkbox"/> Remove subsidiary account ¹	<input type="text"/>	
	Subsidiary corporate name	
	<input type="text"/>	<input type="text"/>
	Subsidiary account number	Currency
<input type="checkbox"/> Add subsidiary account ¹	<input type="text"/>	
<input type="checkbox"/> Remove subsidiary account ¹	<input type="text"/>	
	Subsidiary corporate name	
	<input type="text"/>	<input type="text"/>
	Subsidiary account number	Currency
<input type="checkbox"/> Add subsidiary account ¹	<input type="text"/>	
<input type="checkbox"/> Remove subsidiary account ¹	<input type="text"/>	
	Subsidiary corporate name	
	<input type="text"/>	<input type="text"/>
	Subsidiary account number	Currency
<input type="checkbox"/> Add subsidiary account ¹	<input type="text"/>	
<input type="checkbox"/> Remove subsidiary account ¹	<input type="text"/>	
	Subsidiary corporate name	
	<input type="text"/>	<input type="text"/>
	Subsidiary account number	Currency

¹ Must be an existing RHB Customer + A copy of subsidiary's BR allowing account to be tagged to the main applicant

Approving Person(s) initial	
Sign here	Sign here

Date

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Appendix II – User(s) Management

Please read the notes below before filling up the appropriate section

- Inquirer: View account details only
- Administrator: Able to perform user security administration
- Administrator + Financial Transaction: Perform user security administration + create or approve transactions
- Maker: Create transactions
- Reviewer: Review transactions submitted by Maker
- Authoriser: Approve transactions

Token Management

- Replace faulty token (no cost) New or lost hardware token - \$20 (GST inc) Digital Token (Secure Plus) (no cost)

To Add New or Update Existing (Select One Option)

- Add User (All following fields are compulsory) Update Existing User Details (Please tick the specific field(s))
- Delete User Re-activate User De-activate User

User ID¹

Full name²

NRIC/Passport

Mobile phone³ + Country code

Designation

Corporate email⁴

- Assign role (for add user option) Change role (for update existing user option)

Select One User Role

- Administrator 1 (maker) Inquirer (optional)
- Administrator 1 (maker) with Financial Transactions Reviewer (optional)
- Administrator 2 (authoriser) Maker
- Administrator 2 (authoriser) with Financial Transactions Authoriser
- Single Control Access

Notes:

1. Cost of S\$20 (GST inclusive) per hardware token applies for additional/replacement user(s)/change in user role
2. Authorisers are required to submit a copy of NRIC/Passport and residential proof of address (statements/ bills must be dated within 3months from date of application)
3. For change in user role, user is advised to clear all draft and pending transactions held under the user's ID. Once role change is effected, system will auto cancel all outstanding drafts and pending transactions.

- Customised Access to Specific Accounts only (Charges Applies)

Specific Account(s)

Approving Person(s) initial

Sign here Sign here

¹ Min 6-18 characters with no space or special character

² As per NRIC/Passport

³ Required to receive SMS notifications

⁴ Required to receive email notifications

Date

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Appendix III – Approving Conditions and User Authorisation Grouping

Approving Conditions for Single Control Access

- Single Authoriser

Approving Conditions for Dual Control Access

- Any **1** authoriser required to approve a transaction **OR**
- Any **2** authorisers required to approve a transaction jointly **OR** (please specify minimum 2 authorisers)
- Customised transaction signing (a set up fee of SGD250 will be charged) (please use Customised Setup section below)

To amend Authorisation Grouping and Mandate / Customised Setup (Dual Assess Control Application only)
Please read the notes below before filling up the appropriate section

Authorisation Grouping

Indicate the grouping alphabets eg. A, B, C etc

User Name	Group

Authorisation Mandate

Combination of Authoriser grouping(s)
 eg. 2A + 1B (2 Group A authorisers + 1 Group B authoriser)

Sequential Authorisation

eg. Priority 1: 2A + Priority 2: 1B or Priority 1: 1C
 (2 Group A must approve **before** 1 Group B to complete;
 or 1 Group C can approve to complete)

Transaction limit (SGD equivalent)		Authorisation mandate	Sequential authorisation (Tick if applicable)
From	To		
\$0			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>

Approving Person(s) initial	
Sign here	Sign here