





Remove access for users below:

User Name: \_\_\_\_\_ User ID: \_\_\_\_\_

User Name: \_\_\_\_\_ User ID: \_\_\_\_\_

### User Maintenance – Access to Direct Debit Option

Grant access to users below:

Name<sup>\*\*</sup>: \_\_\_\_\_ NIN / Passport No.: \_\_\_\_\_ Category (Basic or Signatory<sup>\*\*\*</sup>): \_\_\_\_\_

E-mail Address<sup>\*\*\*\*</sup>: \_\_\_\_\_

Name<sup>\*\*</sup>: \_\_\_\_\_ NIN / Passport No.: \_\_\_\_\_ Category (Basic or Signatory<sup>\*\*\*</sup>): \_\_\_\_\_

E-mail Address<sup>\*\*\*\*</sup>: \_\_\_\_\_

Name<sup>\*\*</sup>: \_\_\_\_\_ NIN / Passport No.: \_\_\_\_\_ Category (Basic or Signatory<sup>\*\*\*</sup>): \_\_\_\_\_

E-mail Address<sup>\*\*\*\*</sup>: \_\_\_\_\_

Remove access for users below:

User Name: \_\_\_\_\_ User ID: \_\_\_\_\_

User Name: \_\_\_\_\_ User ID: \_\_\_\_\_

### Security Token

Provide us with a new security token for the user/s mentioned below in replacement of lost/damaged<sup>®</sup> (delete as appropriate) token.

User Name: \_\_\_\_\_ User ID: \_\_\_\_\_ NIN / Passport No.: \_\_\_\_\_

User Name: \_\_\_\_\_ User ID: \_\_\_\_\_ NIN / Passport No.: \_\_\_\_\_

Please debit my/our account number \_\_\_\_\_ for any charges relative to the replacement of the security token.

### Administrator Maintenance

Please add the following user/s as Company Administrator/s<sup>†</sup>:

Name<sup>\*\*</sup>: \_\_\_\_\_ NIN / Passport No.: \_\_\_\_\_ Dual Authorisation: (Y/N) \_\_\_\_\_

E-mail Address<sup>\*\*\*\*</sup>: \_\_\_\_\_

Name<sup>\*\*</sup>: \_\_\_\_\_ NIN / Passport No.: \_\_\_\_\_ Dual Authorisation: (Y/N) \_\_\_\_\_

E-mail Address<sup>\*\*\*\*</sup>: \_\_\_\_\_

Please delete the following user/s as Company Administrator/s<sup>†</sup>:

User Name: \_\_\_\_\_ User ID: \_\_\_\_\_

User Name: \_\_\_\_\_ User ID: \_\_\_\_\_

#### Note:

For dual authorization, insert 'Y' only in case there is more than one Company Administrator  
At least one Company Administrator is required.

<sup>†</sup> Copy of NIN must be attached to the request

<sup>\*\*</sup> As per NIN

<sup>\*\*\*</sup> All signatory users must be recorded as a signatory on the account in the bank's records

<sup>\*\*\*\*</sup> Login Password shall be sent to each user to the specified e-mail address

**IB Service**

Temporarily suspend Internet Banking service

Reasons: \_\_\_\_\_

Reactivate Internet Banking service

Cancel Internet Banking service with immediate effect and return the security token/s bearing serial number:

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Reasons: \_\_\_\_\_

**Authorised signatories (as per acts and deeds)**

Name: \_\_\_\_\_ (S) \_\_\_\_\_

Name: \_\_\_\_\_ (S) \_\_\_\_\_

For any further information or assistance, please call us on +248 4284555

FOR BANK USE ONLY	
Date: _____	Customer Number: _____
Time received: _____	
Signature confirmed by: _____	
Checked by:	
Name: _____	
(S) _____	BU: _____
Remote Banking BU	
Processed by:	Verified by:
Name: _____	Name: _____
(S) _____	(S) _____