Maybank

FOR* : ☐ New Application   ☐ Update Request

Maybank2E
USER PROFILE & ACCESS MATRIX FORM

For Bank Use Only	
CIF No. :	Type of Customer :
Nature of Business :	☐ Resident
Business Segment :	☐ Non-Resident Country:
Application : ☐ Open Tagging ☐ Subscriber Linking	☐ Service Package :
Main Company Corporate ID :	

Kindly complete the form in CAPITAL LETTERS and return to Malayan Banking Berhad, all fields marked with an asterisk (*) are compulsory and must be filled out for your new application to be accepted.

SECTION 1 : COMPANY DETAILS*

Tick "√" where changes request is required

☐ Company Name   :   ☐ Main ☐ Subsidiary   Corporate ID :

Business Registration No. :

Please provide an additional attachment (notice of registration of the new name) for any change request of company name

☐ Business Address :   Postal Code :   City :

State/Province :   Country :

☐ Office Tel No. :

Please fill up the section (2-9) where applicable for update request

SECTION 2 : CONTACT PERSON & SYSTEM ADMINISTRATOR* (User who perform administrative functions, i.e. DuitNow ID maintenance, enable User ID, manage notification, reset password, etc. for others M2E users)

Contact Person ☐ Add ☐ Modify** ☐ Remove	Admin Maker ☐ Add ☐ Modify**	Admin Checker ☐ Add ☐ Modify**
Name(Mr./Mrs./Ms.) :	Name(Mr./Mrs./Ms.) :	Name(Mr./Mrs./Ms.) :
Designation :	Existing User ID :	Existing User ID :
☐ Mobile No. :	☐ Mobile No. :	☐ Mobile No. :
☐ Email :	☐ Email :	☐ Email :
	☐ NRIC/Passport No :	☐ NRIC/Passport No :

*Bank will be in touch with Contact Person above for all maintenance request clarification ** Only applicable for email and tel no. / mobile no.*

SECTION 3 : CHARGE ACCOUNT to be used for all Bank Charges* (only accept 12 digits account number)

☐ Supersede the existing account provided for all Bank Charges   ☐ One time charges for this request only

SECTION 4 : ACCOUNT ACCESSIBILITY* (For existing account, please use section 5 and/or section 6 respectively)

Add NEW account(s) to all existing users   *or*   **Add NEW account(s) to specific user(s) -** *please indicate in section 5 and/or section 6 respectively*

Others Bank Account (if applicable)
Other Bank SWIFT Code (11 characters)   Currency

Account No. :	Account No. :		
Account No. :	Account No. :		
Account No. :	Account No. :		
Account No. :	Account No. :		
Account No. :	Account No. :		

Remove existing account(s) from all existing user(s)   *or*   **Remove existing account(s) from specific user(s) -** *please indicate in section 5*

Account No. :	Account No. :
Account No. :	Account No. :

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SECTION 5 : USER INFORMATION AND ACCESS*

Select one

NOTE :
a) For add new user, new token(s) will be issued and a token fee will be charged to your charge Account.
b) Copy access from specific User, the access matrix and authorisation condition will follow as per the User.
c) Please tick "v" for mobile no. or email if you wish to modify existing details.

No.	Add New User	Update Existing User		Copy Access From (User ID)	Data Entry	Verifier (optional)	Authoriser	Authorisation Group	Portfolio Management	Payment Management & Corporate Tax (SBP 1)	Payroll Management Staff Payroll	Payroll Management Management Payroll	Collection Management EX BC	FX inquiry & Booking	View Sensitive Details (Y/N)	Separate Token (Y/N)	Account accessibility (access limited to specific accounts) / All of the Corporate ID / Account listed in Section 4 *(e.g. 1,2,1-5)*	Remark
			User ID															For update request only : ☐ Add-on ☐ Remove ☐ Supersede
			Name															
			Mobile No.															
			Email															
			NRIC/Passport No															
			User ID															For update request only : ☐ Add-on ☐ Remove ☐ Supersede
			Name															
			Mobile No.															
			Email															
			NRIC/Passport No															
			User ID															For update request only : ☐ Add-on ☐ Remove ☐ Supersede
			Name															
			Mobile No.															
			Email															
			NRIC/Passport No															
			User ID															For update request only : ☐ Add-on ☐ Remove ☐ Supersede
			Name															
			Mobile No.															
			Email															
			NRIC/Passport No															
			User ID															For update request only : ☐ Add-on ☐ Remove ☐ Supersede
			Name															
			Mobile No.															
			Email															
			NRIC/Passport No															

1. Portfolio Management include Current Account, Foreign Currency Account, Loan, Trade, Fixed Deposit and other bank account.

2. Payment Management include Domestic Payments*, Bill Payment, JomPAY Bill Payment, FPX**, International Payment and Corporate Tax - Statutory Body 1.

3. Payroll Management include Staff Payroll/ Management Payroll, International Payroll & Statutory Body.

4. Collection Management include Direct Debit.

*Domestic Payments refer to GIRO payment, RENTAS, Book Transfer Third Party, DuitNow and Instant Transfer.
**Transaction Charges for FPX and/or JomPAY payment are imposed by merchant's seller bank and may vary.
Supersede Option - New access indicate in this form will supersede (replace) the existing access provided previously.

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SECTION 6 : USER INFORMATION AND ACCESS* - RPP Phase 2 related service

No.	Select one		NOTE : a) For add new user, new token(s) will be issued and a token fee will be charged to your charge Account. b) Copy access from specific User, the access matrix and authorisation condition will follow as per the User. c) Please tick "v" for mobile no. or email if you wish to modify existing details.	Copy Access From (User ID)	User Functions				As Merchant			As Payer			Separate Token (Y/N)	Account accessibility (access limited to specific accounts) / All of the Corporate ID / Account listed in Section 4 *(e.g. 1,2,1-5)*	Remark
	Add New User	Update Existing User			Data Entry	Verifier (optional)	Authoriser	Authorisation Group	Recon Report MID PID	DuitNow Request MID PID	DuitNow AutoDebit & Consent Registration MID PID	DuitNow Request	DuitNow Online Banking / Wallet	DuitNow Auto Debit & Consent Registration			
			User ID														For update request only : ☐ Add-on ☐ Remove ☐ Supersede
			Name														
			Mobile No.														
			Email														
			NRIC/Passport No														
			User ID														For update request only : ☐ Add-on ☐ Remove ☐ Supersede
			Name														
			Mobile No.														
			Email														
			NRIC/Passport No														
			User ID														For update request only : ☐ Add-on ☐ Remove ☐ Supersede
			Name														
			Mobile No.														
			Email														
			NRIC/Passport No														
			User ID														For update request only : ☐ Add-on ☐ Remove ☐ Supersede
			Name														
			Mobile No.														
			Email														
			NRIC/Passport No														
			User ID														For update request only : ☐ Add-on ☐ Remove ☐ Supersede
			Name														
			Mobile No.														
			Email														
			NRIC/Passport No														

1. DuitNow Request as Merchant include DuitNow Request, DuitNow Request (Refund) and Incoming DuitNow Request.

2. DuitNow AutoDebit and Consent Registration as Merchant include DuitNow AutoDebit, Consent Registration File Upload (Merchant), Consent Registration (Merchant Approval), Consent Maintenance (Merchant) and Consent Listing.

3. DuitNow Request as Payer include DuitNow Request (Payment), Incoming DuitNow Request and Block List Maintenance.

4. DuitNow AutoDebit and Consent Registration as Payer include Consent Registration (Approval), Consent Registration (Redirect), Consent Maintenance (Payer) and Consent Listing.

5. Transaction Charges for DuitNow Request, DuitNow Online Banking/Wallets, DuitNow AutoDebit (including Consent) payment are imposed by merchant's Crediting Participant and may vary.

Supersede Option - New access indicate in this form will supersede (replace) the existing access provided previously.

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SECTION 7 : DELETE USERS (INCLUDE SYSTEM ADMINISTRATOR USERS)

☐ **Delete**

User access to Maybank2E will be ceased

1 . User ID :	_____	4 . User ID :	_____
2 . User ID :	_____	5 . User ID :	_____
3 . User ID :	_____	6 . User ID :	_____

SECTION 8 : SIGNATORY MATRIX

☐ No changes on Signatory Matrix, remain as per existing.

Authorisation Limit for Single Batch Amount Eg: <= RM1,000 (Less than and equal to RM1,000), Any amount	Authorisation Condition Eg: Group A, Group A and Group B, Anyone from Authoriser, Anyone from Group A and Anyone from Group B, etc.	Module	Account /All of the Corporate ID *(optional)*	For Module Add/ Supersede/ Exclude
		☐ Payments ☐ Payroll ☐ RPP2		Add Supersede Exclude _____
		☐ Payments ☐ Payroll ☐ RPP2		Add Supersede Exclude _____
		☐ Payments ☐ Payroll ☐ RPP2		Add Supersede Exclude _____
		☐ Payments ☐ Payroll ☐ RPP2		Add Supersede Exclude _____

Note :
a) Payments refers to Domestic Payments , Bill Payment, JomPAY Bill Payment, FPX, International Payment and Corporate Tax - Statutory Body 1
b) Payroll refers to Staff Payroll, Management Payroll, International Payroll and Statutory Body
c) Collection Management refers to Direct Debit

d) RPP2 refer to module below:
 (i) DuitNow Request as Merchant; DuitNow AutoDebit and Consent Registration as Merchant
 (ii) DuitNow Request as Payer; DuitNow Online Banking/ Wallet as Payer; DuitNow AutoDebit and Consent Registration as Payer

SECTION 9 : REPLACE TOKEN (Tick where applicable and complete the required fields)

NOTE : All token will be sent to your company's address

☐ Lost Token

NOTE : A token fee will be charged

1 . User ID :	_____	3 . User ID :	_____
2 . User ID :	_____	4 . User ID :	_____

☐ Defective Token

NOTE : Send back your defective token to us and get a replacement at no cost.

1 . User ID :	_____	Token Serial No. : ☐☐☐-☐☐☐☐☐☐-☐☐	Reason :	_____
2 . User ID :	_____	Token Serial No. : ☐☐☐-☐☐☐☐☐☐-☐☐	Reason :	_____
3 . User ID :	_____	Token Serial No. : ☐☐☐-☐☐☐☐☐☐-☐☐	Reason :	_____
4 . User ID :	_____	Token Serial No. : ☐☐☐-☐☐☐☐☐☐-☐☐	Reason :	_____

SECTION 10 : TERMINATE M2E SERVICES *(Tick where applicable and complete the required fields)*

☐ *I would like to terminate my Maybank2E services.*

Reason for termination _____

NOTE : Upon termination of M2E, all access to Maybank2E will be ceased. All User IDs will be disabled.

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SECTION 11 : AUTHORISATION BY AUTHORISED SIGNATORY/IES (AS PER COMPANY BOARD RESOLUTION)*

I / We confirm that the information given in this form is true, accurate, complete and not misleading. I/We further agree and acknowledge that I/we are bound by the relevant terms and conditions including as provided via Maybank2E accepted by me/us and/ or our authorised user(s).

Authorised Signatory**		Authorised Signatory**		
Name (Mr./Mrs./Ms.)* :		Name (Mr./Mrs./Ms.)* :		COMPANY OFFICIAL STAMP
Designation :		Designation :		
Date (DDMMYYYY) : __ / __ / ____		Date (DDMMYYYY) : __ / __ / ____		

Authorised Signatory(ies) as per Board of Resolution with Maybank (Cash Management).

SECTION 12 : FOR BANK USE ONLY

For Initiating Centre Use Only

I hereby verify and confirm the above signatory(ies) is/are genuine and wish to recommend them for the Maybank2E services as stated in this application.

Confirmed by :

Signature

Name (Mr./Mrs./Ms.) :	Initiating Branch/Centre :	MBB OFFICIAL STAMP
PF No. :	Date (DDMMYYYY) : __ / __ / ____	

For Cash Management Department Use Only

Remarks :

☐ Upselling   Module :   Pricing :

Total number of new account(s) tagging : ____

Charges per new account :

Verified by :	Approved by :	
Signature	Signature	Total number of token(s) to be charged : ____
Name (Mr./Mrs./Ms.) :	Name (Mr./Mrs./Ms.) :	Charges per token :

Kindly contact our helpdesk at 1-300-88-7788 (Monday to Friday at 8.00AM to 7.00PM, Saturday to Sunday at 8.00AM to 1.00PM) or email us at m2ehelpdesk-my@maybank.com.my, for further clarification or assistance.

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