HSBC

The world's local bank

For assistance, please call our Corporate Call Centre on **1800 216 9008** (Singapore) or **(65) 6216 9008** (overseas)

Business Internet Banking change maintenance form

Official use only

Corporate EBN:

Note: Please fill in all text in BLOCK letters.

Section 1: Main applicant's details

Company name: _____

Account number (any): _____

Official use: DCN

Section 2: Primary user services

Please tick the services you require. You may tick more than one option.

☐ Reset password*
Reference number: _____

☐ Issue new Security Device#

☐ Delete primary user

☐ Issue new activation code

☐ Suspend primary user up to ____day ____month ____year

* Please log-on with your username, click "Forgotten your password?" and complete the password reset process. If you are unable to remember the answers to your password reset questions, you will be given a password reset reference number.

\# Please note that replacement costs of S$10.00 per device (not inclusive of the prevailing GST or costs incurred for delivery outside Singapore) will be debited from your designated subscription fee account.

Name: _____ NRIC / Passport number: _____

Username: _____ E-mail address: _____

Please tick the services you require. You may tick more than one option.

☐ Reset password*
Reference number: _____

☐ Issue new Security Device#

☐ Delete primary user

☐ Issue new activation code

☐ Suspend primary user up to ____day ____month ____year

* Please log-on with your username, click "Forgotten your password?" and complete the password reset process. If you are unable to remember the answers to your password reset questions, you will be given a password reset reference number.

\# Please note that replacement costs of S$10.00 per device (not inclusive of the prevailing GST or costs incurred for delivery outside Singapore) will be debited from your designated subscription fee account.

Name: _____ NRIC / Passport number: _____

Username: _____ E-mail address: _____

Section 3: Change daily authorisation limits

Important note:
By setting a daily authorisation limit, your primary user(s) will be able to freely delegate authorisation limits to other users of Business Internet Banking as long as the limit you have set below is not breached. Please consider appropriate internal controls and measures in the context of your organisation's operating environment. You may refer to our security guide to assist you.

Change daily combined cash authorisation limit to S$ _____ (maximum: S$1 million)

Section 4: Business Internet Banking subscription

Change the subscription account to ☐☐☐ – ☐☐☐☐☐☐ – ☐☐☐

NOTE: ALL AMENDMENTS MUST BE COUNTERSIGNED BY ALL AUTHORISED SIGNATORIES AS PER SECTION 6 OF THE CHANGE MAINTENANCE FORM.
ALL SIGNATURES MUST MATCH SPECIMEN SIGNATURES IN OUR BANK RECORDS.
ALL SIGNATURES MUST BE VERIFIED BY AN OFFICER OF AN HSBC BRANCH OR AN INTERNATIONAL BANK.

Section 5: Other service changes (please tick the appropriate box)

☐ Suspend Business Internet Banking service — Period from _____ day _____ month _____ year to _____ day _____ month _____ year

☐ Re-activate Business Internet Banking service (applicable only if the status is currently "suspended") — Effective date _____ day _____ month _____ year

☐ Cancel Business Internet Banking service* — Effective date _____ day _____ month _____ year

* Cancellation fee of S$50 (not inclusive of the prevailing GST) applies if the service is cancelled within six months of registering for Business Internet Banking.

Section 6: Declaration by main applicant

Signed for and on behalf of the main applicant by the number of signatories as per clause 3 of the Board Resolution / Mandate submitted with the initial Business Internet Banking activation code application form.

(1) Full name in BLOCK LETTERS: _____ Authorised signature: _____

Title: _____ Date: _____

(2) Full name in BLOCK LETTERS: _____ Authorised signature: _____

Title: _____ Date: _____

(3) Full name in BLOCK LETTERS: _____ Authorised signature: _____

Title: _____ Date: _____

(4) Full name in BLOCK LETTERS: _____ Authorised signature: _____

Title: _____ Date: _____

For official use only

Main applicant	Remarks	Prepared by	Recommended by	Approved by

Please return completed forms and Board Resolution or Mandate (if applicable) to:

Attention: **SOC – Electronic Banking Operations**
The Hongkong and Shanghai Banking Corporation Limited
Robinson Road P O Box 896 Singapore 901746

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