



## UOB INFINITY - SERVICES AND USER MAINTENANCE

### Note:

1. This application allows access to business internet banking via all platforms (desktop, tablet and mobile app).
2. It is mandatory for **Approved Person and Authoriser** to present themselves at Home / nearest Branch to perform **biometric authentication** together with Infinity Application Form. Additional proof of residential address (e.g. recent utility or phone bill) is required from foreigners.

**Security Alert:** Be aware of threats in the cyberspace.

For more information about the threats and how you can be protected, please visit [http://www1.uob.com.my/security\\_alert.html](http://www1.uob.com.my/security_alert.html)

### 1. Applicant's ("My") business details



Registered Business Name

Business Registration No.

Existing Organisation ID

### 2. Update my contact person's details



Name

Contact No. (For clarifications on Infinity application and setup)

Email Address (This is required to receive Infinity email notifications)

(Country Code) (City/Area Code) (Contact No.)

### 3. My accounts to be linked to Infinity

☒ (Please tick where applicable)



☐ Link all active accounts held as at the Bank's processing date of this application.

OR

☐ Link only the accounts listed below

Account No.

Account No.

Account No.

Account No.



Delink the accounts listed below

Account No.

Account No.

Account No.

Account No.

Designated account for physical token and Infinity services charges (where applicable)

Account No.

Currency

### 4. Additional Infinity Services (Fees may apply. Please refer to the Infinity Pricing Guide at [UOB.my/Infinity-Guides](http://UOB.my/Infinity-Guides) for details)

☒ (Please tick where applicable)



☐ Add

Cash Transactions (For customers upgrading from Enquiry Only services)

☐ Add

Trade Transactions (For customers upgrading from Enquiry and Cash only services)

☐ Add

OR

☐ Remove

MT103 Copy (To download a copy of the SWIFT MT103 message for remittances)

☐ Add

OR

☐ Remove

SWIFT gpi Credit Confirmation Report (Select one report type only)

CSV type (open in Excel)

Text type (open in NotePad)

☐ Add

OR

☐ Remove

DuitNow QR Merchant Registration

DuitNow QR Crediting Account No. 1

DuitNow QR Crediting Account No. 2 (if applicable)

☐ Add

OR

☐ Remove

DuitNow QR Profile Registration and Image Download (Applicable to Static QR only)

I would like to update the following channel when I received funds via DuitNow QR (leave blank if no notification required)

☐ Add

OR

☐ Remove

☐ SMS Mobile No. 1

☐ Email Email Address 1

Mobile No. 2\*

Email Address 2\*

\* Only applicable if there is more than 1 recipient to be notified for the same account

## 5. Add new users / Update existing users

Please read the notes below before you fill up this section.

► **Enquirer:** View Account Summary/ Statement and Transactions.

► **Administrator:**

- Create/ maintain all user and access profiles except Trade role assignment.
- Maintain user passwords and assign tokens to all users except Administrators and Authorisers.

Note: All administrative setup are created and approved by any one administrator.

► **Maker:** Create all types of transactions (except payroll) and view account details.

► **Authoriser (non-payroll):** Create/approve transactions (except payroll), and view account details.

► **Payroll Maker:** Create Payroll transactions, upload payroll files and view payroll details.

► **Payroll Authoriser:** Create/Approve payroll transactions and view payroll details.

### Important:

- **New users will be required to register for digital tokens, it is mandatory to provide mobile number and email address.**
- The Bank will assign an ID at its sole discretion if the Preferred User ID is left blank or cannot be allocated.
- By selecting Payroll role, you will be subscribed to Bulk Services for which fees may apply. Please refer to the Infinity Form Guide for details.
- It is mandatory for Approved Person and Authoriser to present themselves at Home/nearest Branch to perform biometric authentication together with Infinity Application Form. Additional proof of residential address (e.g. recent utility or phone bill) is required from foreigners.

### User 1 Details

|                                                                                                                                         |                                                        |                                                                                                                                                                                           |                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| <input type="checkbox"/> New User                                                                                                       |                                                        |                                                                                                                                                                                           |                                             |
| <input type="checkbox"/> Assign existing token from Company                                                                             |                                                        | OR <input type="checkbox"/> Existing User<br>(Existing user details provided below will supercede existing records)                                                                       |                                             |
| Token Serial Number (Optional)                                                                                                          |                                                        |                                                                                                                                                                                           |                                             |
| Name<br>(Underline surname)                                                                                                             | Designation<br>(This is mandatory for all authorisers) | NRIC/P assport/FIN<br>(Default NRIC)                                                                                                                                                      | Country of Issuance<br>(Default MY)         |
| <input type="text"/>                                                                                                                    | <input type="text"/>                                   | <input type="text"/>                                                                                                                                                                      | <input type="text"/>                        |
| Mobile No. (Please indicate both mobile number and email address to self-register for free digital token.)                              |                                                        | Roles (By selecting Payroll roles with combination of Enquirer, Maker and/or Authoriser, you will be able to perform payroll and non-payroll transactions. Bulk Services fees will apply) |                                             |
| <input type="text"/>                                                                                                                    | <input type="text"/>                                   | <input type="checkbox"/> Enquirer                                                                                                                                                         | <input type="checkbox"/> Administrator      |
| (Country Code)                                                                                                                          | (City/Area Code) (Mobile No.)                          | <input type="checkbox"/> Maker                                                                                                                                                            | <input type="checkbox"/> Payroll Maker      |
| Email Address                                                                                                                           |                                                        | <input type="checkbox"/> Authoriser (non-payroll)                                                                                                                                         | <input type="checkbox"/> Payroll Authoriser |
| <input type="text"/>                                                                                                                    |                                                        |                                                                                                                                                                                           |                                             |
| Preferred/Existing User ID (Minimum 8 characters with no spacing or special characters. For existing users, User ID cannot be changed.) |                                                        | Authoriser Group:<br>(Please tick where applicable. Default Group = A)                                                                                                                    |                                             |
| <input type="text"/>                                                                                                                    |                                                        | <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E                                                    |                                             |

### User 2 Details

|                                                                                                                                         |                                                        |                                                                                                                                                                                           |                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| <input type="checkbox"/> New User                                                                                                       |                                                        |                                                                                                                                                                                           |                                             |
| <input type="checkbox"/> Assign existing token from Company                                                                             |                                                        | OR <input type="checkbox"/> Existing User<br>(Existing user details provided below will supercede existing records)                                                                       |                                             |
| Token Serial Number (Optional)                                                                                                          |                                                        |                                                                                                                                                                                           |                                             |
| Name<br>(Underline surname)                                                                                                             | Designation<br>(This is mandatory for all authorisers) | NRIC/P assport/FIN<br>(Default NRIC)                                                                                                                                                      | Country of Issuance<br>(Default MY)         |
| <input type="text"/>                                                                                                                    | <input type="text"/>                                   | <input type="text"/>                                                                                                                                                                      | <input type="text"/>                        |
| Mobile No. (Please indicate both mobile number and email address to self-register for free digital token.)                              |                                                        | Roles (By selecting Payroll roles with combination of Enquirer, Maker and/or Authoriser, you will be able to perform payroll and non-payroll transactions. Bulk Services fees will apply) |                                             |
| <input type="text"/>                                                                                                                    | <input type="text"/>                                   | <input type="checkbox"/> Enquirer                                                                                                                                                         | <input type="checkbox"/> Administrator      |
| (Country Code)                                                                                                                          | (City/Area Code) (Mobile No.)                          | <input type="checkbox"/> Maker                                                                                                                                                            | <input type="checkbox"/> Payroll Maker      |
| Email Address                                                                                                                           |                                                        | <input type="checkbox"/> Authoriser (non-payroll)                                                                                                                                         | <input type="checkbox"/> Payroll Authoriser |
| <input type="text"/>                                                                                                                    |                                                        |                                                                                                                                                                                           |                                             |
| Preferred/Existing User ID (Minimum 8 characters with no spacing or special characters. For existing users, User ID cannot be changed.) |                                                        | Authoriser Group:<br>(Please tick where applicable. Default Group = A)                                                                                                                    |                                             |
| <input type="text"/>                                                                                                                    |                                                        | <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E                                                    |                                             |

Note: If you have more than 2 users, you can add more users in Appendix 1 - Add/Update Infinity Users

#### 6. My transaction approval settings (The details provided will supercede your current approval settings)

Note:

1. Foreign currency transactions will be calculated based on the MYR-equivalent of the Approval Limit indicated below according to the exchange rate as determined by the Bank.
2. The Transaction Approval Limit will apply to all Authorisers.
3. If Section 6 is left blank, the default Approval Settings for the newly linked account(s) in Section 3 will follow your default Approval Settings in Infinity, if any.

**(s)** Can authoriser approve own transactions?

☐ NO - DUAL CONTROL

Authoriser can create a transaction BUT cannot approve the same transaction which must be approved by another Authoriser.

☐ YES - SINGLE CONTROL

Authoriser can create and approve the same transaction.

(The Applicant's account(s) may be more susceptible to account fraud as compared to Dual Control, where another person can verify and confirm the transaction)

Transaction Approval Limit

up to MYR

up to MYR

up to MYR

Approval Mandate ☒ (Please tick where applicable)

☐ Any 1 Authoriser ☐ Any 2 Authoriser ☐ Others:

☐ Any 1 Authoriser ☐ Any 2 Authoriser ☐ Others:

☐ Any 1 Authoriser ☐ Any 2 Authoriser ☐ Others:

#### 7. Delete Users (Deleted User(s) will be removed from all his/her other roles and all linked entities.)



Name

User ID

Name

User ID

Name

User ID

Name

User ID

Name

User ID

#### 8. Other instruction

☒ (Please tick where applicable)



☐ I would like to terminate my Infinity service.

## 9. Declaration by Applicant

We, the Applicant, hereby:

- make the above request(s) as regards the Applicant's UOB Business Internet Banking Service ("BIB Service");
- confirm that the Applicant has obtained and agrees to be bound by the Bank's prevailing UOB Business Internet Banking Service Agreement ("BIB Agreement") (available at uob.com.my) and any amendment or variation thereof;
- confirm that the Applicant has obtained and agrees to be bound by the terms and conditions applicable to each of the services that the Applicant has applied for and any amendment or variation thereof;
- authorise the Bank to issue password(s) and token(s) to the Company User(s), Company Administrator(s) and Company Signatory(ies), where applicable. Company User refers to Enquirer, Maker and Payroll Maker. Company Administrator refers to Administrator. Company Signatory refers to Authoriser and Payroll Authoriser;
- confirm that each of the Company Signatories named herein is authorised to operate and use any of the services granted and provided to the Applicant through the BIB Service, based on the Approval Mandate and Transaction Approval Limit set out in this form, and to apply for, agree to the terms of, operate and use any services made available through the BIB Service from time to time. We confirm that if we do not indicate the Approval Mandate or Transaction Approval Limit, each Company Signatory is authorised to approve transactions of any amount. If the Approval Mandate is indicated but not the Transaction Approval Limit, the Company Signatories are authorised to approve transactions of any amount according to the Approval Mandate;
- confirm and agree that any existing mandate or instructions which we may have with the UOB Group Bank(s) will not apply in relation to our use of the BIB Service;
- confirm that all the information provided here is complete, true and accurate to the best of our knowledge as at the date of this application;
- confirm that, in the event of any change of Company Administrators and/or Company Signatories, the Applicant shall immediately revoke the relevant User IDs through the submission of request, instruction or relevant form to the Bank;
- authorise the Bank to debit all fees and charges relating to this application and/or use of the BIB Service from the designated account or any other account of the Applicant;
- acknowledge that, if the Applicant have opted for Single Control instead of Dual Control, the Applicant's Account(s) for which the Applicant uses the BIB Service may be more susceptible to account fraud. By opting for Single Control, the Applicant agrees to assume responsibility for all the risks associated with Single Control;
- agree to indemnify and hold the Bank harmless from and against all costs, claims, losses, damages, charges and/or expenses which the Bank may sustain, incur or be liable for in connection with, or resulting from or any earlier application for, the BIB Service, including (where applicable) as a result of the Applicant opting for Single Control and/or the Applicant not providing all email addresses and mobile numbers;
- enclose a certified true copy of our board (or equivalent) resolution; and
- agree that the Bank may amend the BIB Agreement at any time and/or may terminate the provision of the Single Control option at any time with notice to the Applicant.

### Authorised Person(s)/Approved Person(s)

| Name                 | Signature            | Name                 | Signature            |
|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Date                 |                      | Date                 |                      |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Please send the completed form to a UOB Branch near you.

- The Bank will process your application within 5 business days upon receipt of this form.
- User ID letter and/or token(s) will be sent to the mailing address registered as the designated account for physical token and Infinity services charges.
- Do call the Bank at **603-26128 121** (Kuala Lumpur), **604-2401 121** (Penang), **607-2881 121** (Johor Bahru), **6082-287 121** (Kuching), **6088-477 121** (Kota Kinabalu) if the user IDs/ passwords/ tokens are not received after 5 business days.

### For Bank's Use Only

☒ \*Please delete or tick where applicable

Customer Segment :

- |                                                 |                                                   |                                                   |                                            |                                                       |
|-------------------------------------------------|---------------------------------------------------|---------------------------------------------------|--------------------------------------------|-------------------------------------------------------|
| <input type="checkbox"/> Business Banking       | <input type="checkbox"/> Enterprise Banking       | <input type="checkbox"/> Commercial Banking       | <input type="checkbox"/> Corporate Banking | <input type="checkbox"/> Financial Institutions Group |
| <input type="checkbox"/> Business Banking - SME | <input type="checkbox"/> Enterprise Banking - SME | <input type="checkbox"/> Commercial Banking - SME |                                            |                                                       |

Attended by:

EWF Maker:

EWF Checker:

Name and Signature  
Contact No.   
Date

Name and Signature  
Contact No.   
Date   
Job Batch No.

Name and Signature  
Contact No.   
Date   
Total No. of Pages

Remarks

## Please read the notes below before you fill up this section.

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► **Administrator:**

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- Maintain user passwords and assign tokens to all users except Administrators and Authorisers.

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► **Authoriser (non-payroll):** Create/approve transactions (except payroll), and view account details.

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► **Payroll Authoriser:** Create/Approve payroll transactions and view payroll details.

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- It is mandatory for Approved Person and Authoriser to present themselves at Home/nearest Branch to perform biometric authentication together with Infinity Application Form. Additional proof of residential address (e.g. recent utility or phone bill) is required from foreigners.

**User 1 Details**

☐ New User

☐ Assign existing token from Company

Token Serial Number (Optional)

OR

☐ Existing User

(Existing user details provided below will supercede existing records)

Name  
(Underline surname)

Designation  
(This is mandatory for all authorisers)

NRIC/P assport/FIN  
(Default NRIC)

Country of Issuance  
(Default MY)

Mobile No. (Please indicate both mobile number and email address to self-register for free digital token.)

(Country Code)

(City/Area Code)

(Mobile No.)

Email Address

Preferred/Existing User ID (Minimum 8 characters with no spacing or special characters. For existing users, User ID cannot be changed.)

Roles (By selecting Payroll roles with combination of Enquirer, Maker and/or Authoriser, you will be able to perform payroll and non-payroll transactions. Bulk Services fees will apply)

☐ Enquirer

☐ Administrator

☐ Maker

☐ Payroll Maker

☐ Authoriser (non-payroll)

☐ Payroll Authoriser

Authoriser Group:  
(Please tick where applicable.  
Default Group = A)

☐ A

☐ B

☐ C

☐ D

☐ E

**User 2 Details**

☐ New User

☐ Assign existing token from Company

Token Serial Number (Optional)

OR

☐ Existing User

(Existing user details provided below will supercede existing records)

Name  
(Underline surname)

Designation  
(This is mandatory for all authorisers)

NRIC/P assport/FIN  
(Default NRIC)

Country of Issuance  
(Default MY)

Mobile No. (Please indicate both mobile number and email address to self-register for free digital token.)

(Country Code)

(City/Area Code)

(Mobile No.)

Email Address

Preferred/Existing User ID (Minimum 8 characters with no spacing or special characters. For existing users, User ID cannot be changed.)

Roles (By selecting Payroll roles with combination of Enquirer, Maker and/or Authoriser, you will be able to perform payroll and non-payroll transactions. Bulk Services fees will apply)

☐ Enquirer

☐ Administrator

☐ Maker

☐ Payroll Maker

☐ Authoriser (non-payroll)

☐ Payroll Authoriser

Authoriser Group:  
(Please tick where applicable.  
Default Group = A)

☐ A

☐ B

☐ C

☐ D

☐ E

**Authorised Person(s) / Approved Person(s)**

Name

Signature

Name

Signature

Date

Date