

## HLB CONNECTFIRST ACCOUNT MAINTENANCE FORM

COMPANY INFORMATION	
Company ID	
Company Name	
Company Registration No. (UEN)	

☐ **New Contact Person for Correspondence & Communications**

Contact Person Update	
Contact Person Name	
Contact No.	
Contact Email	

☐ **User ID & Password Maintenance (SR01)**

REQUEST OPTION			
<input type="radio"/> System Administrator	<input type="radio"/> System Authoriser	<input type="radio"/> System Administrator	<input type="radio"/> System Authoriser
User ID		User ID	
User Name		User Name	

<input type="checkbox"/> Unblock User ID (System User remembers password) <input type="checkbox"/> Reset Password (System User will get new password) <input type="checkbox"/> Request e-Pin <input type="checkbox"/> Unlock eToken (SR05) <input type="checkbox"/> Deactivate eToken Reason: _____	<input type="checkbox"/> Unblock User ID (System User remembers password) <input type="checkbox"/> Reset Password (System User will get new password) <input type="checkbox"/> Request e-Pin <input type="checkbox"/> Unlock eToken (SR05) <input type="checkbox"/> Deactivate eToken Reason: _____
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*\* Relevant charges to apply. Please refer to the pricing guide for relevant charges*

**Note:**

- a) Request received after 4:30pm will be processed on the next business day.  
b) Reset Password – New password will be sent to address registered at HLB ConnectFirst. Normal postage delivery takes approximately 5 working days to arrive. Please attempt your log-in only after receiving the new password to prevent another password disablement.

☐ **Corporate Profile Maintenance (SR02)**

REQUEST OPTION	
<input type="checkbox"/> <b>Change of Default Debiting Account for Relevant HLCF Charges</b>	
From (existing account no.)	
To (new account no.)	

☐ **Account Maintenance (SR03)**

**REQUEST OPTION**

☐ **Company/ Business or Subsidiary/ Related Business Account Services**

☐ To Add

☐ To Remove

Please (✓) Accessible Services:

Account No. \_\_\_\_\_

☐ Enquiry

☐ Enquiry and Transact

Account No. \_\_\_\_\_

☐ Enquiry

☐ Enquiry and Transact

Account No. \_\_\_\_\_

☐ Enquiry

☐ Enquiry and Transact

*Note: Trade Services will be defaulted to Enquiry Mode.*

**Note: Please provide the following documents for every Company/Business or Subsidiary/Related Business:**

**Private Limited/ Limited**

**Sole Proprietor & Partnership**

- Subsidiary Linking Board Resolution certified by two Directors or one Director and Company Secretary
- Documentary evidence of linkage satisfactory to the Bank

- Letter of Consent for every business
- Copy of Business Registration

Note: Please provide in a separate list if you have more accounts to add.

☐ **Add, Update & Remove System Administrator & Authoriser (SR04)**

**REQUEST OPTION**

☐ **Add System Administrator/ Authoriser**

☐ System Administrator

☐ System Authoriser

User Name:

NRIC/ Passport No.:

Mobile No.:

Email Address:

Signature of New User:

☐ **Update System Administrator/ Authoriser**

User ID:

User Name:

Mobile No.:

Email Address:

☐ **Remove System Administrator/ Authoriser**

User ID:

User Name:

**Note: Please enclose photocopy of NRIC or passport of the new user on the next page or on a separate A4 sheet.**

☐ **User ID Linking (SR06)**

**REQUEST OPTION (Please select one)**

☐ To Link      ☐ To De-Link      ☐ To Delete

Company Name

HLB ConnectFirst ID

Link From Company

Link To Company

**USER INFORMATION**

User ID	(For the purpose of User ID Linking)		
User Name	(As per NRIC/ Passport)		
NRIC/ Passport No.			
User Group Name	For the purpose of User Group assignment (Please refer to your System Administrator)		
Role (Please select one)	<input type="radio"/> Viewer	<input type="radio"/> Maker	<input type="radio"/> Authoriser

User ID	(For the purpose of User ID Linking)		
User Name	(As per NRIC/ Passport)		
NRIC/ Passport No.			
User Group Name	For the purpose of User Group assignment (Please refer to your System Administrator)		
Role (Please select one)	<input type="radio"/> Viewer	<input type="radio"/> Maker	<input type="radio"/> Authoriser

I hereby authorise HL Bank to link my User ID for this service and I have read and understood the Terms & Conditions for HL Bank Business Internet/Electronic Banking - HLB ConnectFirst.

Signature of the nominated user (Link from Company)	Signature of the nominated user (Link to Company)
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**Authorised Signatories required**

I/We confirm that I/We am/are duly authorised by the Company to sign this form for and on its behalf:

Signature:		Signature:	
Name:		Name:	
Date:		Date:	

Please send the completed form via Email: [call-centre@hlbank.com.sg](mailto:call-centre@hlbank.com.sg) or Contact: +65 6028 9800.

**For Bank Use**

Attended By:	Verified By:	Remarks:
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