



## 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: _____	
<small>* Relevant charges to apply. Please refer to the pricing guide for relevant charges</small>			
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 <u>only after</u> receiving the new password to prevent another password disablement.			

### Corporate Profile Maintenance (SR02)

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



**Account Maintenance (SR03)**

<b>REQUEST OPTION</b>	
<input type="checkbox"/> 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.*

<b>Note: Please provide the following documents for every Company/Business or Subsidiary/Related Business:</b>		<b>Note: Please provide in a separate list if you have more accounts to add.</b>
<b>Private Limited/ Limited</b>	<b>Sole Proprietor &amp; Partnership</b>	
<ul style="list-style-type: none"> <li>Subsidiary Linking Board Resolution certified by two Directors or one Director and Company Secretary</li> <li>Documentary evidence of linkage satisfactory to the Bank</li> </ul>	<ul style="list-style-type: none"> <li>Letter of Consent for every business</li> <li>Copy of Business Registration</li> </ul>	

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

<b>REQUEST OPTION</b>	
<input type="checkbox"/> <u>Add System Administrator/ Authoriser</u>	
<input type="radio"/> System Administrator	<input type="radio"/> System Authoriser
User Name:	
NRIC/ Passport No.:	
Mobile No.:	
Email Address:	
Signature of New User:	
<input type="checkbox"/> <u>Update System Administrator/ Authoriser</u>	
User ID:	
User Name:	
<input type="checkbox"/> <u>Remove System Administrator/ Authoriser</u>	
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

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)

**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@hLBbank.com.sg](mailto:call-centre@hLBbank.com.sg) or Contact: +65 6028 9800.

**For Bank Use**

Attended By:	Verified By:	Remarks: