

Velocity@ocbc User Request Form (only for existing Velocity@ocbc subscribers)

 Please complete this form and mail to Helpdesk Support Team, Group Transaction Banking, 6th Floor, Wisma Lee Rubber, 1 Jalan Melaka, 50100 Kuala Lumpur.

We will process your request within 5 working days upon receipt of this form.

Company Details (compulsory to be filled)	
Company Name	
Contact Person Name	
Contact No.	
Velocity@ocbc Organisation ID	

Section 1: Password/Digipass (if applicable)		
<input type="checkbox"/> Re-issue Password (Forgotten password, please issue new pin mailer)	User Name _____	
<input type="checkbox"/> Unlock Digipass (Forgotten pin number and requesting reset)	Digipass Serial No. _____ (Located at reverse side of the Digipass)	Locked Code _____ (The code displayed after 5 attempts with incorrect Digipass pin)
<input type="checkbox"/> Defective Digipass (Digipass enclosed, please issue a replacement)	Digipass Serial No. _____ (Located at reverse side of the Digipass)	
<input type="checkbox"/> Loss of Digipass (Please issue a replacement and debit RM50 from our account for each replacement)	User Name _____	

Section 2: Account(s) to be Tagged/Deleted (if applicable)					
Add <input type="checkbox"/>	Del <input type="checkbox"/>	<input type="text"/>	Add <input type="checkbox"/>	Del <input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

Section 3: List of Authorised Users to be Added/Deleted (if applicable)				
User's Full Name (as per NRIC)		Issue Digipass	Services to be tagged to Users (complete only if applicable)	
Add <input type="checkbox"/>		Yes ¹ / No ²	<input type="checkbox"/> Administrator	<input type="checkbox"/> Creator
Del <input type="checkbox"/>			<input type="checkbox"/> Account Inquiry	<input type="checkbox"/> Authoriser
Edit <input type="checkbox"/>				
Add <input type="checkbox"/>		Yes ¹ / No ²	<input type="checkbox"/> Administrator	<input type="checkbox"/> Creator
Del <input type="checkbox"/>			<input type="checkbox"/> Account Inquiry	<input type="checkbox"/> Authoriser
Edit <input type="checkbox"/>				
Add <input type="checkbox"/>		Yes ¹ / No ²	<input type="checkbox"/> Administrator	<input type="checkbox"/> Creator
Del <input type="checkbox"/>			<input type="checkbox"/> Account Inquiry	<input type="checkbox"/> Authoriser
Edit <input type="checkbox"/>				

Section 4: Velocity@ocbc Primary Contact (OCBC will contact the Velocity@ocbc Primary Contact for any future issues related to Velocity@ocbc)						
Add	Delete	Full Name	Telephone	Fax	Mobile	Email Address
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*Please note that RM50 will be debited from respective company account for each new Digipass issued, except for defective Digipass.

 Authorised Person
 Date:

 Authorised Person
 Date:

 Authorised Person
 Date:

 Note 1- Issue us a new Digipass for this Authorised User and debit our account for RM50 per Digipass.
 Note 2- We have spare/unused Velocity@OCBC digipass(es) and do not require any more digipass(es)

Fo Bank Use Only		
Signature Verified/Date	Input By/Date	Verified By/Date