

## REFLEX Application Form

1. Complete all relevant mandatory sections (where applicable - sections & fields marked with\*) and submit the application form along with required supporting document(s) (where applicable) to the account holding RHB Bank Branch. Please be guided by the documentation checklist detailed in page 4 herein.
2. Reflex Secure Plus (2 Factor Authentication (2FA) via registered smartphones) will be assigned to Premium or Premium Plus module.

### A. Application Type\* (please tick ✓ whichever applicable)

New Application
  Upgrade Application
 Please specify existing Corporate ID

### B. Application Module\* (please tick ✓ whichever applicable)

Cash Management Package (please tick one)

Corporate/Commercial
  Bank@Work<sup>3</sup>
 SME<sup>4</sup>
 Sole Proprietorship<sup>5</sup>

Cash Management Module (please tick one)

Basic Module (Enquiry only)
  Premium Module (Enquiry & Transactional)
  Premium Plus Module (Enquiry & Transactional)
  Online Accounting Software
  HR & Payroll Solution
  Cloud Electronic Point of Sale (ePOS)

Additional Modules (please tick at least one if applicable)

Trade Finance
  Foreign Telegraphic Transfer<sup>1</sup>
 Credit Card Merchant (please fill up Section I.i)
  Financial Supply Chain
  Host-to-Host
  JomPAY Biller (please fill up Section I.ii)<sup>2</sup>

### C. Corporate Information\*

Corporate Name\*   
 Business Registration No.\*   
 Corporate Address\*   
  
  
 Postal Code\*  City\*   
 State / Province\*  Country\*   
 Office Tel. No.\*  Fax No.

### D. Primary Corporate Account / Designated Charge Account / Primary Collection Account\*

Account Name\*   
 Account No.\*  Home Branch\*   
 DuitNow ID  Please link my/our Business Registration No. to the specified Account No. above

### E. Contact Person\*

Name\*   
 Office Tel. No.\*  Mobile No.\*   
 Email\*   
 Designation\*

### F. Appointed System Administrator(s)\* (Not applicable to Sole Proprietorship)

SYSADMIN1: Data Entry

Name\*   
 NRIC\*/Passport\*  Mobile No.\*   
 Email\*   
 Designation\*   
 With Financial Transaction Modules Transaction Limit  (Leave empty for default limit)

SYSADMIN2: Authoriser

Name\*   
 NRIC\*/Passport\*  Mobile No.\*   
 Email\*   
 Designation\*   
 With Financial Transaction Modules Transaction Limit  (Leave empty for default limit)

CUSTOMER INITIAL

## G. Authorised Corporate User(s) (Not applicable to SME with Financial Transaction Modules)

Inquirer (Basic Module) / Data Entry (Premium Module) / Super ID (Sole Proprietorship)

Name\*

NRIC\*/Passport\*  Mobile No.\*

Email\*

Designation\*

Authoriser (Premium Module)

Name\*

NRIC\*/Passport\*  Mobile No.\*

Email\*

Designation\*

*Note - Please note that by default, the Authorised Corporate User(s) will be granted access to all account(s) and related account(s) linked to the Primary Corporate Account detailed under Section D. The access rights and function rights of the Authorised Corporate User(s) can be amended according to preference with the use of the System Administrator function.*

## H. Related Company Account(s)

1. Account No.  Account Name

2. Account No.  Account Name

3. Account No.  Account Name

*Note: Please ensure supporting board resolutions from related subsidiary company(ies) is/are furnished along with this application form.*

## I. Other Banking Facilities (please tick ✓ whichever applicable)

i. Credit Card Merchant  
Merchant ID/No.  Others (Pls specify)

ii. JomPAY Biller  
JomPAY Biller Code Name\*   
(Name to appear in JomPAY)  
Business Category\*   
(Please refer to the system e-MISC 2008; Available at <http://msic.stats.gov.my>)

Payment Type\*  CASA Only  CASA & Credit Card  
(Please select only 1 option)

Master Bank Collection Account No.\* (if different from section D)

Service Charge Debiting Account No.\* (if different from section D)

Details of appointed recipients to receive Payment Notification (RTN) & Reconciliation Media\* (if different from Section E)

Primary User Name

Primary User Email

Secondary User Name

Secondary User Email

Please specify the payment reference information that Payer is required to furnish when initiating JOMPAY payment to the Biller

Reference 1 (i.e : Invoice No.)   
(max 20 digit)

Reference 2 (i.e : Order No.)   
(max 30 digit)

## J. Additional Information for Premium Module (Enquiry & Transactional)

i. Number of additional tokens (Reflex Secure Plus) - kindly indicate the required quantity. Please note that additional fee will be imposed on each unit of additional tokens issued and the sum will be debited from the Primary Corporate Account detailed under Section D.

ii. Statutory Bodies (only applicable to Statutory Payment Function)

EPF/KWSP Employer Reference No.  SOCSO/PERKESO Employer Reference No.  IRB/LHDN Employer Reference No.

E

iii. Training

REFLEX training is available for customers subscribing to Premium package.  
Kindly register through our website at <https://www.rhbgroup.com/reflex/training>

CUSTOMER INITIAL

## K. Declaration & Acceptance of Terms and Conditions

### For RHB Reflex Application

1. I/We hereby apply for the RHB REFLEX service indicated in this application form.
2. I/We shall be deemed to have read, understood and accepted the terms and conditions and service charges applicable to RHB REFLEX services, details of which can be accessed at [www.rhbgroup.com](http://www.rhbgroup.com), (“Terms and Conditions”).
3. At your request, the Bank may provide you with information on the service charges applicable to the Transactional Services (as defined in the Form for selection of RHB REFLEX).
4. Upon receipt of our application for RHB REFLEX services (as stated in Section A of this Application Form), I/We accept and acknowledge that the Bank may in its absolute discretion reject the application. If the Bank accepts the application, the Bank will provide written notice of its acceptance and permit us to commence access and/or use of RHB REFLEX service.
5. I/We hereby confirm that my/our continued access and utilisation of RHB REFLEX service shall be subjected to the Terms and Conditions and all amendments thereto from time to time.
6. I/We hereby authorize the Bank to debit the account (as stated in Section D of this application form) with the service charges in respect of a) Periodical subscription charge, b) Service charge, c) Security Device/Token charge and d) Training charge (collectively referred to as ‘Charges’) if any.  
Notes on the service charges
  - The Charges shall be debited from your account upon issuance of your Corporate ID/Organization ID and are non-refundable.
  - The Charges shall be debited from your account upon processing of your payment instructions on per transaction basis.
  - The Charges will be based on the number of applications/company account(s) registered for use in RHB REFLEX service.
  - The training related Charges will be levied upon completion, on per event or session basis, conducted on your request, at your premise.
  - The Security Device/Token related Charges will be applied for additional unit request and for replacement of lost or damaged units.
7. I/We acknowledge that I/We shall remain bound by all transactions effected through RHB REFLEX service notwithstanding that such transactions were conducted by new account signatories which have not been updated or informed to the Bank.
8. Unless expressly amended through this Application Form and its terms and conditions, any other information or service applications previously submitted by us to the Bank or terms and conditions previously agreed between the parties shall continue to be binding.

### For JomPAY Biller Application

1. I/We hereby apply for JomPAY service indicated in this application form.
2. I/We shall be deemed to have read, understood and accepted the terms and conditions and service charges applicable to JomPAY services, details of which can be accessed at [www.rhbgroup.com](http://www.rhbgroup.com), (“Terms and Conditions”).
3. Upon receipt of our application for JomPAY services (as stated in Section I of this Application Form), I/We accept and acknowledge that the Bank may in its absolute discretion reject the application. If the Bank accepts the application, the Bank will provide written notice of its acceptance and permit us to commence access and/or use of JomPAY service.
4. I/We hereby confirm that my/our continued access and utilisation of JomPAY service shall be subjected to the Terms and Conditions and all amendments thereto from time to time.
5. I/We hereby authorize the Bank to debit the account (as stated in Section I.ii of this application form) with the service charges in respect of the JomPAY service.
6. I/We acknowledge that I/We shall remain bound by all transactions effected through JomPAY service notwithstanding that such transactions were conducted by new account signatories which have not been updated or informed to the Bank.
7. Unless expressly amended through this Application Form and its terms and conditions, any other information or service applications previously submitted by us to the Bank or terms and conditions previously agreed between the parties shall continue to be binding.

### For DuitNow Application

1. I/We hereby apply for DuitNow service indicated in this application form.
2. I/We shall be deemed to have read, understood and accepted the terms and conditions and service charges applicable to DuitNow services, details of which can be accessed at [www.rhbgroup.com](http://www.rhbgroup.com), (“Terms and Conditions”).
3. I/We hereby confirm that my/our continued access and utilisation of DuitNow service shall be subjected to the Terms and Conditions and all amendments thereto from time to time.
4. I/We hereby agree to link my/our Business Registration No. as the DuitNow ID to the specified Account No. in Section D. By performing this linking, I/we will have option to receive incoming funds via DuitNow.
5. I/We hereby agree that my/our DuitNow ID will be used by other DuitNow participating banks for the purpose of identifying me/us, as part of facilitating the DuitNow service.
6. Unless expressly amended through this Application Form and its terms and conditions, any other information or service applications previously submitted by us to the Bank or terms and conditions previously agreed between the parties shall continue to be binding.

## L. Authorised Signatory

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

NRIC / Passport : \_\_\_\_\_

Date :       /       -       /            

Authorized Signatory

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

NRIC / Passport : \_\_\_\_\_

Date :       /       -       /            

Authorized Signatory

Company Stamp

For BANK use only

Division Code     RM Code / Staff ID\*       Sale / Campaign Code

**Resident Status\***

Resident Entity
  Non-Resident Controlled Entity
  Non-Resident Entity

Remarks

Branch Code\*     Application ID\*  Date\*   -   -

<p><b>Reflex Processing Checklist</b></p> <p>I hereby confirmed that:</p> <ul style="list-style-type: none"> <li>- Duly completed application form, along with the necessary supporting documents.</li> <li>- Authorised signatory(ies) is/are as per account operating mandate and/or Board Resolution.</li> <li>- Document and mandatory verification completed.</li> <li>- Application initiation via REFLEX completed.</li> </ul>	<p>Verified by,</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">Signature</p> <p>Name: _____</p> <p>Designation: _____</p>
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<b>JomPAY Processing Checklist</b>		
<p>Processing completed by,</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">GTB, Merchant Acquisition Team</p> <p>Name: _____</p> <p>Designation: _____</p> <p>Date: _____</p>	<p>Processing completed by,</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">IBK Solution Development, E-Channels</p> <p>Name: _____</p> <p>Designation: _____</p> <p>Date: _____</p>	<p>Processing completed by,</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">E-Channels Processing</p> <p>Name: _____</p> <p>Designation: _____</p> <p>Date: _____</p>

**Document Checklist**

CHECKLIST BEFORE SUBMISSION TO BANK	Basic Module	Premium Module
1. Completed RHB REFLEX Application Form duly signed by the authorized signatory.	<input type="checkbox"/> *	<input type="checkbox"/> *
2. Company, business or entity incorporated in Malaysia - mandate to apply for RHB REFLEX services: <ul style="list-style-type: none"> <li>• Private &amp; Public Limited Company - mandate in the form of Resolution from Board of Directors, per the Bank's format, duly certified by the company secretary.</li> <li>• Sole Proprietorship<sup>5</sup> - mandate via Letter of Authorization.</li> <li>• Partnership - mandate from Partner(s) authorized by the partnership resolution.</li> <li>• Society/Club/Association/Government Agency -mandate from Office-Bearer(s) authorized by the Governing Body/Committee resolution.</li> <li>• Embassy/Diplomatic Office - mandate from H.E. Ambassador/High Commissioner.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/> *
3. Section H, Related Company Account(s) - Additional documents from the related company, business or entity incorporated in Malaysia, mandate to apply for RHB REFLEX services: <ul style="list-style-type: none"> <li>• Private &amp; Pubic Limited Company - mandate in the form of Resolution from Board of Directors, per the bank's format, duly certified by the company secretary.</li> <li>• Sole Proprietorship - mandate via Letter of Authorization.</li> <li>• Partnership - mandate from Partner(s) authorized by the partnership resolution.</li> <li>• Society/Club/Association/Government Agency - mandate from Office-Bearer(s) authorized by the Governing Body/Committee resolution.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
4. SME Declaration Form <sup>4</sup>	<input type="checkbox"/>	<input type="checkbox"/>
5. RHB Reflex Foreign Exchange Administration (FEA) Rules Declaration Form <sup>1</sup>	<input type="checkbox"/>	<input type="checkbox"/>
6. PayNet External User Request Form <sup>2</sup>	<input type="checkbox"/>	<input type="checkbox"/>
7. Terms and Condition for JomPay <sup>2</sup>	<input type="checkbox"/>	<input type="checkbox"/>
8. CEPS Offer Letter <sup>3</sup>	<input type="checkbox"/>	<input type="checkbox"/>

Please tick (✓) whichever applicable. (\*) indicate mandatory document.