

Guide to completing the business**ONLINE**
Setup and Maintenance Application Form and
Documentation
Release 2 Drop 1

This guide is to help us to setup and configure **businessONLINE** as you want it to work for you. The various Services provides different options, let us know if you need any help to your requirement.

This guide is only for Release 2 Drop 1.

About this form

Please complete the first page with the information about your company, contact details and the any base information, as well as the Authorization page to provide the approval for the setup on **businessONLINE**.

The optional pages can be completed depending on the Services that you require for Cash and Trade as well as for your users and authorization matrix rules.

There may be additional setup form for some services that you select in Cash Services. Our team supporting you will provide you these forms separately.

General pointers

The form allows you to key in the information and save it in the form. There are also drop down lists and other functions to help make your options clear.

Tool tips provide a short description of the field and will appear in the field in the form.

Symbols

- ★ Mandatory fields to be completed
- ☑ Select the service required. You can un-select if you do not wish to have the service.

Security best practice

We strongly recommend that you apply the following security features and best practices.

1. Enforce segregation of duties for initiation and approval of transactions.
2. Enforce minimum of two approvals for all financial transactions.
3. Implement daily transaction limits for users and accounts.
4. Enforce additional controls by payment type and/or beneficiary.
5. Provide your correct email to receive security alerts and notification.
6. Configure alerts to notify you about payments from your account.
7. Follow security best practices posted on the login page of **businessONLINE** from time to time.

Submission of form

Once you have completed the **businessONLINE** Setup & Maintenance Form, please print it out for signature. You can complete it by hand if you prefer, but please ensure it is clear. It must be signed by one or two approving signatories. The approving signatory should be in accordance with the mandate or board resolution or power of attorney or similar documents, which you are providing to Emirates NBD at account opening.

The client signature/initials and company stamp at bottom left corner of each page of the form is optional. The requirement is to have the approving signatory initials or full signature. Our team supporting you will advise you accordingly.

Notification upon setup

Once setup, you will receive an invitation from our supporting team for **businessONLINE** training and on the use of **businessONLINE**.

Each user of **businessONLINE** will receive a welcome email guiding them on the next steps to enable login to this electronic channel.

Completing the setup form

Please complete the first page of the **businessONLINE** Setup & Maintenance Form when requesting a New setup of **businessONLINE** or if you want to modify an existing setup.

New: New to bank can tick this box for businessONLINE

Modify: Subscription ID already exists in SB3.0

Authorized Contact Person Details: It will fetch from core banking or else customer can mention as per his/her choice

Authentication Type: Application has two factor authentication mode (Password along with OTP or Token or Both (i.e. Token has Soft token or Hard Token). Client can opt OTP or TOKEN or BOTH.
NOTE: in case of token by-default client will be entitled with soft token

إستمارة طلب خدمة بيزنس أونلاين (إدارة مشتركة)

businessONLINE APPLICATION FORM FOR (SHARED ADMINISTRATION)

Date

التاريخ

☐ مشترك جديد بيزنس أونلاين
New businessONLINE

☐ تحديث بيزنس أونلاين
Modify businessONLINE

☐ تعطيل بيزنس أونلاين
Disable businessONLINE

☐ تفعيل بيزنس أونلاين
Enable businessONLINE

Please tick (✓) to specify the required action

Company Details	
Subscriber Name (Company Name)	اسم المشترك (اسم الشركة)
رمز تعريف المشترك Subscriber ID	<small>This field contains Subscription ID for new businessONLINE setup. It is a unique identifier for the application. It should contain 1-20 characters and can be alphabets only, numbers only or combination of both. No spaces are allowed.</small>
Contact Person Name	اسم الشخص المفوض للتواصل
رقم الهاتف المحمول Contact Person Mobile Number	البريد الإلكتروني Contact Person E-mail
نوع الإدارة Administrator(s) Type	<input type="checkbox"/> إدارة مفردة Single Administration <input type="checkbox"/> إدارة مزدوجة Dual Administration
نوع التصديق الإلكتروني Authentication Type	<input type="checkbox"/> أو تي بي - رسائل إشعارات قصيرة OTP (SMS) <input type="checkbox"/> جهاز تشفير Soft Token <input type="checkbox"/> أو تي بي + جهاز التشفير OTP (SMS) + Soft Token
businessONLINE Account(s) Access	
<input type="checkbox"/> إضافة Add (Link)	<input type="checkbox"/> إزالة Remove (De-link)
Company CIF	رقم ملف العميل
Special Instructions (Optional)	

Special Instructions: Customer can write the specific requirements which needs to be applied during Subscription onboarding or maintenance (i.e. On-board specific accounts only, Hard Token issuance etc.)

Disable: Subscription ID already exists in SB3.0

Enable: Subscription ID already exists in SB3.0

Subscription Name: Customer can mention as per his/her choice else mention the **Primary CIF Name**.

Subscription ID: Customer can mention any ID as per his / her choice. (Note: it can be up to 20 characters (Alpha-numeric or Alpha or Numeric)

Administrator(s) Type: administer user(s) access and other administration activities to the business Online on a single mode basis; or dual mode basis.

A/c Access: Customer need to mention the CIF to **Link** for online channel or **de-link** the CIF for online channel
NOTE: Ensure primary subscription debit account's CIF to be on-boarded first for becoming PCIF of subscription ID

The details is also available below for easier reference:

New	Select if this is a new businessONLINE request. We will issue a Subscriber ID for each successful setup. This is a unique identifier representing your businessONLINE setup and is required to log in via our businessONLINE portal.
Existing	Select this if you require to modify an existing businessONLINE setup.

Subscriber ID	You will be required to input only Alpha-Numeric or Alpha or Numeric characters with maximum 20 characters. You can provide two preferred Subscriber ID. It cannot be modified once created. In case you have provided your own Subscriber ID, Bank will check for the uniqueness and if not utilized earlier it will be assigned to you.
Subscriber Name	You will be required to provide the full legal name of the company or organization that owns or will be the owner of the businessONLINE Subscriber Id.
Authorized Contact Person Details	The person that we will reach out to with any question on the request.
Authentication Type	You are required to select the authentication type as OTP or TOKEN or BOTH . By-default client will be issued Soft Token, incase Token is selected. *Hard Token is chargeable.
Account(s) Access	You will be required to provide 8-digits CIF number to on-board all the accounts (In case of only selective accounts to on-board for mentioned CIF, then, accounts number has to be mentioned under Special Instructions.) *Whichever CIF is on-boarded first, will become the Primary CIF under the mentioned Subscriber ID. Subscription fee will be charged from Primary CIF. * If existing CIF is mentioned to on-board for new subscriber ID then ensure that all Fields should have same values that are already updated in the businessONLINE. Because, if there is any change in any fields under that CIF will make the changes for other Subscriber's ID as well which are already linked to that CIF. Hence, please keep the customer updated for this point while filling the application. *Any preferential charges maintained for subscription fee or for any charge events at CIF level then it will apply to all linked subscription IDs wherever that CIF is linked Add (Link) – CIF to be on-boarded under subscription needs to be mentioned. Remove (De-link) – CIF's Account which needs to be de-link from the subscription IDs can be mentioned

The details is also available below for easier reference: (RBWM specific)

C&IB Product Package:

Payment PACKAGE

Client will have payment profile with mentioned products along with default products (Bulk File Upload, Salary File WPS, split File Upload).

ENQUIRY PACKAGE:

Client will have view profile to download statement, E-statement

businessONLINE packages		خدمات بيزنس أونلاين					
Select [✓] one products package option		خدمة الإستعلام Enquiry	خدمة الأجور Payroll	خدمة سداد SADAD	تحويلات داخل البنك Within Bank Transfers	الدفعات المحلية (بالدرهم) Local Payments in SAR	الدفعات الدولية International Payments
<input type="checkbox"/>	بزنس أونلاين حزمة الدفع businessONLINE Payment Package	✓	✓	✓	✓	✓	✓
<input type="checkbox"/>	بزنس أونلاين حزمة الإستعلام businessONLINE Enquiry Package	✓	-	-	-	-	-

Select [✓] to enable additional products		Select	If you have selected smartTRADE, please also submit the 'applicant name maintenance form for trade online'
<input type="checkbox"/>	سمارت تريد smartTRADE		

smartTRADE: In case client is asking for TRADE products access then it needs to be enabled. In businessONLINE, client will have the Trade SSO link and rest onboarding for Trade Products and User Entitlement needs to be done in CE application as per current process.

The details is also available below for easier reference: (C&IB specific)

Product Package	<div>Select one of the package required for your subscription. Following sub-products will be assigned to clients (i.e. Payment Package & Enquiry)</div> <div><div><div>businessONLINE packages</div><div>حزمات بيزنس اونلاين</div></div><div><div>Select <input checked="" type="checkbox"/> one products package option</div><div><div><div><input type="checkbox"/> بيزنس اونلاين حزمة الدفع businessONLINE Payment Package</div><div><input type="checkbox"/> بيزنس اونلاين حزمة الاستعلام businessONLINE Enquiry Package</div></div><table><thead><tr><th>حزمة الاستعلام Enquiry</th><th>حزمة الاجور Payroll</th><th>حزمة ساداد SADAD</th><th>تحويلات داخل البنك Within Bank Transfers</th><th>الدفعات المحلية (بالدريم) Local Payments in SAR</th><th>الدفعات الدولية International Payments</th></tr></thead><tbody><tr><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td></tr><tr><td>✓</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td></tr></tbody></table></div></div></div>	حزمة الاستعلام Enquiry	حزمة الاجور Payroll	حزمة ساداد SADAD	تحويلات داخل البنك Within Bank Transfers	الدفعات المحلية (بالدريم) Local Payments in SAR	الدفعات الدولية International Payments	✓	✓	✓	✓	✓	✓	✓	-	-	-	-	-
حزمة الاستعلام Enquiry	حزمة الاجور Payroll	حزمة ساداد SADAD	تحويلات داخل البنك Within Bank Transfers	الدفعات المحلية (بالدريم) Local Payments in SAR	الدفعات الدولية International Payments														
✓	✓	✓	✓	✓	✓														
✓	-	-	-	-	-														
Transaction Verification Required/Checker	<div>This is applied to Unitary Payment. This is an optional role and it is defined whereas per the company mandate transaction should be verified by a checker before it reaches to authorizer (Approver).</div>																		

TRANSACTION

RELEASER: Releaser can release the transaction once authorized by authorizer it comes to the releaser queue. It is an optional function and enabled basis the client's request.

CHECKER REQUIRED: It is an optional for the client. This role is defined where, as per the company mandate transaction should be verified by a checker before it reaches to authorizer

User Access

Select [✓] the Type of User required and mention total number of users you would like to setup for each type. Please note, you would have to submit a separate User form for each User.

[✓]	Total No. of Users	Type of User (Role)	Description	View Statement	Initiate Payment	Release Payment	Verify Payment	Approve Payment
<input type="checkbox"/>	e.g. 3	Maker Authorizer	Can Initiate & approve payments	✓	✓	-	✓	✓
<input type="checkbox"/>		Maker	Can Initiate payments	✓	✓	-	-	-
<input type="checkbox"/>		Checker	Can verify payments	✓	-	-	✓	-
<input type="checkbox"/>		Authorizer	Can approve payment	✓	-	-	-	✓
<input type="checkbox"/>		Enquiry	Can view statements	✓	-	-	-	-
<input type="checkbox"/>		Releaser	Can release payment	✓	-	✓	-	-

Select [✓] to enable additional transaction control features (optional)

☐ Transaction Releaser ☐ Transaction Checker

Transaction Releaser - Once payments are approved by the signatories, have an additional approval step before the payment is submitted to the bank system for processing.
Transaction Checker - Setup Users to verify transactions submitted by the Payment Initiators, before they can be approved by the Authorizers.

User Access: Client need to mention the no. of users with mentioned User's Role

Nominated Charges Debit A/c No. :

Client's subscription charges will be levied from primary charge a/c and in case of any issue in primary account charges will be charged from secondary account, if provided by client. Primary Account is for monthly subscription charges & file level charges

Additional Company Details بيانات إضافية عن الشركة

Select [✓] the type of Company Employer ID(s) you would like to setup on businessONLINE. To add more than one ID for each option, enter the ID separated by a comma.

<input type="checkbox"/>	رمز الشركة في نظام حماية الاجور Salary WPS Employer MOL ID	
<input type="checkbox"/>	رقم السجل التجاري Establishment ID (CR Number)	

businessONLINE Banking Fees رسوم اشتراك بيزنس أونلاين

رقم الحساب الرئيسي Primary Account Number	رقم الحساب الفرعي Secondary Account Number
رقم الحساب لدفع رسوم الاشتراك Nominated Charge Debit Account	

Salary WPS and Enrichment (Employer ID): Client's MOL id for WPS can be added multiple WPS separated by comma

The details is also available below for easier reference:

Financial and Non-Financial (Transactional) Workflow Rules	The workflow will be applied to all on-boarded CIFs, Accounts and Products & Sub-Products. However, it can be defined for specified CIFs, Accounts and Products, if mentioned.
All CIFs/ Accounts	You can select all CIFs/ Accounts to apply the workflow rules.
Specific CIFs/ Accounts	You can select few CIFs / accounts for which the workflow rules to be applied.
All Products	You can select all products to apply the workflow rules on all enabled product at subscription and user level.
Specific Products	You can select few products for which the workflow rules to be applied.
Currency	Client can select the available currency and workflow will apply up to the mentioned amount of that currency. However, amount will not exceed the corporate / user limit equivalent to SAR

Login ID: Customer can give any user ID with min.3 char. And max. 32 char. Characters should be in Alpha Numeric or Alpha digits

Full Name User name whose ID is mentioned and First & Last name are mandatory to capture.

E-mail ID: It is mandatory field and user will get all notification in mentioned e-mail.

Mobile No.: User's Mobile No. with prefix of ISD Code.

Telephone No.: User's Telephone No. with prefix of ISD Code.

EID/ Passport: User's EID/ Passport as per bank's record updated in Core Application.

User Role: This is an attribute and appropriate role needs to be selected basis the User Group.

User Group: Based on the User Group selection, User will get the access of functions (i.e. **Maker** – Will get initiation access, **MakerAuthoriser** – Will get the initiation and authorization access as well.....)



طلب إضافة مستخدم بيزنس أونلاين - صانع ومفوض تحويلات USER FORM FOR businessONLINE - MAKER AUTHORIZER

This form is for Users who can Initiate and Approve payments

Maker Authorizer user details بيانات المستخدم الصانع ومفوض التحويلات

Date التاريخ

The Login ID is a unique ID for the User. It should be 3-32 characters in length. Only alphabets or Alpha numeric characters are allowed. No spaces are allowed and only two special characters are allowed as “(Dot)” and “_” (Underscore).

رمز الدخول Login ID

الاسم الأول First Name

الاسم الأوسط Middle Name

الاسم الأخير Last Name

البريد الإلكتروني E-mail Address

رقم الهاتف المحمول Mobile Number

رقم الهاتف Landline No.

نوع الهوية ID Type

رقم الهوية ID Number

تاريخ انتهاء الهوية ID Expiry Date

دور المستخدم Role

صانع ومفوض Maker Authorizer

صانع ومفوض ومحرر Maker Authorizer Releaser

مجموعة المستخدم User Group

نوع التأكيد Authentication Type

أو تي بي - رسائل إشعارات قصيرة OTP (SMS)

برنامج تشفير SOFT TOKEN

أو تي بي + برنامج تشفير OTP (SMS) + SOFT TOKEN

نوع التصديق

SmartTRADE Access

الحسابات والمنتجات المسموح بها على بيزنس أونلاين

Select [✓] the Account Access option below for user

All Accounts جميع الحسابات

Specific Accounts بعض الحسابات

Select [✓] the Product Access option below for user

All Products جميع المنتجات

Specific Products بعض المنتجات

Special Instructions (Optional) تعليمات خاصة

User Profile: This section is for on-boarding or maintenance on the user's ID under mentioned Subscriber ID. Products and functions will be entitled as per defined user group.

Authentication Type: OTP or TOKEN or BOTH (OTP+SOFT TOKEN)

All Products/ Accounts: User will get the access of all products/ Accounts on-boarded.

Specific Products/ Accounts: User will get the access of mentioned products/ accounts. Pls. use comma to separated products/ accounts.

Special Instructions: User's authorization limit can define here or User view access for limited product and payments for others well.....)

smartTRADE Access: Applicable, if client has opted the smartTRADE product.

The details is also available below for easier reference:

User Login ID	<p>Enter the assigned User ID.</p> <ul style="list-style-type: none"> It can be Alpha-Numeric or Alpha Characters with minimum 3 and maximum 32 characters. It cannot be modified once created. In case customer has provided his own User ID, uniqueness will be checked for the same in the application and if not utilized earlier it will be assigned to the customer.
User Name	<p>The User Full Name must appear exactly as on identification documents, such as Passport, Emirates ID. We may need to see the identification.</p> <p>First Name and Last Name is mandatory</p>
User Type	<p>You are required to select the user type (Administrative or Functional or Dual) from the drop-down list.</p> <p>NOTE: In case of Bank Admin profile, all users would be Functional under User Type.</p>
Authentication Type	<p>You are required to select the Authentication Type as OTP(SMS) or Soft Token or OTP + Soft Token. By-default soft token will be assigned for Token. OTP (SMS) # Security code / PIN will be sent to the user's registered mobile number.</p>
Email ID	Enter the user's work email address.
Mobile Number	Enter the user's mobile number (will be used for OTP) and prefix the Country Code
User Group	<p>You are required to select the appropriate User Group for a user. User Group comprises of Products, Sub-Products, Functions and Sub-Functions.</p> <ul style="list-style-type: none"> Enquiry – Enquiry user can view account balances and download the statement Maker – Maker can initiate the payment and non-financial instruction additionally can enquire as well. Checker – Checker can verify the payment post initiated by Maker it comes to the checker queue. Additionally, user can enquire as well. Authorizer – Authorizer can authorize the transaction once initiated by Maker and verified by Checker (If applicable) it comes to the authorizer queue. User attached to such group cannot initiate/ verify transactions. Releaser – Releaser can release the transaction once authorized by authorizer it comes to the releaser queue. However, there could be scenarios where the Releaser function is not assigned to Subscriber ID. In this case, once the final authorization is completed, the instruction will be sent to the bank for processing. Maker Authorizer – A user is entitled with this user group would be able to initiate and authorize his own transaction initiated by himself/-herself and can authorize other user's transaction provided user is part of workflow. <ul style="list-style-type: none"> Maker Authorizer Limit – A user entitled with Maker Authorizer User Group can define the user's limit for self-authorization,

	<p>transaction initiated within the said amount shall be authorized with the initiation process itself (i.e. User need not to navigate to pending authorization queue for executing the authorization additionally).</p> <ul style="list-style-type: none"> • Maker Authorizer Releaser – A user is entitled with this user group would be able to initiate, authorize and release his / her own transaction and can authorize and release other user’s transaction provided user is part of workflow. • Authorizer Releaser – A user is entitled with this user group would be able to authorize and release the payment. • Maker Releaser – A user is entitled with this user group would be able to initiate the transaction (Financial and Non-financial) and release the payment once authorized by authorizer.
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Completing the last page

Please give us your authority to proceed with the setup by completing the last page of the **businessONLINE** Setup & Maintenance Form, when requesting a New setup of **businessONLINE** or if you want to modify an existing setup.

We would require you to indicate the number of pages that you are provided with this submission to allow us to reconcile the pages when we received your completed Form. The total number of pages will include the cover page, the optional pages that you have completed for either User Maintenance, Authorization Matrix and the Authorization Page (last page).

The authorized person(s) will be any one person that is authorized to act on your behalf in accordance with a board resolution/mandate or otherwise provided to and agreed by us.

الشروط والأحكام Terms & Conditions

- I/We have read and do hereby agree to abide by the businessONLINE Terms & Conditions which forms an integral part of the documentation for availing businessONLINE services.
- I/We undertake to provide any further information or documentation as required by the Bank from time to time.
- I/We hereby authorize the bank to recover all service charges pertaining to businessONLINE by deducting my Account number, including, but not limited to, an amount chargeable in respect of any applicable Value Added Tax (VAT).
- The Authorized signatory/signatories confirm that Users specified in the User Profile(s) have the authority to perform the roles and functions as designated in the User Profile(s) and businessONLINE application Form completed by me/us.
- I/We undertake to inform the Bank without delay upon any changes with respect to the authority and access I /We have granted to the Users.

- أقر بأنني/أنا قد قرأت/قرأنا الشروط والأحكام الخاصة "بزنس أونلاين" التي تشكل جزءاً لا يتجزأ من المستندات المتعلقة بالاستفادة من خدمات "بزنس أونلاين" وأوافق/نوافق بموجبه على الالتزام بها. أتعهد/نتعهد بتقديم أي معلومات أو مستندات إضافية كما يطلب البنك من وقت لآخر.
- كما أتعهد/نتعهد بتقديم أي معلومات أو مستندات إضافية كما يطلب البنك من وقت لآخر.
- أقر بأنني/أنا قد قرأت/قرأنا الشروط والأحكام الخاصة "بزنس أونلاين" التي تشكل جزءاً لا يتجزأ من المستندات المتعلقة بالاستفادة من خدمات "بزنس أونلاين" وأوافق/نوافق بموجبه على الالتزام بها. أتعهد/نتعهد بتقديم أي معلومات أو مستندات إضافية كما يطلب البنك من وقت لآخر.
- كما أتعهد/نتعهد بتقديم أي معلومات أو مستندات إضافية كما يطلب البنك من وقت لآخر.
- المخول/المخولون بالتوقيع يأكد ويوافق على الصلاحيات الممنوحة للمستخدمين المذكورين طبقاً للأدوار المحددة في إستمارة طلب خدمة بزنس أونلاين.
- أنا/نحن نتعهد بإعلام وإشعار البنك في حالة أي تغيير في الأشخاص المخولين والصلاحيات الممنوحة للمستخدمين.

المفوض/المفوضون بالتوقيع Authorized Signature as per certified board resolution	المفوض/المفوضون بالتوقيع Authorized Signature as per certified board resolution
Name: <input type="text"/> الإسم:	Name: <input type="text"/> الإسم:
Designation: <input type="text"/> المسمى الوظيفي:	Designation: <input type="text"/> المسمى الوظيفي:
Company Stamp: <input type="text"/> ختم الشركة:	Company Stamp: <input type="text"/> ختم الشركة:

Documentation

The below section will provide you guidance on the documentation required for New to Bank clients and maintenance across segments

Corporate & Institutional Banking – New and Existing Setup	NEW TO BANK CLIENT <ol style="list-style-type: none"> General Terms & Conditions for Banking of Accounts – if not signed by client at the time of account opening. businessONLINE set-up and maintenance application form duly signed by authorized signatory(ies) as per bank's record. Company Board Resolution duly signed and stamp as per co. law. (Not required, if already submitted during account opening with POA clause to sign any documents for availing online channel facility). Ensure all the requisite details in the application should have filled up
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	<ol style="list-style-type: none"> Any cutting or overwriting in the application should be authenticated by authorized signatory(ies) as per CBR Checklist with subscription fees confirmation <p>EXISTING CLIENT</p> <ol style="list-style-type: none"> businessONLINE set-up and maintenance application form duly signed by authorized signatory(ies) as per bank's record. Ensure all the requisite details in the application should have filled up Any cutting or overwriting in the application should be authenticated by authorized signatory(ies) as per CBR Checklist with subscription fees confirmation GTC form is also required in case of User Form or Transaction Workflow form are being submitted for any maintenance activity.
Retail SME, Business Banking, Priority Banking, Private Banking – New and Existing Setup	<p>NEW TO BANK CLIENTS</p> <ol style="list-style-type: none"> General Terms & Conditions for Banking of Accounts – if not signed by client at the time of account opening. businessONLINE set-up and maintenance application form duly signed by authorized signatory(ies) as per bank's record. Company Board Resolution duly signed and stamp as per co. law. (Not required, if already submitted during account opening with POA clause to sign any documents for availing online channel facility). Ensure all the requisite details in the application should have filled up Any cutting or overwriting in the application should be authenticated by authorized signatory(ies) as per CBR Checklist with subscription fees confirmation <p>EXISTING CLIENT</p> <ol style="list-style-type: none"> businessONLINE set-up and maintenance application form duly signed by authorized signatory(ies) as per bank's record. Ensure all the requisite details in the application should have filled up Any cutting or overwriting in the application should be authenticated by authorized signatory(ies) as per CBR Checklist with subscription fees confirmation GTC form is also required in case of User Form or Transaction Workflow form are being submitted for any maintenance activity.

Corporate & Institutional Banking Retail SME, Business Banking, Priority Banking, Private Banking – CIF/Account linking	<ol style="list-style-type: none"> 1. businessONLINE set-up and maintenance application form duly signed by authorized signatory(ies) as per bank's record. 2. CBR, if applicable. 3. If existing CIF is mentioned to on-board new subscriber ID then ensure that all Fields should have same values that are already updated in the businessONLINE. Because, if there is any change in any fields under that CIF will make the changes for other Subscriber's ID as well which are already linked to that CIF. Hence, please keep the customer updated for this point while filling the application.
Corporate & Institutional Banking Retail SME, Business Banking, Priority Banking, Private Banking – Maintenances [Subscriber Name; User Name; User Authentication Type; Email Id; Mobile Number; etc.]	<ol style="list-style-type: none"> 1. User Maintenance Form duly signed by authorized signatory as per Bank's record.
Corporate & Institutional Banking Retail SME, Business Banking, Priority Banking, Private Banking – Deletion of Subscription	<ol style="list-style-type: none"> 1. Subscription Cancellation Letter along with CBR (if Applicable) 2. Ensure to check and recover all the outstanding charges pertains to businessONLINE, if any marked as lien in core. 3. Ensure to take the TBS Approval.

Legends

CIF	Customer Info Folio
PCIF	Primary CIF
SB3.0	smartBUSINESS 3.0 [known as " businessONLINE "]
SB2.0	smartBUSINESS 2.0
Txn.	Transaction
A/c	Account
Dr. A/c	Debit Account
Pref.	Preferential
SME	Small & Medium Enterprises
POA	Power of Attorney
CBR	Company Board Resolution
Co.	Company
OAT	Own Account Transfer
DFT	Domestic Funds Transfer [also known as "Local Currency Transfer"]
TPT	Third Party Transfer [also known as "Within Bank Transfer"]
IFT	International Funds Transfer [also known as "Telegraphic Transfer"]

Appendix

1. General Terms & Conditions of Accounts and Banking Services for Emirates NBD Bank PJSC - <https://www.emiratesnbd.com/en/assets/File/GeneralTermsAndConditions.pdf>.

2. **businessONLINE** Setup Form



USER FORM FOR
businessONLINE - SI

3. **businessONLINE** Company Addition



USER FORM FOR
businessONLINE - R



USER FORM FOR
businessONLINE - C

4. **businessONLINE** User Maintenance Form

“Use the same on-boarding application as applicable for User maintenance under the existing Subscriber ID.”