

## mashreqMATRIX Profile Form (“Form”)

We, \_\_\_\_\_  
 (“Customer”) refer to the mashreqMATRIX Agreement<sup>1</sup> executed between the Customer and the Bank (“Agreement”).

Unless defined herein, capitalised terms used herein shall have their meanings as assigned to them in the Agreement. The Customer shall follow the process set out in the Agreement or as advised by the Bank from time to time, for on-boarding a New User/ linking new Services or accounts to existing profiles. Each New User shall be subject to and shall be bound by the terms and conditions of the Agreement, as amended from time to time. Once executed, this mashreqMATRIX Profile Form shall be deemed to be a part of the Agreement.

The Customer hereby requests and fully authorises the Bank to add following New Users / linking new Services or accounts to the Customer’s mashreqMATRIX profile for the below mentioned Accounts.

Account Number	Account Number	Account Number	Account Number
Account Number	Account Number	Account Number	Account Number

Please specify the account number to debit the Electronic Signature Card fee  
(applicable only if the user is an online signatory).

Account Number
----------------

### PLEASE COMPLETE IN ENGLISH ONLY USING CAPITAL LETTERS

#### mashreqMATRIX User Profile<sup>2</sup>

Please provide the User details (New / Existing) to whom you wish to grant access to mashreqMATRIX<sup>3 4 5</sup>

User Profile 1	User Profile 2
<b>User Name - Full Name in CAPITAL letters</b> 	<b>User Name - Full Name in CAPITAL letters</b> 
<b>Mobile Number</b> 	<b>Mobile Number</b> 
<b>Email</b> 	<b>Email</b> 
<b>Signature</b> 	<b>Signature</b> 
<b>Profile Roles:</b> Please select ADM ENQ CHK INI AUTH <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<b>Profile Roles:</b> Please select ADM ENQ CHK INI AUTH <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Please note that user cannot have “CHK” and “AUTH” Roles simultaneously <b>ADM:</b> Administrator <b>INI:</b> Transaction Initiator <b>ENQ:</b> Enquiry <b>AUTH:</b> Signatory / Authorizer <b>CHK:</b> Transaction Checker	Please note that user cannot have “CHK” and “AUTH” Roles simultaneously <b>ADM:</b> Administrator <b>INI:</b> Transaction Initiator <b>ENQ:</b> Enquiry <b>AUTH:</b> Signatory / Authorizer <b>CHK:</b> Transaction Checker
<b>Enquiry Profile:</b> Please select OTH PMT TRD COL LIQ FTG <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<b>Enquiry Profile:</b> Please select OTH PMT TRD COL LIQ FTG <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>Transaction Profile Services:</b> Please select products & services: REM A2A ECQ CSH PRL GUT ISS SET VRA COL DDS eDB <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<b>Transaction Profile Services:</b> Please select products & services: REM A2A ECQ CSH PRL GUT ISS SET VRA COL DDS eDB <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>Other Services:</b> Please select <b>Electronic Signature Token:</b> TDP PDC CHQ PBL REL PRM CCS      Please select <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<b>Other Services:</b> Please select <b>Electronic Signature Token:</b> TDP PDC CHQ PBL REL PRM CCS      Please select <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

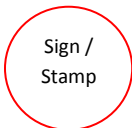
<sup>1</sup> Customer needs to sign and stamp all the pages of this Form. Strike out the unused sections on each page.

<sup>2</sup> Ensure that all the fields in the User Profile Section are filled in block letters and is factually correct. All the information is mandatory.

<sup>3</sup> Approving rights of each Authorizer user will be as per the signing mandate available with the Bank at the time of online access. It is Customer’s responsibility to advise the Bank immediately in case of any change in the signing mandate.

<sup>4</sup> If the Customer selects ‘E.Cheque’ and opts to have the e-cheques printed at the Customer’s premises, the Customer shall ensure that the MICR line is printed on the e-cheque stationery provided by the Bank by using (i) MICR ink in the printer(s) &/or using MICR Ink printers and (ii) MICR font which should be installed in the Customer’s computer from which the printing will be done. Customer shall be responsible to keep the e-cheque stationery provided by the Bank in safe custody

<sup>5</sup> The Customer shall additionally be subject to the terms and conditions applicable for the relevant service opted by it in this Form.



**User Profile 3**

**User Profile 4**

<p>User Name - Full Name in CAPITAL letters</p> <p>Mobile Number</p> <p>Email</p> <p>Signature</p> <p><b>Profile Roles:</b> Please select ADM ENQ CHK INI AUTH <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Please note that user cannot have "CHK" and "AUTH" Roles simultaneously</p> <p><b>ADM:</b> Administrator                      <b>INI:</b> Transaction Initiator <b>ENQ:</b> Enquiry                                <b>AUTH:</b> Signatory / Authorizer <b>CHK:</b> Transaction Checker</p> <p><b>Enquiry Profile:</b> Please select OTH PMT TRD COL LIQ FTG <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p><b>Transaction Profile Services:</b> Please select products &amp; services: REM A2A ECQ CSH PRL GUT ISS SET VRA COL DDS eDB <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p><b>Other Services:</b> Please select                      <b>Electronic Signature Token:</b> TDP PDC CHQ PBL REL PRM CCS                      Please select <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>                      <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>User Name - Full Name in CAPITAL letters</p> <p>Mobile Number</p> <p>Email</p> <p>Signature</p> <p><b>Profile Roles:</b> Please select ADM ENQ CHK INI AUTH <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Please note that user cannot have "CHK" and "AUTH" Roles simultaneously</p> <p><b>ADM:</b> Administrator                      <b>INI:</b> Transaction Initiator <b>ENQ:</b> Enquiry                                <b>AUTH:</b> Signatory / Authorizer <b>CHK:</b> Transaction Checker</p> <p><b>Enquiry Profile:</b> Please select OTH PMT TRD COL LIQ FTG <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p><b>Transaction Profile Services:</b> Please select products &amp; services: REM A2A ECQ CSH PRL GUT ISS SET VRA COL DDS eDB <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p><b>Other Services:</b> Please select                      <b>Electronic Signature Token:</b> TDP PDC CHQ PBL REL PRM CCS                      Please select <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>                      <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
--	--

<b>Definitions - User Profiles</b>			
<b>Enquiry Profile</b>			
1. OTH: Other Services (i.e. Account Statements & various reports, SWIFT copies and Advices)	2. PMT: Payments	3. TRD: Trade (Imports, Exports and Guarantees)	4. COL: Collections Reports
5. LIQ: Liquidity Reports	6. FTG: Factoring Reports		
<b>Transactional Profile</b>			
7. REM: Remittance: Domestic & Cross Border Funds Transfer, Amendments, PO, DD, Standing Instructions, Stop Payment	8. A2A: Account to Account Transfer - Self & Other Mashreq Accounts	9. ECQ: Electronic Cheque	10. CSH: Cardless Cash
12. GUT: Govt & Utility Payments	13. ISS: Issuance & Amendment of LC/LG, Issuance of Shipping Guarantee, Open & Advance Payment TR Request	14. SET: Bills Settlement LC/Coll, TR Settlements, Acceptance of Discrepancies under LC	15. VRA: Virtual Account Opening, Closing, Recon.
16. COL: Collections File Upload, PDC Withdrawal / Extension of Due Date	17. DDS: Direct Debit Services	18. eDB: eDropBox: Electronic Submission of Documents for various types of Transactions	
<b>Other Services</b>			
19. TDP: Term Deposit Booking & Early Settlement	20. PDC: Post Dated Cheque Withdrawal / Due Date Extension Request	21. CHQ: Cheque Book Request - Standard & Customized	22. PBL: Pre-approved Beneficiary Library Creation
23. REL: Manual Transaction Release Post Authorization	24. PRM: Payroll Records Masking	25. CCS: Corporate Cheque Scanning	

**Courier Address for Passwords & Financial Device Delivery: -**

Sign / Stamp

**Special Instructions, if any: -**

**User profile activation**

We, the Customer understand that the Bank has revised the process for activation of User profiles to access mashreqMATRIX. In connection with the revised process, we confirm that we have read and understood the contents of the attached letter and agree to abide, and be bound, by its terms.

**Agreement Authorisation**

The Customer has taken all necessary action and has all necessary authority to enter into and execute this Service Level Start-up Form. The person(s) who sign below on behalf of the Customer have/has been duly authorised to sign this Service Level Start-up Form on behalf of the Customer and such authorisations are in accordance with the applicable constitutional documents of the Customer.

**Signed and stamped on behalf of the Customer by:**

Full Name in BLOCK letters

Job Title

Signature of Authorised Representative

Date

**Signed on behalf of Mashreqbank psc:**

Name

Signature

**Signed and stamped on behalf of the Customer by:**

Full Name in BLOCK letters

Job Title

Signature of Authorised Representative

Date

Date

