

# E-CHANNELS REQUEST/ UPDATE



## ACCOUNT DETAILS

D	D	M	M	Y	Y	Y	Y

**BVN/TIN:**

**ACCOUNT NO:**

**TITLE:** \_\_\_\_\_ **SURNAME:**

**FIRST NAME:**

**OTHER NAMES:**

**TELEPHONE:**

**EMAIL:**

**RESIDENTIAL ADDRESS:**

*For Company:*

**COMPANY NAME:**

**RESIDENTIAL ADDRESS:**

## REQUEST TYPE

**1. UNION MOBILE**

New Request  
  PIN Reset  
  Mobile Number Change  
  Mobile Number Change

**New Phone Number** \_\_\_\_\_ **Old Phone Number** \_\_\_\_\_

Activation of Additional Accounts: **Account Number (s)** \_\_\_\_\_

**2. UNION ONLINE**

New Request  
  Username  
  Password Reset  
  Deactivate Profile  
  New Token

Token Replacement  
  Add/Remove Account

	Account Number	Remove	View	Transfer	Daily Transfers Limit
1.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**3. TRANSACTION ALERT**

Activate                      Deactivate

<input type="checkbox"/> Phone & Email	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Phone only	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Email only	<input type="checkbox"/>	<input type="checkbox"/>

**4. DEBIT CARDS (Request)**

MasterCard	<input type="checkbox"/>	Standard	<input type="checkbox"/>	Platinum		
VisaCard	<input type="checkbox"/>	Classic	<input type="checkbox"/>	Gold	<input type="checkbox"/>	Platinum
Verve Card	<input type="checkbox"/>	Pick Up Branch				

**5. DEBIT CARDS (Linkage)**

Account to Link \_\_\_\_\_ Card Type \_\_\_\_\_ Mask PAN \_\_\_\_\_

**6. DEBIT CARDS (Blocking/Hot-listing)**

MasterCard       VisaCard       Verve Card

**7. VERVE CARDS (OTP Request)**

Please take this as an authority to issue a ONE TIME PASSWORD (OTP) access on my verve card

**8. DISPENSE ERROR**

Card First 6 Digits	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Card Type	_____	Mask PAN	_____
Card Last 4 Digits	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Transaction Amount	_____	Transaction Date	_____
Transaction Time	_____				

**9. TRANSACTION TYPE**

Cash Withdrawal     POS     Web     Recharge     Cash Card Load     Transfer

Bills Payment     Others \_\_\_\_\_

**10. DISPENSE ERROR TYPE**

Non Dispense     Partial Dispense     Others \_\_\_\_\_

Number of attempts \_\_\_\_\_    Terminal Location \_\_\_\_\_

\_\_\_\_\_  
*Customer Signature & Date*

\_\_\_\_\_  
*Customer Signature & Date*

**FOR OFFICIAL USE ONLY**

Received by: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Treated by: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Authorized by: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_