



## Request Form for Password Reset

\* Mandatory field

## SECTION 1

Fax to: 6873 0837

|   |                      |  |
|---|----------------------|--|
| <b>Company *</b>  | :                    | <input type="text"/>                     |
| <b>User ID / Login ID / Member ID *</b>   | :                    | <input type="text"/>                     |
| To reset password for<br>(please specify <b>service</b><br><b>subscribed</b> ) *  | :                    | <input type="text"/>                     |
| <b>Reason(s) for Password Reset *:</b>  |                      |  |
| <input type="checkbox"/> Forgot Password  |                      |  |
| <input type="checkbox"/> Invalid Password, due to :   |                      |  |
| <input type="checkbox"/> Case Sensitive <input type="checkbox"/> Save Password in Browser <input type="checkbox"/> Share Id <input type="checkbox"/> Use Old Password |                      |  |
| <input type="checkbox"/> Other, please specify: <input type="text"/>  |                      |  |
| Please inform me of my new Password by (select <b>ONE</b> only):  |                      |  |
| <input checked="" type="radio"/> <b>Fax</b>   | <input type="text"/> | (Fax Number)                             |
| <input type="radio"/> <b>Phone</b>  | <input type="text"/> | (Phone Number)                           |
| <input type="radio"/> <b>Courier (a service fee of \$30 will be charged for the courier service)</b>  |                      |  |
| <input type="radio"/> <b>Normal Mail</b>  |                      |  |
| <input type="radio"/> <b>Self-Collection by User at :-</b>  |                      |  |
| <input type="checkbox"/> 31 Science Park Road, The Crimson  |                      | (Mon-Fri: 8.30am – 5.45pm)               |
| <input type="checkbox"/> 133 New Bridge Road, Chinatown Point, #19-01/02  |                      | (Mon-Fri: 9am – 5pm, Sat: 9am – 12.30pm) |
| <input type="checkbox"/> Lawnet Services Bureau, 1 Supreme Court Lane   |                      | (Mon-Fri: 9am – 5pm, Sat: 9am – 12.30pm) |

I have read and agreed to the Terms &amp; Conditions for Password Reset.

|                  |                      |                |                                   |
|------------------|----------------------|----------------|-----------------------------------|
| Requester Name * | <input type="text"/> | Company Stamp: | <input type="text"/>              |
| Signature        | <input type="text"/> | Date *         | <input type="text"/> (dd/mm/yyyy) |
| NRIC No. *       | <input type="text"/> | Contact No. *  | <input type="text"/>              |

## For Official Use Only

|           |   |                      |      |   |                      |
|-----------|---|----------------------|------|---|----------------------|
| Name      | : | <input type="text"/> | Date | : | <input type="text"/> |
| Signature | : | <input type="text"/> |      |   |                      |
| Remark    | : | <input type="text"/> |      |   |                      |

QM/INCA/FRM/FR05– Rel 1.3 – February, 2009

CrimsonLogic Pte Ltd (Regn No: 198800784N)

31 Science Park Road, The Crimson, Singapore 117611, Main: (65) 6887 7888, Fax: (65) 6778 5277, <http://www.crimsonlogic.com/>

**SECTION II****Terms & Conditions for Password Reset**

In requesting a password reset, the user and the company whose name appear on the form assume all responsibility for risks associated with the request, collection, receipt, security & use of the new password including where the user opts for the same to be issued or to be collected other than by the user in person. CrimsonLogic shall:

- (i) not be obliged to verify the identify or authority of the person collecting or receiving, or using the said password or otherwise purporting to do so collect, receive or use the password on the user's behalf; and
- (ii) be further entitled to rely on the information provided in this form as to the manner & contact particulars to which the password should be issued forwarded by CrimsonLogic.

The user & the company shall in any event be liable for all charges and usage under the said password issued and CrimsonLogic shall not be enquired to whether any such use has been authorized by user. By signing this form, the user & the company confirms acceptance of the above terms.

**Time for processing Request for Password Reset**

The following sets out the estimated time for processing a duly complete and submitted request for Password Reset:

- (i) Where Mode of Receipt is by Fax, Phone or Self-Collection.

Where the mode of receipt is by fax, phone or self-collection, CrimsonLogic will use reasonable efforts to process a duly completed Request for Password Reset & send to the user a Letter containing the reset Password within two hours from the time of receipt of the request.

- (ii) Where Mode of the Receipt is by Courier.

Where the mode of receipt selected is by courier, CrimsonLogic will use reasonable efforts to process a duly completed request for Password reset and send to process a duly completed Request for Password Reset & send to the user a Letter containing the reset Password on the same working day as receipt of the request. The request must be received by CrimsonLogic before 12.00 noon that day in order for CrimsonLogic to meet the aforementioned time frame. If request is received after 12.00 noon of that day, CrimsonLogic will use reasonable efforts to process the request & send to the user the Letter containing the Reset Password on the next working day.

- (iii) Where Mode of Receipt is by Normal Mail.

Where the mode of receipt selected is by normal mail, CrimsonLogic will use reasonable efforts to process a duly completed Requested for Password Reset & post to the user the Letter containing the Reset Password on the next working day after receipt of the request. Receipt of the Letter containing the Reset Password will be deemed.

**SECTION III****To submit request by fax, please send to :**

Customer Admin : 6873 0837  
 Operation Hours: Mon to Fri, 8.30am-5.45pm  
 Sat , 8.30am – 1.00 pm

Call Centre: 6873 0837  
 Operation Hours: After Office hours, Sunday  
 & Public Holiday

**To submit request by mail, please send to :**

CrimsonLogic Pte Ltd  
 31 Science Park Road  
 The Crimson  
 Singapore 117611  
 (During & After Office Hours)

**To submit request in person, please send to :**

CrimsonLogic Pte Ltd  
 31 Science Park Road  
 The Crimson  
 Singapore 117611  
 Tel: 6887 7888  
 (During & After Office Hours)

CrimsonLogic Customer Service Centre  
 133 New Bridge Road  
 Chinatown Point  
 #19-01/02  
 Singapore 059413  
 Operation Hours: Mon to Fri, 8.30am-5.00pm  
 Sat, 8.30am-12.30pm

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