

Request Form for Password Reset

Section I

Fax to: 6873 0837

Company: _____

User ID / Login ID / Member ID: _____

To reset password for (please specify **service subscribed**): _____

For STARS User Only

To reset: (please tick the appropriate box)

CrimsonLogic Login Password

ROTD Password

Reason for Password Reset:

Forgot Password

Invalid Password, due to :

Case Sensitive

Save Password in Browser

Share Id

Use Old Password

Other, please specify: _____

Please inform me of my new Password by (tick **ONE** only):

Fax _____ (Fax Number)

Phone _____ (Phone Number)

Courier (a service fee of \$30 will be charged for the courier service)

Normal Mail

Self-Collection by User at :-

<input type="checkbox"/> 31 Science Park Road, The Crimson	(Mon-Fri: 8.30am – 5.45pm)
<input type="checkbox"/> 230, Victoria Street, #07-02, Bugis Junction Office Tower	(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)
<input type="checkbox"/> 2, Havelock Road, #06-01, Apollo Centre	(Mon-Fri: 9am – 5pm, Sat: 9am – 12.30pm)
<input type="checkbox"/> 16 Jalan Abiad, Taman Terbau Jaya, 80400 Johor Bahru	(Mon-Fri: 9am – 5pm, Sat: 9am – 12.30pm)

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

Name : _____	Company Stamp : _____
Signature : _____	Date : _____
NRIC No. : _____	Contact No. : _____

For Official Used Only

Name : _____	Date : _____
Signature : _____	
Remark : _____	

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 to be received by the user within three working days.

For ROTD password reset request will be processed according to the following timing:

- (i) Forms received on or before 10.45 am will be processed by 12.00pm
- (ii) Forms received on or after 10.46am will be processed by 4.00pm
- (iii) Forms received on or after 2.46pm will be processed the following day

Please note the above are only indicative estimation of the required time for the reset of these passwords.

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
230 Victoria Street
#07-02
Bugis Junction Office Tower
Singapore 188024
Operation Hours: Mon to Fri, 8.30am-5.00pm
Sat, 8.30am-12.30pm

SNS Systems Sdn Bhd
16 Jalan Abiad
Taman Terbau Jaya
80400 Johor Bahru
Tel: 020-07-3343308
Operation Hours: Mon to Fri, 9.00am-5.00pm
Sat, 9.00am-12.30pm