

Netrust Certificate Change Management Request Form (Net-ID Subscribers)

Netrust Pte Ltd
19 Tai Seng Ave
#05-01
Singapore 534054
Tel: (65) 6212 1388
www.netrust.net
Co. Reg. No. 199702368H



Attention: Customer Service Department

Requestor Name/Designation: _____
Requestor Company: _____
Date of Request: _____

Authorized Signature (**Compulsory**): _____
Tel (**Compulsory**): _____
Email (**Compulsory**): _____

Name and NRIC/PASSPORT Number of Existing User (Please state NRIC as e.g. XXXXX123A)	Reason for Change Request (E.g, forgot password, subscription termination, change DN, etc)	Date for Change to be Effective (Where applicable)	Action Taken* (For Official Use)	Date (For Official Use)	Time (For Official Use)

For Official Use Only (Action Taken By)	CS	Officer	Officer

*Action Taken: "K" – Recover the encryption key; "R" – Revoke certificate

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Terms & Conditions

1. This Certificate Change Management Request Form is to be used for Certificate **Recovery**, **Amendment**, and/or **Revocation** as covered in the Netrust CPS and CPs.
2. Please ensure that all fields in this form are completed and emailed to customersupport@netrust.net.
3. An administrative fee will be chargeable for **Recovery or Amendment of certificate** due to: (a) Password Reset; (b) Loss of Token; (c) Expired Certificate; (d) Update of Certificate Info (E.g. DN Change).
4. Payment can be made via NETS, CREDIT CARD (except AMEX), CASH (exact amount), PayNow, PayPal and Cheque.
5. Please ensure that the Certificate Change Management Request Form is complete & properly filled. Netrust Pte Ltd reserves the right to reject forms that are incomplete in accordance to the CPS and CPs.
6. All Certificate Change Management Request Form for **Revocation** under Corporate must be signed. A copy of their NRIC or other identification documents may be required in the event Netrust need to verify revocation requests by individual.