

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

Attention: Customer Service Department

Requestor Name/Designation: _____
Requestor Company: _____
Date of Request: _____
Project Name (**compulsory**): _____

Authorised Signature & Stamp: _____
Tel (**compulsory**) and Fax No.: _____
Email: _____
Renewal Notice No. (if applicable): _____
Date Faxed on: _____

Name and NRIC/PASSPORT Number of Existing User (Underline Surname)	Name and NRIC/PASSPORT Number of New User (Indicate 'N/A' if not applicable)	Reason for Change Request (E.g. resignation of employee, forgot password, subscription termination, card expiry, transfer etc)	Date for Change to be Effective (Where applicable)	<u>For Official Use Only</u>			
				Verified By _____	Checked By _____		
				Action Taken* (E.g. re-issue /R /K)	Date	Time	Action Taken By

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

Terms & Conditions

- This Certificate Change Management Request Form is to be used for Certificate **recovery**, **amendment**, **suspension** and/or **revocation** as covered in the Netrust CPS and CPs.
- Please ensure that all fields in this form are completed and fax to Netrust at (65) 6212-1366.
- For each Managed Certificate
 - An administrative fee of S\$10.70 (inclusive of 7% GST) will be chargeable for (I) **Recovery of certificate** due to: (a) loss of password; (b) loss of certificates/keys; (c) loss of token/smartcard; (d) certificate expired; (e) change of cert info for own use only (a.k.a. DN Change); or (II) **Re-issuance of certificate** due to: (a) certificate disabled; (b) certificate revoked; users are required to settle any outstanding subscription fee (if any) prior to the re-issuance. Prices for overseas subscribers will be quoted separately upon request.
 - An administrative fee of S\$10.70 (inclusive of 7% GST) will be chargeable for **Ownership Transfer (Only for Secure Email)**: (a) from Existing to New User within same Firm; (b) Transfer of same user from Existing to New Firm [New annual subscription fee of \$53.50 (inclusive of 7% GST) will apply]. Users are required to settle any outstanding subscription fee (if any) prior to the transfer. Prices for overseas subscribers will be quoted separately upon request.

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4. For each Unmanaged (Web) certificate (applicable to .pfx only), full annual subscription fee will be chargeable for **Recovery of certificate** due to: (a) loss of password; (b) loss of key/certificate; (c) loss of token/smartcard; (d) change of certificate information (a.k.a DN Change).
5. For Ownership Transfer:
 - (a) Both Existing user and New User must be personally present at Netrust; if old user no longer served under the employment of the organization, ownership transfer from old user to new user is not allowed and it will be treated as new application;
 - (b) The token/smart card must be in good condition and the relevant password not lost or forgotten (purchase of smart card applies for faulty and loss of password/smartcard);
 - (c) All subscription fees of the existing subscriber must have been fully paid.
6. Payment can be made via NETS, CREDIT CARD (except AMEX), CASH or CHEQUE (payable to "Netrust Pte Ltd").
7. 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.
8. All Certificate Change Management Request Form for **Revocation** under Corporate must be signed & stamped. A photocopy of their NRIC/PASSPORT/FIN or other identification documents must accompany revocation requests by individual.