

Quick Notes

Review, removal and adding
of CCM System users

23016

To apply for access for a new user you will be required to submit a Multiple User Access (MUA) form which is to be completed and signed off by the Designated Online Banker. This form can be found on Toolkit under system information.

In addition to the Multiple User Access form we require the following supporting documentation to be submitted together with the form:

- A clear copy of both sides of the new users ID card, or alternatively;
- A colour photo of the new users green barcoded ID document

In terms of our risk management process Investec conducts credit checks on all new users.

Once the above is received, the relevant checks have been done and all is found to be in order, Investec will grant the user access to the CCM Online Banking platform and our servicing team will liaise directly with the user regarding CCM training.

Kindly note that digital signatures on MUA application forms will only be accepted if these are accompanied by the appropriate certificate confirming authenticity of the digital signature, if you are unable to access a programme that offers this certification, we request that the Designated Online Banker append a wet ink signature to the application form.

To improve user experience and reduce the number of system queries from new administrators on the system a decision has been taken to only issue login credentials once a new level 1, 2 or 3 user that will be actively working on the system has been trained. New users will be slotted into a training session and advised of the date and time thereof., Should a user be unable to attend the allocated training session it will be their responsibility to reschedule with the relevant regional team.

All requests for new applications, removals and level changes are to be sent to either our CCM [Inland](#) or [Coastal](#) Servicing teams.

Regards

Shavonne Bagley

Shavonne Bagley
Head of Client Servicing

