

## Suspend or Activation

[</>](#) See also API reference for NAD

[Check API](#) >

This request is initiated when the Customer wants to suspend or activate his registered proxy within NAD. Only the following status can be changed:

- From Suspended by Customer to Active
- From Active to Suspended by Customer

In NAD Suspend/Activate, Enquiry by Secondary ID request is initiated first to retrieve all the Customer's registered proxies across NAD. Participant will display the list of proxies for the Customers – proxies where status are Active, Suspended (by the Customer) and Suspended (by the Participant)

If there is no record to be displayed, Participant will display a message to the Customer

Please note that Customer should not be able to modify a proxy that is registered with another Participant, and status is Suspended by either the Customer or Participant

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## Sample Use Cases

### Sample Participant Proxy Suspension/Activation

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[Transaction History](#)
[Payments](#)
[Transfers](#)
[Enquiries](#)
[Manage Proxies](#)
[Sign Off](#)

Welcome to MyBank Online ! CUSTOMER AAA | Last Login: 08 Jun 2017 at 6:08 PM | My Profile | 0 Messages

### SUSPEND/ACTIVATE PROXY (Step 1)

Use this screen to suspend/activate your Proxy Id

[Nickname your Account](#)
[GVA Registration](#)

☒ Expand All
 ☐ Collapse All

Select One	Bank	Account	Proxy Type	Proxy Id	Status
<input type="radio"/>	MyBank	93849830290	Mobile Number	+60108493845	Suspended
<input checked="" type="radio"/>	MyBank	93849830290	NRIC	780901219381	Active
<input type="radio"/>	Other Bank	*****9833	Passport Number	E39402039F	Active

**Note**

- By Suspending your Proxy, you are not allowing that Proxy to be used for transfer to your account.

#### QUICK TASKS

What would you like to do?

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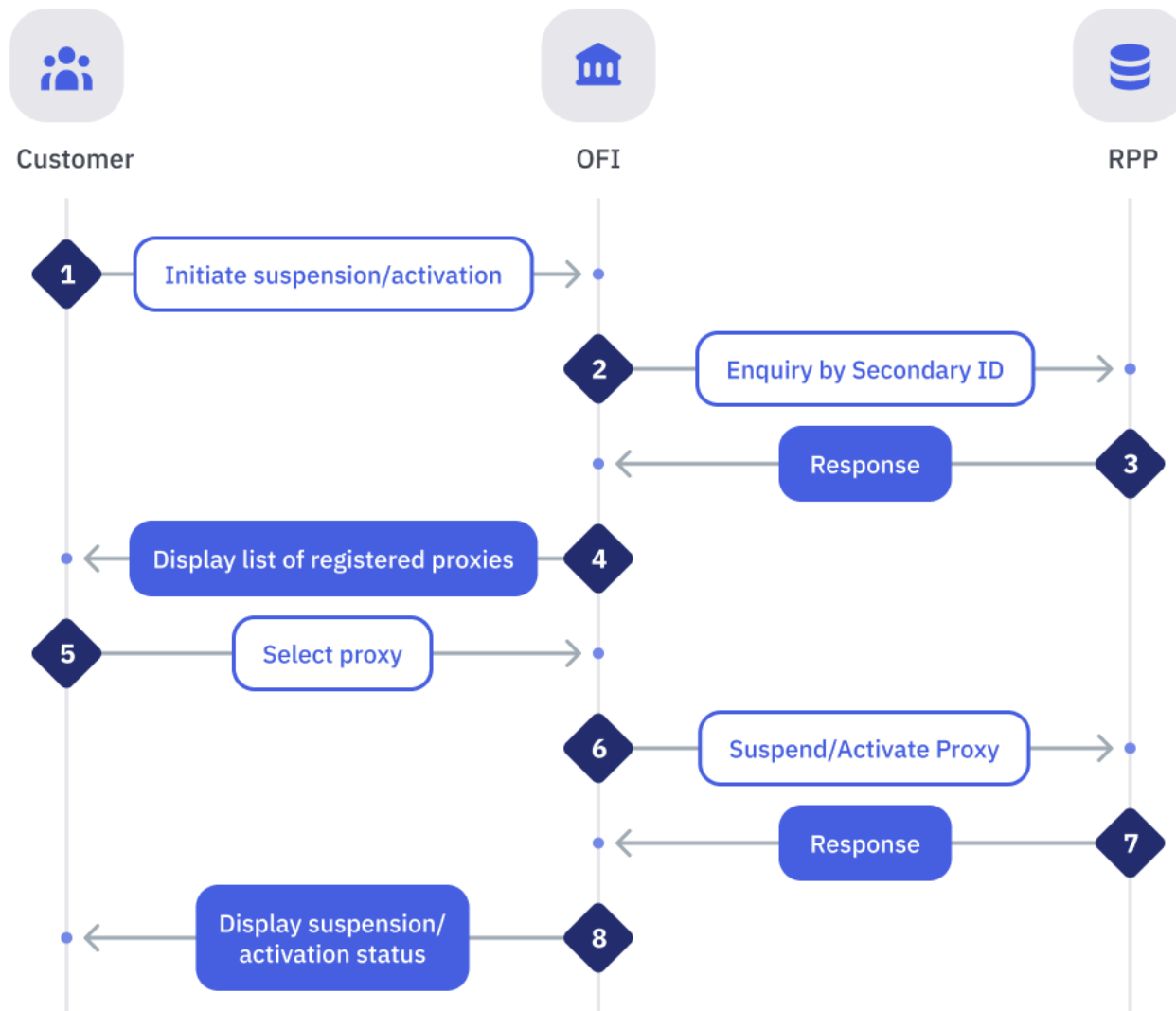
## Proxy Suspension or Activation Conditions

Proxy Exists	Exists in the same Participant	Same Account	Proxy Status	Action By RPP	Action by Participant
No	-	-	-	Scenario is not applicable	-

Proxy Exists	Exists in the same Participant	Same Account	Proxy Status	Action By RPP	Action by Participant
Yes	Yes	-	INACTIVE	Scenario is not applicable	-
Yes	Yes	-	SUSPENDED (by Customer)	Activate Proxy	Display Proxy Activation accepted
Yes	Yes	-	SUSPENDED (by Participant)	Scenario is not applicable. Record can only be viewed	-
Yes	Yes	-	ACTIVE	Suspend Proxy	Display Proxy Suspension accepted
Yes	No	-	INACTIVE	Scenario not applicable	-
Yes	No	-	SUSPENDED (by Customer)	Scenario is not applicable. Record can only be viewed	-
Yes	No	-	ACTIVE	Scenario is not applicable.	-

Proxy Exists	Exists in the same Participant	Same Account	Proxy Status	Action By RPP	Action by Participant
				Record can only be viewed	

**Successful End-to-End Proxy Suspension or Activation Flow**



Step	Sender	Receiver	Processes
1	Customer	OFI	Customer logs into Online Banking or Mobile Banking app and initiates a Proxy Suspension or Activation

Step	Sender	Receiver	Processes
2	OFI	RPP	<p>OFI performs the following:</p> <ul style="list-style-type: none"> <li>• Authorize and validate the Proxy menu request</li> <li>• Any other validations</li> </ul> <p>If all validations are successful:</p> <ul style="list-style-type: none"> <li>• Send Enquiry by Secondary Id message request</li> </ul>
3	RPP	OFI	<p>RPP performs the following:</p> <ul style="list-style-type: none"> <li>• <b>Message Validations</b></li> <li>• <b>Business Validations</b></li> <li>• <b>Proxy Validations</b></li> </ul> <p>If any of the validations are not successful:</p> <ul style="list-style-type: none"> <li>• Send a <b>NEGATIVE/REJECT</b> response</li> </ul> <p>If all validations are successful:</p> <ul style="list-style-type: none"> <li>• Send all the proxies registered and other related account information</li> </ul>
4	OFI	Customer	<p>OFI performs the following:</p> <ul style="list-style-type: none"> <li>• <b>Message Validations</b></li> <li>• <b>Business Validations</b></li> </ul> <p>If all validations are successful:</p> <ul style="list-style-type: none"> <li>• If <b>SUCCESSFUL</b> response is received: <ul style="list-style-type: none"> <li>◦ Display a successful message to the Customer</li> </ul> </li> <li>• If <b>UNSUCCESSFUL</b> response is received:</li> </ul>

Step	Sender	Receiver	Processes
			<ul style="list-style-type: none"> <li>◦ Display an error message to the Customer</li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• OFI will not be able to modify proxy under Suspended status. This will only be displayed for Customer to view</li> <li>• OFI will not be able to modify proxy belonging to another Participant. This will only be displayed for Customer to view</li> </ul>
5	Customer	OFI	<p>Customer performs the following</p> <ul style="list-style-type: none"> <li>• Review the proxy and the accounts linked to the proxies</li> <li>• Select which proxy to modify</li> </ul>
6	OFI	RPP	<p>OFI performs the following:</p> <ul style="list-style-type: none"> <li>• Authorize and validate the Proxy Deregistration request</li> <li>• Any <b>internal validations</b></li> </ul> <p>If all validations are successful:</p> <ul style="list-style-type: none"> <li>• Send Proxy Suspension/Activation message request</li> </ul>
7	RPP	OFI	<p>RPP performs the following:</p> <ul style="list-style-type: none"> <li>• <b>Message Validations</b></li> <li>• <b>Business Validations</b></li> <li>• <b>Proxy Validations</b></li> </ul> <p>If any of the validations are not successful:</p> <ul style="list-style-type: none"> <li>• Send a <b>NEGATIVE/REJECT</b> response</li> </ul>

Step	Sender	Receiver	Processes
			<p>If all validations are successful:</p> <ul style="list-style-type: none"> <li>• Update details with the new information</li> <li>• Send Proxy Suspension/Activation message response</li> </ul>
8	OFI	Customer	<p>OFI performs the following:</p> <ul style="list-style-type: none"> <li>• <b>Message Validations</b></li> <li>• <b>Business Validations</b></li> </ul> <p>If all validations are successful:</p> <ul style="list-style-type: none"> <li>• If <b>SUCCESSFUL</b> response is received: <ul style="list-style-type: none"> <li>◦ Display a successful message to the Customer</li> </ul> </li> <li>• If <b>UNSUCCESSFUL</b> response is received: <ul style="list-style-type: none"> <li>◦ Display an error message to the Customer</li> </ul> </li> </ul>

**Notes:**

- The exception scenarios will be handled similarly to Account Enquiry flows

**See also**

- [Recommended validation](#)
- [How to deregister proxy from NAD](#)