Bank Muamalat Malaysia Berhad

User Requirements Specification (URS)

For

e-Forms via MAP

Version 1.0

Date 29 August 2025

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# REVIEWS AND AUTHORISATION

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# DOCUMENT CONTROL

## Change Record

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# DOCUMENT SYNTAX

## Acronym

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# INTRODUCTION

## Scope

This URS is to request the below manual forms to be incorporated into Muamalat Application Platform (MAP):

a) Service Request Form (SRF)

b) Data Correction Request (DCR)

c) Data Access Request (DAR)

d) Remittance Form

The digital forms will be accessed by customer via QR/link that directs to BMMB existing MAP.

Note : New forms might be added in future.

## Objective

The primary objective of this Change Request (CR) is as below:

a) To improve efficiency and accuracy by digitizing manual form submissions

b) To enhance customer experience through faster, convenient and paperless processes

c) To ensure data accuracy as it is input my the customers.

# 

# FUNCTIONAL REQUIREMENTS

## Requirement

PROPOSED PROCESS FLOW FOR e-FORM VIA MAP



* Below are the existing BMMB MAP screen
* The new menu is to be under “Services” namely e-Forms
* Please refer to below diagram
* 

NEW MENU

* Upon click of “e-Form” , the below proposed screen will appear showing the type of forms available for customer to fill up.
* Note : The below diagram is only our proposal. Vendor may proposed a better ones for our consideration.





* The forms to be incorporated in MAP are attached for vendor’s review and design
* The digital forms should be presented in a screen by screen flow, where relevant fields are displayed.
* **The forms will expand dynamically based on the customer’s selection ensuring that customers are only required to input information applicable to the request.**
* **Allows customer to perform digital signing via the devices they are using i.e handphone, tablets etc**

# Reports REQUIREMENTS

## Requirement

-Not Applicable-

# INTEGRATION REQUIREMENTS

## Requirement

-Not Applicable-