**Issue Form (PROD)**

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| **Originator's Name:** Kamaruddin Damiri**Project:** Internet Banking**Project Manager:** Malarvili Muniandy**Module : BIB SI****Date Raised: 09/02/11****Phase :** Business Internet Banking**Functional Area :**  | **Issue ID Number:** kd11-002**Related Issue ID Number:** **Classification:****Priority:** Critical/High/Medium/Low**Assigned to: Vendor / IT / PMO SA / UPA****Actual Closed Date:** |
| **Status:** Open/Assigned/Investigated/Resolved/Approved/Deferred/No Action  *(Circle one)* |
| 1. BIB SI on bill payment was failed to execute on 09/02/11. The scheduler run correctly.

SI Ref No : 0000000812Amount : RM1.90Account not debited.Frequency : Half yearlyAccount # : 001105013079Customer Name : KFH Online | **Impact:**  |
| **Findings/Root Caused (Description):**  | **Resolution:** |
| **Estimated Impact :** |  |
| **Recommendation:** |
| **Accepted :****(Vendor / IT / PMO SA / UPA)****Date:** | **Accepted (KFHMB Tester):****Date:** |

Scheduler OK:

Email on Unsuccessful:

