

Welcome Pack

————— Your Digital Innovation Partner



Multifunction
Device



Production
System



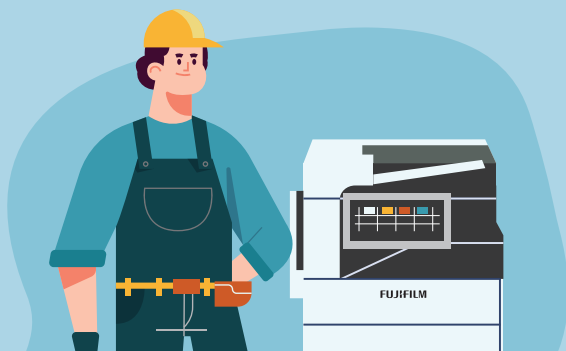
Software
Solution



Service and
Support



Sustainability



At FUJIFILM Business Innovation, we have a strong understanding of how vital business uptime is for our customers. Through years of experience, we have heavily invested in cutting edge technologies and an advanced eSupport framework while putting together a team of professional customer service engineers to offer you fast resolutions with the shortest possible downtime.

To Make A Support Request: -

Call us at: -

Submit online at: -

Customer Service Hotline **1300-88-1163**

For Technical Support, Toner & Paper Ordering,
Used Consumable Collections,
Marketing & Promotion.

Operating Hours

Monday to Friday | 8:30 am – 6:00 pm

Closed on Saturday, Sunday and Public Holidays

www.fujifilm.com/fbmy/en/contact-us



Technical
Support
Request



Training
& Toner
Ordering



Used
Consumables
Collection

Or you may access to our 24-hour comprehensive support site at:

support-fb.fujifilm.com



BILLING & PAYMENT



Billing

You will receive your e-invoice from
ffbi.invoices.ud@fujifilm.com.

You may enter the last 4 digits of the
account number indicated in the email
subject to view the invoice.

Enquiry

Send your request / inquiry at:

Meter Reading / Billing
shm-fbap-billing@fujifilm.com

Payment Remittance Advice
shm-fbap-CashApplication@fujifilm.com

Payment and Collection
collections.gu@fujifilm.com

E-invoice
(Email address changes,
invoice not received /unable to download)
shm-fbmy-FXML.HRO.INV@fujifilm.com

Payment

Payment can be made through the
following methods: -

Payment by GIRO / E-Payment:

We have prepared a dedicated
Account Number for you in CIMB Bank
Berhad to ease your payment.

You can locate your dedicated
account number in your invoice.

Make payment by GIRO / E-Payment
directly into the account number for
speedy processing.

GIRO / E- Payment

Bank	CIMB Bank Berhad
Account No	98888000XXXXXX
Swift Code	CIMBBMYKL

Payment by Cheque:

Please mail your cheque to:

FUJIFILM Business Innovation Asia Pacific Pte. Ltd.
199202000004 (993478-A)
(ST ID No. : W10-1808-32000018)

VOICE OF CUSTOMER



We regard customer satisfaction (CS) as the starting point of all its corporate activities. Understanding what you want and expect is crucial to satisfy your requirements, which is why we place great importance on interactive communication with you at all points of contact.

We have continued to conduct improvement activities based on the customer evaluation of our products and business activities.

Step 1



or

Visit our website

www.fujifilm.com/fbmy/en/contact-us

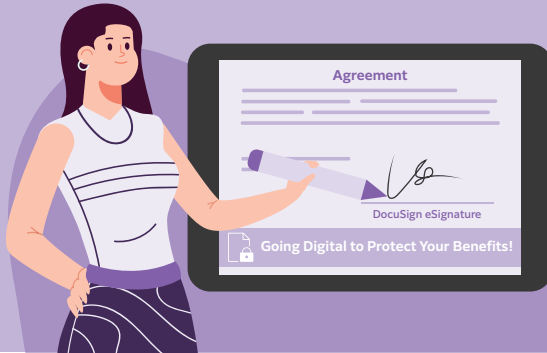
and click on
"Customer Feedback"

Step 2

Fill in the
feedback form

A screenshot of the Fujifilm Business Innovation Feedback form. The form has a header with the Fujifilm logo and the text "Welcome to FUJIFILM Business Innovation Feedback form. Please provide the following details (* indicates mandatory fields)". Below the header are several input fields: "Your Name", "Company Name", "Your Business Email", "Your Business Phone", "Account No.", "Serial No.", and "Location". Each field is preceded by an asterisk (*). The "Location" field has a dropdown arrow. The form also includes a language selection dropdown in the top right corner, currently set to "English".

Whether it is a
compliment, complaint or a suggestion,
your feedback is always considered when we review or improve our services.



Signing an Agreement with us will be done digitally with DocuSign eSignature. Upon confirming your order with us, the Agreement will be sent via email for your acceptance with your eSignature. This is done in a quick, simple and secured way properly guided by DocuSign eSignature system.



Acceptance by
Law & Legal



Tracible
and Auditable



Progress
Update

If this is your first time using
DocuSign eSignature: -

please visit
<https://bit.ly/GetStartedwithDocuSign>

or

SCAN ME



for a
quick instruction video to
watch how eSignature works

If you wish to take advantage of
DocuSign eSignature in your business: -

please visit
https://bit.ly/DocuSign_e-Signature

or

SCAN ME



or
consult your FUJIFILM Business Innovation
Account Manager