

# Welcome Pack

————— Your Digital Innovation Partner



Multifunction  
Device



Production  
System



Software  
Solution



Service and  
Support



Sustainability

*Thank You*



Firstly, thank you very much for the valuable trust and opportunity provided to us to be your business partner.

At FUJIFILM Business Innovation, we are committed to provide you with the best technologies, right solutions and excellent services in accelerating your business success.

We have put in place cutting edge infrastructure and teams of support professionals to ensure that you will enjoy the exceptional customer support experience from us.

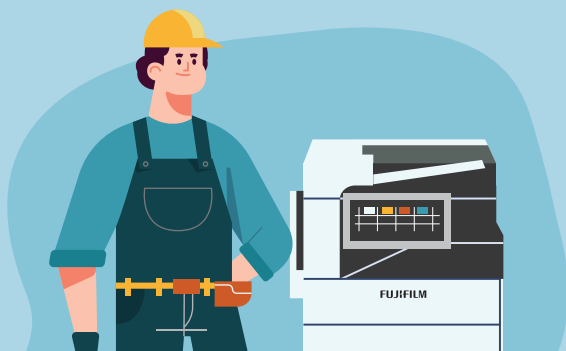
The information in this Welcome Pack will help you in getting the best out of the products, solutions and services offered to you.

I'm looking forward for your comments & feedbacks for us to further improve ourselves in providing a better service to you.

Once again, thank you very much.

A handwritten signature in black ink, appearing to read 'Mark Tan', with a stylized, flowing script.

**Mark Tan**  
President  
FUJIFILM Business Innovation Asia Pacific Pte. Ltd.  
Malaysia Operations



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](http://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](http://support-fb.fujifilm.com)



## BILLING & PAYMENT



### Billing

You will receive your e-invoice from [ffbi.invoices.ud@fujifilm.com](mailto: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](mailto:shm-fbap-billing@fujifilm.com)

**Payment Remittance Advice**  
[shm-fbap-CashApplication@fujifilm.com](mailto:shm-fbap-CashApplication@fujifilm.com)

**Payment and Collection**  
[collections.gu@fujifilm.com](mailto:collections.gu@fujifilm.com)

**E-invoice**  
(Email address changes,  
invoice not received /unable to download)  
[shm-fbmy-FXML.HRO.INV@fujifilm.com](mailto: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](http://www.fujifilm.com/fbmy/en/contact-us)

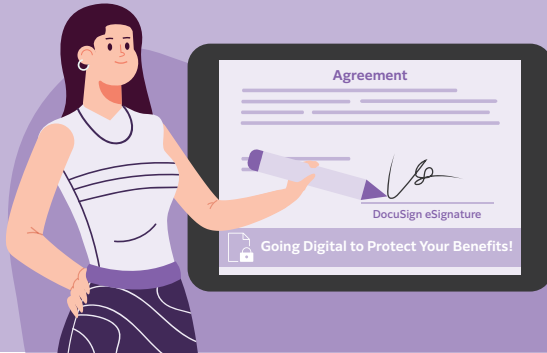
and click on  
"Customer Feedback"

### 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 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](https://bit.ly/DocuSign_e-Signature)

or

SCAN ME



or  
consult your FUJIFILM Business Innovation  
Account Manager

# Corporate Profile 2023



# A message from our top management

Committed to be our customers' trusted partner in driving business innovations



Naoki Hama, President and CEO

FUJIFILM Business Innovation's unswerving mission is to contribute in solving societal issues and business challenges through communications, as we celebrated our 60th anniversary in February 2022. By leveraging the digital technologies and expertise in business process transformation cultivated over the years, our commitment is to enable the effective utilization of knowledge and information to empower people to demonstrate greater creativity through digital transformation (DX). As our customers' partner in driving business innovations, we are determined to resolve their challenges across a variety of business settings and fuel their operational growth.

Throughout our history, FUJIFILM Business Innovation has always strived to facilitate smooth business communications so that our customers can channel their efforts on their critical tasks. In 1962, we revolutionized office work efficiency with the technology that allows duplicating of information on paper, xerography. Since then, our focus has been on delivering smooth implementation of business communication activities. Continuing that corporate legacy inherited through the generations, in 2021, we extended the scope of our activities across a worldwide stage under the Fujifilm brand. Harnessing the strength of the Fujifilm Group's sales network and equipped with the Group's proprietary technologies, we are positioned to connect and deliver more to our customers with innovative products and services.

FUJIFILM Business Innovation optimizes customers' overall business processes through DX and helps catalyze faster decision-making through the effective use of information. As workstyles continue to diversify, it is essential to pursue DX in order to create flexible yet innovative workplaces that enable individual capabilities and creativity to be demonstrated at any time and at anywhere. As embodied in our company name, we remain focused on consistently driving innovation for businesses, and to continue taking on challenges that befit a true global leader.

Naoki Hama  
President and CEO  
FUJIFILM Business Innovation Corp.



# Corporate Overview

## Company Data

Name of Company	FUJIFILM Business Innovation Asia Pacific Pte.Ltd. 199202000004 (993478-A)
Headquarters	Ground Floor, Axis Business Park, Block C, No. 10, Jalan Bersatu 13/4, 46200 Petaling Jaya, Selangor, Malaysia.
Date of Registration	25 <sup>th</sup> July 1992
Legal Constitution	Private Limited Company
Legal Status	Foreign Branch
Authorised Share Capital	SGD 638,946,604.00
Paid-up Capital	SGD 638,946,604.00
Head of Company	Mark Tan, President
Number of Employees	575 (as of August 2022)
Telephone Number	+60 3 7882 2888
Fax Number	+60 3 7882 2828
Website	<a href="http://fujifilm.com/fbmy">fujifilm.com/fbmy</a>

# Corporate Overview

## Management Team

President

Mark Tan

General Manager  
Graphic Communication Services Operations

Billy Yap

General Manager  
Business Solution and Services Operations

John Wong

General Manager  
Marketing & Planning

Mitsuru Ohno

General Manager  
Human Resources

Karine Mooi

General Manager  
Customer Service & Logistics Operations

Lee Jun Giat

Chief Financial Officer  
Finance

Yong Kwa Jiun

# Corporate Overview

FUJIFILM Business Innovation Asia Pacific Pte. Ltd. Network: Malaysia



## Channel Partners

West Malaysia
CoE Marketing (M) Sdn Bhd - Klang Valley, Nilai
FSM Solution Sdn Bhd - Kelantan, Kemaman, Terengganu
Glorious Venture Marketing PLT - Johor Bahru
IDMS Technologies Sdn Bhd - Seremban, Melaka
Kim Fook East Coast Sdn Bhd - Kuantan, Kota Bahr, Kuala Terengganu
Kim Fook Engineering Services Sdn Bhd - Johor Bahru
Kim Fook (BP) Sdn Bhd - Batu Pahat
Markvin OA (M) Sdn Bhd - Penang, Sungai Petani
Mewamax Sdn Bhd - Klang Valley
Nation Success Sdn Bhd - Klang Valley
Tricom Marketing Sdn Bhd - Klang Valley, Ipoh, Kuantan, Melaka, Penang, Johor Bahru, Seremban
Yih Ming Enterprise (M) Sdn Bhd - Seremban
Zerox Office Automation (Raub) - Pahang

East Malaysia / Brunei
Aime Industrial Services Sdn Bhd - Miri
Ample Marketing & Services Company Sdn Bhd - Kuching
Joint Marketing Sdn Bhd - Tawau
Keharsons Sdn Bhd - Wilayah Persekutuan, Labuan
Licktron Marketing Sdn Bhd - Sib, Sibu
Xerojaya Sdn Bhd - Bintulu
MTM Office Automation Company - Brunei

Distributors
Goh Office Supplies (M) Sdn. Bhd
Cos Distributors Sdn. Bhd

# Business Domain

Since its foundation in 1962, FUJIFILM Business Innovation has evolved in our cultivated business of reproducing paper information. To increase our customers' productivity, competitiveness, and resolve their business challenges, we today strive to offer solutions and services leveraging our own AI/IoT technologies, based on our value proposition: Smart Work Innovation.

## Office Solutions



To serve our customers seeking greater productivity, streamlined operations and work style reforms, FUJIFILM Business Innovation helps address various business challenges related to documents and communications. To that end, we supply office products such as multifunction printers to businesses of various size, from large to small-and-medium, as well as providing cloud-based or mobile solutions/services that help customers handle various information efficiently.

By evolving multifunction printers into a business portal, FUJIFILM Business Innovation is expanding the ecosystem that provides connectivity between our services with other companies' cloud services, to give customers the ultimate, tailored environment for seamless communication.

## Graphic Communications



FUJIFILM Business Innovation provides solutions in the graphic communications, in-plant and production print environments with high-volume printing requirements. These solutions enable full-color, on-demand printing of a wide range of applications, including variable data for personalized content and one-to-one marketing.

A coordinated approach of print and digital media is used to deliver messages and information efficiently and effectively, by utilizing on-demand printing and various printing technologies to timely communicate relevant information to target customers. As a global partner in developing compelling communication that captures attention and encourages response from customers, FUJIFILM Business Innovation delivers personalized content to customers through collaborations with partner companies in the industry.

## Business Solutions



FUJIFILM Business Innovation provides document services that are tailored to various industries or business processes to meet business challenges. To help customers resolve various issues, we provide high value-added solutions through system integration and cloud-based services, as well as services covering management of multifunction devices and Business Process Outsourcing of mission-critical processes, thus assisting customers to streamline business processes, to expand their businesses and reforming their work style.

While resolving customer issues, FUJIFILM Business Innovation also embraces advanced technologies such as AI and IoT to enhance our document services that utilize data and knowledge, all with aim of creating a workplace capable of triggering customer creativity and delivering positive results.

Follow and like our social media pages for continuous updates!



[facebook.com/FUJIFILMBIMalaysia](https://facebook.com/FUJIFILMBIMalaysia)



[my.linkedin.com/company/fujifilmbimalaysia](https://my.linkedin.com/company/fujifilmbimalaysia)



[youtube.com/@fujifilmbimalaysia6701](https://youtube.com/@fujifilmbimalaysia6701)

Visit our website to learn more about our products and services.



[fujifilm.com/fbmy](https://fujifilm.com/fbmy)

[fujifilm.com/fbmy](https://fujifilm.com/fbmy)

# FUJIFILM

**FUJIFILM Business Innovation Asia Pacific Pte. Ltd.**

Reg. No. 199202000004 (993478-A) ST No. W10-1808-32000018

**Head Office:**

Ground Floor, Axis Business Park, Block C, No. 10 Jalan Bersatu 13/4, 46200 Petaling Jaya, Selangor, Malaysia.  
Tel: 03-7882 2888 Fax: 03-7882 2828 Customer Service Hotline: 1300-88-1163

**Branches:**

Penang: No. 3-G, 3-1 & 3-2, Persiaran Bayan Indah, Bayan Bay, 11900 Bayan Lepas Penang.  
Tel: 04-643 5000 Fax: 04-644 4677

Johor Bahru: No.21 & 23, Jalan Setia Tropika 1/28, Taman Setia Tropika, 81200 Kempas, Johor Bahru.  
Tel: 07-238 7868 Fax: 07-238-2678

Melaka: No.17, Jalan KL3/11, Kota Laksamana, 75200 Melaka.

Tel: 06-281 0466 Fax: 06-281 0408

Kota Kinabalu: Block K, Lot 65, Ground Floor, KK Time Square, 88100 Kota Kinabalu, Sabah.  
Tel: 088-486 8388 Fax: 088-486 6688

Kuching: No. 201, Lot 3050, Eastmoore Centre, 2 1/2 Mile Jalan Rock, 93200 Kuching, Sarawak.  
Tel: 082-240 633 Fax: 082-418 733

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