

A subsidiary of Mirage Technologies Ltd.

Purpose: This form is used to request a change of customer, account, property, contact, meter or billing details currently held in the IMS system. IMS will verify the request before updating its records.

1 CUSTOMER / ACCOUNT IDENTIFICATION

Customer / Account Name	IMS Account / Customer No.	Meter No. / Serial No.
Property / Estate Name	House / Unit No.	Location / Area

2 DETAILS CURRENTLY IN THE IMS SYSTEM

Enter the details exactly as they currently appear in the IMS system.

Detail / Field	Original Details in IMS System	Reference / Supporting Information
Customer / Registered Name		
ID / Passport / Company Reg. No.		
Phone Number		
Email Address		
Postal / Physical Address		
Property / Unit Details		
Meter Number / Serial Number		
Other Details		

3 DETAILS REQUESTED TO BE CHANGED TO

Complete only the fields that require amendment. Leave unchanged fields blank.

Detail / Field	New / Requested Details	Reason / Supporting Information
Customer / Registered Name		
ID / Passport / Company Reg. No.		
Phone Number		
Email Address		
Postal / Physical Address		
Property / Unit Details		
Meter Number / Serial Number		
Other Details		

4 TYPE OF CHANGE REQUESTED

☐ Change of customer / registered name	☐ Change of property / unit details
☐ Change of phone number / contact person	☐ Change of meter details
☐ Change of email address	☐ Change of ownership / account holder
☐ Change of ID / company registration details	☐ Other: _____

5 REASON FOR THE CHANGE

Reason / explanation

6 SUPPORTING DOCUMENTS CHECKLIST

☐ Copy of ID / Passport	☐ Authority letter (where applicable)
☐ Company registration documents	☐ Previous account / meter record
☐ Proof of ownership / tenancy	☐ Other: _____

7 CUSTOMER DECLARATION & AUTHORISATION

I confirm that the information provided in this form is true and accurate. I request Intelligent Mkenya Systems (IMS) to review and, where approved, update the above details in its records. I understand that IMS may request additional documents or verification before making the change. I accept responsibility for any information supplied by me or on my behalf.

Applicant / Customer Name	Signature	Date
Phone Number	ID / Registration No.	Preferred Contact Method

8 FOR IMS OFFICIAL USE ONLY

Request Received By	Date Received	IMS Reference No.
Verification Status ☐ Pending ☐ Verified ☐ Rejected	Approved / Rejected By	Date Processed
Verification Notes / Reason for Rejection		
System Update Completed By		Date Updated

For security, changes to ownership, identity, contact details or meter records may require verification and supporting documentation. Submission of this form does not automatically constitute approval of the requested change.