

**SERVICE REQUEST FORM / BORANG PERMOHONAN PERKHIDMATAN** Contact Centre  Branch**1. CUSTOMER'S DETAILS / BUTIRAN PELANGGAN**Name of Account / *Nama Akaun* \_\_\_\_\_  
NRIC No. /Passport No. / *No. KP/No. Pasport* \_\_\_\_\_ Tel No. / *No. Tel:* \_\_\_\_\_**2. UPDATING ACCOUNT DETAILS / MENGEMASKINI BUTIRAN AKAUN**Effective Date / *Tarikh Berkuat Kuasa* \_\_\_\_\_  
 Please update ONLY my account(s)/card(s) stated below:  Please update ALL my account(s)/card(s)  
*Sila kemaskini akaun/kad saya yang dinyatakan di bawah SAHAJA:* *Sila kemaskini SEMUA akaun/kad saya*  
Account Number/Card Number / *Nombor Akaun/Nombor Kad:*  
1. \_\_\_\_\_ 2. \_\_\_\_\_  
3. \_\_\_\_\_ 4. \_\_\_\_\_  
 Nationality / *Kewarganegaraan* \_\_\_\_\_  New Passport No / *No. Pasport Baru* \_\_\_\_\_  
 Address / *Alamat* \_\_\_\_\_ Postcode / *Poskod* \_\_\_\_\_  
 House Address / *Alamat Rumah*  Office Address / *Alamat Pejabat*  Alternate Address / *Alamat Alternatif*  
 Contact Info / *Maklumat Perhubungan:* House / *Rumah* \_\_\_\_\_ Mobile / *Tel Bimbit* \_\_\_\_\_  
Office / *Pejabat* \_\_\_\_\_ Fax / *Faks* \_\_\_\_\_ Email / *Emel* \_\_\_\_\_  
 Changes/Update of Signature / *Perubahan/Kemaskini Tandatangan*  
(To sign on the specimen signature card) / *(Untuk menandatangani di kad contoh tandatangan)***3. GENERAL REQUEST / PERMOHONAN AM**Account Number / *Nombor Akaun*  
1. \_\_\_\_\_ 2. \_\_\_\_\_  
 Statement Request for the Month of / *Permintaan Penyata bagi Bulan:* \_\_\_\_\_  
 Request for Cheque Book  Cancellation of Standing Instruction  
*Permohonan Buku Cek: \_\_\_\_\_ Book(s) / Buku* *Pembatalan Perkhidmatan Arahan Tetap*  
 Revision of instalment to Letter of Offer rate / *Semakan ansuran bulanan kepada kadar faedah/keuntungan seperti dalam Surat Tawaran*  
 Email Request for Trade Correspondence / *Permintaan e-mel untuk berurusan Perdagangan***4. ALLIANCE PRIVILEGE BANKING / ALLIANCE PERSONAL SERVICE / PERBANKAN ALLIANCE PRIVILEGE/PERBANKAN ALLIANCE PERSONAL** Apply / *Memohon*  Terminate / *Menamatkan*  
I/We hereby agree to the terms and conditions set for the service below. I/We hereby agree to terminate the service below.  
*Saya/Kami dengan ini bersetuju dengan terma dan syarat yang ditetapkan untuk perkhidmatan di bawah.* *Saya/Kami dengan ini bersetuju untuk menamatkan perkhidmatan di bawah.*  
 Alliance Privilege  Alliance Personal  Alliance Privilege  Alliance Personal**5. ALLIANCE ONLINE / ALLIANCE ONLINE**Account Number / *Nombor Akaun:*  
1. \_\_\_\_\_ 2. \_\_\_\_\_  
 Register/Update Handphone No. for Temporary ID / *Daftar/Mengemaskini No. Telefon Bimbit untuk ID Sementara* \_\_\_\_\_  
 Verification of TAC Mobile No. for Registration Failure / *Pengesahan No. Telefon Bimbit untuk TAC yang Gagal Didaftarkan* \_\_\_\_\_**6. CARD / KAD**Card Number / *Nombor Kad:*  
1. \_\_\_\_\_ 2. \_\_\_\_\_  
 Card Replacement / *Penggantian Kad:*  ATM/Debit Card Account Linkage Service  
*Reason/Sebab* \_\_\_\_\_ *Perkhidmatan Pautan Akaun untuk Kad ATM/Debit*  
Replacement card number / *No. Kad Penggantian:* \_\_\_\_\_ Account No. / *No. Akaun*  
**I/We hereby acknowledge the receipt of ATM/Debit Card** 1. \_\_\_\_\_  
**Saya/Kami mengakui penerimaan Kad ATM/Debit** 2. \_\_\_\_\_  
\_\_\_\_\_ (Date / *Tarikh*) \_\_\_\_\_ (Signature / *Tandatangan*) 3. \_\_\_\_\_  
4. \_\_\_\_\_**Debit Card / Kad Debit**Enable the following services / *Membenarkan perkhidmatan berikut:* Online transaction  Auto Debit / MOTO (Mail/Telephone Order)  Overseas transactions  
*Transaksi dalam talian* *Auto Debit / MOTO (Pesanan Mel/Telefon)* *Transaksi luar negara***Credit Card / Kad Kredit** Cancellation (Will take effect within 7 working days) / *Pembatalan (Akan berkuatkuasa dalam tempoh 7 hari bekerja)***Note:** Upon Card cancellation, all Instalment Payment Plan immediately become payable in full and all Timeless Bonus Points will be forfeited.  
Please make arrangement to cancel all standing instructions on the Card with the merchants.**Nota:** Apabila Kad dibatalkan, semua Pelan Ansuran Bulanan akan dibilkan sepenuhnya dan semua Mata Bonus Timeless akan dibatalkan.  
*Sila ambil tindakan sewajarnya untuk membatalkan arahan pembayaran auto debit dengan pihak yang berkenaan untuk Kad yang dinyatakan.***7. COLLECTIONS / Kawalan Peminjaman**Account Number/Card Number / *Nombor Akaun/Nombor Kad:*  
1. \_\_\_\_\_ 2. \_\_\_\_\_  
 Appointment of authorised person to enquire into facility's details / *Perlantikan individu untuk membuat pertanyaan terhadap kemudahan tertera*  
Name / *Nama:* \_\_\_\_\_  
IC / *No. KP:* \_\_\_\_\_ Contact No. / *No. perhubungan:* \_\_\_\_\_  
 Funds transfer from / *pemindahan wang dari* \_\_\_\_\_ to / *ke* \_\_\_\_\_ for / *untuk RM* \_\_\_\_\_  
 Auction surplus funds for payment of other Alliance Bank/Alliance Islamic Bank Facility  
*Pengagihan Lebihan Wang Lelongan ke kemudahan tertunggak di Alliance Bank/Alliance Islamic Bank*  
Account No. / *Akaun No.* 1. \_\_\_\_\_ 2. \_\_\_\_\_  
 Legal Action Clearance Letter  Arrears status confirmation letter  AKPK account statement for AKPK application purpose  
*Surat Perlepasan tindakan Undang-undang* *Surat status pembayaran tertunggak* *Penyata Akaun untuk permohonan AKPK*  
 Rescheduling/Restructuring  Post auction statement  Defaulted Facility Redemption Confirmation  
*Penjadualan/Pengstrukturkan Semula* *Penyata Akaun selepas lelongan* *Surat Pengesahan Penebusan Kemudahan Tertunggak*

**8. MORTGAGE/HIRE PURCHASE/PERSONAL LOAN / GADAI JANJI/SEWA BELI/PINJAMAN PERIBADI**

Loan Account Number / *Nombor Akaun Pinjaman:*

1. \_\_\_\_\_ 2. \_\_\_\_\_

Link Savelink deposit account with Savelink HL (applicable for Savelink products only) / *Pautan Savelink akaun deposit dengan Savelink HL (untuk product Savelink sahaja)*

Savelink deposit account number / *Savelink nombor akaun deposit:* \_\_\_\_\_

Early commencement of instalment with effective from / *Pemulaan pembayaran awal berkuatkuasa dari:* \_\_\_\_\_

Lump sum payment (other than EPF proceeds) of / *Bayaran sekaligus (selain daripada pengeluaran KWSP)*

RM \_\_\_\_\_ on / *pada* \_\_\_\_\_ by / *melalui* \_\_\_\_\_

Redemption Statement\* / *Penyata penyelesaian\**

Full settlement / *Penyelesaian penuh*  By debiting from Account No. / *Debit daripada No. Akaun* \_\_\_\_\_

Discharge of facility/loan / *Pelepasan fasiliti/pinjaman*

Appoint solicitor / *Melantik peguamcara M/S (Tetuan)* \_\_\_\_\_ Tel No. / *No. Tel* \_\_\_\_\_

Refund excess to other bank account / *Kredit lebih kepada akaun bank lain*

Name of Bank / *Nama Bank* \_\_\_\_\_ Account No. / *No. Akaun* \_\_\_\_\_

Name of Account / *Nama Akaun* \_\_\_\_\_ IC No. / *No. KP* \_\_\_\_\_

MRTA/MRTT claims for the aforesaid deceased. / *Tuntutan MRTA/MRTT untuk simati tersebut di atas.*

Insurance/Takaful Company / *Syarikat Insuran/Takaful* \_\_\_\_\_

Photocopy of security documents and debit charges from account no. / *Salinan dokumen sekuriti dan debitkan caj dari no. akaun* \_\_\_\_\_

EPF Withdrawal: A/C Statement and Certified True Copy documents\* / *Pengeluaran KWSP: Penyata Akaun dan Salinan dokumen yang disahkan\**

Collection at branch: / *Kutipan di cawangan:* \_\_\_\_\_

Send to address: / *Hantar ke alamat:* \_\_\_\_\_

Release letter/e-Hakmilik discharge / *Surat pelepasan/pelepasan e-Hakmilik*

Copy of Registration Card/HP Agreement / *Salinan Kad Pendaftaran/Perjanjian Sewa Beli*

**APPLICABLE TO MORTGAGE ONLY / UNTUK GADAI JANJI SAHAJA - MORTGAGE ANTI-ATTRITION UNIT (AAU)**

Reduction of interest/profit rate and / *Pengurangan kadar faedah/keuntungan dan:*

Reduction of loan/financing tenor to / *Pengurangan tempoh pinjaman/pembiayaan kepada:* \_\_\_\_\_ Year(s) / *Tahun*

Maintain instalment amount / *Mengekalkan bayaran ansuran:* RM \_\_\_\_\_

With additional top up amount / *Dengan amaun tambahan:* RM \_\_\_\_\_

Conversion of account to / *Penukaran akaun kepada* \_\_\_\_\_ account / *akaun*

**Note:** \*charges will be applied / **Nota:** \*caj akan dikenakan

**9. PERSONAL DATA PROTECTION ACT (PDPA) RELATED REQUEST / PERMINTAAN AKTA PERLINDUNGAN DATA PERIBADI (APDP)**

I/We hereby further give consent and authorise the Bank to disclose any information concerning me/us, my/our affairs and/or facilities, accounts, products and/or services for the purposes of strategic alliances, cross selling, marketing, and promotions, to other departments and/or units within the Bank, other companies in the Alliance Bank\* and/or its agents and third parties (excluding information relating to my/our affairs or accounts) as the Bank may deem fit. For avoidance of doubt, the consent given herein shall supersede all prior/previous consent(s) given by me/us to any other entities within Alliance Bank.

*Saya/Kami dengan ini seterusnya memberi kebenaran dan membenarkan Bank untuk mendedahkan sebarang maklumat berkaitan saya/kami, urusan dan/atau kemudahan, akaun, produk dan/atau perkhidmatan saya/kami bagi tujuan pertalian strategik, jualan silang, pemasaran dan promosi, kepada jabatan dan/atau unit lain di Bank, syarikat lain dalam Alliance Bank\* dan/atau agen dan pihak ketiga (kecuali maklumat berkaitan urusan atau akaun saya/kami) yang dianggap sesuai oleh Bank. Bagi mengelakkan keraguan, kebenaran yang dibenarkan di sini akan mengatasi semua kebenaran terdahulu/sebelum ini yang diberikan oleh saya/kami kepada mana-mana entiti lain dalam Alliance Bank.*

Yes / *Ya*

No / *Tidak*

**Note:** PDPA related request will be processed within 4 to 6 weeks from the date of receipt of the SRF

**Nota:** *Permintaan Berkaitan APDP akan diproses dalam tempoh 4 ke 6 minggu dari tarikh penerimaan SRF*

Request to access personal information / *Permintaan untuk mengakses maklumat peribadi*

With copy / *Dengan salinan*

Without copy / *Tanpa salinan*

**Note / Nota:** Administrative fee is applicable for this request / *Bayaran pentadbiran akan dikenakan untuk permintaan ini.*

\* Alliance Bank herein refers to Alliance Bank Malaysia Berhad and its wholly- owned subsidiaries, Alliance Investment Bank Berhad and Alliance Islamic Bank Berhad./ *Alliance Bank di sini merujuk kepada Alliance Bank Malaysia Berhad dan anak syarikat milik sepenuhnya, Alliance Investment Bank Berhad dan Alliance Islamic Bank Berhad*

**10. OTHERS / LAIN-LAIN**

**11. DECLARATION / AKUAN**

I/We declare that all information provided herein are correct.

*Saya/Kami mengaku bahawa semua maklumat yang diberikan adalah benar.*

\_\_\_\_\_ Date / *Tarikh*

\_\_\_\_\_ Signature / *Tandatangan*

**FOR BANK USE / UNTUK KEGUNAAN BANK**

**For PB /AP Application**

Sales Code \_\_\_\_\_

ARM Code \_\_\_\_\_

Source Code \_\_\_\_\_

**For PB /AP Termination**

Premium Debit/Platinum Debit Master Card deleted in ARBS? \_\_\_\_\_

Y / N

Customer PB/AP untagging done in ARBS? \_\_\_\_\_

Y / N

Issuance of Standard Debit Card if customer wishes to maintain Hybrid account? \_\_\_\_\_

Y / N

**For Individual Customer**

**Checklist**

Select One

Form

Hold a US Passport? \_\_\_\_\_

Yes

No

W9

US Citizen?/US Permanent Resident? \_\_\_\_\_

Yes

No

W8-BEN

US Permanent/Mailing Address? \_\_\_\_\_

Yes

No

US Phone Number? \_\_\_\_\_

Yes

No

If any "Yes" is selected, customer need to complete form W8- BEN / W9

**For Branch Use**

**For Processing Unit / Relevant Department Use**

Received By

Signature Verified By

Input Processed By

Approved By

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_