



ALLIANCE BANK

Deposits Terms and Conditions

Applicable for Basic Current Account/Current Account/AllianceSave Account/Alliance Hybrid Account/Alliance Elite Account/Basic Savings Account/Savings Account/Alliance My eSaving Account/Alliance Buddy/AllianceSave Pendidikan Account/AllianceSave Pendidikan School Adoption Programme Account/Alliance Senior Savers Account/Fixed Deposit Account/Alliance FDGold Account.

Applicable Law

All Current and Savings Accounts are governed by the applicable laws of Malaysia by the Terms and Conditions of Alliance Bank Malaysia Berhad (“the Bank”) and banking practices effective at the date of opening of the account or as amended, enacted or adopted thereafter. Any such change shall be effective upon notification to the depositor by advertisement or display of notice in the Bank’s lobby or any other means that the Bank thinks fit.

Opening of Account

Current Account

Current Account is available for corporations, partnerships, sole proprietor, association, clubs and societies. Individuals who have attained the age of at least eighteen (18) years and are of sound mind are eligible to open an account in their personal name.

In order to open a Current Account, you are required to deposit a minimum sum of not less than RM500.00 or an amount as advised by the Bank from time to time.

If your name appears in the Dishonoured Cheque Information System (DCHEQS) blacklist, the Bank has the right to close your account.

Basic Current Account

Basic Current Account which is available for Malaysians aged eighteen (18) years and above (including permanent residents) can be operated individually or jointly.

In order to open a Basic Current Account, you are required to deposit an amount not exceeding RM500.00.

If your name appears in the Dishonoured Cheque Information System (DCHEQS) blacklist, the Bank has the right to close your account.

AllianceSave Account

In order to open an AllianceSave Account, you are required to deposit a minimum sum of RM1,000.00 or an amount as advised from time to time by the Bank.

Individuals who have attained the age of at least eighteen (18) years and are of sound mind are eligible to open either a Personal or Joint AllianceSave Account. **No companies, partnerships, associations and clubs are allowed to open an AllianceSave Account.**

If your name appears in the Dishonoured Cheque Information System (DCHEQS) blacklist, the Bank has the right to close your account.

Alliance Hybrid Account

In order to open an Alliance Hybrid/Elite Account, you are required to deposit a minimum sum of RM250.00 for an Alliance Hybrid Account without cheque book facilities or RM1,000.00 for an Alliance Hybrid Account/Alliance Elite Account with cheque book facilities or an amount as advised by the Bank from time to time.

Only individuals who have attained at least eighteen (18) years of age and are of sound mind are eligible to open either a Personal or Joint Alliance Hybrid/Elite Account. **No companies, partnerships, associations and clubs are allowed to open an Alliance Hybrid/Alliance Elite Account.**

For Alliance Hybrid Account/Alliance Elite Account with cheque book facilities, if your name appears in the Dishonoured Cheque Information System (DCHEQS) blacklist, the Bank has the right to close your account.

Basic Savings Account

Basic Savings Account is available for individuals ONLY. Children below twelve (12) years of age must be accompanied by a parent or guardian to open a Guardian Account. You may open a Savings Account with an initial deposit of not less than RM20.00 or an amount as advised by the Bank from time to time. A minimum of RM20.00 or such other amount as may be determined by the Bank must be maintained in the account.

Savings Account

Effective 1 October 2019, the Bank no longer offers this account to new account holders.

Alliance My eSaving Account

Alliance My eSaving Account is available for individuals ONLY. Opening of a Joint Account is prohibited. Individuals who have attained the age of at least eighteen (18) years are eligible to open an Alliance My eSaving Account in their personal name. Children age below 18 years old will be joint holder either in trust or a beneficiary. You may open an Alliance My eSaving Account with an initial deposit of not less than RM250.00 or an amount as advised by the Bank from time to time. A minimum of RM20.00 or such other amount as may be determined by the Bank must be maintained in the account.

Alliance Buddy Account

Alliance Buddy Account is available to a parent or a guardian with children aged below 18 years ONLY. The account opened by a parent or guardian for a child will be called a Guardian Account. You may open an Alliance Buddy Account with an initial deposit of not less than RM50.00 or an amount to be advised by the Bank from time to time. A minimum of RM1.00 or such other amount as may be determined by the Bank must be maintained in the account at all times.

Opening of Joint Account is prohibited. Only one (1) parent and one (1) child are allowed to open the account.

AllianceSave Pendidikan Account/AllianceSave Pendidikan School Adoption Programme Account

Effective 1 October 2019, the Bank no longer offers this account to new account holders.

However, the following is applicable to existing account holders only:

AllianceSave Pendidikan Account/AllianceSave Pendidikan School Adoption Programme Account is only available to children below eighteen (18) years of age. Once the child has attained the age of eighteen (18), the child may close the account or if the AllianceSave Pendidikan Account/AllianceSave Pendidikan School Adoption Programme Account is not then closed, the same account will automatically be converted to a normal Savings Account.

The acceptance and the continuance of the AllianceSave Pendidikan Account/AllianceSave Pendidikan School Adoption Programme Account shall be entirely at the discretion of the Bank's discretion. Opening of Joint Account is prohibited.

Alliance Senior Savers Account

Effective 1 October 2019, the Bank no longer offers this account to new account holders.

Fixed Deposit Account

Fixed Deposit Account is available for corporations, partnerships, trustees, government bodies, sole proprietors, associations, clubs, societies and individuals.

Individuals who have attained the age of at least eighteen (18) years are eligible to open an individual or joint Fixed Deposit Account. Children below eighteen (18) years old must be accompanied by a parent or guardian.

Tenure/Minimum Deposit:

The term for the Fixed Deposit placement shall be from one (1) month to sixty (60) months. A minimum placement amount of RM5,000.00 is required for a one (1) month placement and for other tenures i.e. two (2) months and above is a minimum of RM500.00.

The Fixed Deposit Account can also be opened through **alliance**online via fund transfer from your own personal Savings or Current Account with us (including joint Savings or Current Account with the mandate of either one to sign). The tenure for these Fixed Deposits placement shall however be for one (1) to twelve (12) months only. No physical certificate will be issued for such placements of Fixed Deposit.

Alliance FDGold Account

Individuals aged twenty-one (21) years and above are eligible to open an individual or joint Alliance FDGold Account. For joint accounts, the primary account holder(s) must be twenty-one (21) years and above and the secondary holder(s) must be at least eighteen (18) years old. Corporate customers such as companies, including sole proprietor, partnership clubs/associations/societies, trustees, government bodies are not allowed to open this account.

Tenure/Minimum Deposit:

The Alliance FDGold Account must be opened with a minimum placement period of either 12, 15, 18, 21, 24, 36, 48 or 60 months subject to a minimum placement of RM30,000.00.

The Alliance FDGold Account can also be opened through **alliance**online via fund transfer from your own personal Savings or Current Account with us (including Joint Savings or Current Account with the mandate of either one to sign). This eAlliance FDGold Account must however be opened with twelve (12) months tenure subject to a minimum placement of RM30,000.00.

For Basic Current Account/Current Account/AllianceSave Account/Alliance Hybrid Account/Alliance Elite Account

Upon opening of the above accounts, the Bank is empowered to honour and comply with all cheques, promissory notes and other notes drawn and all bills accepted on behalf of the accountholder(s), to comply with all instructions given for or in respect of any account or accounts of any kind whatsoever on behalf of the accountholder(s) and to accept and act upon all receipts for monies deposited with the Bank on any account or account(s) in the name of the accountholder(s) provided that such cheques, promissory notes, orders, bills, instructions or receipts are signed by the account holder(s), partners, director or by the authorised signatory(ies) whether the account is in credit or debit.

External Account

An external account is allowed to be opened for customers in accordance with the Financial Services Act ("FSA") 2013 and the sources and uses of funds for an External Account are as per Notice 4 in Foreign Exchange Administration (FEA) Rules.

Guardian Account**For Basic Savings Account/Savings Account/Alliance My eSaving Account/Alliance Buddy/AllianceSave Pendidikan Account.**

Guardian Accounts are accounts maintained by guardian(s) for account of minors, in this case children aged below twelve (12) years and/or eighteen (18) years.

Executors and Administrators Account

An executor may be defined as a person who has been appointed by a testator (the deceased person) for the purpose of winding up the testator's estate in accordance with the instructions contained in the testator's last will.

An administrator is appointed by the court when a person dies wholly intestate (without a will) or where no executor is named in the will or the named executors are dead or they renounce their appointment or are incapable of acting.

Alliance Bank Debit Card is not allowed for this type of account.

Opening/Operation of Account for the Visually Impaired

Blind Person (Account Holder) who is literate/illiterate can open as Deposit Account to be operated individually/jointly with the presence of a sighted companion/friend/relative of the blind person.

At the time of account opening, the signature/thumbprint input by the Account Holder must be witnessed by a sighted companion/friend/relative of the blind person as Witness 1 and witnessed by an Officer of the Bank as Witness 2.

For the operation of account done over-the-counter, the Account Holder should affix his/her thumb impression or mark in the presence of the authorised officer who should verify the identity of the person.

The Bank's Officer shall explain the Terms and Conditions governing the account to the blind person.

Joint Account

You authorise the Bank to place all monies received by the Bank on account of either one of you to the credit of such joint account or accounts and deliver any documents and securities the Bank may hold on your joint account to either one of you.

The Joint Account that is;

- Without in any way limiting the foregoing general request to make at the request of either one of you in any advance to you by way of loan or overdraft or in any other manner howsoever with or without security and you will be jointly and severally responsible for the repayment of any monies advanced to either one of you on the said account or accounts together with interest thereon.
- At any time and with notice to either one of you to combine or consolidate all or any accounts whether in any of your individual names or in your joint names with and liabilities to the Bank and set off or transfer any sum or sums standing to the credit of any one or more of such accounts in or towards satisfaction of any of your liabilities to the Bank on any other account or in any other respect, and whether such liabilities be actual or contingent, primary or collateral or several or joint.
- Operated with a single signing authority, instructions from any one of the joint Accountholders will be accepted by the Bank and such instructions will be binding on the other joint Accountholders. If, prior to acting on instructions received from one Joint Account holder, the Bank receives contradictory instructions from another joint Accountholders, the Bank may choose to act thereafter only on the mandate of all the Joint Account holders of the Joint Account, notwithstanding that the Joint Account requires single signing authority.

Closure of Joint Account:

Savings Account

Any request to close the Joint Account must follow the condition for the operation of the account as well, as stated in the application form for Personal/Joint Account.

Current Account

Any request to close the Joint Account must be confirmed with all parties.

For Alliance Hybrid Account/Alliance Elite Account/Alliance My eSaving Account

Only one (1) Alliance Debit MasterCard of such category and type as may be determined by the Bank in its discretion shall be issued for each account. In the case of Joint Accounts, only the person identified as the principal account holder(s) shall be issued with the Alliance Debit MasterCard, which will be subject to the Alliance Debit MasterCard Agreement.

You will indemnify the Bank against all actions, proceedings, claims, demands, losses, damages, costs and expenses (including legal fees on a solicitor-client basis) which the Bank may sustain or incur arising out of or in connection with the use of the Alliance Debit MasterCard by the principal account holder(s).

Deposits

All cheques etc. sent to the Bank by post for the credit of your account must be accompanied by a letter or completed deposit slip so that there can be no doubt as to how the cheques are to be applied.

Deposits of cash/cheques and other instruments should be made by completing our prescribed deposit slips, which are available at the Bank. When you make a deposit to your account, you will receive a copy, which must bear the initials of an authorised Officer of the Bank, or be validated by a teller machine. Cheques are received for collection only and the temporary receipt should not be construed to mean that the cheque deposited into your account has been cleared. You may only draw against it after sufficient time has elapsed for dishonoured items to be returned.

Although every endeavor is made to process all deposits slips on the day of receipt, cheques, drafts money orders, etc., lodged in the afternoon may not be in time for clearing to other Banks on the same day and will go forward for clearance the following business day. The relevant times applicable to each office vary and we shall be pleased to supply you with further information upon request. Notice of dishonor of cheques will be given as soon as possible once received by the Bank.

Cheques and other instruments deposited and which have been subsequently dishonoured will be returned.

- a. The advice which is password protected will be emailed to the latest address maintained with the Bank or
- b. Mail by post if no email address is maintained with the Bank.

For Basic Savings Account/Savings Account

The minimum amount that may be deposited at any time is RM1.00. Deposits may be made at any branch of the Bank in Malaysia. A minimum amount of RM20.00 or such other amount as may be determined by the Bank must be maintained in the account.

For Alliance Senior Savers Account

The minimum amount that may be deposited at any one time is RM1.00. Deposits may be made at any branch of the Bank in Malaysia. A minimum of RM50.00 or such other amount as may be determined by the Bank must be maintained in the account.

For Alliance Buddy Account

The minimum amount that may be deposited at any one time is RM1.00. Deposits may be made at any branch of the Bank in Malaysia. A minimum of RM1.00 or such other amount as may be determined by the Bank must be maintained in the account.

For AllianceSave Pendidikan Account/AllianceSave Pendidikan School Adoption Programme Account

The minimum amount that may be deposited at any one time is RM1.00. Deposits may be made at any of the nearest Bank in Malaysia. A minimum of RM1.00 or such other amount as may be determined by the Bank must be maintained in the account.

Withdrawals

For Basic Current Account/Current Account/AllianceSave Account/Alliance Hybrid Account/Alliance Elite Account with cheque book facilities

Withdrawals can be made through (i) encashment of cash cheques at the Bank's teller counter; or (ii) at any of the Bank's Automatic Teller Machines (ATM); or (iii) any other ATM network (MEPS) of which the Bank is a member; or (iv) transfer of funds via **alliance**online or (v) through a withdrawal slip which must be completed and signed by customer (only applicable for selected categories of customers) for over-the-counter withdrawals.

For Basic Savings Account/Savings Account/Alliance Hybrid Account/Alliance Elite Account without cheque book facilities/AllianceSavePendidikan Account/Alliance Senior Savers Account

Cash withdrawals can be made (i) personally at the branch where the account is maintained or (ii) personally at any of the branches; or (iii) at any of the Bank's ATM or any ATM network of which the Bank is a member (not applicable for AllianceSave Pendidikan Account); or (iv) transfer of funds via **allianceonline**. A withdrawal form must be completed and signed by you when making a withdrawal over-the-counter.

For Alliance Hybrid Account without cheque book facilities, customers are strongly encouraged to perform cash withdrawal via the ATM machine up to the maximum limit first before proceeding to the counter, if in excess of the daily limit.

For Alliance Buddy Account

Cash withdrawals can be made by a parent of a guardian at the branch where the account is maintained or at any of the branches. A withdrawal form must be completed and signed when making any withdrawals over-the-counter.

The Bank reserves the right to ask you to produce identification papers before making a payment.

Transfer of funds can be made through **allianceonline**. (Applicable for Alliance Buddy/AllianceSave Pendidikan Account/AllianceSave Pendidikan School Adoption Programme Account).

For Alliance My eSaving Account

Withdrawals can be made (i) personally at any of the Bank's ATM or any ATM network of which the Bank is a member, (ii) personally at any branch of the Bank in Malaysia with an over the counter transaction charge of RM5.00 per transaction and (iii) or transfer funds via **allianceonline**.

For any withdrawals over-the-counter, The Bank reserves the right to ask you to produce identification papers before making a payment.

Placement

Fixed Deposit Account/Alliance FDGold Account

The Fixed Deposit Account/Alliance FDGold Account become effective upon placement of cash, account transfer or local cheques. Local cheques accepted are subject to clearance of the said cheques.

You are required to inform the Bank at the time of placement as to the treatment of the deposit on its due date. In the absence of any instructions by you, the Bank may renew the deposit for the same term at the then prevailing rate.

Debit Balances Interest

For Current Account/Basic Current Account/Alliance Save Account/Alliance Hybrid Account/Alliance Elite Account with cheque

For Current Account with no-pre arranged overdraft facility, an interest at the rate of 3.5% + Base Lending Rate (or such other rates or amount determined by the Bank from time to time subject to a minimum charge of RM10.00) will be payable by you at such times that the Bank may stipulate on the debit balances in the Current Account.

Interest

For Current Account

There is no interest paid for Current Account. In the event that your daily average balance falls below RM1,000.00, a half-yearly fee of RM10.00 or an amount to be stipulated by the Bank from time to time will be levied.

For Basic Current Account

There is no interest paid for Basic Current Account. A service charge of RM 10.00 for each half year on Basic Current Account with an daily average balance of less than RM1,000.00 during the half year.

For AllianceSave Account

Any credit balance in excess of RM2,000.00 in AllianceSave Account will earn an interest at the Bank's prevailing multi-tiered interest rate. Interest will be calculated on a daily basis and such interest shall be credited monthly. Regardless of the balance, a half-yearly fee of RM15.00 or an amount to be stipulated by the bank from time to time will be levied.

For Alliance My eSaving Account

Alliance My eSaving Account will earn interest at the Bank's prevailing multi-tiered interest rate. Interest will be calculated on a daily basis and such interest shall be credited monthly.

For Alliance Hybrid Account/Alliance Elite Account with cheque book facilities

Any credit balance in the Alliance Hybrid/Alliance Elite Account will earn interest at the Bank's prevailing multi-tiered interest rate. Interest will be calculated on a daily basis and such interest shall be credited monthly. Regardless of the balance, a half-yearly fee of RM15.00 or an amount to be stipulated by the Bank from time to time will be levied.

For Alliance Hybrid Account without cheque book facilities

Any credit balance in Alliance Hybrid Account will earn interest at the Bank's prevailing multi-tiered interest rate. Interest will be calculated on a daily basis and such interest shall be credited monthly.

For Alliance Senior Savers Account

The Bank will apply a multi-tiered interest rate structure at such rate as may be determined by the Bank from time to time to calculate the interest earned for that month. The interest if any will be computed based on the daily balance or on any other basis which the Bank may determine at its own discretion. You should present the passbook after every month end for the posting of interest if any, due to your Alliance Senior Savers Account.

For Basic Savings Account/Savings Account

Interest if any, at such rate as may from time to time be determined by the Bank and will be credited in arrears half- yearly or at such other intervals as the Bank may determine. The interest, if any, will be computed based on the daily balance or on any other basis which the Bank may determine at its discretion. You should present the passbook for the posting of interest, if any, due to your Savings Account.

For Alliance Buddy Account

Interest, at such rate as may be determined by the Bank from time to time to calculate the interest earned for the month. The interest, if any, will be computed based on the daily balance or on any other basis which the Bank may at its discretion determine. The rate offered may be indicated on our website at www.alliancebank.com.my. You are advised to present the passbook for the posting of interest, if any, due to your account.

For AllianceSave Pendidikan Account/AllianceSave Pendidikan School Adoption Programme Account

Interest, if any, at such rate as may be determined by the Bank from time to time to calculate the interest earned for the month. The interest, if any, will be computed based on the daily balance or on any other basis which the Bank may determine at its own discretion. You should present the passbook after every month end for the posting of interest if any, due to your account.

For Fixed Deposit Account

The Fixed Deposit Account will earn interest at the contracted rate and interest will be calculated daily on the same rate. The interest is credited to an account with the Bank. However, you are allowed to collect interest in cash. Interest is paid on maturity for tenures of 1 to 12 months and 6 monthly for tenures above 12 months.

For Alliance FDGold Account

The Alliance FDGold Account will earn interest at the contracted rate and interest will be calculated daily on the same rate. The interest is paid monthly. The interest is credited to an account with the Bank. However, you are allowed to collect interest in cash.

Bonus/Reward Interest

For AllianceSave Pendidikan Account/AllianceSave Pendidikan School Adoption Programme Account

You will be given a Bonus Interest equivalent to 10% of the total interest earned on the account if no withdrawals of the deposit are made for a continuous period of twelve (12) months. Bonus Interest, if any, at such rate as may be determined by the Bank from time to time, will be calculated and accrued from the following month after the opening of the AllianceSave Pendidikan Account/AllianceSave Pendidikan School Adoption Programme Account. The AllianceSave Pendidikan Account/AllianceSave Pendidikan School Adoption Programme Account will continue to earn Bonus Interest on the total interest earned for the preceding twelve (12) months, provided the conditions for Bonus Interest are fulfilled.

For Alliance My eSaving Account

Quarterly Reward Interest are paid on the first RM1,000.00 of the Incremental Monthly Average Balance for the calendar quarter only.

The Quarterly Reward Interest (if any) will be calculated based on the Average Incremental Monthly Average Balance for the calendar quarter only and such interest will be credited quarterly on 1 January, 1 April, 1 July and 1 October of the year. E.g. Interest from January to March, the payout will be on 1 April). You must open an account any time prior to the Quarterly Reward Interest for you to be eligible for the current calendar quarter.

You will be disqualified for the Quarterly Reward Interest if you do not meet the requirement of consistent Incremental on the Monthly Average Balance of at least RM100.00 for each month in each quarter. Interest earned on the account is not included in the Monthly Average Balance calculation.

Illustration:

You will be entitled for the Quarterly Reward Interest when you have an incremental on the Monthly Average Balance of RM100.00 per month from January to March.

You will not be entitled for the Quarterly Reward Interest if you only have an incremental on the Monthly Average Balance of RM100.00 for January and no incremental/less than RM100.00 for February and/or March.

However, you will start with the new cycle on the next quarter of the year (provided all stipulated conditions are met) i.e. January to March, April to June, July to September and October to December.

For Alliance Buddy Account

Bonus Interest, if any may be awarded at such rate as may be determined by the Bank from time to time. It is calculated from the next month in which the Alliance Buddy Account was opened. The Bonus Interest will be paid based on the total interest earned for the past twelve (12) months provided these two conditions are fulfilled: (1) A total amount of not less than RM100.00 is deposited within the calendar month for twelve (12) consecutive months and (2) No withdrawals of the deposit are made for a continuous period of twelve (12) months.

Straight A's Achievement Award

For Alliance Buddy Account only

In recognition of the child's achievement in public examinations (i.e. UPSR, PT3, SPM), the Bank may present cash payments which will be credited to the Alliance Buddy Account. The breakdown of the examination awards are RM100.00, RM200.00 and RM300.00 for UPSR, PT3, and SPM examinations respectively. The awards may be reviewed by the Bank from time to time and subject to the criteria: (1) the results of all subjects taken must be an 'A' grade irrespective of the number of subjects taken. In the case of SPM examination, the

grades of 'A', 'A+' and 'A-' are considered as an A grade. (2) A balance of RM500.00 must be maintained in the account for six (6) consecutive months prior to the announcement of the examinations results. (3) the account holder(s) must submit a certified true copy of the examination results slip within fourteen (14) days from the announcement date of the results in order to be eligible for the cash awards.

For AllianceSave Pendidikan Account/AllianceSave Pendidikan School Adoption Programme Account only

In recognition of the child's academic achievement in school examinations (i.e. UPSR, PT3, SPM), the Bank will present cash payments which will be credited to the AllianceSave Pendidikan Account/AllianceSave Pendidikan School Adoption Programme Account. The breakdown of the examination awards are RM100.00, RM200.00 and RM300.00 for UPSR, PT3 and SPM examinations respectively. The awards may be reviewed by the Bank from time to time. The awards will be accorded subject to the criteria (grades): (1) the results of all subjects taken must be an 'A' grade irrespective of number of subjects taken. In the case of SPM examination, the grades of 'A', 'A+' and 'A-' are considered as an A grade. (2) A balance of RM300.00 must be maintained in the account for six (6) consecutive months prior to announcement of the results. (3) the account holder(s) must submit a certified true copy of the examination results slip within fourteen (14) days from the announcement date of the results to claim the cash awards.

Cheques

Cheque books are available only for use with Basic Current Account/Current Account/AllianceSave Account/Alliance Hybrid Account/Alliance Elite Account with cheque book facilities.

You shall use only cheques supplied by the Bank at all times to draw on your account. When you issue cheques, please ensure that the amount, both in words and figures are written distinctly and in such a way that the insertion of any word or figure should be prevented. A line drawn " _____ " or the word "only" or "sahaja" should be added after the amount expressed in words.

The Bank is restricting the deposit of cheques payable to the account holder(s) only.

You shall ensure that sufficient funds are maintained in your account at all times for payment of cheques issued. Charges (refer to Fees & Charges in website) will be imposed for every returned cheque owing to insufficient funds in your Current Account. A warning will be issued after the first cheque is issued for reason of insufficient funds. The Bank reserves the right to report to Dishonoured Cheque Information System (DCHEQS) and to close the account if three or more cheques issued by the account holder(s) are returned by the Bank for reason of insufficient funds, within a twelve month period, in one calendar year.

The Bank shall have the right to refuse to honour cheques where the signature of the account holder(s) differs from the specimen signature provided to the Bank. No alterations shall be made on cheques. The Bank reserves the right to dishonour and return cheques that in the Bank's opinion bear any form of alteration (whether countersigned by you or otherwise).

If you wish to stop payment on a cheque, you must give us the full particulars of the cheque to be countermanded in writing and sign the letter in the same manner as cheques drawn on your account. Stop Payment instruction may be made through **allianceonline**. As a particular danger may exist with cheques lost before they have been completed, please keep your cheque book in safe custody.

The Bank reserves the right to levy a service charge of RM15.00 or such other amount as may be determined by the Bank from time to time for executing each and every Stop Payment instruction. For Post-dated cheques returned, RM10.00 per cheque will be collected from the payee.

Application for new cheque books shall be made on the Bank's printed application forms, through the Bank's Alliance Bank Debit Card or using the Bank's **allianceonline** facility. It is important to ensure that all cheques are accounted for in the new cheque book when you

receive it from us and trustworthy messengers should be sent to collect a cheque book if you are unable to collect the same personally. Please do not give cheques from your cheque book to another person or borrow cheques from somebody else, as there is a chance that these items may be applied to the wrong account.

When the Bank accepts or incurs liability for or at your request, any funds or securities and other valuables belonging to you deposited with the Bank shall automatically become security to the Bank and the Bank shall have the right to retain such funds or any part thereof and even dishonour your cheque until the liability is settled.

You will indemnify the Bank, as a collecting Banker, from any loss, which the Bank may incur by reason of its guaranteeing any endorsements, discharges, on any cheque presented by your expressed request in every case.

Savings Passbook

For Basic Savings Account/Savings Account/Alliance Buddy/AllianceSave Pendidikan Account/Alliance Senior Savers Account

For Basic Savings Account

Effective 16 March 2020, the Bank will no longer be issuing passbook for new Basic Saving Account opened. You will be issued with a Debit Card and you can check the transactions via ATM or **allianceonline**.

For Alliance Buddy Account

You will be provided with a passbook.

Replacement and Renewal of Passbook

Existing account holders who hold a passbook, the passbook will continue to apply and any replacement/renewal of passbook will continue to be issued. The passbook which is neither transferable nor assignable must be presented at the counter for every transaction. The amounts of each deposit and withdrawal will be entered in the passbook. Any payments made by the Bank upon the production of the passbook shall have the same effect as if the payment has been made to you personally and the Bank will not be responsible for any loss thereby suffered by you or by any other party. The passbook shall not be tampered or altered with respect to matters relating to the transactions either by you or any other party. You should check your passbook to ensure that correct entries have been made before leaving the Bank. The passbook should be presented to the Bank as and when required by the Bank for any interest/dividend or unposted items to be entered. The passbook is for your reference and does not necessarily indicate the correct balance of the account as deposits may have been made or items charged without entry having been posted in the passbook. Entries in the passbook are not valid unless entered by the machine print or otherwise bear the signature(s) of the Bank's authorised officers.

Depositor's Capacity to Contract

For Basic Savings Account/Savings Account/Alliance My eSaving Account

You must have the capacity to contract. Under the Bank's policy, an individual who has attained the age of 18 years only may open an account under his/her own name. A minor may also open an account but the account shall be opened jointly with and operated only by the parent/guardian.

Basic Savings Account/Savings Account/Alliance My eSaving Account can be closed at the request of the customer, by operation of law or at the discretion of the Bank.

An account can be stopped in the event of death, bankruptcy or insanity of the account holder.

Duties of Depositors

1. For Basic Current Account/Current Account/AllianceSave Account/Alliance Hybrid Account/Alliance Elite Account with cheque book facilities

The cheque book should be kept safe under your own custody and the Bank shall not accept responsibility for any loss caused to you through your own negligence, any person shall obtain payment of any sum belonging to you.

2. For Basic Savings Account/Savings Account/AllianceSave Manjaku Account/Alliance Buddy Account/AllianceSave Pendidikan Account/Alliance Senior Savers Account

The passbook should be kept safe under your own custody and the Bank shall not accept responsibility for any loss cause to you through your own negligence, any person shall obtain payment of any sum belonging to you.

3. For Fixed Deposit Account/Alliance FDGold

The Fixed Deposit certificate/Alliance FDGold certificates should be kept safe under your own custody and the Bank shall not accept responsibility for any losses caused to you through your own negligence, any person shall obtain possession of the Fixed Deposit certificate/Alliance FDGold certificates and fraudulently obtain payment of any sum belonging to you.

Replacement of a Passbook

For Basic Savings Account/Savings Account/Alliance Buddy Account/AllianceSave Pendidikan Account/AllianceSave Pendidikan School Adoption Programme Account/Alliance Senior Savers Account

If a passbook is worn out or defaced, the Bank may, on delivery of such passbook and payment of a sum specified by the Bank, replace the defaced passbook or issue you with a new passbook.

Loss of certificate

For Fixed Deposit Account/Alliance FDGold

You should immediately inform the Bank on the loss of the Fixed Deposit /Alliance FDGold certificate. Upon verification, the Bank will issue you with a new receipt.

Renewal and Withdrawal

For Fixed Deposit Account/Alliance FDGold

You are required to produce the original Fixed Deposit receipt or certificate/Alliance FDGold receipt or certificates duly endorsed for renewal or withdrawal of the Fixed Deposit/Alliance FDGold receipt/certificates.

Only withdrawal of Fixed Deposit/Alliance FDGold opened via **allianceonline** can be done via **allianceonline** as no physical certificate will be issued for the placement.

1. For Fixed Deposit Account

Partial withdrawal of the deposit shall not be allowed during the tenure of the Fixed Deposit.

2. For Alliance FDGold Account

Partial withdrawal in multiples of RM1,000.00 is allowed during the tenure of the Fixed Deposit. However, you must maintain a minimum balance of RM30,000.00 therein at all times.

Partial withdrawal of the deposit shall not be allowed during the tenure of the Alliance FDGold placed via **allianceonline**.

3. Premature Withdrawal / Uplifted For Fixed Deposit Account/Alliance FDGold Account

With effect from 1 January 2019, when you have a premature withdrawal or an upliftment of the Fixed Deposit, the following shall apply:

No interest will be paid if a fixed deposit is uplifted before the completion of the contracted tenure, regardless of the number of completed months at the time of premature withdrawal.

The same shall apply for Fixed Deposit or Alliance FDGold opened via **allianceonline**.

Overdraft (“OD”)

For Basic Current Account/Current Account/AllianceSave Account

Please ensure that your account does not become overdrawn, even temporarily, unless you have made prior special arrangements with the Bank. Charges (Please refer to the full Fees & Charges in the website) will be levied on each cheque that is dishonoured owing to insufficient funds.

Eligible or qualified AllianceSave Account holder(s) may be offered an Overdraft facility by the Bank which can be either a clean OD or an OD facility pledge against a Fixed Deposit on a ratio of 1:1 basis or a ratio to be determined by the Bank.

Statement of Account

For Basic Current Account/Current Account/AllianceSave Account/Alliance Hybrid Account/Alliance Elite Account

A Statement of Account setting out all the transactions on the account will be sent once a month to you via electronic medium unless we receive an instruction to the contrary from you. You are advised to check the entries in the Statement of Account and report immediately to the Bank in writing if any error is found therein. In the absence of any objection within fourteen (14) days from the date of the Statement of Account, it shall be deemed that all entries therein are correct. The Bank reserves the right to make corrections as and when necessary if the error is discovered by the Bank.

For Alliance My eSaving Account

A Statement of Account setting out all the transactions on the account can be viewed via **allianceonline**. Statements are available for a 6-month period only.

Debit of Funds from Unintended Beneficiary

The Bank reserves the right to debit funds from your account once the transaction have been investigated and justified that the funds have been credited into unintended beneficiary account.

You shall keep all your contact details maintained and updated at all times.

Withholding Tax

Withholding tax or any form of tax charge or fee, which may be imposed by the relevant authorities from time to time, will be deducted at the time of payment of interest.

Closure of Account

For Basic Current Account/Current Account/AllianceSave Account/Alliance Hybrid Account/Alliance Elite Account

The Bank reserves the right to close your account by serving notice by ordinary mail addressed to your usual or last known address or in such form and manner as determined by the Bank and shall not be bound to disclose any reason thereof.

Service of notice shall be made at the time when the letter would in the ordinary course of post be delivered or the communication transmitted. Upon closure of your account by you or by the Bank, all unused cheques shall become the property of the Bank and should be returned to the Bank.

For Alliance My eSaving Account

When you close your account within six (6) months from the date the account was opened, a fee of RM20.00 will be imposed.

Dormant Account

If Account balance is less than RM10.00, the balance will be absorbed as a service fee and thereafter the Bank will proceed to close the above account without any further reference to you; or

If your account balance is more than RM10.00, a Dormant Service Fee of RM10.00 will be imposed annually without any further reference to you until the seventh (7th) year. Should there be any remaining balance on 7th year, it will be sent to the Registrar of Unclaimed Monies. However, if the balance at any point prior the 7th year falls below RM10.00, Item 1 above will take effect.

For Alliance My eSaving Account

When you withdraw the whole of your account balance, or if at any time the balance in your account is RM0.00 and the account has been dormant for sixty (60) days, then upon notice being given, your account will automatically be closed. The amount remaining will be treated as service charges or dealt with in any manner as the Bank thinks fit.

For Alliance Buddy Account

When you withdraw the whole of your account balance, or if at any time the balance in your account is RM50.00 or less and the account has been dormant for one (1) year, then, upon notice being given, your account will automatically be closed. The amount remaining will be treated as service charges or dealt with in any manner as the Bank may think fit.

Collection of Negotiable Instruments.

For Basic Savings Account/Savings Account/Alliance Buddy/AllianceSave Pendidikan Account/Alliance Senior Savers Account

The proceeds of all bills, notes, cheques and other instruments sent to the Bank for collection may not be drawn against until they have been realised notwithstanding any entry posted in the passbook by the Bank. In case of any collection item being dishonoured or in the event of any dispute and adverse claim arising out of such collection, you shall be personally liable for the settlement thereof. Where collection items are returned to the Bank unpaid, the Bank reserves the right to debit the item to your account.

Communication, Notices and Alerts Policy

Alliance Bank may send statements, notices, alerts and such other forms of communication to you, whether to your correspondence address or via electronic medium such as email or SMS to your contact information as per the Bank's latest records or in such other manner as the Bank may think fit.

TELECOMMUNICATION

Subject to proper verification, the Bank may rely and act upon any verbal or written instructions received from the Corporate Administrator through any mode which is acceptable to the Bank including but not limited to, by telephone, online or facsimile. The Bank shall not be held liable to you in any way for acting in good faith upon receiving such instructions notwithstanding that it is subsequently shown that the same was not given by you or for any misunderstanding or any error, loss, delay, or damages suffered as a consequence of the Bank acting on or acceding to any such instruction or request.

Notice of Address and Signature Change

All statements, correspondences and communications sent to your last known address, email, phone, fax or such other forms of contact as per the Bank's record shall have been made on the date stipulated in the notice and/or date of posting. Any changes in your address, email, phone, fax or such other forms of contact must be made in writing and signed by you in accordance with the Specimen Signature lodged with the Bank and be promptly notified to the Bank in writing. Such changes may also be made through **allianceonline** or through the Bank's Contact Centre.

Please use the same signature on all cheques, documents and correspondences with the Bank, as that on the Specimen Card lodged with us at the time you opened the account. If you wish to change your signature, kindly contact the Bank to arrange for affecting the same.

Unclaimed Monies Act 1965

You are advised to keep your account active as it is a requirement under the Unclaimed Moneys Act 1965 that any moneys to the credit of an account which has not been operated for a period of seven (7) years must be gazetted as “Unclaimed Monies”, and twelve (12) months thereafter will be remitted to the Consolidated Trust Account maintained by the Government.

Banking Charges

The Bank shall be entitled to charge a fee for any of its services provided to you at the rates as notified by the Bank at least twenty-one (21) days before the changes are made. All Banking charges when due shall be debited to your account.

Taxation

Unless otherwise specified herein, the Bank’s fees & charges exclude any current and future taxes (if any) that may be imposed, under the relevant legislation. Upon the effective date of implementation of any such taxes in the future and wherever applicable, the Bank shall be entitled to recover such taxes from you.

Right to Set Off

The Bank, in addition to any general lien or other similar right to which it is entitled by law, may at any time *with notice*, combine or consolidate any or all of the banking accounts with your liabilities to the Bank and set-off or transfer any sum or sums standing in the credit of any or all of the banking accounts in or towards satisfaction of any of your liabilities to the Bank whether such liabilities to the Bank is primary or collateral or joint and several.

In The Event of Death (Survivorship Provision for joint account)

Subject to any applicable legislation and without prejudice to the Bank’s right of consolidation and set-off contained herein or the Bank’s rights in respect of such balance or securities arising out of any lien charge pledge counter-claim or otherwise, the Bank shall be entitled to pay the credit balance in the account to the survivor(s) in the event of death of any or one of the joint Accountholder and such payment constitutes valid discharge by the Bank on the amount due in the account(s),

Notwithstanding the above, the Bank may take any step as it may find desirable in the event there are any claim by any person other than the survivor(s).

Liability for Loss

You shall not hold the Bank liable in any way for any loss incurred by the operation of any account opened by you with the Bank unless such loss is directly attributed to the willful negligence of the Bank.

Indemnity

You hereby agree to indemnify and keep the Bank fully indemnified at all times from and against all claims, actions, proceedings, demands, losses, damages, costs, charges and expenses including solicitors fees (on “solicitor-client” basis) as may be suffered, sustained and/or incurred by the Bank in connection with or arising out of the Bank agreeing to your request and allowing you to maintain and/or access to the facilities/services applied for.

Modification and Amendment of the Terms and Conditions

The Bank reserves the right to add, vary and modify and/or amend any of these Terms and Conditions at any time at its discretion and such additions, variations and modifications shall be posted from time to time with prior notice in the Bank and/or advertised in the press and the website.

The continued operation or non-closure of the account or use of the services by the depositor/account holder(s) after the effective date of such change of the Terms and Conditions contained herein shall constitute acceptance of such changes by the depositor/account holder(s)

Perbadanan Insurans Deposit Malaysia (PIDM)

All Conventional deposits are protected by PIDM up to RM250,000 for each depositor.

Disclosure of Information

You consent to and authorise the Bank and its officers and employees to disclose and furnish all information concerning your particulars and affairs (financial or otherwise), account details, relationship with the Bank, the terms of agreement and any other matters relating to you or its business and operations to the following classes of persons in such manner and to such extent as the Bank at its may consider necessary:

- a) The Bank's related companies by virtue of Section 7 of the Companies Act 2016 or any associated company of the Bank (the Bank together with the aforesaid related/associated companies are collectively referred as "Alliance Bank Group") and their assignees and successors-in-title. For avoidance of doubt, disclosure to the Alliance Bank Group shall be for facilitating the operations, businesses, cross-selling and other purposes of the Bank and/or the Alliance Bank Group provided always that disclosure for cross-selling purposes shall not be effected if such disclosure is objected by you upon written notification to the Bank;
- b) Any person for or in connection with any action or proceeding taken to recover monies due and payable by you to the Bank;
- c) Regulatory bodies, government agencies, tax authorities, the police, law enforcement bodies and courts, both within and outside Malaysia including pursuant to the Foreign Account Tax Compliance Act of the United States and Common Reporting Standards;
- d) Other banks or financial institutions including Cagamas Berhad, Credit Guarantee Corporation (Malaysia) Berhad (if applicable) and any other relevant authority as may be authorised by law to obtain such information, or such authorities/agencies established by Bank Negara Malaysia, or any agency established by the Association of Banks in Malaysia / Association of Islamic Banks in Malaysia;
- e) Central Credit Reference Information System, Dishonoured Cheques Information System, credit bureaus, credit reporting agencies and corporations set up for the purposes of collecting and providing credit information;
- f) The Bank's accountants, auditors, lawyers, advisors, consultants and/or other authorised agents as may be required for the proper performance of their functions, duties and obligations to the Bank and the Alliance Bank Group;
- g) The Bank's service providers, nominees, agents, contractors or third party service providers engaged by the Bank and its related or associated companies to carry out the Bank's functions and activities;
- h) Any entity which the Bank thinks fit taking into consideration public interest, allegations of fraud/forgery/any crime allegedly committed through the account and/or by you;
- i) An external party as may be required for any corporate exercises/due diligence activities undertaken by the Bank and/or the Alliance Bank Group;
- j) Any party which in the future may express intention to acquire an interest/shareholding in the Bank/pursuant to any proposed arrangement, composition, merger, acquisition/restructuring between the Bank and such parties; and
- k) Any other persons or entities with your prior consent. You hereby consent to such disclosure and confirm that the Bank, Alliance Bank Group, its officers and employees shall not be liable for furnishing such information or for the consequences of any reliance which may be placed on the information so furnished in accordance with the terms contained herein.

Suspension/Freeze of Account

The Bank is entitled at any time to suspend and/or freeze the operations of and/or terminate one or more of your accounts, facilities, and/or services maintained with and/or applied for from the Bank.

Foreign Account Tax Compliance Act (FATCA)

The requirements under Foreign Account Tax Compliance Act (FATCA) forms part of the Terms and Conditions governing your relationship with the Bank and shall be binding on you to the fullest extent.

Definitions

The term U.S. person or United States person means a person described in section 7701(a)(30) of the Internal Revenue Code:

- (a) a citizen or resident of the United States,
- (b) a United States partnership,
- (c) a United States corporation,
- (d) any estate (other than an estate the income of which, from sources without the United States which is not effectively connected with the conduct of a trade or business within the United States, is not includible in gross income under the Internal Revenue Code), and
- (e) Any trust if
 - i) A court within the United States is able to exercise primary supervision over the administration of the trust.
 - ii) One or more United States persons have the authority to control all substantial decisions of the trust

Common Reporting Standard (CRS)

The requirements under Common Reporting Standard (CRS) forms part of the Terms and Conditions governing your relationship with the Bank and shall be binding on you to the fullest extent.

Definitions

Definition below was extracted from Section 7 of Income Tax Act 1967.

- (a) An individual is in Malaysia in that basis year for a period or periods amounting in all to one hundred and eighty-two days or more.
- (b) An individual is in Malaysia in that basis year for a period of less than one hundred and eighty-two days and that period is linked by or to another period of one basis year for the year of assessment immediately preceding that particular year of assessment or in that basis year for the year of assessment following that particular year of assessment:
Provided that any temporary absence from Malaysia:-
 - i. Connected with his service in Malaysia and owing to service matters or attending conference or seminars or study abroad.
 - ii. Owing to ill-health involving himself or a member of his immediate family; and
 - iii. In respect of social visits not exceeding fourteen days in the aggregate
Shall be taken to form part of such period of that period, as the cases may be, if an individual is in Malaysia immediately prior to and after that temporary absence.
- (c) An individual is in Malaysia in that basis year for a period or periods amounting in all to ninety days or more, having been with respect to each of any three of the basis years for the four years of assessment immediately preceding that particular year of assessment either:
 - i. Resident in Malaysia within the meaning of this Act for the basis year in question; or
 - ii. In Malaysia for the period or periods amounting to ninety days or more in the basis year in question
- (d) An individual is resident Malaysia within the meaning of this Act for the basis year for the year of assessment following that particular year of assessment, having been so resident for each of the basis year for the three years of assessment immediately preceding that particular year of assessment.

You consent and authorise/agree;

- i) Alliance Bank Malaysia Berhad, or any of its affiliates, including branches to report your information to domestic or foreign authorities and/or tax authorities (where necessary) in accordance with the requirements of U.S. Foreign Account Tax Compliance Act as may be stipulated by applicable laws, regulations, agreement or regulatory guidelines or directives.
- ii) That the Bank may withhold from my account(s) such amounts as may be required by domestic or foreign regulatory authorities and/or tax authority according to the requirements of U.S. Foreign Account Tax Compliance Act as may be stipulated by applicable laws, regulations, agreement or regulatory guidelines or directives.

In the event of any change in information provided to the Bank that makes me a U.S. person or recalcitrant (person who fails to comply with reasonable requests for information to determine if this account belongs to a U.S. person), the Bank has the right to terminate, suspend, cancel and/or recall your account(s) and/or facilities granted to you.

Group Term Life Terms & Conditions (for Alliance Buddy Account only)

Effective 1 August 2020, the Bank will no longer offer the Group Term Life for Alliance Buddy Account.

Disputes

1. If there are any service related queries or complaints, the Customer may write to info@alliancefg.com
2. If the Customer's query or complaint is not satisfactorily solved by the Bank, the Customer may write to Ombudsman for Financial Services (OFS) at enquiry@ofs.org.my.