

Frequently Asked Questions (FAQs)

1	I have a Safe Deposit Box at Ampang Point or GTower. What should I do next?	<p>Please visit our Ampang Point or GTower Branch during banking operating hours to complete the procedures to retrieve the contents in your Safe Deposit Box by 19 November 2021.</p> <p>Any annual fees already paid will be refunded on a pro rata basis with the amount credited into your savings / current account on the closure date of your Safe Deposit Box.</p> <p>We would like to offer you the option of taking up a new Safe Deposit Box facility at any one of our branches in Kuala Lumpur or Selangor that offer a Safe Deposit Box facility.</p> <p>Please refer to Appendix 1 for the list of our branches with Safe Deposit Box (subject to availability on a first-come, first served basis). Kindly contact our Customer Service at 03-5516 9988 for more details.</p>
2	I have lost my Safe Deposit Box key. Can I still close my account and retrieve the contents from my Safe Deposit Box?	<p>Yes. A request to force open your locker can be made. However, the cost will be borne by the customer.</p>
3	Our Safe Deposit Box is a joint account. Must all joint owners be present at the branch to close the account?	<p>Joint owners are required to be present in the event the terms and conditions stipulate that joint owners are required to operate the Safe Deposit Box.</p> <p>Joint owners are not required to be present in the event the terms and conditions stipulate that either one of the owners may operate the Safe Deposit Box.</p>
4	Do I need to make an appointment to perform the closure of Safe Deposit Box account ?	<p>No appointment is required. You may visit the SDB's branch within the branch operating hours :</p> <ul style="list-style-type: none"> ▪ Monday to Friday : 9.15am – 4.15pm ▪ Saturday : Closed ▪ Sunday / Public Holiday : Closed <p>Due to various Movement Control Order imposed by the Authority, please visit our website at www.alliancebank.com.my for more information on Bank's Operating Hour.</p> <p>You are advised to complete the procedures in advance by Friday, 19 November 2021. By Monday, 29 November 2021, the contents in</p>

		<p>the existing Safe Deposit Box will be relocated and placed under the safe custody of our Capital Square branch located at the following address:</p> <p>Alliance Bank Capital Square Branch, Ground Floor, Menara Multi-Purpose, Capital Square, No. 8, Jalan Munshi Abdullah, 50100 Kuala Lumpur.</p>
5	<p>What happens in the event I am not able to retrieve the contents in my safe deposit box before 19 November 2021?</p>	<p>The Safe Deposit Box will be forced open in the presence of an officer of the Bank and a panel lawyer who will prepare an inventory list of the contents of the Box and retain the contents at our Capital Square branch located at the following address:</p> <p>Alliance Bank Capital Square Branch, Ground Floor, Menara Multi-Purpose, Capital Square, No. 8, Jalan Munshi Abdullah, 50100 Kuala Lumpur.</p> <p>The contents will be itemized, recorded and sealed in an envelope / box and securely kept in the Capital Square Bank's vault until the Safe Deposit Box owner(s) collects them.</p>

Appendix 1

List of Branches with Safe Deposit Box Facility – Kuala Lumpur & Selangor

No	Branch Name	Address
1.	Taman Maluri	254 & 254A Jalan Mahkota, Taman Maluri, Cheras, 55100, Kuala Lumpur
2.	Seri Kembangan	31-1 & 31-2 Jalan Serdang Perdana, 2/1 Taman Serdang Perdana, 43300, Seri Kembangan, Selangor
3.	Pandan Indah	Ground & Mezzanine Floor, 11 & 13 Jalan Pandan Indah, 4/34 Pandan Indah, 55100, Kuala Lumpur
4.	Kajang	Lot 4 & 5, Jalan Jeloh 3, Off Jalan Bukit, 43000, Kajang, Selangor
5.	USJ	Ground & 1st Floor, 17, 19 & 21 Jalan USJ 9/5N, 47620, UEP, Subang Jaya, Selangor
6.	Kota Damansara	7-G & 9-G, Jalan PJU, 5/20, Pusat Perdagangan Kota Damansara, PJU5 Kota Damansara, 47810, Petaling Jaya, Selangor