

Alliance Debit Card Terms and Conditions

Terms and Conditions

The Terms and Conditions herein shall govern the use of your ATM Card/Alliance Bank Debit Card (“Debit Card”) issued by Alliance Bank Malaysia Berhad (“the Bank”) for your Conventional or Islamic account (“Account”), which is binding on you. You are deemed to have accepted these Terms and Conditions upon receipt of your ATM Card and/or Debit Card (as the case may be).

These Terms and Conditions herein may, however, be superseded by such variations, revisions, and/or changes as may be made by the Bank from time to time and at any time, subject to prior notice and your retention and/or use of your ATM Card and/or Debit Card (as the case may be) after the effective date of such variations, revisions and/or changes shall constitute your unequivocal acceptance of such variations, revisions and/or changes.

All the records and entries appearing in the Statement of Account shall be correct and binding on you unless such written notice to the contrary shall have been received by the Bank within fourteen (14) days from the statement date as stated in the Statement of Account. If there are any service related queries or complaints, you may write to info@alliancefg.com. In the absence of such notification from you, the Statement of Account shall be deemed as your conclusive confirmation and acceptance of all the transactions stated therein.

These Terms and Conditions herein shall also be read as a whole together with the Bank’s Deposits (Individual Customer) Terms and Conditions, Islamic Deposit Terms & Conditions, allianceonline Terms and Conditions, and any other relevant terms and conditions in respect of the Account, as well as other rules and regulations as may be binding on and/or applicable to the Bank from time to time.

1. DEFINITIONS

1.1 In this Agreement, unless the context otherwise requires:

“**Account**” means the Conventional or Islamic Current Account (“**Current Account** or **Current Account-i**”) and/or Conventional or Islamic Savings Account (“**Savings Account** or **Savings Account-i**”) which the Cardholder has or may have with the Bank at any time and includes those accounts opened by the account holder from time to time.

“**Acts of God**” shall mean any event that directly and exclusively results from the occurrence of natural causes that could not have been prevented by the exercise of foresight or caution, an inevitable event.

“**allianceonline Service**” means the banking services, the services of which may be accessed by Cardholder via internet banking (allianceonline Personal banking) and/or mobile banking services made (allianceonline Mobile application) made available by the Bank in accordance with these Terms and Conditions. For the purpose of these Terms and Conditions, any reference to the allianceonline shall mean and include reference to the services which may access by the Cardholder via allianceonline Personal and/or allianceonline Mobile, as the case may be.

“**ATM**” means an automated teller machine or card-operated machine including but not limited to machines belonging to the Bank or other banks located locally and/or internationally participating in the MEPS Network or Mastercard ATM Network.

“**ATM Card**” means a card issued by the Bank which enables the Cardholder to conduct ATM and MyDebit transactions including cards issued in renewal or replacement of such card.

“**ATM Limit**” means the maximum combined limit that can be set by the Cardholder at the Bank’s ATM / allianceonline mobile app (applicable to Debit Card applied via allianceonline mobile app using Electronic Know Your Customer (e-KYC) only) for daily cash withdrawal and/or retail purchases made via MyDebit payment network. The ATM withdrawal and retail purchases limit for MyDebit payment network are shared.

“Authorised Cash Outlets” shall mean any branch, office and/or location designated by the Bank or any member institution of which are authorised to accept CIRRUS or MEPS or any other brand owners of which the Bank is a member of Mastercard International to effect Cash Withdrawal.

“Authorised Merchant” shall mean any retailer or person, firm or corporation who pursuant to a merchant agreement with the Bank agrees to accept or cause its outlet to accept Debit Card when properly presented for payment for the supply of goods and/or provision of services.

“Auto-Debit” means the recurring payments which the Cardholder makes via the Debit Card for payment of insurances/takaful, bills and/or other services that Alliance Bank or Alliance Islamic Bank including their successors in title or assigns may provide and/or introduce from time to time.

“Cardholder” means a Cardholder of the Bank to whom the Debit Card has been issued.

“Card-Not-Present Transaction” means card transaction made where the Cardholder is unable to physically present the card when payment for the particular transaction is affected including but not limited to online, auto-debit, Mail Order and Telephone Order (MOTO) transactions.

“Card Present Transaction” means card transaction made where the Cardholder physically presents the Debit Card when payment for the particular transaction is affected including but not limited to Retail Purchases.

“Cash Withdrawal” means cash withdrawn from any Authorised Cash Outlets.

“CIRRUS” shall mean any banks or financial institutions participating in the Mastercard ATM network managed by Mastercard.

“Contactless Reader/Terminal” refers to radio-frequency identification (RFID) secure reader equipped within a POS Terminal for making payment.

“Contactless Transaction” refers to a transaction made by tapping or waving the Debit Card in front of a Contactless Reader.

“CDM” means Cash Deposit Machine belonging to the Bank.

“CES” means Cheque Express Services belonging to the Bank.

“Current Balance” shall mean the available balance in the Designated Account after deducting the Cash Withdrawal and Retail Purchases incurred by the Cardholder during the Statement Period.

“Debit Card” shall mean any Mastercard/MEPS/MyDebit branded card or ATM Card (where applicable) issued by the Bank under such category (ies) and/or type(s) as may be determined by the Bank from time to time which may be issued in affiliation or in association with any third party and/or under any product, select name and/or references including any replacement thereof issued by the Bank to the Cardholder.

“Debit Transaction” means a Transaction effected through the use of the Debit Card with PIN or contactless or signature. This may include Cash Withdrawals, Retail Purchases and any other service which the Bank may offer or introduce from time to time.

“Designated Account” means the primary Account (which has been designated by the Bank) for the time being for the purpose of carrying out the Debit Transactions. The Cardholder may change this Designated Account by making a service request.

“Expiry Date” means the expiry date printed on the Debit Card where applicable.

“Mastercard” or **“Mastercard International”** shall mean Mastercard International Incorporated, a company organised under the State of Delaware having its current office and principal place of business at 2000 Purchase Street, Purchase, NY10577-2509, United States of America of which the Bank is a member institution.

“MEPS Network” means the banks and financial institutions participating in the MEPS ATM Network managed by Malaysian Electronic Payment System (1997) Sdn Bhd.

“MyDebit” means a Retail Purchase made by the Cardholder through a POS Terminal or Contactless Reader installed at the payment counter of any Authorised Merchant(s) that accepts the Bank’s Debit Card and routed to MyDebit payment network.

“Overseas Transaction” means Transaction performed at Authorised Merchants and/or Authorised Cash Outlets outside of Malaysia using the Debit Card.

“Payee Corporations” means Corporation(s) whose bills can be paid through the services.

“PIN” shall mean a six (6) digit personal identification number of the Cardholder used to access Services offered through the use of the Debit Card.

“POS” means point of sale at the time and place where a Retail Purchase is performed at Authorised Merchant outlets.

“POS Limit” means the maximum permissible limit set by the Cardholder at the ATM or allianceonline mobile app (applicable for Debit Card applied via allianceonline mobile app using Electronic Know Your Customer (e-KYC) only) that can be used for Retail Purchase made via the Mastercard payment network in the respective Authorised Merchant’s outlets.

“POS Terminal” means an electronic device belonging to the Bank or any other banks or financial institutions or any other third party in Malaysia or elsewhere that is used to process card payments at Authorised Merchant outlets which accepts payments.

“Recipient” means any party to whom the Transaction requires the Bank to deliver or remit any Transactions, documents or payments. The Recipient shall, where the context so requires, include the Cardholder.

“Retail Purchase” shall mean for the purpose of this Agreement, all payments for Card-Present-Transaction and/or Card-Not-Present Transaction incurred using the Debit Card.

“Security Codes” means the security codes given by the Bank to the Cardholder for access to the respective Services comprising of the PIN, TPIN (for Phone Banking Services), TPIN and TAC (for allianceonline), and includes any other user name, password, personal identification number, digital certificate or any other security codes as the Bank may issue from time to time for access to all or any of the Services and reference to the term “Security Codes” shall mean the security code or codes relevant to the respective Services as the context shall require.

“Services” means services offered to the Cardholder through SST, Debit Card, allianceonline, Phone Banking and any other electronic banking service that the Bank may offer or introduce from time to time.

“SST” means the Self Service Terminals which include the ATM, CDM and CES.

“Statement of Account” means a statement of account of the Designated Account reflecting the Transactions effected by the Cardholder using the Debit Card which the Cardholder may access via allianceonline or updated into the Cardholder’s passbook.

“Statement Period” shall mean the period as determined by the Bank in which all Cash Withdrawal, Retail Purchase, including any fees and/or charges of whatsoever nature incurred using the Debit Card including any payment made to credit to the Debit Card account and all other Transactions whatsoever as may be appropriate are recorded by the Bank and indicated in the Statement of Account.

“Transaction” or **“Instruction”** means all banking transaction effected through the use of the Debit Card and shall include but shall not be limited to Cash Withdrawal, Retail Purchase, payment, fund transfer, balance inquiry, deposit of a cash or cheque, payment of bills, public share issue application services and any other electronic banking services as the Bank shall offer or introduce from time to time (whether via ATM, POS Terminal, Contactless Reader, allianceonline or such other terminals or channels that is available to the Cardholder). For the avoidance of doubt, the term “Transaction” or “Instruction” shall also include “Debit Transactions”.

“Transaction Limit” means the maximum accumulated daily ATM Limit and POS Limit permitted by the Bank which may be varied by the Bank from time to time with notification to the Cardholder to affect Transaction. Words importing the masculine gender shall include the feminine and neutral gender and vice versa. Words applicable to natural persons shall include anybody or persons, company, corporation, firm or partnership, corporate or incorporated, where applicable.

2. ACCEPTANCE AND USE OF THE DEBIT CARD

- 2.1 Customer who has an account(s) with the Bank is eligible to apply for a Debit Card at any of the Bank's branches or allianceonline mobile app (applicable for account opened via the allianceonline mobile app using Electronic Know Your Customer (e-KYC) only).
- 2.2 Debit Cards applied via the allianceonline mobile app (applicable for accounts opened via the allianceonline mobile app using Electronic Know Your Customer (e-KYC) only) will be delivered to the Cardholder at the registered address specified in the application. Debit Card will be delivered to the Cardholder within 14 days after the first deposit is made into the newly opened account is successful via online transfer.
- 2.3 Cardholders may activate a Debit Card to gain access to services available through the Debit Card via:
 - a) PIN Mailer given to Cardholder during application at branches
 - b) PIN creation and activation via Digital Banking One System (DBOS)
 - c) PIN creation and activation via the allianceonline mobile app by following the simple steps and instructions provided in allianceonline mobile. If Debit Card has not been activated within 30 days from the day the card has been issued, the Debit Card will be blocked. Request for Debit Card replacement can be done at any Alliance Bank branch.
- 2.4 The Cardholder acknowledges and agrees that:
 - a) the Cardholder must sign on the back of the Debit Card immediately on receipt from the Bank;
 - b) the Debit Card is not transferable and can only be used by the person to whom it is issued;
 - c) the Debit Card shall be linked to the Account(s) belonging to the Cardholder to conduct transactions;
 - d) the Cardholder is allowed to link up to seven (7) Accounts to the Debit Card. When more than one (1) Account is linked to the Debit Card, the Cardholder should designate one (1) of the Accounts as the Designated Account;
 - e) the Cash Withdrawals and MyDebit Retail Purchases made using the Debit Card are subject to the ATM Limit set by the Cardholder, subject always to the maximum limit allowable by the Bank. If a Debit Card is tagged to a Junior Smart Saver-i Account, the maximum limit for withdrawal per month is RM500.00 and the withdrawal limit may be changed to a lower limit via request made over the counter at any of the Bank's branches. Only the parent or the legal guardian is allowed to set the ATM Limit;

- f) the Debit Card shall be linked to the Account(s) belonging to the Cardholder to conduct transactions.

2.5 For Debit Card Retail Transaction via Mastercard payment network and/or for online purchases, such purchases are subject to the POS limit set by the Cardholder, subject always to the maximum limit allowable by the Bank;

- a) to pay for purchases using Debit Card at any Authorised Merchant, the Cardholder may authorise the Debit Transactions by (i) signing on the Transaction Receipt prepared by the Authorised Merchant; (ii) entering a PIN at the POS Terminal; or (iii) performing Contactless Transaction;
- b) in the event purchases using Debit Card are made via online, mail order, or telephone order (MOTO), SST, or non-signature-based transactions, the Cardholder agrees that confirmation receipts and/or acceptance issued by any Authorised Merchant or its affiliates for such transactions shall be deemed satisfactory documentary evidence as use and the Cardholder must adhere to these Terms and Conditions;
- c) the Cardholder will not use the Debit Card for, or in connection with any unlawful activity or purpose such as illegal online betting or payment for any illegal purchases which may result in the Bank rejecting Debit Transactions at POS Terminals or payment gateways and terminating the card immediately, without any liability on the Bank;
- d) The Bank does not represent nor warrant that the use of Debit card will not be without disruption, interruption or error. Unless it is proven that such disruption, interruption, a technical breakdown or some other efficiency in the systems or equipment of the Bank or error arises directly from the Bank's wilful default or gross negligence, the Bank shall not be held liable, responsible or accountable in any way whatsoever because of any loss, damage, or injury, other detriment incurred by the Cardholder if the Debit Card is not honoured.
- e) if the Cardholder incurs any delay, cost, expense, loss, damage, and/or another detriment due to any mechanical defect or malfunction of any ATM, POS Terminal, internet network or due to a loss or interruption of power supply, the Cardholder hereby absolves the Bank from any and all liability and responsibility; and
- f) the Cardholder agrees that all Transactions effected on the Debit Card are subject to:
 - i) the respective ATM Limit and POS Limit;
 - ii) the fees and charges as stated in the Bank's Tariff and Charges on the Bank's website at www.alliancebank.com.my/general/fees-and-charges.aspx; and
 - iii) the Current Balance in the Designated Account is sufficient to authorise for any Transactions and fees and/or charges imposed by the Bank.
- g) The Bank shall not be, in any circumstance liable:
 - i) For any failure due to any mechanical defect or malfunction of any ATM, Point of Sale terminal, internet network or such other terminals or channels that are available to the Cardholder or due to a loss or interruption of power supply.
 - ii) Should there be any Debit Card or use of card facilities be rejected by any Authorised Merchant or any terminal used to process card transactions or connection with the card facilities or if the Bank refuses, according to its policies, to authorise any card transactions.
 - iii) For any damage, loss, or inability to retrieve any data or information that may be stored on the card or any microchip or circuit or device on the card.

2.6 Where there is a dispute between the Cardholder and the Payee Corporation(s) or Authorised Merchant arising from the use of a Debit Card, or where the Cardholder has paid in excess of what is due to the Payee Corporation(s) or Authorised Merchant, the Cardholder shall settle such dispute with or obtain an adjustment or refund from, as the case may be, the Payee Corporation(s) or Authorised Merchant and the Cardholder hereby agrees that the Cardholder shall not hold the Bank liable for any losses or damages which the Cardholder may incur arising from the dispute or excess of payment.

- 2.7 The Cardholder will be required to use the Debit Card and PIN to register for allianceonline at the ATM and/or the Bank's website (www.allianceonline.com.my) or such other website as may be notified to the Cardholder by the Bank. By registering for the allianceonline, the Cardholder shall have agreed to be bound by the terms and conditions of the allianceonline as set out on the relevant website.
- 2.8 A pre-authorisation amount of RM200.00 ("the Pre-authorisation Amount") is required for petrol transactions at the self-service pump in petrol stations. The Pre-authorisation Amount is a temporary hold from your Designated Account Current Balance before the petrol is filled. The Pre-authorisation Amount will be cleared within three (3) calendar days and the actual amount for the petrol transaction will be debited from your Designated Account.
- 2.9 Cardholders may use the Debit Card for any transactions. If the Designated Account linked to a Debit Card is a Savings Account-i or Current Account-i, the Debit Card should only be used for the purchase of Shariah-compliant goods and services only.
- 2.10 The use of the Debit Card by the Cardholder shall be governed by the Terms and Conditions herein, including all requirements, directives, regulations, and guidelines in relation thereto issued by the Bank and any authority having jurisdiction over the Bank, at any time and from time to time.

3. CONTACTLESS TRANSACTION

- 3.1 The Debit Card supports two (2) types of Contactless Transactions, which are:
- a) MyDebit contactless – a contactless payment method via the MyDebit payment network that can be performed at any POS Terminal that displays the MyDebit logo; and
 - b) Mastercard PayPass – a contactless payment method via the Mastercard payment network that can be performed at any POS Terminal that displays the Mastercard PayPass logo.
- 3.2 Each Contactless Transaction is capped at RM250. In the case where the Contactless Transactions have exceeded the threshold of RM250 for each Contactless Transaction, the Cardholder is required to sign a transaction sales draft generated from the POS Terminal or enter a PIN at the POS Terminal.
- 3.3 If the Contactless Transaction exceeds the cumulative contactless limit, the Cardholder can still make payment by inserting the Debit Card into the POS Terminal and entering a PIN. Once the PIN is confirmed, a transaction sales draft will be issued upon authorisation.
- 3.4 Contactless Transactions are subject to the Transaction Limit.

4. DEBIT ACCOUNT

- 4.1 The Bank shall render to the Cardholder a monthly Statement of Account (for active accounts only) showing Transactions incurred by the Cardholder.
- 4.2 The Transactions posted in the Designated Account with the Bank as appearing in the monthly Statement of Account shall be correct and binding on the Cardholder (and in the case of a joint Account, all account holders) unless written notice to the contrary has been given to the Bank within twenty one (21) days from the Statement Date as stated in the monthly Statement of Account.
- 4.3 In the absence of notification from the Cardholder in the manner set out in the clauses above, the Statement of Account shall be conclusive evidence of the Cardholder's confirmation and acceptance of the Transactions therein.
- 4.4 If the Cardholder's Account is overdrawn, the Cardholder shall, on demand by the Bank, make good the amount overdrawn plus any interest thereon which shall be calculated based on the Bank's prevailing interest rate (not applicable to Cardholders with Current Account-i or Savings Account-i).

- 4.5 The Bank's records evidencing such transaction shall also be deemed as final, conclusive and binding on the Cardholder.
- 4.6 The Bank will not affect any payment order or Instruction unless there is sufficient balance in the Designated Account on the payment order or Instruction date and the Bank shall not be liable for any loss or damage suffered by the Cardholder arising therefrom. The Designated Account balance shall exclude uncleared cheque(s) or remittances not received. All payment orders or Instructions will be void if the Designated Account is closed or the payment order or Instruction is cancelled on or before the payment date.
- 4.7 The Cardholder must notify, verbally or in writing to the Bank of any changes in his/her particulars, including but not limited to, National Registration Identity Card (NRIC) number, name and address that may occur from time to time and to hold the Bank harmless from any claims, losses, damages, costs and expenses arising from any change of these details.
- 4.8 The Bank shall be entitled to treat the Bank's record of any Transaction effected by the use of the Debit Card including Transactions at specific ATMs, CDMs, Contactless Reader/POS Terminals, and/or through such other modes that may be introduced or implemented from time to time, as evidence of Transaction properly effected by the Cardholder to be debited to the Account.
- 4.9 In some circumstances, Mastercard may allow the Cardholder to charge a Debit Card transaction back to the Authorised Merchant with whom the Retail Purchase was made (if the chargeback right is available) subject to the complaint or dispute having been made to the Bank by the Cardholder verbally or in writing within twenty one (21) calendar days from the posting date of such Transaction in the Cardholder's Designated Account and the Cardholder has provided the necessary information requested by the Bank to support the chargeback within the requested timeframe.
- 4.10 All Transactions arising from the use of the Debit Card that is designated for joint Accounts shall be binding on all account holders, who are jointly and severally liable and responsible for the Transactions. The mandate of a joint Account shall not be revoked until and unless the joint account holder whose mandate is to be revoked surrenders his/her Debit Card to the Bank.
- 4.11 Transactions at the ATM using the Debit Card for Cash Withdrawal, fund transfer, bill payment, and public share issue application services are subjected to the daily limit set by the Bank or subject to the availability of Current Balance.
- 4.12 The Cardholder agrees to effect payments or transfers for the purpose of honouring commitments before the stipulated time as prescribed by the Payee Corporation, Authorised Merchant or Recipient.
- 4.13 The Bank shall not be liable to the Cardholder for any cost, expense, loss, damage, and/or any other detriment incurred by the Cardholder howsoever arising from and/or incidental from any delay, error, inability, mistake, and/or omission in the provision of any SST, Mastercard, CIRRUS, MEPS or MyDebit services of whatever kind, including that arising from and/or incidental to:
- a) any Law, Bank Negara Regulations, any other relevant foreign law or banking regulations, and/or any other rule or regulation imposed by any authority with power in that regard;
 - b) any error, mistake, and/or failure on the part of the Cardholder including but not limited to the wrong account number keyed in by the Cardholder in the course of utilising the Services;
 - c) the drawing up, delivery and/or transmission of any Instruction and/or Transaction performed by the cardholder
 - d) the inability to locate or the misidentification of any Recipient authorised by the cardholder; and
 - e) the inability of any Recipient to take delivery, make available, present or draw on any Instruction, a document of credit, payment and/or Remittance howsoever caused.

5. FEES AND OTHER RELEVANT CHARGES

- 5.1 The Bank shall levy fees and charges for the Services rendered including but not limited to Card Issuance Fee, Annual Fee, Card Replacement Fee, Cash Withdrawal Fee via Mastercard, CIRRUS and MEPS Network, Balance Inquiry Fee via CIRRUS and MEPS Network, Sales Draft Retrieval Fee and Overseas Transaction Conversion Fee. Notwithstanding the imposition of such fees, Transactions carried out through the Services will be charged the usual charges and commissions.
- 5.2 The Cardholder agrees to pay all fees and charges incurred in this clause and authorises the Bank to debit his/her Account, at any time notwithstanding that such debiting may cause the Account to be overdrawn.
- 5.3 The fees and charges may be varied from time to time according to its policies of the Bank. Should there be any changes in the fees and charges, the Bank shall give twenty one (21) days' notice.
- 5.4 Unless otherwise specified herein, the Bank's charges exclude any current taxes and future taxes 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 will be entitled to recover such taxes from the Cardholder.
- 5.5 All Debit Card related fees and charges can be found at <https://www.alliancebank.com.my/fees-and-charges>

6. OWNERSHIP OF THE CARD AND SECURITY CODES MANAGEMENT

6.1 Responsibility of Cardholder

- a) The Debit Card shall remain the property of the Bank at all times and the Cardholder shall not transfer or otherwise part with the control or possession of the Debit Card for any use or purpose unauthorised by the Bank under this Agreement.
- b) The Cardholder shall not use the Debit Card but shall immediately return the same cut in halves to the Bank in the event of any one of the following:
 - i) upon the expiry of the Debit Card;
 - ii) upon cancellation, termination, replacement and surrender of the Debit Card by the Cardholder;
 - iii) upon request made by the Bank for the return of the Debit Card;
 - iv) upon cancellation, revocation and suspension of the Debit Card by the Bank;
 - v) upon discovery of the Debit Card after notification of its loss or theft;
 - vi) the PIN is disclosed or exposed or compromised, voluntarily or otherwise, to any person; or
 - vii) failure on the part of the Cardholder to remember his/her PIN.
- c) Upon the Cardholder returning the Debit Card for cancellation or following the loss, theft, or mutilation of the Debit Card, the Bank may, according to its policies, issue a replacement Debit Card to the Cardholder. Any replacement Debit Card issued by the Bank will be subject to a replacement fee as stated under the Bank's Fees and Charges.

6.2 Confidentiality of PIN

- a) A PIN is strictly confidential and shall be kept secure by the Cardholder and should not be disclosed to anyone under any circumstance or for any reasons whatsoever. The Cardholder shall:
 - i) sign the card as soon as it is received and comply with any security instructions;
 - ii) use a unique six (6) digit Personal Identification Number (PIN which is hard to guess or imitate;
 - iii) protect the card, the PIN, and any card security details;
 - iv) not select a PIN or use the PIN negligently or recklessly which will contribute to or cause losses from any unauthorised transactions from the use of the Card by any third party;
 - v) destroy any notification of the PIN or the card security details and do not disclose the PIN to anyone else including the police and Bank staff;

- vi) not allow another person to see the PIN when you enter it or it is displayed; and
- vii) notify the Bank immediately (orally or in writing) upon becoming aware of the PIN being exposed, used or known to a third party and cut the Card in half across the magnetic stripe and chip ensuring it's completely damaged.
- b) The Cardholder shall take reasonable steps to keep the Debit Card and PIN secure at all times and at any place, including at the Cardholder's place of residence. These include not:
 - i) disclosing the Debit Card details or PIN to any other person;
 - ii) writing down the PIN on the Debit Card or anything kept in close proximity to the Debit Card;
 - iii) using a PIN selected from the Cardholder's birth date, identity card, passport, driving license, or contact numbers; and
 - iv) allowing any other person to use the Debit Card and PIN.
- c) If the PIN has been disclosed or exposed or compromised for any reason whatsoever or if the Cardholder should forget his/her PIN, the Cardholder hereby undertakes to immediately notify the Bank orally and in writing and return the card, cut in halves, to the Bank.

6.3 Security Code Management

- a) The Cardholder hereby authorises the Bank to deliver his/her Security Code/PIN to him/her at the Cardholder's own risk and the Cardholder agrees to hold the Bank harmless from all claims and liabilities, loss or damage incurred or suffered in the event the PIN shall fail to reach the Cardholder by reason that the document containing the Security Code is intercepted or retained by any other person or lost in transit.
- b) That the Security Codes must be kept secret and the Security Code once received by the Cardholder must be changed immediately after the Cardholder has received and read them and may only be used by the Cardholder and no one else. If a Security Code is not issued to the Cardholder, the Cardholder will be advised to create his/her own Security Code as a condition for access to the Services.
- c) To gain access to allianceonline Services, the Cardholder is first required to be authenticated via the ATM and its Security Code for registration of the mobile phone number to receive the Security Code required to effect first time login to. The terms of allianceonline Services usage shall be governed by the "Conditions for allianceonline Services" which includes but is not limited to the usage of allianceonline Services and its accounts linking policy.
- d) That no one other than the Cardholder has access or can have access to the Security Codes to enable him/her to carry out any Transactions through any of the Services and the Security Codes are not written down in any form or manner which may be deciphered by anyone or kept together or disclosed or exposed to any person (including the employees of the Bank) under any circumstances or at any time.
- e) The Cardholder understands and agrees that his/her Security Code is strictly confidential and hereby undertakes not to disclose or expose or compromise or in any way cause or allow his/her Security Code to be disclosed or exposed or compromised to any person under any circumstances including Bank Staff or by any means whether voluntarily or otherwise, and must take all care to prevent the Security Code from becoming known to any other person. The Cardholder understands and agrees that failure to comply with this requirement may expose the Cardholder to the consequences of theft and/or unauthorised use of the Debit Card, in which event the Cardholder shall be liable for all Transactions made and charges incurred under the Debit Card, whether or not such Transaction or charge is within his/her knowledge or authority.

7. OVERSEAS TRANSACTIONS

7.1 Overseas Transactions will be subjected to the fees and charges as stipulated for Overseas Transactions contained in these Terms and Conditions. The exchange rate, where applicable, shall be at the prevailing spot exchange rates on the date of Transaction.

7.2 All inter-country Transactions by the Cardholder shall not violate the laws existing in the country where the Transaction is affected. Where applicable, the Cardholder shall comply with the

guidelines set forth in the Foreign Exchange Notices issued by Bank Negara Malaysia and shall be liable for any infringement of such regulation, including any amendment thereto.

- 7.3 The Bank may at any time give notice, to Cardholder in which the Debit Card may not be used at any ATMs or Authorised Merchants outside Malaysia and the Bank shall not be liable to the Cardholder for any loss or damage suffered by the Cardholder resulting in any way from such suspension or termination due to the non-availability of card facilities in such country or countries.
- 7.4 For foreign currency Transactions (Transactions other than those made in Ringgit Malaysia), the rate of exchange on the date of such posting shall be at the prevailing spot exchange rates on the date the Transaction is posted-
- 7.5 Foreign currency Transactions are first converted to US Dollars through Mastercard International before the US Dollars are subsequently converted to Ringgit Malaysia on the date the Transaction is posted into the Cardholder's Designated Account at the conversion rate and charges as determined by Mastercard International and shall be inclusive of 1% foreign exchange spread by the Bank.
- 7.6 All international Retail Purchases made via contactless, or PIN and Transactions via ATMs shall be subjected to the laws existing in the country where the aforementioned Transaction originates. For all such Transactions, the exchange rate, where applicable, shall be at the prevailing spot exchange rate on the date the Transaction is posted.

8. OPT-IN REQUIREMENT FOR OVERSEAS TRANSACTIONS AND CARD-NOT-PRESENT TRANSACTIONS

- 8.1 The Cardholder will only be able to perform Overseas Transactions and/or Card-Not-Present Transactions using the Debit Card if he/she has registered to opt-in in the following manner:
 - a) Overseas Transactions via ATM machines or by contacting the Bank's Contact Centre at 03-5516 9988.
 - b) Card-Not-Present Transactions via any of the Bank's branches or by contacting the Bank's Customer Service Centre at 03-5516 9988.
- 8.2 The Cardholder can opt-out anytime in the following manner:
 - a) Overseas Transactions via ATM machines or by contacting the Bank's Contact Centre at 03-5516 9988.
 - b) Card-Not-Present Transactions via any of the Bank's branches or by contacting the Bank's Customer Service Centre at 03-5516 9988.

9. LIABILITY OF CARDHOLDER

- 9.1 The Cardholder agrees and undertakes to take all reasonable care and precaution to prevent the loss or theft of the Debit Card, not to disclose the Security Codes and/or personal and account details to any person, and shall immediately notify the Bank (in the event of loss or theft in Malaysia) or Mastercard International (in the event of loss or theft outside of Malaysia) of the loss or theft of the Debit Card via telephone, post, facsimile transmission or electronic mail accompanied by a police report. The Cardholder fully understands that failure to take reasonable care and precaution with his/her Debit Card may expose him/her to the consequences of theft and/or unauthorised use of his/her Debit Card. In the event of loss, the Bank and/or Mastercard are under no obligation to provide a replacement.
- 9.2 If Cardholder suspect or become aware, whether through a short message service (SMS) transaction alert from the Bank relating to a transaction performed using Cardholder Debit Card or otherwise, the Cardholder must immediately notify the Bank of the same.
- 9.3 Until and unless such notification as referred to in Clause 9.1 hereinabove (whether verbally or in writing) is received by the Bank, the Cardholder shall remain liable for all charges and Transactions incurred via and/or on the Debit Card, whether or not such charge or Transaction is within his/her knowledge or authority. The said liability shall without prejudice to the generality of the foregoing

include any Transaction effected through the use of the lost or stolen Debit Card (whether before or after the request for a replacement Debit Card), including transactions effected but not yet posted to the Designated Account, and any existing standing instructions made by the Cardholder to an Authorised Merchant. The Cardholder is solely responsible for notifying the Authorised Merchant to cancel or amend any existing standing instructions about the loss or theft of the Debit Card and/or the replacement Debit Card.

- 9.4 Where investigation by the Bank discloses that the Cardholder is involved or has contributed to the losses resulting from any unauthorised Transactions, the Cardholder shall be liable for all charges and Transactions incurred via and/or on the Debit Card, whether before or after the receipt by the Bank of the notification that the Debit Card is lost or stolen.
- 9.5 The Cardholder shall be liable for unauthorised Transactions which require a PIN, signature verification or use of a contactless Debit Card if Cardholder has:
- a) acted fraudulently;
 - b) delayed in notifying the Bank as soon as reasonably practicable after having discovered the loss or unauthorised use of a Debit Card;
 - c) voluntarily disclosed a PIN to another person;
 - d) recording the PIN on your Debit Card or anything kept in close proximity to the Debit Card;
 - e) left the Debit Card or an item containing the Debit Card unattended in places visible and accessible to others; or
 - f) voluntarily allowed another person to use your Debit Card.
- 9.6 Notwithstanding and without prejudice to the generality of the clauses in the Terms and Conditions herein, the Cardholder shall expressly agree that the use of the Debit Card is at his own risk and shall assume all risk, incidental to or arising out of the use of the Debit Card. This includes the use of the Debit Card for any financial and non-financial Transactions, including the use of the Debit Card for the registration of any services, be it provided by the Bank or otherwise.
- 9.7 The Cardholder cannot use the Debit Card for any unlawful activities. If the Bank suspects or has reasons to believe that the Debit Card has been used for any unlawful activity, the Bank may take any actions that the Bank considers appropriate to meet any obligation or requirement in Malaysia or elsewhere in the world in connection with the prevention of any unlawful activity including but not limited to fraud, money laundering, terrorist activity, bribery, corruption or tax evasion or the enforcement of any economic or trade sanction. The actions the Bank may take include immediately suspending or terminating the use of the Debit Card, making reports, and taking such other actions as the Bank may decide as appropriate.
- 9.8 In the event of any proceedings in or analogous to bankruptcy or insolvency of the Cardholder, the Bank may prove to and agree to accept any dividend.

10. EXCLUSION OF LIABILITY

- 10.1 The Bank shall not in any circumstances be held liable for damages suffered or loss incurred by the Cardholder including but not limited to loss of reputation or embarrassment:
- a) in respect of any representation or implication that may arise as a result of
 - i) any cancellation or refusal on the part of the Bank to renew the Debit Card;
 - ii) any suspension or restriction imposed by the Bank on the use of the Debit Card by the Cardholder; and/or
 - iii) withdrawal of any benefits or privileges conferred on the Cardholder under the Debit Card.
 - b) arising from any act or omission of any Authorised Merchant or Authorised Cash Outlets, howsoever caused;
 - c) due to any retention of the Debit Card and/or refusal by any Authorised Merchant or Authorised Cash Outlets to honour the Debit Card.
 - d) in respect of any statement, representation, or communication made by any Authorised Merchant or Authorised Cash Outlets; and/or

- e) as a result of detection or lack of goods purchased or services rendered by any Authorised Merchant or Authorised Cash Outlets.

10.2 The Bank shall not be liable for any loss, injury or damage suffered including consequential and economic loss, howsoever caused and/or arising by or from mechanical defect or malfunction of the ATMs, CDMs, POS Terminals, Contactless Terminals or any other SSTs, whether owned by the Bank or otherwise party or by any circumstances beyond the Bank's control, Acts of God or by strikes and or other labour disputes.

10.3 The Bank reserves the right to add, amend, and/or withdraw any Payee Corporation from its Services without assigning any reason(s) thereof and shall not be held liable for any loss or damage suffered as a result of such action.

11. TERMINATION, SUSPENSION AND CANCELLATION

11.1 The Cardholder may terminate the use of the Debit Card by giving the Bank written notice of termination and returning to the Bank the Debit Card cut in half, whereupon the use of the Debit Card will be terminated. The Cardholder shall be and will remain liable for any Transactions effected through the use of the Debit Card before the receipt by the Bank of such written notice of termination and return of the Debit Card cut in half to the Bank.

11.2 The Bank may at any time according to its policies with prior notice suspend, terminate or restrict the use of the Debit Card and without any liability whatsoever to the Cardholder or any third party for doing so. Without prejudice to the generality of the foregoing, the Bank may suspend, terminate or restrict the use of the Debit Card, upon the occurrence of any one or more of the following events:

- a) the bankruptcy, insolvency, death or incapacity of the Cardholder;
- b) any breach of the Terms and Conditions or provision by the Cardholder of this Agreement or laid down by any legal, regulatory or other authority or body relevant hereto; and/or
- c) the Cardholder fails to pay any fees or charges when due.

11.3 The termination of the use of the Debit Card does not affect the Cardholder's liability or obligations in respect of instructions received by the Bank before such termination that has been processed or is being processed by the Bank after such termination. However, upon such termination, the Bank will be under no obligation to process or complete processing instructions received prior to such termination.

11.4 If the use of the Debit Card is terminated by the Bank or the Cardholder for any reason, the Cardholder shall forthwith return the Debit Card to the Bank cut in half.

11.5 There will be no refund of any annual fees or other fees payable upon the termination of the Debit Card for any reason. Upon termination of the use of the Debit Card, the Bank shall not render to the Cardholder the monthly Statement of Account.

12. PRIVILEGES AND BENEFITS WHERE APPLICABLE

12.1 The Bank may on each cycle statement credit into the Cardholder's Designated Account, the Cash Back amount earned on overseas Retail Purchases arising from the use of a Debit Card at Authorised Merchants.

12.2 The Cash Back shall be subject to such terms and conditions as the Bank may prescribe and the amount of Cash Back shall be calculated at such rate and by reference to such parameters as the Bank may according to its policies, determine from time to time.

12.3 Without prejudice to the generality of the foregoing, Cash Back shall only accrue and be credited only for so long as the Account remains in good standing.

12.4 Cash Back shall not be granted in the event the Account is suspended or closed or this Agreement is terminated (notwithstanding that such Cash Back may relate to the period preceding the suspension or closure of the Account or the termination of this Agreement).

12.5 For the latest Cash Back rates and other related privileges applicable to Debit Cards, please refer to www.alliancebank.com.my or www.allianceislamicbank.com.my.

13. GOVERNING LAW AND JURISDICTION

13.1 These Terms and Conditions shall be governed by and interpreted in accordance by the laws of Malaysia. The Cardholder hereby agrees to irrevocably submit to the exclusive jurisdiction of the Malaysian Courts.

14. PRESERVATION OF RIGHTS AND ENTITLEMENT

14.1 Notwithstanding anything in this Agreement, the Bank's rights and entitlement under this Agreement shall continue to remain in full force and effect and shall survive any cancellation, revocation, or suspension of the use of Debit Card by the Bank or the termination of Banker and Cardholder relationship between the Bank and the Cardholder.

15. VARIATION

15.1 The Cardholder agrees that the Bank shall have the right to, from time to time, vary, add to, delete or amend the rates, fees, charges as well as any terms and conditions, not specifically referred to elsewhere herein, by notifying the Cardholder of such alteration by giving twenty one (21) Calendar Days' notice either through monthly statements or electronically or otherwise.

15.2 The notification in Clause 15.1 may be made by the Bank in the Statement of Account and/or in any other manner as the Bank shall in its discretion consider appropriate;

15.3 Any alteration referred to Clause 15.1 shall take effect on the date specified by the Bank. Retention or use of the Mastercard after the effective date specified by the Bank shall be deemed to constitute acceptance of such alteration without reservation by the Cardholder.

15.4 In the event the Cardholder shall not be agreeable to such alteration, the Cardholder shall immediately surrender the Mastercard and return it to the Bank, cut into halves and with holes punched through both the SMART chip and magnetic strip, failing which the Cardholder shall be deemed to have accepted such alteration. Upon the surrender and return of the Mastercard by the Cardholder, all monies owing to the Bank by the Cardholder under his Mastercard Account shall remain due and payable and, in any event, the Cardholder shall immediately upon demand by the Bank to settle his/her Mastercard Account.

16. TELECOMMUNICATION

16.1 Subject to proper verification, the Bank may rely and act upon any verbal or written instructions received from the Cardholder through any mode acceptable to the Bank including but not limited to, by telephone, online or facsimile. The Bank shall not be held liable to the Cardholder 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 the Cardholder or for any misunderstanding or damages suffered as a consequence of the Bank acting on or acceding to any such instruction or request.

17. NOTICE

17.1 Any Statement of Account, correspondence or notices to the Customer may be delivered by hand or sent by telefax or electronic transmission or ordinary post to the Customer's last known address and such service shall be deemed effective upon delivery (if sent by hand) or at the time transmission by telefax or if transmitted by way of electronic transmission to the Customer email (as informed by Customer) on the date it is received or three (3) business days after the date of posting in which case such service shall be deemed effective seven (7) Calendar Days from dispatch, facsimile transmissions or posting.

17.2 Any failure on the part of the Cardholder to notify the Bank of any change of address resulting in delay or the return of any Statement of Account, correspondence, and/or notice shall not prejudice the Bank's right or entitlement under this Agreement.

17.3 Notwithstanding any provision herein, the Bank shall have the discretion to serve any notice whatsoever to the Cardholder by any other means, including but not limited to:

- a) in one (1) daily newspaper advertisement;
- b) via electronic means including but not limited to email and/or publication on a website;
- c) displaying the said notice, where appropriate, in the Bank's premises in which event such notice shall be deemed to have been served on the Cardholder on the date the advertisement appears in the newspaper or the date the said notice was first displayed in the Bank's premises as the case may be; and/or
- d) Statement of Account.

18. SERVICE OF LEGAL PROCESS

18.1 The Cardholder hereby agrees that the service of any writ of summons or any legal process in respect of any claim arising from or connected with this Agreement may be effected by forwarding a copy of the same to the Cardholder by way of prepaid registered post sent to the Cardholder's address as stated in the Bank's Account Opening Application Form or such other address notified by the Cardholder and received by the Bank from time to time or any other manner permitted by the relevant laws and such service shall be deemed good and sufficient service thereof on the Cardholder after the expiration of seven (7) days from the date of posting thereof notwithstanding that the same may be returned undelivered.

19. CERTIFICATE OF INDEBTEDNESS

19.1 A certificate signed by the officer of the Bank as to the monies for the time being due and owing to the Bank from or by the Cardholder shall be conclusive evidence or proof against the Cardholder for all purposes whatsoever including for purposes of any legal proceedings.

20. SEVERABILITY

20.1 The invalidity or unenforceability of any of the provisions herein shall not substantially nullify the underlying intent of this Agreement and the invalid or unenforceable provision shall be severable and the invalidity or unenforceability of any term or provision in this Agreement shall not affect the validity or enforceability of the other terms or provisions herein contained which shall remain in full force and effect.

21. DISCLOSURE

21.1 The Cardholder consents to and authorise the Bank and its officers and employees to disclose and furnish all information concerning the Cardholder's particulars and affairs (financial or otherwise), account details, relationship with the Bank, the terms of agreement and any other matters relating to the Cardholder or its business and operations to the following classes of persons in such manner and to such extent as the Bank 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 businesses and operations of the Bank and/or the Alliance Bank Group;
- b) Any person for or in connection with any legal action or proceeding taken to recover monies due and payable by the customer 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 (FATCA) of the United States and Common Reporting Standards (CRS);
- d) 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 (CCRIS), credit bureaus, credit reporting agencies and corporations set up for the purposes of collecting and providing credit information authorised or licensed under Credit Reporting Agency Act 2010;
- 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) An external party as may be required for any corporate exercises/due diligence activities undertaken by the Bank and/or the Alliance Bank Group;
- i) 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
- j) Any other persons or entities with the customer's prior consent. The customer hereby consents 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.

22 PREVENTION AND MITIGATION OF BANKING FRAUD AND SCAM

- 22.1 The Bank may from time to time provide the latest update or content to educate the Customer and create awareness that help prevent or mitigate fraud and scam risk. These may include but are not limited to security tips, software/operating system/application/version update, and regulation requirements from any relevant governing bodies.
- 22.2 The Customer shall keep in safe custody of all banking instruments, for example cheque books/cheque leaves, security tokens, debit card, telephone banking PIN, internet and mobile banking login credentials, and transaction authorisation code (TAC). The Customer shall notify the Bank immediately when the Customer becomes aware that any of the above is lost or used without authority or proper authorisation. The Customer shall not be liable for losses resulting from an unauthorised transaction(s) occurring after the Customer has notified the Bank in accordance with these Terms and Conditions that the Customer's banking instruments mentioned above have been lost, misused, stolen, compromised or breached.
- 22.3 Where any loss or damage suffered by the Customer is solely attributed to the wilful negligence of the Bank, the Bank's sole and entire liability (whether in respect of one or more claims) to the Customer in contract or tort shall not exceed the amount of the transaction which gave rise to the claim or claims or the direct damages sustained, whichever is lower. In no event shall the Bank be liable or any loss of business, loss of profits, earnings or goodwill, loss of data, indirect, consequential, special or incidental damages, liabilities, claims, losses, expenses, disbursements, awards, penalties, proceedings and costs regardless of whether the possibilities of such losses or damages were disclosed to or could have reasonably been foreseen by the Bank.
- 22.4 Upon being notified by the Customer of such an incident, the Bank shall conduct an investigation and the Customer is required to provide sufficient information and collaboration to facilitate the investigation. The Bank is hereby given the authority to perform the following measures upon detection (with/without prior consent from the customer) in order to prevent or mitigate further financial loss while the Bank is performing its investigation:
 - a) Terminate the affected Debit Card
 and the Customer will be notified once the above has been operated.

23. DISPUTES

- 23.1 The Cardholder shall resolve all complaints, claims and disputes against the Authorised Merchant or Authorised Cash Outlets directly and not through the Bank. The Cardholder hereby undertakes not to enjoin the Bank in any such claims and/or disputes or legal proceedings.

- 23.2 Any claims and/or disputes which the Cardholder may have against the Authorised Merchant or Authorised Cash Outlets shall not relieve the Cardholder of the obligation to pay the amounts incurred under this Agreement to the Bank.
- 23.3 If there are any service-related queries or complaints, the Cardholder may write to info@alliancefg.com.

If the customer's query or complaint is not satisfactorily solved by the Bank, the Customer shall contact Financial Markets Ombudsman Service (FMOS) at:

*Level 14, Main Block, Menara Takaful Malaysia,
No.4, Jalan Sultan Sulaiman,
50000 Kuala Lumpur.*

Tel: 03-2272 2811

Website: www.fmos.org.my

24. INDEMNITY

- 24.1 To the fullest extent permitted by law, the Cardholder undertakes to hold the Bank harmless and to indemnify the Bank against all actions, proceedings, claims, demands, losses, damage, costs and expenses (including but not limited to legal expenses on a full indemnity basis) which the Bank may sustain or incur in enforcing or attempting to enforce its rights under this Agreement, should the Cardholder be in breach of any of the Terms and Conditions contained herein.

25. FORCE MAJEURE

- 25.1 Without prejudice to any provisions of this Agreement, the Cardholder agrees not to hold the Bank liable in the event that the Bank is unable to perform in whole or in part any of its obligations under this Agreement, attributable directly or indirectly to the failure of any mechanical or electronic device, data processing system, transmission line, electrical failure, industrial dispute, any act beyond the Bank's control or due to any factor in nature of a force majeure.

26. GENERAL DECLARATION

- 26.1 The Cardholder acknowledges that a copy of the Product Disclosure Sheet ("PDS") from the Bank (via the Branch or website at www.alliancebank.com.my) has been obtained and that the information contained therein has been fully read and understood including all information related to fees and charges.
- 26.2 The Cardholder authorises the Bank, from time to time, to access, obtain, verify and/or use any data or information from any source (including credit reference agencies, Bank Negara Malaysia ("BNM"), the Credit Bureau and/or the Central Credit Reference Information System ("CCRIS") and such relevant authorities) for purpose of evaluation of credit standing, usage of this product and any facility or service that the Cardholder has or may have (whether or not with the Bank).

27. ANTI-BRIBERY AND CORRUPTION

- 27.1 The Bank has instituted and maintains policies and procedures designed to prevent bribery and corruption by the Bank and its directors, officers, or employees; and to the best of the Bank's knowledge, neither the Bank nor any director, officer, or employee of the Bank has engaged in any activity or conduct which would violate any anti-bribery or anti-corruption law or regulation applicable to the Bank. The Bank has not, and covenants that it will not, in connection with the conduct of its business activities, promise, authorize, ratify or offer to make, or take any act in furtherance of any payment, contribution, gift, reimbursement, or other transfer of anything of value, or any solicitation, directly or indirectly to any individual.

- 27.2 By virtue of applying for this product, Cardholder hereby acknowledges that it has been made aware of the Bank's anti-bribery and corruption summary of the policy available at www.alliancebank.com.my/Anti-Bribery-and-Corruption-Summary-of-Policy.aspx and further covenants/undertakes that it shall not indulge in such corrupt practices in whatsoever manner whether directly or indirectly with any directors, officers or employees of the Bank.

28 How to contact us

- 28.1 For further assistance, please call our Customer Service Centre at 03-5516 9988 or visit any Alliance Bank branch.