



**ELECTRONIC SERVICES APPLICATION/COMPLAINT FORM
BORANG PERMOHONAN/ADUAN PERKHIDMATAN ELEKTRONIK**

Branch / Cawangan :

PLEASE TICK (X) THE RELEVANT BOX/ SILA TANDAKAN (X) DI PETAK YANG BERKENAAN

Type of application/ Jenis permohonan

- | | |
|--|--|
| <input type="checkbox"/> New application/ <i>Permohonan baru</i> | <input type="checkbox"/> Add account no. linkage/ <i>Tambah akaun rangkaian (MyDebit Card /VISA Debit Card/ Islamic VISA Debit Card/Internet)</i> |
| <input type="checkbox"/> <input type="checkbox"/> MyDebit Card <input type="checkbox"/> VISA Debit Card <input type="checkbox"/> Islamic VISA Debit Card <input type="checkbox"/> Internet Banking | <input type="checkbox"/> Cancel account no linkage/ <i>Batalan rangkaian akaun no. (MyDebit Card/VISA Debit Card & Islamic VISA Debit Card/Internet)</i> |
| <input type="checkbox"/> Uplifted of "HOT" status on the reported lost/PIN Error/ Deactivated Card/ <i>Penarikan status atas pembekuan kad yang Telah dilaporkan hilang/ Kesilapan PIN/ Kad nyah-aktif</i> | <input type="checkbox"/> Register or Cancellation of ESA/ <i>Pendaftaran atau Pembatalan ESA CDS Account No. / No. Akaun CDS</i> |
| <input type="checkbox"/> Add/ Cancel access to/ <i>Tambah/ Batal untuk kemudahan "MEPS REGIONAL LINK FACILITY"</i> | <input type="checkbox"/> Preferred account for Debit purchase / _____ <i>Akaun pilihan bagi transaksi pembelian Debit</i> |
| <input type="checkbox"/> ATM Bill Payment Registration/ <i>Pendaftaran Pembayaran Bil Melalui ATM. Company & Bill Account No./ Syarikat & No. Bil</i> | <input type="checkbox"/> MyDebit Card / USB Token replacement due to Exposed/ Forgotten/ Lost PIN/ Damaged/ Lost card/ etc _____ <i>Penggantian kad / Token USB disebabkan Mendedahkan/ Terlupa/ Hilang nombor pengenalan peribadi/ Kerosakan/ Kehilangan kad</i> |
| <input type="checkbox"/> Deregistration of Internet Banking Services / <i>Pembatalan Perkhidmatan Transaksi Internet</i> _____ | |
| <input type="checkbox"/> USB Token application / <i>Permohonan Token USB / Cancel USB Token / Pembatalan Token USB * for transaction service</i> | |

Date reported lost card / USB Token to the bank/ *Tarikh laporan kehilangan kad / Token USB kepada bank:* _____

CUSTOMER PARTICULARS / BUTIRAN PELANGGAN

Name / *Nama* (Mr/Mrs/Mdm/Ms/Miss/ *En/Puan/Cik*) :

Old IC No. / passport No./ *No. KP lama/ Paspot:* New IC No. / *No. KP baru* :

*Mobile Tel. No/ *No. Tel Bimbit* : Account No / *No. Akaun* :

Mother's Maiden Name:

Existing MyDebit Card/ VISA Debit or Islamic VISA Debit Card No.:

No. Kad MyDebit/Kad Debit Visa atau Visa Islamic Kad Sedia Ada:

*The mobile number is only for communications/SMS alert related to MyDebit, VISA Debit or Islamic VISA Debit Card. It will not update the customer's master record.

**Nombor telefon mudah alih ini adalah bagi sebarang komunikasi/SMS berhubung Kad MyDebit, Kad Visa Debit atau Visa Debit Islamic sahaja. Ia tidak akan mengubah rekod utama pelanggan.*

PREFERRED LIMIT FOR INSTANT FUND TRANSFER & IBG via ATM / PILIHAN HAD BAGI TRANSAKSI PEMINDAHAN DANA SEGERA & IBG MELALUI ATM

I wish to request the transaction limit for my MyDebit Card /VISA Debit Card/ Islamic VISA Debit Card as stated below and agreed to take full responsibility of the said limit / *Saya ingin memohon had transaksi seperti di bawah bagi Kad MyDebit / Kad Debit VISA dan Kad Debit VISA Islamic saya seperti tertera dibawah dan akan bertanggungjawab sepenuhnya terhadap had tersebut.*

Card Number / *Nombor Kad* :

- RM1,000 RM3,000 RM5,000 RM10,000 RM20,000 RM30,000 RM40,000 RM50,000



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MyDEBIT CARD / VISA DEBIT CARD / ISLAMIC VISA DEBIT CARD CONTACTLESS LIMIT /
HAD TRANSAKSI TANPA SENTUHAN BAGI MyDEBIT CARD / KAD DEBIT VISA/ KAD DEBIT VISA ISLAMIC

I wish to request to change my contactless daily limit as stated below and agreed to take full responsibility of the said limit/

Saya ingin memohon penukaran had harian bagi transaksi tanpa sentuhan seperti tertera dan akan bertanggungjawab sepenuhnya terhadap had tersebut

Form with checkboxes for L1-RM250, L2-RM50, L3-RM100, L4-RM150, L5 - RM200, L6-RM500, L7-RM1000

MyDebit Card No / No. Kad MyDebit :

*Note/Nota: Daily contactless limit of RM500 and RM1,000 are subject to maximum of RM250 per transaction./ Had harian bagi transaksi tanpa sentuhan adalah RM500 dan RM1,000 tertakluk kepada maksima RM250 setiap transaksi.

ADDITIONAL FUNCTION / FUNGSI TAMBAHAN

I wish to request to *activate/deactivate the below function / Saya ingin memohon *pengaktifan/pembatalan fungsi di bawah :

Form with checkboxes for MyDebit Contactless, SMS Notification, Overseas Transaction, VISA Contactless, Card Not Present

* Cancel which is not applicable/Potong mana yang tak berkenaan

ACCOUNT LINKAGE/HUBUNGAN AKAUN

Primary Savings Account/ Akaun Simpanan Utama 1. [grid] Primary Current Account/ Akaun Semasa Utama 2. [grid]

Secondary Saving/Current Account/ Akaun Simpanan/Semasa kedua:

Grids for secondary accounts 3-8

MYDEBIT CARD / DEBIT VISA OR DEBIT VISA ISLAMIC CARD/INTERNET BANKING COMPLAINT
PENGADUAN BAGI KAD MYDEBIT/KAD DEBIT VISA ATAU KAD DEBIT VISA ISLAMIC/ PERBANKAN INTERNET

Date of transaction/Tarikh transaksi : Time / Masa :

ATM Location/Lokasi ATM: Transaction type/ Jenis transaksi :

Mobile Reload No. / No. Mobile bagi Tambah Nilai :

Description of problem (attach ATM Transaction receipt, if available) / senaraikan masalah yang dihadapi(sila lampirkan resit transaksi sekiranya ada):

Dotted lines for problem description



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DECLARATION/AKUAN

- I/We confirm all information given is true, correct and complete/ *Saya/Kami mengesahkan bahawa segala maklumat adalah benar, tepat dan lengkap*
- I / We agree to be bound by Affin Bank and Affin Islamic Bank Berhad (AFFINBANK) terms & conditions governing the use of the MyDebit / VISA Debit Card/ Islamic VISA Debit Card/Internet Banking and subject to any amendment from time to time. *Saya/Kami bersetuju bahawa penggunaan MyDebit / Kad Debit VISA/ Kad Debit VISA Islamic /Perbankan Internet ini adalah tertakluk kepada terma-terma dan syarat-syarat AFFINBANK dan juga tertakluk kepada mana-mana perubahan dari semasa ke semasa*
- I/We agree to pay the fees that the Bank may prescribe from time to time in relation to MyDebit/ VISA Debit Card/ Islamic VISA Debit Card /Internet Banking. *Saya/Kami bersetuju membayar caj berkaitan Kad MyDebit / Kad Debit VISA/ Kad Debit VISA Islamic /Perbankan Internet yang boleh dikenakan dari semasa ke semasa.*
- I/We hereby agree to indemnify and keep the Bank fully indemnified against any costs, expenses, loss, damage of whatsoever nature and description and howsoever occurring including but not limited to the Bank's Solicitor's client costs on a full indemnity basis in the event the details of disputed transactions claimed by me are found to be false. *Saya/Kami dengan ini bersetuju untuk menanggung kerugian dan melindungi Bank sepenuhnya terhadap apa-apa kos , perbelanjaan, kerugian, kerosakan dalam apa jua bentuk dan keterangan dan apa jua yang berlaku termasuk tetapi tidak terhad kepada kos pelanggan Peguamcara Bank atas asas indemniti penuh sekiranya butir-butir transaksi yang dipertikaikan yang didakwa oleh saya/kami yang didapati palsu.*

| | |
|--|---|
| <p>1. Signature/ Tandatangan:</p> <p>Name>Nama: Date/Tarikh:</p> | <p>2. Signature/ Tandatangan: (only for joint account application/hanya untuk pemohon akaun bersama)</p> <p>Name>Nama: Date/Tarikh:</p> |
|--|---|

FOR BRANCH USE / UNTUK KEGUNAAN CAWANGAN

CIF No./No. CIF: Individual/Perseorangan Cinta Muda - Minor a/c/ Akaun Bawah Umur (MyDebit Card)
 Joint/Bersama Sole Proprietor /Empunya tunggal

The application for MyDebit Card/ VISA Debit Card/Islamic VISA Debit Card/Retail Internet Banking is only applicable to Saving and/or Current Account with "Single" or "Joint-any one to sign" mandate.

Permohonan Kad MyDebit Card /Kad Debit VISA/Kad Debit VISA Islamic /Perbankan Internet hanya untuk Akaun Simpanan dan/atau Akaun Semasa dengan mandat 'Perseorangan' atau 'Bersama-tandatangan salah seorang diperlukan'

Please obtain Letter of Indemnity for Sole Proprietor /Minor Account /Sila sertakan Surat Akuan untuk Empunya tunggal / Akaun bawah umur)

MyDebit / VISA Debit/
Islamic VISA Debit/
Virtual Card Number/
Kad Nombor

PIN Reference No./
No. Rujukan PIN

USB Token Serial No./
No. Siri Token USB

ACKNOWLEDGMENT/PENGESAHAN

I / We acknowledge receipt of the above MyDebit Card / VISA Debit Card/Islamic VISA Debit Card/Virtual Card/USB Token and PIN number. *Saya/kami mengesahkan penerimaan Kad MyDebit /Kad Debit VISA / Kad Debit VISA Islamic/Virtual Kad/Token USB dan nombor PIN diatas.*

| | |
|--|---|
| <p>Signature of Account/cardholder. Tandatangan Pemegang Akaun/Kad</p> <p>Date/Tarikh</p> | <p>Attended By/Diuruskan Oleh</p> <p>Date/Tarikh</p> <hr/> <p>Approved/Verified By/Diluluskan/Disahkan Oleh</p> <p>Date/ Tarikh</p> |
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