

CUSTOMER'S PARTICULARS (Please ensure all fields are completed)

Name as per NRIC: _____ NRIC No: _____

Please indicate any of your OCBC Bank Credit Card(s) account number (Principal) : _____ Expiry _____

1 - - -

2 - - -

Send the completed form to us by visiting the nearest OCBC branch or mailing to the following address:

Card Operations 14th Floor, Menara OCBC, 18 Jalan Tun Perak, 50050 Kuala Lumpur.

MAINTENANCE REQUEST (Please tick where applicable)

- Request For Additional Card(s)
 - Gold Visa Titanium MasterCard Platinum MasterCard GE Platinum MasterCard GE Titanium MasterCard

Note: Your monthly statements will now be combined into one if the statement mailing addresses for your OCBC Credit Cards are the same. This is an on-going initiative by OCBC to combine your multiple credit card account bills into one statement to make it easier to track and monitor your credit card transactions.

- Request for new PIN to be sent to **new** billing address (Please fill up **CIF Update Form** for new address update)
- Request for new PIN to be sent to existing billing address
- Card Replacement (Card replacement fee applies, waiver is subjected to Bank's approval)

Please replace my card due to:

 - Damaged/ Faulty Card Lost/ Stolen Card/ Non Receipt Others (Please specify): _____
 Card Collection Branch: _____ (unless specified, replacement card will be sent to existing billing address)
 - Please send my replacement card to my **new** billing address (Please fill up the **CIF Update Form** for new address update)

- Update of **new** specimen signature (Please sign within the box)

Please provide your **old** specimen signature for our verification purposes.

- Change of Name appearing on the Card (maximum 19 characters including spaces)

- Card Cancellation

Please terminate my Credit Card with immediate effect due to

- Too Many Cards Low Credit Limits High Service Fee Seldom Use Others (Please specify): _____
- Request to receive and/or change **SMS Transaction Alerts Threshold** to:
 - RM500 RM1000 RM2000 RM5000 Other amount(Please specify): _____
- Request to cancel SMS Transaction Alerts

Note: The Bank strongly encourages customers to opt for SMS transaction alerts. This is to ensure that customers continue to receive additional security in the form of SMS alerts to safeguard their credit card/s from being compromised.

DECLARATION & AGREEMENT (MANDATORY)

I agree to be bound by the terms and conditions contained in the OCBC Cardmember Agreement (and to such amendments which the Bank may at its absolute discretion make from time to time and agree to be bound by them upon issuance or use of the Card), a copy of which will be sent to me. I understand that the OCBC Card(s) shall remain(s) the property of OCBC Bank (Malaysia) Berhad and must be returned to the Bank upon request. For cancellation of credit card, I've witnessed the card being defaced in my presence.

Signature of Principal Cardholder (Please sign according to the Bank's record)

Date :

For Bank Use

OCBC Branch

Note:

For card cancellation, please deface card by punching holes at MSF and EMV chip.

For other requests, please provide biometric printout for customer before scanning/faxing the completed form to Card Operations for processing.

Attended by :

Signature: _____ Signature: _____

Officer's Name : _____ Countersigning Officer : _____

(Date & Time): _____ (Witnessed By & Date) : _____