

All information is required unless otherwise specified.

**1 What would you like to do today?**     Telegraphic Transfer (TT)     Interbank Transfer (RENTAS)     Interbank GIRO (IBG)

**2 Your details**

**FX Contract**    ▶ *If you have an agreed FX rate with us*  
 Contract Number    FX Rate    FC Amount    Dealer

Name \_\_\_\_\_ a. \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_  
 NRIC/Passport No. ▶ *Do not include hyphens or spaces*  
 \_\_\_\_\_ b. \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_  
 Contact Number \_\_\_\_\_ c. \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_

*For Machine Validation*

**3 How much money do you want to transfer?**

Currency    Amount  
 \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_

**OCBC Malaysia and other bank charges will be paid by:** ▶ *For TT only*  
 Shared (SHA)     You (OUR)     Recipient (BEN)

**Transfer from**

Debit Account No. ▶ *Do not include hyphens or spaces*  
 \_\_\_\_\_  
 House Cheque No.  
 \_\_\_\_\_

**4 Purpose of transfer & description**

Non-resident to Non-resident     Foreign Worker (RM10,000 or less)  
 Bulk Payment (RM10,001 to RM200,000, please specify reason:)  
 \_\_\_\_\_  
 Declaration form (RM200,001 and above, please specify reason:)  
 ▶ *Provide supporting document (Form P / Form R / Invoice)*  
 \_\_\_\_\_

**Details of transfer** ▶ *For IBG: Appears in payee's statement*

Recipient's Reference ▶ *A reference to your recipient, ie: invoice/bill no. , insurance policy no. , car registration no. , etc.*  
 \_\_\_\_\_  
 Other Payment Details ▶ *Describe the purpose or other info related to your payment, ie: Jan'15 loan payment, etc.*  
 \_\_\_\_\_

**5 Who do you want to transfer your money to?**

Recipient's Account Name \_\_\_\_\_ Recipient's NRIC / Passport No. \_\_\_\_\_  
 Recipient's Account Number ▶ *Provide IBAN No. for Europe or UAE* \_\_\_\_\_ Recipient's Contact Number \_\_\_\_\_  
 Recipient's Address \_\_\_\_\_

**Recipient's Bank Details**

Bank Name \_\_\_\_\_  
 Bank Address \_\_\_\_\_  
 \_\_\_\_\_  
 Country \_\_\_\_\_  
 SWIFT Code \_\_\_\_\_ \*Clearing Code ▶ *Optional* \_\_\_\_\_

**Intermediary Bank Details** ▶ *Optional & for TT only*

Bank Name \_\_\_\_\_  
 Bank Address \_\_\_\_\_  
 \_\_\_\_\_  
 Country \_\_\_\_\_  
 SWIFT Code \_\_\_\_\_ \*Clearing Code ▶ *Optional* \_\_\_\_\_

\*CHIPS UID/Fedwire no. (USA), Bank Sort Code (UK), BSB no. (Australia), IFSC no. (India)

**6 Declaration & authorised signature(s)**

Application is subject to the terms and conditions stated overleaf.  
 I/We hereby declare that the information given is true and correct in line with the Financial Services Act 2013/Islamic Financial Services Act 2013 and the Central Bank Malaysia Act 2009. I/We shall be fully responsible for any inaccurate, untrue or incomplete information provided in this Form.

Signature(s)

Date ▶ DD/MM/YY \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

For bank's use					
Commission		Teller		Number	
Cable charges		Verified by		Person	
Other charges		Approved by		Time	
RM equivalent		Scanned & indexed by		Officer	
Total amount in RM		QC approved by		Remarks	

## TERMS AND CONDITIONS FOR TRANSFER TO OTHER BANK

### Warranty on Source of Funds

The Customer represents and warrants to the Bank that the source(s) of funds for the funds transfer request is lawful under the laws and regulations (including the foreign exchange administration rules) of all relevant jurisdictions and will take all necessary actions to ensure that such laws or regulations will not be contravened and will be complied with at all times.

### Cut-Off Time

The Bank may without prior notice to any persons, establish or change the cut-off times for the receipt and processing of funds transfer requests, amendments or cancellations (collectively, "Requests"). Any Requests accepted by the Bank (which shall be at its sole discretion and may be with conditions) after the relevant cut-off times shall be deemed to have been received by the Bank on the next Business Day. Acceptance by the Bank shall include the process of authentication by the Bank of the Requests and subject to the Bank's receipt of immediately usable funds. "Business Day" means a day on which banks in Kuala Lumpur and the relevant funds transfer systems are opened for business. Requests are also subject to cut-off times related to the geographical location of the destination, if outside Malaysia.

### Execution of Request

The Bank may require additional information for processing or authentication of any Requests. The Bank may act solely on the basis of identifying numbers (eg. Account numbers) of the Customer, Recipient and Recipient's bank, whether or not the Customer has accurately provided the names of such persons. The Bank shall have no duty to independently verify any numbers or names. Requests shall be made as per the mandate in debiting account(s).

### Notification of Executed or Rejected Requests

The Bank will not advise or confirm executed Requests, which will be reflected in periodic statements for the debiting account(s), if any. For rejected or unsuccessful Requests, the Bank will endeavour to contact the Customer through the contact details provided by the Customer; the Bank, however, has no liability to the Customer if contact was not made or was not made within any specified period of time.

### Fund Transfer Systems, Intermediaries and Third Parties

The Bank may at its sole direction use any means for the transmission of funds requested by the Customer including using as the Bank's deem fit, any communications, funds transfer, processing or transaction system, intermediary bank and/or any third party(ies) (collectively, "Third Parties"). For domestic transmissions, the Customer may be able to select the funds transfer systems subject to thresholds from time to time set by the Bank and/or the system providers without prior notice to any persons. The Customer hereby authorises the Bank to disclose all information relating to the Request (including information relating to the Customer and Recipient) to the Third Parties and (as required by any jurisdictions) to any authorities or persons. The Bank shall not for any reasons (even if advised of the same) assume any liability towards the Customer and/or any persons, for the terms and conditions, procedures, and/or approval, and/or action, co-operation, omission, and/or timeliness, as applicable, of a Third Party.

### Compliance

The Customer agrees that the Bank will process Requests in accordance with the Bank's established and regular business practices, procedures and policies. The processing of any Requests shall also be subject to the terms and conditions, procedures, approval, action and/or co-operation of Third Parties. The Bank and the Third Parties may decline any Requests if in any of their sole opinion the execution of the Requests may contradict any laws, rules, regulatory or policy requirements, internal or external.

### Cancellation and Amendment

Once a funds transfer request is accepted by the Bank, cancellation of or amendment to the funds transfer request is not allowed. The Bank may at its sole discretion use reasonable efforts to assist the Customer to do so, but shall not be liable for any loss, cost or expense suffered by the Customer if the Bank does not or is unable to cancel or amend the funds transfer request. The Customer hereby agrees to indemnify the Bank against any loss, liability, claim or expense (including legal fees) it may incur in connection with assisting the Customer to cancel or amend a funds transfer request.

### Limitation of Liability

The Bank shall not be liable to the Customer or persons for any damages (including returned cheques), expenses, costs (including legal costs), loss of profits or earnings (whether direct or indirect), goodwill or any special/exemplary, incidental, direct or consequential loss or damage whatsoever or howsoever arising even if the possibility of such loss, damage or claim was advised or known to or foreseeable by the Bank. Without limiting any provisions in this Clause: (i) the Bank shall have no liability in connection with circumstances beyond the Bank's control; and (ii) the Bank's sole and entire liability to the Customer in contract, tort (including negligence or breach of statutory duty) or otherwise howsoever arising related to a Request shall not exceed the amount of Charges received by the Bank.

### Payment and Refund

If the Customer does not have foreign exchange arrangement with the Bank and the amount to be remitted and amount the Customer paid to the Bank are in different currencies, then when the Customer's payment is in: (i) Ringgit Malaysia, the Bank will convert the funds at its prevailing selling rate; (ii) Foreign currency, the Bank will convert the funds at its prevailing buying rate into Ringgit Malaysia and then convert the Ringgit Malaysia amount into the required remittance currency at its prevailing selling rate; subject to the availability of the relevant currencies, and any exchange controls or other restrictions. Refund shall unless agreed by the Bank, be in Ringgit Malaysia, and less costs, charges, expenses and interest. Currency conversion rate will be at the sole discretion of the Bank, subject to availability of relevant currencies, and any exchange controls or other restrictions. Refund will only be made after the Bank receives the proceeds and a confirmation of effective cancellation of the remittance from the relevant Third Parties.

### Costs and Fees

The Customer shall bear all costs, expenses and fees (collectively, "Charges") relating to any Request. For telegraphic funds transfer request: (i) the Bank may collect the Charges from either or both of the Customer or/and the Recipient as indicated by the Customer; (ii) if the Customer has not indicated any preference, then the Bank may collect local charges from the Customer and overseas charges from the Recipient. Collection from the Recipient may be by deduction off the remittance amount. All charges are inclusive of 6% GST, effective 1 April 2015.

### Inquiries/Complaints

The Customer shall retain and produce to the Bank a copy of the relevant Request application form for any enquiry or other request in relation to the Request. For enquiries/complaints/disputes, the Customer may call OCBC Contact Center at: (i) For OCBC Bank (Malaysia) Berhad's Customer – 1300 88 5000 (individual accounts) / 1300 88 7000 (company accounts); (ii) For OCBC Al-Amin Bank Berhad's Customer – 1300 88 0310 (individual accounts) / 1300 88 0255 (company accounts). And/or write to: Service Transformation, OCBC Bank (Malaysia) Berhad, 2nd Floor, Menara OCBC, 18 Jalan Tun Perak, 50050 Kuala Lumpur or such other address(es) as may be notified in the Bank's branch(es). The Bank will respond to an enquiry/complaint/dispute within 14 days (or such other period as the Bank may inform the Customer of) from date of receipt. Where the Bank is unable to respond within 14 days, it will notify the Customer in writing of the need for an extension of time to reply. The Customer can appeal to the senior management of the Bank or to the Financial Mediation Bureau, if he is not satisfied with the outcome of the complaint.

### Others

The Bank reserves the right to review, add, alter, vary and modify any or all these Terms and Conditions at any time as its sole discretion and from time to time with prior notice to customers. These Terms and Conditions shall be governed by Malaysian laws and the parties submit to the non-exclusive jurisdiction of Malaysia courts.