SERVICE REQUEST FORM /
BORANG PERMOHONAN PERKHIDMATAN

A) CARDHOLDER'S DETAIL / *BUTIRAN PEMEGANG KAD*

Name / *Nama :*

NRIC / Passport No. / *No. Kad Pengenalan / Pasport :*

Contact Number / *Nombor Telefon :* -

MPAY Balance Account Number *:* - - -

MPAY Mastercard Number *:* - - -

Note / *Nota* : Please tick (√) where applicable / *Sila tandakan (√) di mana berkenaan*

B) TYPE OF REQUEST / *JENIS PERMINTAAN*

i) GENERAL REQUEST / *PERMOHONAN AM*

☐ **Change of Address / Contact No. / Email / *Pertukaran Alamat / Nombor Telefon / Emel***

Effective Date / *Tarikh Mula :* / / (DD/MM/YYYY)

Latest Address / *Alamat Terkini :*

Postcode / *Poskod :*

Telephone No. / *No Telefon :* Mobile / *Bimbit* : -

Residence / *Rumah* : -

Office / *Pejabat* : -

Email / *Emel* :

☐ **Cancellation / *Pembatalan***

☐ MPAY Balance Account ☐ MPAY Mastercard Account

With immediate effect / *Berkuatkuasa serta-merta* Reason / *Sebab :*

ii) CARD / *KAD*

☐ **Card Replacement / *Penggantian Kad***

☐ Card Damaged / *Kad Rosak* ☐ Card Lost / *Kad Hilang* ☐ Card Capture by ATM / *Kad tersangkut dalam ATM*

Note/Nota: Card replacement fee of RM10 will be imposed / *Yuran penggantian kad sebanyak RM10 akan dikenakan*

☐ Deduct from my MPAY Mastercard account / *Pemotongan dari akaun MPAY Mastercard saya*

☐ Payment via Public Bank Berhad Account / *Bayaran melalui akaun Public Bank Berhad (attach payment slip / lampirkan slip bayaran)*

Beneficiary Name: ManagePay Services Sdn Bhd **Bank Name : Public Bank Berhad** **Account No : 3-1651879-23**

C) DISPUTE DETAIL / *BUTIRAN PERTIKAIAN*

Transaction Date / *Tarikh Transaksi :* / / (DD/MM/YYYY)

Transaction Time / *Masa Transaksi :* : AM / PM

Transaction Amount / *Amaun Transaksi :* **RM** .

TRANSACTION TYPE / *JENIS TRANSAKSI*

☐ **Duplicate billing /** *Rekod berganda* ☐ **Incorrect amount /** *Jumlah salah* ☐ **Paid by other means /** *Pembayaran dengan cara lain:*

☐ **Refund / Credit Not Processed (Please enclose the transaction receipt and the cancellation notice addressed to the merchant, if any)**
Bayaran balik / kredit tidak diproses (Sila sertakan resit transaksi dan notis pembatalan yang ditujukan kepada peniaga, jika ada)

☐ **Manual fund transfer request (Service fee of RM2.12 (Inclusive of 6% SST) will be levied per transaction)**
Permintaan pemindahan dana manual (Yuran perkhidmatan sebanyak RM2.12 (termasuk 6% SST) akan dikenakan setiap transaksi)

☐ **Sales draft request (Service fee of RM5.30 (Inclusive of 6% SST) will be levied)**
Permintaan draf jualan (Yuran perkhidmatan sebanyak RM5.30 (termasuk 6% SST) akan dikenakan)

☐ **Others /** *Lain lain:*

D) OTHERS / *LAIN-LAIN*

E) CUSTOMER ACKNOWLEDGMENT / *PENGIKTIRAFAN PELANGGAN :*

I authorize MPAY to debit my account for the service fee(s) incurred by me base on above instruction per request. / *Saya memberi kuasa kepada MPAY untuk mendebit akaun saya untuk yuran perkhidmatan yang ditanggung oleh saya berdasarkan arahan di atas bagi setiap permintaan.*

Signed By / *Ditandatangani Oleh : -*

Name / *Nama :*

NRIC / Passport No. / No. Kad Pengenalan / Pasport :

Date / *Tarikh :*

F) FOR MPAY USE ONLY / *UNTUK KEGUNAAN MPAY SAHAJA :*

Received By / *Diterima Oleh :* Date / *Tarikh* :

Input Processed By / *Input Diproses Oleh :* Date / *Tarikh* :

Approved By / *Diluluskan Oleh :* Date / *Tarikh* :