Maybank

Malayan Banking Berhad (3813-K)

BORANG ADUAN KAD KREDIT MAYBANK / MAYBANK CREDIT CARD REPORT FORM

SECTION I TO BE COMPLETED BY CREDIT CARDHOLDER. *UNTUK DIPENUHI OLEH PEMEGANG KAD.* ✓ TICK TO APPROPRIATE BOXES *TANDAKAN DI DALAM KOTAK MANA YANG BERKENAAN* | DATE / *TARIKH*

SALES & SERVICE CENTRE : _____

SALES & SERVICE CENTRE REF NO : _____

Credit Card No :

IC / Passport No. / *No Kad Pengenalan / Passport* :

Handphone No. / *No Tel Bimbit* :

House Tel No. / *No. Tel Rumah* :

Office Tel No. / *No Tel Pejabat* :

Cardholder's Name / *Nama Pemegang Kad* :

E-mail address / *Alamat E-mel* :

Nature of enquiry or request / *Jenis Pertanyaan / Pemohonan* :

- ☐ New Application / *Pemohonan Baru*
- ☐ Renewal Card / *Pembaharuan Kad*
- ☐ Permanent / *Temporary Increase Credit Limit* * / *Kenaikan Had Limit*
- ☐ GiftPoint / *Mata Ganjaran*
- ☐ Pre-approved Card / *Kad Pra Lulus*
- ☐ Non-receipt / Request statement * / *Penyata Bulanan*
- ☐ Non-receipt / Request PIN * / *Pemohonan PIN*
- ☐ Replacement / Redirection card * / *Pengantian Kad*
- ☐ Waiver FC/LC/AF * / *Pelepasan Pengecualian Fee*
- ☐ Upgrade of Account / *Naik Taraf*
- ☐ Update Information / *Kemaskini Maklumat*
- ☐ Close Account / *Pembatalan*
- ☐ Request / Cancel Supplementary * / *Pemohonan Kad Tambahan*
- ☐ Transaction rejected / decline * / *Urusniaga Gagal*
- ☐ Unauthorised / Double Billing / Disputed Transaction * *Transaksi Tanpa Kebenaran*
- ☐ Fraund / Lost card * / *Kad Hilang*
- ☐ Refund Credit Balance / *Pemulangan Baki Kredit*
- ☐ EzyPay / AutoPay / New Promotion * / *Promosi Baru*

* To delete where applicable / *Potong yang tidak berkenaan*

Please specify the above request:- / *Sila tandakan permohonan di atas*

Cardholder's Signature
Tandatangan Pemegang Kad /

SECTION II FOR SSC's USE | DATE /*TARIKH*

Officer's Signature

SECTION III FOR CREDIT CARD CENTRE'S USE | DATE /*TARIKH*

Serial Nos : _____

Action Taken :

- ☐ Call cardholder on _____
- ☐ Forward copy to Proc. Unit / RMS / Collection / Operation / Others *
- ☐ Acknowledge by / Name :
- ☐ Date : _____
- ☐ Resolve / Not Resolve on :

Customer Service Officer

CBG 01