

**RESOLUTION / MANDATE OF ALL DIRECTORS / PARTNERS \* OF**

\* Please delete whichever is inapplicable

**Section A**

Company / Business*	
Company / Business Registration* No	

made pursuant to Article..... of the abovementioned Company's Article of Association.

**IT IS HEREBY RESOLVED THAT:-**

1. It would be in the interest and benefit of the Company / Business as named in Section A, to obtain and accept the services indicated by (√) in Section B below, on the Terms And Conditions of the AmBank Contact Centre For Small Business Banking Services ("**Terms And Conditions**"), a copy of which is attached to this resolution / mandate (Unless the context indicates otherwise, capitalised terms in this resolution / mandate shall have the same meaning assigned to those terms in the Terms and Conditions annexed).
2. A certified true copy of this resolution / mandate is to be furnished to AmBank (M) Bhd and the following delegated personnel be authorized to utilize the Services indicated in the Company / Business' name and for and on behalf of the Company / Business.
3. We also hereby confirm that we:-
  - (a) have obtained the consent of our delegated personnel as named in Section B below, to disclose their personal data to AmBank (M) Bhd for purposes of their provision of the services indicated;
  - (b) have obtained confirmation from the delegated personnel that he/she/they have read, understood and agree to be bound by the Privacy Notice of AmBank Group (which is available at [www.ambankgroup.com](http://www.ambankgroup.com) and` the Bank's branches);
  - (c) will forward to AmBank (M) Bhd the original written consent of the delegated personnel for the disclosure of his/her/their personal data to AmBank (M) Bhd if requested; and
  - (d) notify AmBank (M) Bhd immediately if the delegated personnel revokes his/her/their consent to the processing of their personal data by AmBank (M) Bhd.

**Section B**

Enclosed herewith is a copy of \* Form 49, B/D/E or ..... (please insert equivalent form) for your action.

Delegated Personnel's Particulars	Services
<p>1. Name _____</p> <p>Designation _____</p> <p>NRIC/ Passport No. _____</p> <p>Home Address _____</p> <p>_____</p> <p>City/State _____</p> <p>Postcode _____</p> <p>Office No. _____</p> <p>Mobile No. _____</p> <p>Signature <div style="border: 1px solid black; width: 200px; height: 50px; display: inline-block; vertical-align: middle;"></div></p>	<p><b>Account(s)</b></p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p> <p><b>Current Account Services/Cashline-i</b></p> <p><input type="checkbox"/> Account/ Overdraft Balance Inquiry</p> <p><input type="checkbox"/> Request for Account Statement</p> <p><input type="checkbox"/> Request for Cheque Book/Stop Cheque</p> <p><input type="checkbox"/> Request for Consent Letter/ Documents</p> <p><b>Loan(s)/Financing Account Services</b></p> <p><input type="checkbox"/> Account Balance Inquiry</p> <p><input type="checkbox"/> Request for Account Statement</p> <p><input type="checkbox"/> Request for Consent Letter/ Documents</p>

Delegated Personnel's Particulars	Services
<p>2. Name _____</p> <p>Designation _____</p> <p>NRIC/ Passport No. _____</p> <p>Home Address _____</p> <p>_____</p> <p>City/State _____</p> <p>Postcode _____</p> <p>Office No. _____</p> <p>Mobile No. _____</p> <p>Signature <div style="border: 1px solid black; width: 200px; height: 50px; display: inline-block; vertical-align: middle;"></div></p>	<p><b>Account(s)</b></p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p> <p><b>Current Account Services/Cashline-i</b></p> <p><input type="checkbox"/> Account/ Overdraft Balance Inquiry</p> <p><input type="checkbox"/> Request for Account Statement</p> <p><input type="checkbox"/> Request for Cheque Book/Stop Cheque</p> <p><input type="checkbox"/> Request for Consent Letter/ Documents</p> <p><b>Loan(s)/Financing Account Services</b></p> <p><input type="checkbox"/> Account Balance Inquiry</p> <p><input type="checkbox"/> Request for Account Statement</p> <p><input type="checkbox"/> Request for Consent Letter/ Documents</p>

Delegated Personnel's Particulars	Services
<p>3. Name _____</p> <p>Designation _____</p> <p>NRIC/ Passport No. _____</p> <p>Home Address _____</p> <p>_____</p> <p>_____</p> <p>City/State _____</p> <p>Postcode _____</p> <p>Office No. _____</p> <p>Mobile No. _____</p> <p>Signature <div style="border: 1px solid black; width: 280px; height: 70px; display: inline-block; vertical-align: middle;"></div></p>	<p><b>Account(s)</b></p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p> <p><b>Current Account Services/Cashline-i</b></p> <p><input type="checkbox"/> Account/ Overdraft Balance Inquiry</p> <p><input type="checkbox"/> Request for Account Statement</p> <p><input type="checkbox"/> Request for Cheque Book/Stop Cheque</p> <p><input type="checkbox"/> Request for Consent Letter/ Documents</p> <p><b>Loan(s)/Financing Account Services</b></p> <p><input type="checkbox"/> Account Balance Inquiry</p> <p><input type="checkbox"/> Request for Account Statement</p> <p><input type="checkbox"/> Request for Consent Letter/ Documents</p>

Delegated Personnel's Particulars	Services
<p>4. Name _____</p> <p>Designation _____</p> <p>NRIC/ Passport No. _____</p> <p>Home Address _____</p> <p>_____</p> <p>_____</p> <p>City/State _____</p> <p>Postcode _____</p> <p>Office No. _____</p> <p>Mobile No. _____</p> <p>Signature <div style="border: 1px solid black; width: 280px; height: 70px; display: inline-block; vertical-align: middle;"></div></p>	<p><b>Account(s)</b></p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p> <p><b>Current Account Services/Cashline-i</b></p> <p><input type="checkbox"/> Account/ Overdraft Balance Inquiry</p> <p><input type="checkbox"/> Request for Account Statement</p> <p><input type="checkbox"/> Request for Cheque Book/Stop Cheque</p> <p><input type="checkbox"/> Request for Consent Letter/ Documents</p> <p><b>Loan(s)/Financing Account Services</b></p> <p><input type="checkbox"/> Account Balance Inquiry</p> <p><input type="checkbox"/> Request for Account Statement</p> <p><input type="checkbox"/> Request for Consent Letter/ Documents</p>

Dated this ..... day of ..... 2.....

.....  
 DIRECTOR / PARTNER  
 NAME:  
 NRIC NO:

.....  
 DIRECTOR / PARTNER  
 NAME:  
 NRIC NO:

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 DIRECTOR / PARTNER  
 NAME:  
 NRIC NO:

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 DIRECTOR / PARTNER  
 NAME:  
 NRIC NO:

.....  
 DIRECTOR / PARTNER  
 NAME :  
 NRIC NO. :

.....  
 DIRECTOR / PARTNER  
 NAME :  
 NRIC NO. :

(For Company only)

I confirm that the above Directors' Resolution had been passed pursuant to the Articles of Association of the Company and the same has been noted in the Company's records kept by me

.....  
 COMPANY SECRETARY  
 NAME :  
 MEMBERSHIP/LICENSE No: [Insert Membership / License No.]  
 NRIC NO. :

## AmBank's Contact Centre Service For Small Business Banking ("Service")

### Terms & Conditions

1. The Service is available to all new and existing Small Business Banking customers of AmBank (M) Berhad and AmBank Islamic Berhad) (collectively "**the Bank**") having loan/financing facility, saving or current account with the Bank.
2. Application for the Services or to change the type of services / delegated personnel shall be by way of submitting a certified true copy of the resolution / mandate form together with supporting documents to:-
  - (a) the Small Business Specialist Officer of your account home branch of the Bank;
  - (b) your attending Relationship Manager; or
  - (c) by post to **AmBank (M) Berhad (8515-D), Contact Centre, P.O Box 12617, 50784 Kuala Lumpur.**
3. The Services chosen may be utilized by your delegated personnel only upon the Bank issuing a confirmation letter to you.
4. To facilitate the provision of the Service to you, the Bank may request that you create a 6 digit Telephone Identification Number ("**T-Pin**") via our Interactive Voice Response (IVR) system.
5. The Bank may at its absolute discretion (but is not obliged to) record your delegated personnel's conversation with the Bank. In the event of any dispute between you and the Bank, you agree to the use of such recordings and transcripts including its use as evidence by the Bank. The Bank is not required or obliged to maintain copies of such recordings or transcripts.
6. You hereby agree that the Bank's records shall be conclusive evidence of your delegated personnel's dealing with the Bank in connection with the AmBank Contact Centre Services. You hereby agree not to object to the admission of the Bank's records as evidence in any legal proceeding on the basis that such records are not originals, are not in writing or are documents produced by a computer.
7. The Bank does not warrant that the Service will be available or uninterrupted during the times specified. However, in the event of any technical failures, the Bank shall endeavour to restore the Service as soon as reasonably practicable. The Bank may at any time, at its' sole discretion, with or without notice to you, suspend or terminate the Service for any reasons whatsoever.
8. You acknowledge that the Bank shall be entitled to levy or impose service charges or transaction fees and/or vary such fees from time to time in respect of the Service rendered to you. You hereby authorise the Bank to debit your account with such fees, commission and charges that are payable by you.
9. For partnership account, all terms and conditions herein (including any amendment or variation hereafter) shall be binding on you jointly and severally.
10. The Bank reserves the right to vary the terms and conditions set out herein at any time at its absolute discretion.

11. The operating hours for **AmBank Contact Centre for Small Business Banking** is as follows:
  - Mondays to Thursdays - 10am to 7pm;**
  - Fridays - 10am to 6pm;**
  - Saturdays, Sundays and Kuala Lumpur Public Holidays – closed.**
12. The cut off time for services instruction to the Banks' Small Business Banking Consultant (SBBC) is 3.30pm on any working day. Any services instruction received by the SBBC after that time shall be processed the next Working Day.
13. "Working Day" means a day when the banks are open for business and excludes Saturdays, Sundays and Kuala Lumpur public holidays.
14. The Bank shall not be liable for any loss, damage, expense, liability or claim whatsoever and however caused on the part of any person(s), including but not limited to the following:
  - any unauthorised use of the Services;
  - any breakdown or malfunction of the Services equipment
  - any error(s) in transmission of your instruction(s) through the telephone or other modes;
  - any delay in delivery or non-delivery of any documents or materials;
  - any delay or refusal to execute you instruction(s);
  - any direct, indirect or consequential loss (including but not limited to loss of profits; or contracts whether foreseeable by the Bank or not) arising out of or related to the utilisation of the Services.
15. The Bank may in its absolute discretion forthwith terminate your use of the Services at any time without assigning any reason thereof. Your obligation to pay all costs, charges, expenses and amounts accrued up to the date of termination shall survive the termination.
16. Any notice and other communication required under these terms and condition or which concerns the Service, from the Bank to you, shall be deemed received:-
  - (a) if sent by ordinary post to your last known address in the Bank's records, upon expiry of five (5) Working Days from date of posting;
  - (b) if sent by facsimile, upon confirmation by way of a transmission report generated by the Bank's facsimile machine;
  - (c) if delivered by hand or courier, at the time of delivery.
17. The above said terms and conditions shall be without prejudice to the prevailing rules, regulations, terms and conditions, fees and charges of the Bank for that particular products / services which remains binding on you, but in the case of conflict with these terms and conditions in respect of this Service, the latter shall prevail.
18. The Bank may from time to time introduce new, additional or enhanced Services. By utilising such new, additional or enhanced Services as and when such Services become available, you shall be bound by the terms & conditions and any rules and regulations in force governing each of such Services thereon.
19. This terms and conditions shall be governed by and construed in all respects in accordance with the Laws of Malaysia.