

To: Manager of CIMB Thai Bank PCL, ..... Branch ..... Date .....

Date .....

Account No. ..... Branch

I/We would like to request as follows:

## Part 1: Application for Service

## **1.1 Application for SMS Alert service:**

- SMS Alert-related mobile phone number ..... ▪ Language preferred  Thai  English
- SMS Alert-related deposit account number 1. ..... 2. .....
- Deposit account number for debit of SMS Alert service fee .....

## **1.2 Application for Phone Banking (IVR) service:**

- IVR-related deposit account number .....
- Transfer limit amount per day .....Baht
- Specify the limit for payment/day for goods and services .....Baht

**Note:** The conditions and service fees for SMS Alert and Phone Banking (IVR) can be checked on the Bank's website.

## **Part 2: Request for Change of Service**

## 2.1 SMS Alert service

Change language of SMS Alert service    Thai    English    Add new deposit account(s)

Account No. 1..... 2.....

## 2.2 Phone Banking (IVR) service

Inter account transfer  Transfer for bill payment: Preferred transfer limit amount per day ..... Baht

Request for new PIN for phone banking service, due to  Code lost  Code forgotten

Add new deposit account(s) Account No. 1 ..... 2 .....

..... Account No. 1 ..... 2 .....

### **Part 3: Request for Cancellation**

### 3.1 Debit Card service

Unfreeze card       Others (pls. specify) .....

Cancel card use: The Bank shall proportionately credit back annual membership fee to my/our CIMB Thai savings account within 7 working days.

Cancel card use and close deposit account:  Have received return of card fee of ..... Baht

**Remark** Insurance protection under the Card with personal accident (PA) insurance shall terminate as of the date of Card cancellation.

### 3.2 SMS Alert service

Cancel service       Others (pls. specify) .....

### 3.3 Phone Banking (IVR) service

Cancel service       Cancel deposit account(s)       Others (pls. specify) .....

Account No. .....      Account No. .....

Account No. .....      Account No. .....

## Terms and conditions for use of SMS Alert service

### **SMS Alert**

1. The Bank will send information in relation to the transactions of my deposit account, as specified in the Application for Use/ Change of Information/ Cancellation of SMS Alert Service (the "Application"), via SMS to the mobile phone number specified in the Application and/or any other mobile phone number which I notify to the Bank of such change pursuant to the procedure and method as prescribed by the Bank. The Bank will dutifully process the application for the SMS Alert Service which will be completed by the following business day. Subsequently, the customer will receive an SMS Welcome Note, serving as formal confirmation of successful service activation.
2. The information provided through SMS alerts regarding transactions is considered preliminary. In the event of any discrepancies between the SMS information and the Bank's system, the information in the Bank's system will be deemed as correct. The Bank holds no responsibility or liability for any damages that may occur as a result of utilizing the SMS Alert Service. For direct debit transactions related to goods and services payments, the Bank will process the transactions overnight. Customers will receive a notification through the Bank's SMS Alert Service at 07:00 on the following day.
3. The transaction-related information provided through SMS alerts constitutes the material information. In the event of my negligence, if I incur any loss or damage as a result, I shall bear sole responsibility for such loss or damage.
4. In the event that I may not receive messages sent by the Bank, or there may be a delay in their receipt due to circumstances beyond the Bank's control, such as insufficient mobile network coverage on my mobile phone, a malfunctioning connection signal, temporary system breakdowns caused by electrical power failures, or any other unforeseen events. For any reasons, I agree not to attribute the aforementioned causes as grounds for claiming or initiating legal proceedings against the Bank in relation to any arising damages.
5. I agree to pay the service charge, fees, and any other expenses associated with the SMS Alert Service as prescribed by the Bank. I also authorize the Bank to directly debit my deposit account held at the Bank for these payments.
6. If there are insufficient funds to debit the account for the full payment of the fee and/or any expenses for the use of this service, the Bank shall have the right to suspend the service provision (until the service fee and/or expenses are fully paid to the Bank) or cancel the service provision without prior notice. In this regard, I shall waive the right to claim indemnification for any losses or damages resulting from the suspension or discontinuation of the service provision.
7. If I cancel the SMS Alert service or change the service plan before the applied period expires, I have the right to receive a proportional refund of the unused service fee based on the remaining service period, calculated by month or day (whichever is applicable). Fractions of a month or day will not be counted as a full month or day.
8. If there are any changes to my documents or account number for any reason, the application for the SMS Alert Service will remain valid and effective, and will apply to such changes in all respects.
9. The Bank reserves the right to add and/or modify these terms and conditions, including service charges and expenses pertaining to the use of the services provided by the Bank. Such modifications will be communicated through announcements at the Bank's office, branch, or on its website. In the event of changes to service charges, the Bank will provide an announcement or advance notice of at least 30 days.
10. I hereby acknowledge that (a) the Bank has provided me with its Privacy Notice and (b) the Bank may collect, use, and disclose my personal data in compliance with, or in relation to, the use of the service under these terms and conditions, for the purposes as prescribed in the Bank's Privacy Notice.

### **For Bank Use**

**I have explained all relevant details and answered service requester's enquiries, including giving a product fact sheet and a copy of contract (terms and conditions for SMS Alert service) to the service requester.**

Sign ..... ( )

Name in Printed Letters

Position .....

### **Recorded by:**

### **Authorized staff:**

Sign ..... ( )

Sign ..... ( )

### **For Customer**

- **I/We hereby certify that all of the information above is true in all respects, and agree to pay service fees as specified by the Bank.**
- **I/We have understood the product fact sheet as well as the terms and conditions for SMS Alert service (in case of service application). I/We agree to comply with such terms and conditions in every way. I/We understand the details of product and conditions before affixing my/our signature above. Bank staff has explained and answered my enquiries and given the product fact sheet and a copy of contract to me/us.**

Sign ..... ( )  
Service Requestor / Insured Person / Legal Representative