

SERVICE REQUEST FORM

Applicable for HLBB existing merchant (only) and for further inquiry, kindly email to MerchantH'desk@hlbb.hongleong.com.my or call helpdesk line 03-2777 1297

Registered Company Name	Trading Name
Existing Merchant ID (MID)	Existing Terminal ID (TID)

Please tick (/) whichever request is applicable

<input type="checkbox"/> A) Additional Terminal	<input type="checkbox"/> B) Terminal Conversion	<input type="checkbox"/> C) Maintenance	<input type="checkbox"/> D) Termination
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A) Additional Terminal *(Please provide complete and accurate information and provide attachment for more than 2 new outlets)*

<input type="checkbox"/> New Outlet <input type="checkbox"/> Existing Outlet <input type="checkbox"/> Ad-hoc/Temporary Terminal (indicate below): Start Date: _____ End Date: _____	<input type="checkbox"/> All-In-One (E-Wallets T&Cs Apply)	<input type="checkbox"/> GPRS	<input type="checkbox"/> Fixed Line
	<input type="checkbox"/> MPOS	<input type="checkbox"/> Tap on Phone	<input type="checkbox"/> BizBuddy
<input type="checkbox"/> Others: _____			

1)Outlet Trading name	Contact Person:	
<i>New/Existing</i> Outlet address:	Contact Number:	
2)Outlet Trading name	Contact Person:	
<i>New/Existing</i> Outlet address:	Contact Number:	

*Fill up Appendix A for more outlet's details

Payment facility <i>(Compulsory info)</i>	Does the above outlet currently accept payment card and/or E-wallet payment (If yes, please specify)? <input type="checkbox"/> No <input type="checkbox"/> Yes (Bank/Provider's Name: _____)
	Does the above outlet previously accepted card and/or E-wallet payment (If yes, please specify)? Bank/Provider's Name: _____ Duration: From _____ (Start Date) to _____ (Ceased date)

B) Terminal Conversion

From: <input type="checkbox"/> Fixed Line <input type="checkbox"/> GPRS <input type="checkbox"/> All-In-One <input type="checkbox"/> MPOS	To: <input type="checkbox"/> Fixed Line <input type="checkbox"/> GPRS <input type="checkbox"/> All-In-One (E-Wallets T&Cs Apply) <input type="checkbox"/> MPOS
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C) Maintenance *(Change in Merchant Data)*

<input type="checkbox"/> Registered Name	
<input type="checkbox"/> Trading Name	
Address:	
<input type="checkbox"/> Correspondence	
<input type="checkbox"/> Trading	
<input type="checkbox"/> Contact Person:	<input type="checkbox"/> Telephone Number:
<input type="checkbox"/> Email	
Address:	

Payment Method Information:

Credit HLB Current Account No: _____

Inter-bank Giro Current Account No: _____ Bank Name: _____

I/We agree to pay the service fee of Rm 1.00 for each crediting of net merchant settlement through Inter Bank GIRO Services. Please attach bank statement for the above Inter-Bank Giro Current Account.

D) Termination

Closure of Card Acceptance Services (Single or some MID closure only)

Termination of Merchant Agreement for the Card Acceptance Services (Termination of All MIDs)

Closure/Termination Reason:

Ceased Operation Change Management Poor Sales
 Switch Acquirer (Specify Acquirer) _____ Others (Please Specify) _____

Retrieval Address <i>(Compulsory info)</i>	
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Authorised Signatory

I/We hereby declare that the above details are true and correct and I/we agree not to hold HLB responsible or liable for any loss and/or damage arising directly or indirectly from this request. This letter supersedes all previous request/instruction (if any).

 Merchant's Authorised Signatory
 Name:
 Designation:
 Date:

For Bank Use Only

Approved/Rejected by,	Name:
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