

Procedures for Mandates or '*Wakil Tetap*' (Savings Account-i)

Branches may allow the customer to appoint a third party as his or her representative. However, it is subject to the following:

- i. Withdrawal by third party is limited at the home branch only.
- ii. Customers may only appoint one mandate or representative through the Representative Appointment Letter or *Surat Lantikan Wakil Tetap*.
- iii. Branches need to ensure that the Representative Appointment Letter or *Surat Lantikan Wakil Tetap* is renewed if there is a change of representative.
- iv. The operating mandate of the mandatee or representative may be revoked in the following manner:-
Expressly – by writing, signed by the accountholder(s) and received by the branch
- v. Operations officer / Teller shall stamp 'representative' or '3rd party withdrawal' on the back of the withdrawal form each time the transaction is made.
- vi. As confirmation acceptance of money, the representative is required to sign on the back of the withdrawal form.
- vii. Any representative who does not comply with the information provided in the Representative Appointment Letter or *Surat Lantikan Wakil Tetap* shall not be entertained.
- viii. Branch Manager is given the discretion to authorize the withdrawal of funds by representatives not specified in the Representative Appointment Letter or *Surat Lantikan Wakil Tetap*. This flexibility is only granted to depositors who may be considered as valuable to the Bank. However, the owner of the account must contact the Branch Manager or otherwise confirm his / her authorization to withdraw the money.