

Procedures for Mandates (eCurrent Account-i)

- i. A Mandatee is a person authorised by the accountholder to operate his / her account in his / her absence.
- ii. Where a personal and joint personal accountholders, sole-proprietor or partners wishes to authorise a third party to operate upon their account, the Bank's printed form of third-party Mandate must be completed and signed by the accountholder(s) and the mandatee.
- iii. A mandatee must be a Malaysian citizen aged 18 years and above.
- iv. The mandatee must be present at the branch for identification and verification purpose when completing the Mandate Form.
- v. Branch attending staff is required to perform a CTOS check on the mandatee to ensure that he / she is not listed in CTOS for any pending legal action or bankruptcy.
- vi. The authorised signature of the mandate is to be scanned and captured into the Bank's Signature Verification System.
- vii. Branch must ensure that the duly completed and signed Mandate Form is to be stamped within one month from the date of execution.
- viii. No withdrawal on the account authorised by the Mandatee should be allowed until the Mandate has been completed, signed, stamped and deposited with the Branch maintaining the account.
- ix. The Mandate form should be filed together with the Account Opening cum Specimen Signature Form.
- x. The operating mandate of the mandatee may be revoked in the following manner:-
 - a) Expressly – by writing, signed by the accountholder(s) and received by the branch
 - b) By operation of the law – death, bankruptcy, insanity of mandatee.
- xi. Branch should not allow account to be operated under third mandate in the following situations:
 - a) A Bumiputra Account with a non-bumiputra person as the mandatee.
 - b) A resident account with a non-resident individual as the mandatee.
 - c) A joint account mandate that requires two signatories, one of whom must be the mandatee.