

**PERSONAL DATA CORRECTION REQUEST FORM**

**The Personal Data Correction Request is made to Public Bank Berhad (PBB)/Public Islamic Bank Berhad (PIBB) \***

**GENERAL INFORMATION**

- A Data Subject is an individual who is requesting correction to his/her personal data maintained at PBB/PIBB.
- A Relevant Person is a person other than the Data Subject as defined under Section 1B – Item B that is requesting correction to the personal data of the Data Subject.
- The Requestor (Data Subject or Relevant Person) is to be present at the account-holding branch to submit this form and for verification of identity, information and documents required.

**Sections to Complete**

- Sections applicable to requests made by a Data Subject: 1A, 2, 3 and 4.
- Sections applicable to requests made by a Relevant Person: 1B, 2, 3 and 4.
- For a joint account with mandate of both to sign or all to sign, the other signatory(ies) is to execute and sign a separate form i.e. Appendix A.

The Bank has the right to refuse to comply with your request under Section 36 of the Personal Data Protection Act 2010 (PDPA), if the Requestor for example:

- Fails to furnish sufficient, reliable and valid identification documentation/information to establish the Requestor's identity.
- Provides insufficient, incorrect, inaccurate and non-specific information to locate the personal data.

**Supporting Documents Required**

- Data Subject is to furnish a copy of his/her Identification Card (IC) for a Malaysian e.g. MyKad, MyPR, MyKAS, MyTentera etc.; or Passport or other certified documentary proof of identity. Data Subject's identity must be verified vide the Biometrics Reader for MyKad/MyPR/MyKAS/MyTentera holder.
- Relevant Person is to furnish proof by way of an authorisation letter from the Data Subject or any document evidencing the right of the Relevant Person, where applicable to correct the personal data of the Data Subject and a copy of the Relevant Person's IC, Passport or other certified documentary proof of identity.

**Processing Time Frame Required**

- This request will be processed within 21 days from the date the request is received.
- In line with Section 35(3) of the Personal Data Protection Act 2010 (PDPA), a notification for the delay, if any, will be sent to the Data Subject/Relevant Person, 3 days prior to the due date to inform of a 14-day extension period.

**Contact Us**

- If you have any queries or require any guidance in completing this form, you may contact any of our branch Officers or our Customer Service Department at 1-800-22-5555.

\*Delete whichever is inapplicable.

**SECTION 1A: DATA SUBJECT**
**(To be completed by a Data Subject making this data correction request)**

I am a customer of Public Bank Berhad/Public Islamic Bank Berhad\* and I would like to correct my personal data.

**Data Subject's Particulars**

Name of Individual Customer : \_\_\_\_\_  
 IC/Passport\* No. : \_\_\_\_\_  
 CIS No. : \_\_\_\_\_ (for Bank use only)  
 Address : \_\_\_\_\_  
 \_\_\_\_\_ Postcode: \_\_\_\_\_  
 Telephone No. (House) : \_\_\_\_\_  
 Telephone No. (Office) : \_\_\_\_\_  
 Mobile Phone No. : \_\_\_\_\_  
 Email address (if any) : \_\_\_\_\_

Note: To fill in the Appendix A (FORMS/PDP006) for the other joint account holder(s) according to the mode of operating the account.

**SECTION 1B: RELEVANT PERSON**
**(To be completed by a Relevant Person making this data correction request on behalf of the Data Subject)**
**A. Relevant Person's Particulars**

Name of Relevant Person (Individual/Entity\*) : \_\_\_\_\_  
 Name of the Representative of the Entity (where applicable) : \_\_\_\_\_  
 IC/Passport\* No. : \_\_\_\_\_  
 CIS No. : \_\_\_\_\_ (for Bank use only)  
 Address : \_\_\_\_\_  
 \_\_\_\_\_ Postcode \_\_\_\_\_  
 Telephone No. (House) : \_\_\_\_\_  
 Telephone No. (Office) : \_\_\_\_\_  
 Facsimile No. : \_\_\_\_\_  
 Mobile Phone No. : \_\_\_\_\_  
 Email address (if any) : \_\_\_\_\_

**B. Data Subject's Particulars**

Name of Individual Customer : \_\_\_\_\_  
 IC/Passport\* No. : \_\_\_\_\_

Please tick [√] the appropriate box:

I/The entity\* am/is\* making a request as a Relevant Person to correct the personal data of the Data Subject.

**C. Correct Personal Data of Person Maintaining the Account with the Branch.**

This personal data correction request is made on behalf of the Data Subject:

- I/The entity am/is the parent/legal guardian/legal representative of the Data Subject (who is below the age of 18) for a minor/on behalf account.
- The Data Subject is incapable of managing his/her own affairs and I/the entity\* have/has been appointed by the Court to manage his/her affairs.
- I/The entity am/is under the Data Subject's authorization/mandate/Power of Attorney to make this data correction request on his/her behalf.
- Other reasons, please specify: \_\_\_\_\_

\*Delete whichever is inapplicable.

**SECTION 1B: RELEVANT PERSON, cont.**
**(To be completed by a Relevant Person making this data correction request on behalf of the Data Subject)**

Please tick [√] the appropriate box:

**D. As proof of the above, I/We/The Entity\* hereby enclose(s) the following documents:**

- Copy of my IC/Passport (original to be produced for verification);and
- Original Warrant/Court Order/Power of Attorney
- Original letter of authorisation from the Data Subject
- Other documents, please specify: \_\_\_\_\_
- \_\_\_\_\_

**SECTION 2: PERSONAL DATA UPDATE/CORRECTION**

Please tick [√] the appropriate box:

- [ ] Please update ALL of the Data Subject's account(s) maintained with your branch.
- [ ] Please update ONLY the Data Subject's account(s) maintained with your branch as stated below:

Account Type	Account No.

Please update the following information with effect from: \_\_/\_\_/\_\_\_\_ (DD/MM/YYYY)

**Updates to Specified Account Information**

Description of Data Type	Instruction to the Bank	Document(s) to Execute
Change of Mode of Operating the Account	Mode of Operating the Account to be amended:	Execute the "Application and Declaration for Account Opening Form".
Change of Signature of Authorised signatory(ies)	Please state the name of the authorised signatory(ies) whose signature(s) is/are to be amended:	<ul style="list-style-type: none"> <li>• Savings Account <ul style="list-style-type: none"> <li>• Execute the "Request for Change of Signature for Savings Account Form"</li> </ul> </li> <li>• Other Accounts <ul style="list-style-type: none"> <li>• Execute the "Application and Declaration for Account Opening Form".</li> </ul> </li> </ul>
Appointment of Mandatee	Provide Reason For Appointing the Mandatee:	Approval is at the sole discretion of the Bank. Upon approval, execute the "Notice of Mandate Form".

\*Delete whichever is inapplicable.

**SECTION 2: PERSONAL DATA UPDATE/CORRECTION, where applicable, cont.**

PERSONAL DATA TYPE	PLEASE PROVIDE THE PERSONAL DATA TO BE UPDATED/CORRECTED	Please Tick (✓) the Appropriate Column		
		A	D	R
Name of Data Subject				
Old IC No.				
New IC No.				
Passport No.				
Residential/Mailing Address*				
Postcode				
Account Number				
Telephone No. (House)				
Telephone No. (Office)				
Mobile Phone Number				
Nationality				
Occupation				
Name of Employer				
Others (Please specify)				

**Note:** A: Add; D: Delete; R: Revise

**SECTION 3: PREFERRED MANNER OF DELIVERY (To be completed by the Requestor)**

Please tick [✓] the appropriate box:

Please furnish the corrected Data as follows:-

- Verbally inform me/us/the Entity\* of the date when the data has been corrected at the telephone number given in this form.
- Send by registered mail a copy of the Corrected Data to the mailing address given in this form.
- Send by normal mail a copy of the Corrected Data to the mailing address given in this form.
- Allow me/us/the Entity\* to collect a copy of the Corrected Data from your branch once it is ready.

\*Delete whichever is inapplicable.

**SECTION 4: DECLARATION BY REQUESTOR**

I/We/The Entity\* hereby certify(ies) that the information given in this form and any enclosed documents submitted are true and accurate. I/We/The Entity\* understand(s) that:

- i) It will be necessary for the Bank to verify my/our/the Entity's\* identity(ies), and
- ii) The Bank may contact me/us/the Entity\* in order to verify the personal data to be corrected.

I/We/The Entity\* also understand(s) that any and/or all personal data provided by me/us/the Entity\* in this Personal Data Correction Request Form will be collected and processed by the Bank as personal data in accordance with the Personal Data Protection Act 2010.

\_\_\_\_\_  
[Authorised Signature of Data Subject(s)/Relevant Person\* and  
Rubber Stamp of Entity (where applicable)]

\_\_\_\_\_  
Date

(To be signed by all joint account holder(s) according to the mode of operating the account, if applicable)

**FOR BANK USE ONLY**

Acknowledgement of Data Correction Request Form (Appendix 1) given to the customer by:

\_\_\_\_\_  
(Officer's Signature and Name Chop)

\_\_\_\_\_  
Date and Time

\*Delete whichever is inapplicable.

(APPENDIX 1)

**ACKNOWLEDGEMENT BY THE BANK UPON RECEIPT OF PERSONAL  
DATA CORRECTION REQUEST**

To: \_\_\_\_\_  
(Name of Data Subject/Relevant Person)

IC/Passport\* No.: \_\_\_\_\_

We acknowledge receipt of your Personal Data Correction Request dated \_\_\_\_\_.

We shall revert to you in due course on the outcome of your request.

Should you require further clarification on the matter, kindly contact \_\_\_\_\_  
at \_\_\_\_\_.

Received by:

\_\_\_\_\_  
(Signature of Attending Officer)

Name:

Designation:

Branch : \_\_\_\_\_

Date : \_\_\_\_\_

Time : \_\_\_\_\_

Official Branch Rubber Stamp

(REQUESTOR'S COPY)

\*Delete whichever is inapplicable.