

PERSONAL DATA ACCESS REQUEST FORM

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

GENERAL INFORMATION

- A Data Subject is an individual who is requesting access 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 C that is requesting access 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 Fill

- 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.
- For the Requestor requesting access to multiple accounts with the branch, complete a separate form for each account.

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 access 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 31(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.

*Delete whichever is inapplicable.

GENERAL INFORMATION, cont.
Processing Fee

- A processing fee which will depend on the type of request being made as per Table 1 below, is payable and should be submitted with this form.

Table 1:

Item	Type of Data Access Request (DAR)	Fees (RM)
1	DAR for Data Subject's personal data with a copy	10
2	DAR for Data Subject's personal data without a copy	2
3	DAR for Data Subject's sensitive personal data** with a copy	30
4	DAR for Data Subject's sensitive personal data** without a copy	5

Note: For statement requests, the Bank will advise the Requestor on the prevailing fees other than those stated under Table 1.

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.

** Sensitive personal data encompasses sensitive personal information which relates to information relating to your health, political opinion, religious beliefs or other beliefs of a similar nature and the commission or alleged commission of an offence.

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

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

Data Subject's Particulars

Name of Individual Customer : _____

IC/Passport* No. : _____

CIS No. : _____ (for Bank use only)

Mailing Address : _____
 _____ Postcode: _____

Telephone No. (House) : _____

Telephone No. (Office) : _____

Mobile Phone No. : _____

Email address (if any) : _____

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

*Delete whichever is inapplicable.



SECTION 1B: RELEVANT PERSON

(To be completed by a Relevant Person making this data access request on behalf of the Data Subject)

A. Relevant Person's Particulars

Name of Relevant Person (Individual/Entity*): _____
 Name of the Representative of the Relevant Person (where applicable) : _____
 IC/Passport* No. : _____
 CIS No. : _____ (for Bank use only)
 Mailing Address : _____
 _____ Postcode: _____
 Telephone No. (House) : _____
 Telephone No. (Office) : _____
 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 access the personal data of the Data Subject.

C. Access Personal Data of Person Maintaining the Account with the Branch.

This personal data access 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 authorisation/mandate/Power of Attorney to make this data access request on his/her behalf.
- Other reasons, please specify: _____

D. As proof of the above, I/the entity* hereby enclose 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: _____

*Delete whichever is inapplicable.



SECTION 2: DESCRIPTION OF PERSONAL DATA REQUESTED

A. I/The Relevant Person* would like to request for the personal data of the following account by indicating below the relevant account number:

<p>Account Type (Please tick [√] one Account only)</p>	<input type="checkbox"/> Savings Account	<input type="checkbox"/> Current Account
	<input type="checkbox"/> FCY Current Account	<input type="checkbox"/> Fixed Deposit Account
	<input type="checkbox"/> FCY Fixed Deposit Account	<input type="checkbox"/> Loans/Financing Account
	<input type="checkbox"/> Credit Card Account	<input type="checkbox"/> Unit Trust Account
	<input type="checkbox"/> Other products/services (please specify) _____	
Account No.		

Note: For the Requestor requesting access to multiple accounts with the branch, complete a separate form for each account.

B. Personal Data includes one or more of the following:-

Please tick [√] the appropriate box.

Specified Account Information

- Balance Inquiry (Execute the "Request for Balance" Form)
- Statement Request¹
- Mode of Operating the Account
- Mandatee, if applicable
- Image of the Signature(s) of the account-holder(s) i.e. (specify the name)

- Name
- Residence/Mailing* Address
- Gender
- Nationality
- Name of Employer
- Others, please specify: _____
- IC/Passport/Other Identification Documentation*
- Contact Details
- Race
- Country of Tax Residence
- Customer's Consent

C. Please:-

- Confirm whether the personal data as specified under items A and/or B of Section 2 is held by the Bank; and I/the Relevant Person* do(es) not require a copy of the Personal Data.
- Supply me/the Relevant Person* with a copy of the personal data for the account(s) maintained with the Bank as specified under items A and/or B of Section 2.

Note¹: For statement request, the Requestor is required to personally collect the Statement at the account-holding branch.

*Delete whichever is inapplicable.



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

Please tick [√] the appropriate box

Please furnish the Requested Data as follows:-

- Verbally inform me/us/the Entity* when the result of the requested data is ready at the telephone number given in this form.
- Send by registered mail a copy of the Requested Data¹ at the mailing address given in this form.
- Send by normal mail a copy of the Requested Data¹ at the mailing address given in this form.
- Allow me/us/the Entity* to collect a copy of the Requested Data from your branch once it is ready.

Note¹: Not applicable for Statement request as the Requestor is required to personally collect the Statement at the account-holding branch.

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* for more detailed information in order to locate the personal data requested.

I/We/The Entity* also understand(s) that any and/or all personal data provided by me/us/the Entity* in this Personal Data Access 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(s)*
and Rubber Stamp of Relevant Person (where applicable)]
(To be signed by all joint account holders according to the mode
of operating the account, if applicable)

Date

FOR BANK USE ONLY

Acknowledgement of Data Access Request Form (Appendix 1) given to Requestor by:

(Officer's Signature and Name Chop)

Date and Time

*Delete whichever is inapplicable.



ACKNOWLEDGEMENT BY THE BANK UPON RECEIPT OF PERSONAL DATA ACCESS REQUEST

To: _____
(Name of Data Subject/Relevant Person)

IC/Passport* No.: _____

We acknowledge receipt of your Personal Data Access 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.