



# Service Request Form

U Mobile Sdn Bhd (223969-U)

Interaction Log # :   
CRM Order # :

Note: All Service requests require a photocopy of customer's NRIC / Police @ Military ID/ Passport (mandatory) to be attached and submitted with this form.

## A. Requestor Information (This section is mandatory)

Mr  Mrs  Ms  Others (please specify) \_\_\_\_\_

Full Name as per  NRIC /  Passport /  Police ID/  Military ID/  BRN

Company Name :

Authorize Representative Name :

NRIC :  -  -

Passport / Polis ID/ Military ID :

Business Reg. No. :

Account No. :

Mobile No.1 :  -

Mobile No.2 :  -

Mobile No.3 :  -

## B. Service Request (Please tick the applicable box, can be more than one)

**Change of Billing Address**

Address Line 1 :

State :  Postcode :

**Change of Alternate Contact Details**

Home phone :  -

Office phone :  -  Ext

Fax :  -

Alt. mobile :  -

Email :

**Change of Authorization Representative & NRIC**

Name :

NRIC :  -  -

**Credit Limit**  Increase  Decrease

From :  To:  Deposit:

**Change of Rate Plan:** (Please tick Mobile No. box and fill-in details)

Mobile No.1 Old Plan :  New Plan :

Mobile No.2 Old Plan :  New Plan :

Mobile No.3 Old Plan :  New Plan :

**(a) Early Termination Charges** (Please tick Mobile No. box and fill-in details – if applicable)

Mobile No.1 Amount :

Mobile No.2 Amount :

Mobile No.3 Amount :

**Suspension** (Please tick Mobile No. box and indicate suspension reason)

Mobile No.1 :

Mobile No.2 :

Mobile No.3 :

**Reconnection** (Please note RM10 reactivation fee apply for each MSISDN)

Mobile No.1 :  -

Mobile No.2 :  -

Mobile No.3 :  -

**Change of MSISDN** (Please tick the Mobile No. box to be changed and fill-in details)

Mobile No.1 : New Mobile No.  -

Mobile No.2 : New Mobile No.  -

Mobile No.3 : New Mobile No.  -

## B. Service Request - continued

**Value Added Services (VAS)** (please tick the applicable)

Add	Charges	Remove
<input type="checkbox"/> IDD / <input type="checkbox"/> IR (required deposit)	RM200.00	<input type="checkbox"/> IDD <input type="checkbox"/> IR
<input type="checkbox"/> Physical Itemized Bill	RM3.00	<input type="checkbox"/> Physical Itemized Bill
<input type="checkbox"/> E-Billing	N/A	<input type="checkbox"/> E-Billing

Other VAS :

Remarks :

**Bill Reprint**

Mobile No.1  Mobile No.2  Mobile No.3

**Termination** (Please tick Mobile No. box and indicate termination reason)

Mobile No.1 :

Mobile No.2 :

Mobile No.3 :

**Early Termination Charges** (if applicable)

Mobile No.1 Amount :

Mobile No.2 Amount :

Mobile No.3 Amount :

**Refund via IBG Bank Transfer** (if applicable)

Bank Name :

Bank Account # :

**Update the Bank Account Info later** (if applicable)

Note: Refund will be process once bank account number is updated

**USIM Replacement**

Lost / Stolen  Damage  Faulty  Others \_\_\_\_\_

Old USIM Card Serial No.\* :

New USIM Card Serial No.\* :

**Additional Information\***

i. Last Bill Payment / Top Up Date \_\_\_\_\_ Amount (RM) \_\_\_\_\_

ii. Frequently Dialed Numbers a. \_\_\_\_\_ b. \_\_\_\_\_

Remarks:

## C. Declaration

I request the change as selected above. By signing this form I confirm that the information above is true and correct. I acknowledge that I have read, understood and agree to the Term and Conditions of Service in the Registration Form and where applicable, the additional term and conditions in U Mobile Sdn. Bhd. Product information brochure or website. I agree that I may be jointly or severally liable for additional costs, charges or expenses if I choose to receive any of the Value Added Service above or if I ask for the change as selected and I must pay all costs, charges and expenses relating to the change. I authorize U Mobile Sdn. Bhd. to verify the information I have given including my personal information and to use the information according to the Terms and Conditions of service in the Registration Form.

\*Customer Signature and Company Stamp (for corporate customer only):

\*Date: DD / MM / YYYY

## For Office Use Only:

Prepared by :

CRM ID :

Date :

Remarks:

Staff signature & Company stamp