



YTL Communications Sdn Bhd
One Oriental Place,
No 1, Jalan Hang Lekiu,
50100 Kuala Lumpur, Malaysia

YTL- Office Copy _Version 1.0

POSTPAID / PREPAID ACCOUNT CLOSURE REQUEST FORM			
Submission Date			
[A] CUSTOMER DETAILS			
Full Name (as per ID)			
ID (MyKad / Passport)		Contact Number	
Email Address			
[B] ACCOUNT DETAILS			
Account	<input type="checkbox"/> Postpaid <input type="checkbox"/> Prepaid		
Yes ID	@yes.my		
Yes Number	018-	Yes Account Number	
Reason for Account Closure (please tick one)	<div><input type="checkbox"/> Not Satisfied with Package - Pricing <input type="checkbox"/> Not Satisfied with Package - Data Tonnage <input type="checkbox"/> Not Satisfied with Package - Data Speed <input type="checkbox"/> Not Satisfied with Customer Service <input type="checkbox"/> Connectivity Issue <input type="checkbox"/> Moving Out of Area / Overseas <input type="checkbox"/> Device Faulty <input type="checkbox"/> Registered Another Line with Yes</div> <div><input type="checkbox"/> Better Offer from Other Telco <input type="checkbox"/> Maxis <input type="checkbox"/> Celcom <input type="checkbox"/> DiGi <input type="checkbox"/> U Mobile <input type="checkbox"/> P1 <input type="checkbox"/> TM Streamyx / Unifi</div>		
[C] DECLARATION			
<input type="checkbox"/> Postpaid			
1. I agree that I am liable for any and all sums remaining outstanding in my account. I am fully aware that I would still be charged the commitment fee for the entire Billing Cycle in which the termination occurred, and would be liable for the charges in accordance with the terms of my subscription (including, but not limited to, the early termination charges (if applicable)).			
2. I understand and agree that my deposit amount (if any) will be used to offset any outstanding balance (including any payments, charges, fee whatsoever) still owing under my last bill or the latest bill for my account, whether or not such bill has been issued and/or generated as the time of this request.			
3. In the event my deposit is insufficient to settle such outstanding sums, I agree to make payment of any shortfall and settle the same in accordance with my obligations under the terms of my subscription.			
4. In the matter of quantification, I agree that the sums stated in my final bill shall be conclusive proof of the sum owing/outstanding.			
<input type="checkbox"/> Prepaid			
1. I am fully aware that upon closure of my account, any rebate balance and/or remaining or unutilized credits will be forfeited.			
Refund Details (Postpaid only)	<input type="checkbox"/> Giro Bank Name : _____ Bank Account Number : _____		
If there is any refund, then amount shall be made payable to me via:	<input type="checkbox"/> Cheque Mailing Address : _____ <i>Note: would take a longer processing time</i>		
Customer's Signature			
[D] FOR OFFICE USE ONLY			
Bill Cycle	<input type="checkbox"/> 1 <input type="checkbox"/> 3 <input type="checkbox"/> 7 <input type="checkbox"/> 10 <input type="checkbox"/> 13 <input type="checkbox"/> 16 <input type="checkbox"/> 19 <input type="checkbox"/> 22 <input type="checkbox"/> 25 <input type="checkbox"/> 28		
Contract Period	<input type="checkbox"/> Naked <input type="checkbox"/> 12 months <input type="checkbox"/> 24 months <input type="checkbox"/> Others: _____		
Estimated Early Termination Charges	<input type="checkbox"/> No <input type="checkbox"/> Yes : _____ Remaining Month(s) X RM _____ Monthly Fee =RM _____		
Bundle Device (if still under contract)	Device return: <input type="checkbox"/> No <input type="checkbox"/> Yes, specify: _____ Device Condition : <input type="checkbox"/> Good <input type="checkbox"/> Faulty Serial Number : _____ Mac ID: _____		
Collected Sum (if any)	RM	Yes Store	
Date		Accepted By	
Time		Service Request (SR) No	