

# ATM Card Maintenance / Cancellation Form

致：星展銀行(香港)有限公司(「銀行」，包括其繼承人和受讓人)

To: DBS Bank (Hong Kong) Limited (the "Bank", which expression shall include its successors and assigns)

Date \_\_\_\_\_

\_\_\_\_\_ Branch

此表格備有中文及英文版。如你選用此表格(英文版)提交申請，即表示你同意選用英文版的表格及明白表格內的全部內容。This form is available in both English & Chinese versions. By completing this form, you agree to use this **English version** and confirm that you understand all its contents set out below.

Please complete in BLOCK LETTERS, put a  where applicable and cross out any unused spaces.

Cardholder Information			
Cardholder's Name (For individual customer only)		<input type="checkbox"/> HKID Card	
		<input type="checkbox"/> Passport Number	
Account No. on ATM Card		<input type="checkbox"/> ATM Card with China UnionPay Services	

Change the Account Linked to ATM Card (Accounts in foreign currency are for viewing balance only.)				
Instruction	Account No.	(Currency)	Signature(s)	For Bank Use Only (S.V.)
Add / Delete		( )		
Add / Delete		( )		
Add / Delete		( )		
Add / Delete		( )		
Add / Delete		( )		

Total Number of Account(s) in same name to be added / deleted : Add \_\_\_\_\_ Delete \_\_\_\_\_

Apply for ATM Card Replacement / Change of Card Type	
<p><b>Important Notes on DBS Octopus ATM Card:</b></p> <p>1. <u>The Octopus Automatic Add Value Service ("AAVS") of DBS Octopus ATM Card would be automatically activated by the Bank at the time of card issue. AAVS amount will be debited from the designated account starting from the first AAVS transaction.</u> If you do not want to use the AAVS, please choose DBS ATM Card (without Octopus function).</p> <p>2. Please note that the Bank will send important notes for the use of DBS Octopus ATM Card, e.g. card issue date, status of ATM card acknowledgement etc., to you via SMS. The SMS will be sent to the mobile phone number registered with the Bank for receiving SMS notifications.</p>	
<p><b>I/We would like to <u>apply for replacement of the above card</u> for the following reason(s):</b></p> <p><input type="checkbox"/> Card Damaged/Inoperable      <input type="checkbox"/> Card Not Received      <input type="checkbox"/> Card Lost/Stolen – Date and Time: _____</p> <p><input type="checkbox"/> PIN Lost/Forgotten/Inoperable      <input type="checkbox"/> Card Captured by ATM      <input type="checkbox"/> Others (please specify) _____</p>	
<p><b>I/We would like to <u>apply for changing of the type of the above card</u> to:</b></p> <p><input type="checkbox"/> DBS Octopus ATM Card with China UnionPay Services (ONLY applicable to DBS Treasures and DBS Account Customers)</p> <p>Octopus AAVS amount for every auto-reload transaction is <input type="checkbox"/> HKD500    <input type="checkbox"/> HKD250      Date of Birth (dd/mm/yyyy): _____/_____/_____</p> <p>Account No. of Designated HKD Current Account ("AAVS Account" *) for AAVS provided by Octopus Cards Limited ("OCL"):</p> <p>_____</p> <p>* <i>Overdraft Protection (if any) will cover any overdraft on the AAVS Account from time to time (including any overdraft incurred by using AAVS), which could be extensive and will be subject to payment of overdraft interest and other charges pursuant to the Bank Accounts and Services Terms and Conditions. Please contact our branch staff if you wish to apply or discontinue the Overdraft Protection services.</i></p> <p><input type="checkbox"/> DBS ATM Card (without Octopus function)</p> <p><input type="checkbox"/> DBS Treasures Private Client/DBS Treasures ATM Card with China UnionPay Services</p> <p><input type="checkbox"/> General ATM Card with China UnionPay Services</p> <p><input type="checkbox"/> Fast Cash Card (ONLY applicable to customers aged 65 or above)</p>	
<p><b>I/We would like to change the Octopus AAVS amount for every auto-reload transaction for my/our DBS Octopus ATM Card to</b></p> <p><input type="checkbox"/> HKD500      <input type="checkbox"/> HKD250</p>	

Reactivate report loss ATM Card/ Cancel ATM Card/ Receive Captured ATM Card	
<input type="checkbox"/>	My/Our ATM Card has previously been reported lost but has now been located. Please reactivate my/our ATM Card. This is <b>NOT</b> applicable to DBS Octopus ATM Card.
<input type="checkbox"/>	Please cancel my/our ATM Card.
<input type="checkbox"/>	I/We have received my/our ATM Card captured by ATM on _____ / _____ / _____ (DD/MM/YY) from you.

**Change the Daily Limit of ATM Card Account**

Please set my/our following maximum daily limit(s) of the above ATM card (in multiple of HKD/ RMB1,000) according to the following instruction(s):

Types of Transaction	Default	Personalised	Maximum Limit
Cash withdrawal	HKD/RMB 20,000		HKD/RMB 100,000
Transfer to account within the same card	HKD 200,000		HKD 999,000
Transfer to account not within same card	HKD 50,000		HKD 50,000
PPS debit	HKD 100,000		HKD 100,000
POS payment	HKD 50,000		HKD 50,000
HK Jockey Club cash voucher *	HKD 0		HKD 50,000

\* HK Jockey Club cash voucher limit is inclusive to POS payment limit. Its maximum amount must not exceed HKD50,000 or my/our personalised POS payment limit, whichever is lower.

**Acknowledge Receipt of New ATM Card / PIN**

I/We acknowledge receipt of

the above new card     the PIN, sequence no. (card with China UnionPay Services) \_\_\_\_\_, please issue the card to me/us.

S.V.

Signature(s) (Same as filed with the Bank)

**Change the Designated HKD Current Account for AAVS**

Please change the Designated HKD Current Account for AAVS provided by OCL to Account No.: \_\_\_\_\_

**Overseas Cash Withdrawal Setting** **Activation**

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Maximum Daily Limit^ (HKD): \_\_\_\_\_

- The Start Date should be set as a date not earlier than the next bank business day (which does not include Saturdays) after this form is submitted to the Bank.
- The End Date should not be set beyond the expiry date of your ATM Card.

 **Deactivation**

^ The daily cash withdrawal limit specified in the Maximum Daily Limit section above is inclusive of the daily overseas cash withdrawal limit. Please ensure the daily limit set for overseas withdrawal does not exceed the daily withdrawal limit of HKD/RMB 100,000, or the personalised daily withdrawal limit (if any).

**Others**

Please specify:

**Notes:**

1. The Bank will verify the applicants' signature(s) with the specimen signature(s) of any one of the above mentioned accounts filed with the Bank.
2. The account(s) will also be added to / deleted from supplementary card(s), if any.
3. The first time the cardholder uses the Card at ATM after the linked account(s) is/are added/deleted, a message "TRANSACTION CANCELLED" will be displayed on screen. Please ignore this message and perform the transaction again (Not applicable to re-issued card).
4. Transaction limits of the newly added account(s) will be preset to the Bank's prevailing limits. The applicant(s) should fill in Part D of this form to set up personalised transaction limits (if necessary).
5. The Bank shall be entitled to levy a reasonable charge for issuance, re-issuance and use of the Card or PIN, as shown in the Bank Charges Schedule.
6. The English version shall prevail if there is a discrepancy between the English and Chinese versions.

**Customer's Declarations**

I/We confirm that the information provided above is true and complete and that I/we have read and agree to comply with the applicable terms and conditions and the Data Policy Notice of the Bank, from time to time in force, copies of which are available on request at any branch of the Bank or from the Bank's website ([www.dbs.com/hk](http://www.dbs.com/hk)). I/We hereby authorise the Bank to debit any fees and charges payable for this application (such as card replacement fee) (if any) from the Primary Account linked to the card and to send any card to my/our correspondence address registered with the Bank. I/We confirm that I/we accept full responsibility for all transactions effected with the correct PIN, by the Bank, acting in good faith, irrespective of whether such transaction(s) is/are authorised by me/us.

**For DBS Octopus ATM Card Application:**

I/We have received the DBS Octopus ATM Card Terms & Conditions from the Bank. I/We declare that by applying for the DBS Octopus ATM Card and using AAVS, I/we have read, accept and agree to, and shall be bound by, the DBS Octopus ATM Card Terms & Conditions specified and amended by the Bank from time to time. Some of the major provisions of the DBS Octopus ATM Card Terms & Conditions are set out below for emphasis only (and I/we shall be bound by all the DBS Octopus ATM Card Terms & Conditions whether or not set out below):

1. Use of the DBS Octopus ATM Card is subject to:
  - (a) the DBS Octopus ATM Card Terms & Conditions;
  - (b) the Bank Accounts and Services Terms and Conditions;
  - (c) the Octopus Automatic Add Value Agreement, as may be specified and amended by OCL from time to time;
  - (d) the Conditions of Issue of Octopus, as may be specified and amended by OCL from time to time.
2. The value stored pursuant to the Octopus stored value function on the DBS Octopus ATM Card is not a protected deposit and is not protected by the Deposit

3. AAVS Account

- (a) I/We authorise the Bank to debit from or credit to the AAVS Account all amounts in relation to AAVS in accordance with instructions received from time to time by the Bank from OCL regarding me/us. For the avoidance of doubt, the Bank is not required to notify me/us or obtain my/our consent before acting on OCL's instructions.
- (b) I/We shall be liable for all amounts from time to time added or reloaded pursuant to the Octopus stored value function on the DBS Octopus ATM Card through AAVS and the AAVS Account.
- (c) If the DBS Octopus ATM Card is terminated for any reason, the Bank is entitled to:
  - (i) set off any remaining value stored on it pursuant to the Octopus stored value function against any outstanding indebtedness owing by me/us to the Bank; and/or
  - (ii) deduct any amount from the AAVS Account and apply it towards settlement of any debit balance in the Octopus stored value function.

4. Overdraft

- (a) I/We shall ensure there are sufficient funds (which may include pre-arranged overdraft facilities granted by the Bank) in the AAVS Account to effect transactions in accordance with OCL's instructions regarding me/us from time to time. I/We authorise the Bank to effect a transaction even if there are insufficient funds in, or insufficient pre-agreed overdraft limit on, the AAVS Account and I/we shall be liable for the resulting overdraft (including any overdrawn amount which exceeds the pre-agreed overdraft limit) in the AAVS Account.
- (b) Any overdraft (including any overdrawn amount which exceeds the pre-agreed overdraft limit) shall be subject to the provisions of the Bank Accounts and Services Terms and Conditions, and my/our rights and obligations shall be determined accordingly.
- (c) Without prejudice to the generality of paragraph (b) above:
  - (i) the Bank is entitled to impose the prevailing overdraft interest and other charges specified in the Bank Charges Schedule made available by the Bank from time to time;
  - (ii) I/we shall repay to the Bank upon demand any overdrawn amount on the AAVS Account, together with interest and charges imposed by the Bank; and
  - (iii) the Bank reserves the right to cancel the DBS Octopus ATM Card without prior notice to or consent from me/us if I/we fail to comply with paragraph (ii) above.
- (d) I am/We are responsible for monitoring the balance on the AAVS Account at all times. The Bank may (but is not obliged to) inform me/us of any overdraft on the AAVS Account as a result of use of AAVS by any means as the Bank may consider appropriate.

5. Personal Data

I/We consent to and authorise the Bank to disclose to OCL my/our personal data (whether collected by the Bank via the applicable application form or by other means or otherwise in the possession of the Bank from time to time). The data that may be provided to OCL include name, gender, date of birth, HKID card number/passport number, contact information and the AAVS Account number of me/us. I/We consent to and authorise OCL to use my/our personal data for the following purposes:

- (a) processing my/our request for Octopus functions and related services (including AAVS) provided by OCL;
- (b) providing Octopus functions and related services (including AAVS) provided by OCL and such other purposes of use of the personal data in accordance with the Conditions of Issue published by OCL, but, in any event, OCL shall not use such personal data for the purpose of direct marketing; and
- (c) purposes otherwise relating to the cooperation arrangement between the Bank and OCL pursuant to which the DBS Octopus ATM Card is issued and administered.

6. ATM Card Termination

The Bank reserves the right to terminate the DBS Octopus ATM Card at its discretion upon:

- (a) the Bank becoming aware of any abnormal activities or transactions involving the DBS Octopus ATM Card;
- (b) accumulation of an overdraft amount on the AAVS Account with no pre-arranged overdraft facilities;
- (c) accumulation of an overdraft amount on the AAVS Account in excess of existing pre-arranged overdraft facilities;
- (d) I/we fail to perform ATM Card acknowledgment or use the DBS Octopus ATM Card within the designated period set by the Bank; or
- (e) termination for any reason of the cooperation arrangement between the Bank and OCL pursuant to which the DBS Octopus ATM Card is issued and administered.

Upon termination of the DBS Octopus ATM Card by the Bank, the ATM functions and the Octopus functions of the DBS Octopus ATM Card could both cease to be operable.

**Acknowledgement of Use of My/Our Personal Data in Direct Marketing**

I/We understand that the Bank intends to use my/our personal data in direct marketing and cannot do so without my/our consent. I/We have previously selected whether or not to receive direct marketing contact or information and I/we confirm that there is no change to my/our existing choice and all information provided in this application form shall be used in accordance with such choice. I/We understand that if I/we wish to change my/our existing choice, I/we may do so at any time and without charge by completing an opt-out form and returning it to the Bank.

**Please confirm that your instructions have been clearly, accurately and completely set out in this form before signing it.**

\_\_\_\_\_  
Signature(s) (Same as filed with the Bank)

For Bank Use Only					
Branch			CBO-NMF		
Card Type	Address: <input type="checkbox"/> Checked	Same day request for address/ segment change: <input type="checkbox"/> Yes <input type="checkbox"/> No	S.V.	Input	Approved
<input type="checkbox"/> "0" = Main Card Card returned <input type="checkbox"/> Yes <input type="checkbox"/> No  <input type="checkbox"/> "1" = Supp. Card Card returned <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Card Enclosed <input type="checkbox"/> Card not Enclosed 'Hot' placed by _____  <input type="checkbox"/> DBS Octopus ATM Card report loss/ cancellation without returning the Card, SSB informed by _____	Attended by: (Signature, Name & Date)	Initial the action(s) taken: <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid black; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center;">SV</div> <div style="border: 1px solid black; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center;">AHV</div> </div> (Mark name & date if different from the attending staff)	Approved by: (Signature with No., Name & Date)	Card shredded on:  Shredded by (Initial)