



**ACCOUNT CLOSURE REQUEST / SAC OFFER ACCEPTANCE FORM**

<b>Submission Date</b>	
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**[A] CUSTOMER DETAILS**

<b>Full Name (as per ID)</b> ✓	
<b>ID (MyKad / Passport)</b> ✓	<b>Contact Number</b> ✓
<b>Email Address</b> ✓	

**[B] ACCOUNT DETAILS**

<b>Account</b>	<input type="checkbox"/> Postpaid	<input type="checkbox"/> Prepaid
<b>Yes ID</b> ✓		@yes.my
<b>Yes Number</b>		<b>Yes Account Number</b> ✓

**[C] SAC OFFER ACCEPTANCE**

Please tick 1:

Pick one (1)

<input type="checkbox"/> Free Device _____ + Extra Data ___ GB (Extend/Re-contract 12 months)	<input type="checkbox"/> Extra Data ___ GB (without contract)
<input type="checkbox"/> Free Device _____ + Extra Data ___ GB (Extend/Re-contract 18 months)	<input type="checkbox"/> Bill Waiver
<input type="checkbox"/> Free Device _____ + Extra Data ___ GB (Extend/Re-contract 24 months)	

I hereby confirm and declare that I wish to sign up for the SAC offer that was offered to me by YES and agree to continue to use the Service.  
 I also confirm and declare that I have read, understood and consented to the terms below for extending/re-contracting. (applicable only if picked "Free Device + Extra Data")

Customer Signature: \_\_\_\_\_

*Leave section [D] and [E] blank if consent to section [C]*

**[D] ACCOUNT CLOSURE**

<b>Reason for Account Closure</b>  <i>(please tick one)</i>	<input type="checkbox"/> Not Satisfied with Package - Pricing	<input type="checkbox"/> Better Offer from Other Telco
	<input type="checkbox"/> Not Satisfied with Package - Data Tonnage	<input type="checkbox"/> Maxis
	<input type="checkbox"/> Not Satisfied with Package - Data Speed	<input type="checkbox"/> Celcom
	<input type="checkbox"/> Not Satisfied with Customer Service	<input type="checkbox"/> DiGi
	<input type="checkbox"/> Connectivity Issue	<input type="checkbox"/> U Mobile
	<input type="checkbox"/> Moving Out of Area / Overseas	<input type="checkbox"/> P1 / Webe
	<input type="checkbox"/> Device Faulty	<input type="checkbox"/> TM Streamyx / Unifi
	<input type="checkbox"/> Registered Another Line with Yes	

**[E] DECLARATION**

Postpaid

- I understand and agree that the service will be terminated on the submission date of this closure account request. I agree that I am liable for any and all sums remaining outstanding in my account including the Commitment Fee prorated until the termination date. I shall also be liable for any early termination charges, if applicable, in accordance with the terms of my subscription.
- 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 at the time of this request.
- 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.
- In the matter of quantification, I agree that the sums stated in my final bill shall be conclusive proof of the sum owing/outstanding.

Prepaid

- I am fully aware that upon closure of my account, any rebate balance and/or remaining or unutilized credits will be forfeited.

<b>Refund Details</b> ✓ <i>(Postpaid only)</i>	<input type="checkbox"/> Giro
If there is any refund, then amount shall be made payable to me via:	Bank Name : _____
	Bank Account Number : _____

**Customer's Signature** ✓

**[E] FOR OFFICE USE ONLY**

<b>Bill Cycle</b>	<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
<b>Contract Period</b>	<input type="checkbox"/> Naked <input type="checkbox"/> 12 months <input type="checkbox"/> 24 months <input type="checkbox"/> Others: _____
<b>Estimated Early Termination Charges</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes : _____ Remaining Month(s) X RM _____ Monthly Fee = RM _____
<b>Bundle Device</b> <i>(if still under contract)</i>	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: _____
<b>Collected Sum (if any)</b>	RM _____
<b>Date</b>	<b>Yes Store</b>
<b>Time</b>	<b>Accepted By</b>
	<b>Service Request (SR) No</b>