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■ PETALING JAYA

Authorisation required for passbook update

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THOSE updating another person's bank passbook are required to produce a letter of authorisation from the account holder for verification before the request can be entertained.

The Association of Banks in Malaysia executive director Chuah Mei Lin told *The Malay Mail*: "Banks do allow customers to update passbooks of third parties, provided they present a letter of authorisation from the account holder."

She said based on input from 10 out of the association's 14 member banks, customers are permitted to update their own passbooks over the counter.

"Selected member banks also offer, for the convenience of their customers, self-service automatic passbook update machines at some branches," said Chuah.

A Maybank spokesman told *The Paper That Cares*

the bank has allowed third party authorisation since June 2006 subject to requirements.

Maybank customers have the option to update their passbook at passbook update machines or at the counter.

"If a customer uses a passbook update machine, no identification is required while for updates over the counter by the account holder, the customer is requested to produce his identity card," said the spokesman.

"If updating is done by a third party, the bank requires identification and a written authorisation letter from the account holder to protect customer information."

He said in the event the savings account is a joint account, either one person can update the passbook. And if updating of a joint account is being done by a third party, authorisation is based on condition of the signature, in which either one of the signatories can issue the authorisation letter.

CIMB Bank executive director Datuk Sulaiman Mohd Tahir (*pic*) said: "If a third party is to update the passbook, the account holder must first issue an authorisation letter to the bank, allowing the third party to update the passbook on his/her behalf. The bank then contacts the account holder to verify the request, and a copy of the identification card of the third party will be made for record purposes."