

### INSTRUCTIONS

- This form is to be completed when a certificate (device included) needs to be repaired or replaced.
- Please use a separate form for each different user.
- Please enclose photocopies of the following (Note: enclosed documents are non-returnable):
  - Photocopy of NRIC (both sides) / Passport (for non-malaysian applicants only)

### CUSTOMER INFORMATION (Please complete your details in CAPITAL LETTERS)

Applicant's Name <small>(as per NRIC / Passport)</small>			
NRIC / Passport No.		Tel (Office)	
Organisation Name & Address <small>(for device delivery purpose)</small>			
Postcode		City	
State			
Organisation Reg No.			
Applicant's Email Address			

### ITEM SELECTION (Please Tick (✓) on the following where applicable)

Medium of Certificate	<input type="checkbox"/> Smart Card	<input type="checkbox"/> USB Crypto Token	
Reason(s) of Return:	<b>Device</b>		
	<input type="checkbox"/> USB Crypto Token PIN blocked / forgotten PIN	<input type="checkbox"/> Faulty Smart Card Reader	
	<input type="checkbox"/> Smart Card PIN blocked / forgotten PIN	<input type="checkbox"/> Faulty Smart Card / USB Crypto Token	
	<b>Other Reasons</b> <small>(Please specify):</small> _____		

Applicant's Signature: _____    Date _____	Company Stamp <small>(applicable for application via organisation):</small>    
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### FOR OFFICE USE

Date Received _____	Project Name _____
Cert. Serial Number _____	SC / USB Crypto Token No. _____
Certificate / Device Testing Status : <input type="checkbox"/> Pass <input type="checkbox"/> Fail	
Additional Remarks _____	

Signature (Recipient): _____  Name : _____  Date of Processing : _____	Signature (Supervisor) _____  Name : _____  Date of Processing : _____
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### PERSONAL DATA PROTECTION ACT (PDPA) 2010 – CONSENT CLAUSE

By submitting this Form, you hereby agree that Pos Digicert Sdn Bhd may collect, obtain, store and process your personal data that you provide in this form for the purpose of providing Certification Authority services, receiving updates, news, promotional and marketing mails or materials from Pos Digicert Sdn Bhd . You hereby give your consent to Pos Digicert Sdn Bhd to: Store and process your Personal Data; Disclose your Personal Data to the relevant governmental authorities or third parties where required by law or for legal purposes.

In addition, your personal data may be transferred to any company within the Pos Digicert Sdn Bhd's parent companies and subsidiaries. For the purpose of updating or correcting such data, you may at any time apply to the Pos Digicert Sdn Bhd to have access to your personal data which are stored by Pos Digicert Sdn Bhd . For the avoidance of doubt, Personal Data includes all data defined within the Personal Data Protection Act 2010 including all data you had disclosed to Pos Digicert Sdn Bhd in this Form. To view our full Data Protection Privacy Statement Notice please visit our website at <https://www.posdigicert.com.my/repository/pdpa>.