

## APPOINTMENT FOR LOCKSMITH FORM

I, \_\_\_\_\_ (Name), \_\_\_\_\_  
(NRIC/Passport No), the licensee(s) / legal representative(s) or Solicitor(s) authorized to act on behalf\* hereby agree to make an appointment to engage the service of a locksmith appointment for the replacement of lockset due to the loss of 2 keys for box number \_\_\_\_\_, on \_\_\_\_\_ (DD/MM/YY) at \_\_\_\_\_ a.m. / p.m.\* (Time).

The cheque \_\_\_\_\_ (Bank name & Cheque number), amount S\$107 will be the payment for the appointment of the locksmith together with this letter. I am aware that a representative from Certis CISO will contact me at \_\_\_\_\_ (Phone) for the confirmation of the appointment upon their receipt of this letter. By signing/use of the thumbprint on the form, I acknowledge that I have understood and agree to all the terms and conditions below.

\_\_\_\_\_  
Signature or thumbprint of requesting party / Date

### TERMS & CONDITIONS

1. All appointments are to be during normal office hours subjected to the availability of locksmith.
2. The date which the letter was sent will have to be at least 7 working days prior to the date of appointment, of which delivery of mail is expected to be up to 4 working days.
3. All outstanding arrears for the above box will have to be paid prior to the locksmith's work.
4. Certis CISO will not refund any appointment charges. Certis CISO however may on its sole discretion, allow a change of appointment date if Certis CISO is informed at least 1 working day in advance prior to the above mentioned date of appointment.
5. Only Certis CISO approved locksmith will be allowed to carry out the above mentioned job, and appointment will be only arranged by management of Certis CISO safe deposit box.
6. All parties are encouraged to be present at least 10 minutes before the appointment time at the respective branch. In the event that not all required parties are present after 15 minutes from the appointment time, it will be taken that the appointment is cancelled without prior notification and all payment will be forfeited.
7. All registered licensees will have to be present on the appointed date & time for a loss of 2 keys appointment.
8. Certis CISO reserved the right to change the terms and conditions as long as affected parties are notified duly, at least 1 day in advance.

The signature/thumbprint will be as per the records on the contracts of Certis CISO for Licensee. I fully understand that Certis CISO reserved the right to reject any instructions from me, if they found the signature / thumbprint not to their satisfaction. I acknowledge that my instructions will only be processed if it is approved by either a Branch Manager or any staff from the Management Team.

\* indicate fields to be deleted accordingly