

To: Customer Experience Branch

Date: \_\_\_\_\_

I / We, [Name] \_\_\_\_\_ of NRIC/ ROC/ FIN No: \_\_\_\_\_  
(Name of Registered Customer / Executor / Administrator / Liquidator/ Next of Kin)

at [Address] \_\_\_\_\_ Tel: \_\_\_\_\_  
(Premise Address)

**(A) Hereby declare: -**

- That I am / we are the legal owner / authorised occupier of the said premises;
  - That I am / we are the Executor / Administrator / Liquidator for the registered customer
  - That I am the legally recognised parent / spouse / son / daughter / others of \_\_\_\_\_  
(Delete where applicable) (Name of Deceased)
- Holder of Utilities Account no [s]: \_\_\_\_\_
- That I am the parent / spouse / son / daughter of \_\_\_\_\_  
(Name of Third Party)

**(B) Hereby authorise SP Services Ltd: -**

- To transfer any debit / credit balance from Utilities Account No: \_\_\_\_\_ to  
 Utilities Account No or to third party: \_\_\_\_\_  
(Utilities Account No or Name of Third Party)
  - To refund credit balance of \$ \_\_\_\_\_ from my / our Utilities Account No: \_\_\_\_\_ to  
 me / us or my / our Utilities Account No or to third party: \_\_\_\_\_  
(Utilities Account No or Name of Third Party)
- at \_\_\_\_\_  
(Mailing Address of Third Party for cheque refund)

**TO BE COMPLETED BY THIRD PARTY**

In consideration of SP Services Ltd agreeing to the above request,

I / We [Name] \_\_\_\_\_ of NRIC/ROC/FIN No: \_\_\_\_\_ Hereby undertake and agree:

- (i) To consent SP Services Ltd to collect, use and disclose my / our personal data for the purposes as reasonably required to provide services to me / us in accordance with the Personal Data Protection Act 2012 and SP Group's data protection policy [available at SP Group's website <https://www.spgroup.com.sg/personal-data-protection-policy>]. To be responsible for all outstanding debit balance of Utilities Account No. \_\_\_\_\_.
- (ii) To indemnify SP Services Ltd against all liabilities, claims, damages and losses whatsoever, which SP Services Ltd may sustain or suffer as a result acting on the above authorisation and declaration.
- (iii) That SP Services Ltd may, at its absolute discretion, terminate or close the account under my / our name at any time without my / our consent or act in any manner it deems fit.
- (iv) That SP Services Ltd shall be entitled to freeze any of the said Utilities Account(s) and to retain the credit balances in such Utilities Account(s) until such time when the Next of Kin produces a Grant of Probate or Letters of Administration if applicable.
- (v) That SP Services reserves all rights to demand the credited balance in the event of dispute/fraud and is entitled to transfer any debit incurred on or as a result of the above transaction, to my existing account(s).

Signature of Third Party / Next of Kin [Date]

Please sign here + company stamp

X

\_\_\_\_\_  
 \*\*Rubber stamp imprint required for corporate customers

Signature of Registered Customer / Executor / Administrator / Liquidator [Date]

Please sign here + company stamp

X

\_\_\_\_\_  
 \*\*Rubber stamp imprint required for corporate customers

**Please attach relevant documents as below:**

**1. DIRECT REFUND/TRANSFER:**

- Copy of NRIC/ROC/work permit
- Letter of Request

**2. THIRD PARTY REFUND/TRANSFER:**

- Marriage certificate
- Death Certificate of registered customer [RC]
- Birth Certificate of RC's child
- Copy of NRIC of third party/transferee
- Authorization Letter from RC
- Copy of incorporation documents from ACRA
- Letter of consent signed by all directors/ partners
- Proof of Ownership/tenancy agreement
- Grant of Probate/Letters of Administration