TERMINATION REQUEST FORM

IMPORTANT: *Termination request will only be processed upon receiving the Complete and Duly Executed Termination Request Form. RISB reserves all rights to reject any incomplete forms. Kindly ensure that all fields are filled up with the correct and accurate information.*

I.   PROPERTY PARTICULARS

PROPERTY AGENT CO.   :

ADDRESS   :

TYPE   :   ☐ JMB / JMC   ☐ Resident Association   **REGISTRATION NO.:**

PROJECT MANAGER   :

GUARD COMPANY   :

CONTACT PERSON   :

CONTACT EMAIL   :   **CONTACT NO.**   :

II.   TERMINATION DETAILS

DATE OF AGREEMENT (If Any)   :

PRODUCTS TO TERMINATE   :   ☐ JaGaApp   ☐ JaGaCount   ☐ JaGaCard

☐ JaGaRonda   ☐ JaGaWorks

REASON FOR TERMINATION
(you may tick more than 1)   :   ☐ Change of Vendor   ☐ Low Usage   ☐ Pricing Issue

☐ Difficult to Use   ☐ Dissatisfied Services   ☐ Change of MO/MC

☐ Others (please specify):

Overall, how would you rate our services? *(Please circle)*

10 (Satisfied)	9	8	7	6	5 (Neutral)	4	3	2	1 (Dissatisfied)

Do you know we also have other products for the property management industry, collectively known as JaGaSolution?
Would you like to know more about these products? Please tick on the products that you are interested to know more:

☐ JaGaApp	-	Streamline daily property management tasks with an efficient system loaded with market-leading features such as VMS, In-app Payment, and more.
☐ JaGaCount	-	Dedicated, cloud-based property management accounting and billing solution for your building. Automate your billing process, minimize mundane tasks (and errors), and increase collection rate!
☐ JaGaCard	-	Enhance access control for better visitor and resident control in your community using a set of proprietary APIs and IoT technologies.
☐ JaGaRonda	-	Extract and optimize your security team's efficiency, a cloud-based guard tracking and patrolling platform.
☐ JaGaWorks	-	A smarter task and workflow management software integrated with all JaGaSolution products that makes your daily operational work in your property, easier. *(coming soon!)*
☐ Not interested at the moment		

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III.	PAYMENT PARTICULARS

To refund by Red Ideas Sdn Bhd, if any, I/We authorise Red Ideas Sdn Bhd to credit such refund sum to the following banking account:

BANK REGISTER NAME   :

BANK NAME   :   **ACCOUNT NO.**   :
(eg. Maybank, CIMB)

IV.	TERMINATION PROCESS

1. Customer submits Complete and Duly Executed Termination Request Form via email to **operation@jagaapp.com.**

within 14 working days upon receipt by RISB.

2. RISB issues notice to Customer containing:
   - Termination Effective Date and
   - Statement of Account (SOA) as at the said Termination Effective Date.

3. Customer to settle the balance outstanding fees as per SOA within **45 Days** upon RISB issuing the SOA. Any applicable refund will only be credited to Customer's account upon receiving the balance outstanding fees. RISB reserves rights to extend Termination Effective Date and/ or to cancel the submitted Termination Request Form and require the Customer to submit afresh, in the event Customer defaults the balance outstanding fees upon expiry of such 45 days.

4. 45 days before Termination Effective Date: Discontinuation of Service Announcement to Residents by RISB.

5. On Termination Effective Date:
   - Removal of Property Data, Guard Device account, Moderator Access, and Resident Data.
   - Acknowledgement by client via email.

within 7 working days from Termination Effective Date.

6. RISB to collect guard device/SIM card on loan (if applicable).

I/ We hereby acknowledge that I/ we have fully understood and consented to the all the above including but not limited to the Termination Process Flow and all terms and conditions stated in JaGaSolution Community Agreement, amongst others, Section 16 – Termination of JaGaSolution Community Agreement (*https://jagasolution.com/jagasolution-community-agreement/*), and all balance outstanding sum due and payable to Red Ideas Sdn Bhd shall be settled by me/ us within 45 days upon issuance of the Statement of Account by Red Ideas Sdn Bhd.

Acknowledged by,   **COMPANY / ORGANISATION CHOP:**

Name	:
Position	:
IC No.	:
Date	:
Contact No.	:

FOR RISB INTERNAL USE ONLY

| **INITIAL COMMENCEMENT DATE** | : | | **DURATION** | : | | **MONTHS** |

SERVICE TERM : ☐ Initial Term *(≤12 months)*　　☐ Subsequent Term *(≥ 12 months)*

GUARD DEVICE OWNERSHIP STATUS : ☐ Purchase　☐ On Loan　**NO. OF DEVICE(S)** :

CASING TYPE(S) : ☐ Fixed　☐ Portable　☐ Floor Stand　☐ POS

SIMCARD OWNERSHIP STATUS : ☐ RISB　☐ Client　**NO. OF SIMCARD(S)** :

SIMCARD NUMBER(S) :

FORM SUBMISSION DATE :

*************Please attach a copy of the Agreement along with this Termination Form****************

TERMINATION EFFECTIVE DATE

PROPERTY NAME :

Prepared by,　　　　　　　　　　　　　　　Approved by,

Name	:		Name	:	
Position	:		Position	:	
Date	:		Date	:	