



Platform Account Issues Application Form

Date (YYYY/MM/YY):

【 Please fill in all the details. Incomplete details will not be processed. 】

Names		ID Number	
Phone	(+)	Platform Account	
Email			
Time of Occurrence	Date (YYYY/MM/YY): / / Time (24-hr clock): :		
Address	(With ZIP Code)		
About Issue	<input type="checkbox"/> My account is frozen <input type="checkbox"/> Please freeze my account <input type="checkbox"/> Please delete my account <input type="checkbox"/> Others: _____		
	(Please describe the issue in detail for the prompt processing of the case.)		

Other Notes to be Aware Of:

1. I hereby attach a copy of my identity document (or that of the original application) for the application above.
2. I guarantee that the data provided here is true, and that the account is created and owned only by me. If there is any dispute arising from false or fake data, I am willing to bear all the related legal and compensation responsibilities and agree to deal with it in accordance with the law.
3. I consent to the collection, processing, and use of personal data by the company for the above-mentioned case. The company reserves the final right to review and approve the application.
4. Due to the recent surge in identity theft and fraud, please regularly run antivirus scans and change your password on a secure computer. Do not install any illegal or suspicious programs to minimize the risk of being hacked.

Please scan or photograph the completed form and send it to the customer service.

If you have any other questions, feel free to reach out to us.



ID Document- Front

(Do not crop or alter)

ID Document- Back

(Do not crop or alter)

The applicant understands and agrees to the following matters:

- The maximum retention period for your account history and data is 1 month.
- Upon receiving the application form, if there are any issues, the company will contact the applicant within 7 working days. If the applicant's information is false, incorrect, or cannot be contacted due to any other factors, the application will be considered invalid and will be archived as void.

The applicant is responsible for any delays in processing time caused by such issues. The applicant may contact the customer service for confirmation within 15 days of sending the application.

- In case of any inconsistencies between the Chinese version and versions in other languages, the Chinese version shall prevail.

Signature:

Date of Birth:

ID Number:

Date (YYYY/MM/YY):

Please scan or photograph the completed form and send it to the customer service.

If you have any other questions, feel free to reach out to us.