



Customer Service Request Form for Individual Clients/Accounts

Instructions

1. Please fill in BLOCK letters only. Leave one box blank between words. Tick(✓) the appropriate boxes. For disabling any services/features, put a cross mark (X) in the appropriate checkbox. 2. Strike off the inapplicable options if any. 3. Submit self-attested documentary proof, if applicable, for change/update requests. 4. Fill in the relevant sections relating to the change/update request. 5. The request form can be submitted at any branch of CSB Bank. 6. The existing data in the Bank's record shall be replaced with the relevant information furnished in this request form. 7. For Joint accounts, alternate delivery channel (Debit Card, Net/Mobile banking) services will be provided to the mandate holder, linked to his/her Mobile Number/E-mail ID available in the Bank's records as updated in this request form.

Account Information

Account No.:

1st Holder's Name

Apex Client ID CKYC No.

2nd Holder's Name

Apex Client ID CKYC No.

3rd Holder's Name

Apex Client ID CKYC No.

I/We request you to update my/our account details as per information furnished below

Account Name Change/Updation

Name to be updated in account as

Periodic Updation of KYC (Re-KYC)

<input type="text"/> 1st Holder's Apex Client ID	<input type="checkbox"/> There is no change in my existing KYC details/status	<input type="checkbox"/> KYC updation required	<input type="checkbox"/> Only address updation required
<input type="text"/> 2nd Holder's Apex Client ID	<input type="checkbox"/> There is no change in my existing KYC details/status	<input type="checkbox"/> KYC updation required	<input type="checkbox"/> Only address updation required
<input type="text"/> 3rd Holder's Apex Client ID	<input type="checkbox"/> There is no change in my existing KYC details/status	<input type="checkbox"/> KYC updation required	<input type="checkbox"/> Only address updation required

Submit Customer Profile form for KYC Updation

Alternate Delivery Channels (ADC)-Alert Registration/Alert Change Request Provide Mobile No. and E-mail ID of the Mandate Holder for Joint Account.

Mobile No. : Country Code Number Mandate holder's Apex Client ID

E-mail ID* : (in block letters)

1. Alerts & Statements Activation

i. Alerts SMS Alerts E-mail Alerts Interactive Alerts Activation Special alerts like Term deposit due, Loan EMI due, ECS due, S.I. due, A/c balance on month end, Cheque book issue alert, ATM card processing & dispatch alert :

ii. E-mail Statements Daily Weekly Fortnightly Monthly Quarterly Half yearly

2. Debit Card / PIN Activation

New Card Add on Card* Renewal Card* Duplicate Card* Additional Card* Unblock ATM PIN*

Secondary Account (if any) to be linked to the card*

ATM/Debit Card Usage: ATM Domestic International **POS** Domestic International **ECOMM** Domestic International

*Please provide existing debit card number for add on/renewal/duplicate card, ATM PIN unblock, for enabling International operations or for Secondary Account linking

Preference if any, for debit card other than the default one (mention the card variant)*

*(Some debit card variants are applicable only for some specific account variants. Debit card annual fees as per the schedule of service charges will be applicable)

3. Retail Net Banking & Mobile Banking Activation (The Mobile Number and e-mail ID of the mandate holder will be linked)

i. Mobile Banking Activation ii. Retail Net Banking Activation iii. User Unblock Retail Net Banking Mobile Banking

Reissue MPIN Viewing Rights View & Transaction Rights Reissue Retail Net Banking Passwords (Both login and transaction password will be re-issued)

We agreed and understood that the following person will be the mandate holder for retail net/mobile banking

Name of the Mandate Holder Client ID

Redesignation of Account due to Residential Status Change

Due to change in my/our residential status, as given below

<input type="text"/> 1st Holder's Apex Client ID	<input type="checkbox"/> Resident	<input type="checkbox"/> Non Resident Indian (NRI)	<input type="checkbox"/> Person of Indian Origin (PIO)
<input type="text"/> 2nd Holder's Apex Client ID	<input type="checkbox"/> Resident	<input type="checkbox"/> Non Resident Indian (NRI)	<input type="checkbox"/> Person of Indian Origin (PIO)
<input type="text"/> 3rd Holder's Apex Client ID	<input type="checkbox"/> Resident	<input type="checkbox"/> Non Resident Indian (NRI)	<input type="checkbox"/> Person of Indian Origin (PIO)

Redesignate my/our account from Domestic to NRO NRE to Domestic NRO to Domestic Others _____

Acknowledgement (to be issued to the customer by the recipient branch)

Account No.:

Services requested:

1. _____ 2. _____

3. _____ 4. _____

Date :

Name & Designation of Branch Official/BDE/Marketing Officer _____

Emp. Code:

Signature of Branch Official/BDE/Marketing Officer _____



