

# 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.:	<input type="text"/>
1st Holder's Name	<input type="text"/>
Apex Client ID	CKYC No. <input type="text"/>
2nd Holder's Name	<input type="text"/>
Apex Client ID	CKYC No. <input type="text"/>
3rd Holder's Name	<input type="text"/>
Apex Client ID	CKYC No. <input type="text"/>

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

<input type="checkbox"/>	<b>Account Name Change/Updation</b>
Name to be updated in account as <input type="text"/>	
<input type="checkbox"/>	<b>Periodic Updation of KYC (Re-KYC)</b>
1st Holder's Apex Client ID <input type="text"/>	<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
2nd Holder's Apex Client ID <input type="text"/>	<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
3rd Holder's Apex Client ID <input type="text"/>	<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

<input type="checkbox"/>	<b>Alternate Delivery Channels (ADC)-Alert Registration/Alert Change Request</b>	Provide Mobile No. and E-mail ID of the Mandate Holder for Joint Account.
Mobile No. :	Country Code <input type="text"/> Number <input type="text"/>	Mandate holder's Apex Client ID <input type="text"/>
E-mail ID* : (in block letters)	<input type="text"/>	

## 1. Alerts & Statements Activation

i. Alerts	<input type="checkbox"/> SMS Alerts	<input type="checkbox"/> E-mail Alerts	<input type="checkbox"/> Interactive Alerts Activation	<div style="border: 1px dashed black; padding: 2px;">           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 &amp; dispatch alert :         </div>		
ii. E-mail Statements	<input type="checkbox"/> Daily	<input type="checkbox"/> Weekly	<input type="checkbox"/> Fortnightly		<input type="checkbox"/> Monthly	<input type="checkbox"/> Quarterly

## 2. Debit Card / PIN Activation

<input type="checkbox"/> New Card	<input type="checkbox"/> Add on Card*	<input type="checkbox"/> Renewal Card*	<input type="checkbox"/> Duplicate Card*	<input type="checkbox"/> Additional Card*	<input type="checkbox"/> Unblock ATM PIN*
<input type="checkbox"/> Secondary Account (if any) to be linked to the card* <input type="text"/>					
<b>ATM/Debit Card Usage:</b> ATM <input checked="" type="checkbox"/> Domestic <input type="checkbox"/> International         POS <input checked="" type="checkbox"/> Domestic <input type="checkbox"/> International         ECOMM <input checked="" type="checkbox"/> Domestic <input type="checkbox"/> 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. <input type="checkbox"/> Mobile Banking Activation	ii. Retail Net Banking Activation	iii. User Unblock <input type="checkbox"/> Retail Net Banking <input type="checkbox"/> Mobile Banking
<input type="checkbox"/> Reissue MPIN	<input type="checkbox"/> Viewing Rights <input type="checkbox"/> View & Transaction Rights	<input type="checkbox"/> 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 <input type="text"/>	Client ID <input type="text"/>
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## Redesignation of Account due to Residential Status Change

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

1st Holder's Apex Client ID <input type="text"/>	<input type="checkbox"/> Resident	<input type="checkbox"/> Non Resident Indian (NRI)	<input type="checkbox"/> Person of Indian Origin (PIO)
2nd Holder's Apex Client ID <input type="text"/>	<input type="checkbox"/> Resident	<input type="checkbox"/> Non Resident Indian (NRI)	<input type="checkbox"/> Person of Indian Origin (PIO)
3rd Holder's Apex Client ID <input type="text"/>	<input type="checkbox"/> Resident	<input type="checkbox"/> Non Resident Indian (NRI)	<input type="checkbox"/> Person of Indian Origin (PIO)
Redesignate my/our account from	<input type="checkbox"/> Domestic to NRO	<input type="checkbox"/> NRE to Domestic	<input type="checkbox"/> NRO to Domestic <input type="checkbox"/> Others <input type="text"/>

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

Account No.:	<input type="text"/>
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Services requested:

1. _____	2. _____
3. _____	4. _____

Date :	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Name & Designation of

Branch Official/BDE/Marketing Officer \_\_\_\_\_

Emp. Code:	<input type="text"/>
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Signature of Branch Official/BDE/Marketing Officer \_\_\_\_\_

## Account Upgrade/Downgrade Request

CSB Women Power Savings A/c

Others \_\_\_\_\_

CSB Platinum Current A/c

Others \_\_\_\_\_

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Re upgrading/downgrading of a newly opened or upgraded/downgraded account can be permitted only after the period fixed by the bank from time to time.

## Account / Client Status Change Request

### Client ID Suspension Revocation

The Reason for not operating the account/Debit/Credit Freeze Status/Client ID Suspension

## Account Portability from One Branch to Another

Branch Code.

## Addition/Removal of Joint Account Holder(s)/Conversion to Single/Joint Account

Please add / remove the following names to/from my/our account and convert my/our account into joint / single.

Name	Apex Client ID	Relationship with 1st holder	Add	Remove
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(If the request is for single to joint account conversion.)

**Joint Consent Required for Addition or Removal of Joint Holders**

## Change in Mode of Operation

Others

	Any Other Request
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Please specify:

Terms & Conditions / Declaration

I/ We, the undersigned, being customer of CSB Bank Limited (hereinafter referred to as "Bank") hereby confirm that I/We have read, understood and unconditionally agree to comply with the Bank's Most Important Terms & Conditions in force from time to time as displayed on the website: [www.csb.co.in](http://www.csb.co.in) in which govern, all of my / our accounts maintained / opened with the Bank from time to time and also the provisions of the various services / facilities provided at present / that may be provided in future.

I/We agree to maintain the minimum balance as applicable from time to time in the account & that the Bank shall be at liberty to deduct service charges as per rules in force for non-maintenance of requisite minimum balance. I/We have read, understood & unconditionally agree to comply with the terms & conditions, service charges and features applicable to my account variant displayed in bank's website. I/We also agree that I/we have no objection to the Bank debiting my/our account for any service charges applicable from time to time.

I/We understand and accept that Bank can reject the request submitted by me/us at its discretion if any discrepancy is found.

I/We hereby declare that the above mentioned information with respect to my/our bank accounts held with your bank is/are true & correct. I/We hereby give my/our consent that my/our personal/KYC details may be shared with/retrieved from Central KYC Registry. Further I/We give my/our consent to receiving information from Central KYC Registry through SMS/E-mail on the registered mobile number/E-mail address.

Date : 

D	D	M	M	Y	Y	Y	Y
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Signature of Joint Account Holder

Signature of Joint Account Holder

Signature of Joint Account Holder

## Declaration by the Branch

Identity of the applicant(s) verified, Certified copies of the KYC documents verified with originals as per the KYC/AML guidelines. Applicant(s) Signed in my Presence.

Emp. Code : 

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Emp. Code : 

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Signature of Branch Official/BDE/Marketing Officer

Signature of BOM / BM

**Terms & Conditions for service request**

1. Changes requested by the user, if not in the Bank's interests, the Bank will not be committed to, and from the date of receipt at the Bank, and the user's request

1. Changes requested would be effected in the Bank's records by the Bank within the committed period from the date of receipt at the Branch and the said changes would be effective in the systems from that date only.

2. Depending on customer's choice, all deliverables will be sent to the applicant/ mandate holder's (for mandate holder) mailing / communication address as per the latest records available with the Bank.

3. Mobile banking, IMPS based Mobile banking have lower financial limits which may be revised as and when instructed by RBI.

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