

# Customer Service Request Form for Legal Entities (Non-Individual/Corporate Clients)



## Instructions

1. Please fill in BLOCK letters only. Leave one box blank between words. Tick(✓) the appropriate boxes. For disabling any services/features, put cross mark (X) in appropriate checkbox. 2. Strike off the inapplicable options if any. 3. Submit self-attested documentary proof, if applicable, for change/update requests. 4. Fill the relevant sections relating to the change/update request. 5. 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.

## Account Information

Account No.:

Legal Entity Name:

KYC No. (if available):

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

### ☐ Entity Name Change/Update

☐ Client Level (This name will be updated in customer ID) ☐ Account Level (This name will be updated in Account Statement/Passbook etc.)

Name to be updated as

### ☐ Periodic Update of KYC (Re-KYC)

☐ There is no change in my /our existing KYC details/status ☐ KYC update required now

### ☐ Alternate Delivery Channels (ADC)-Alert Registration/Alert Change Request

This Mobile No. and E-mail ID gets updated in the Corporate client database of the Legal Entity

← Please tick here and furnish details below, if you need to avail any of the following ADC service. For disabling mark "X" in checkbox

Mobile No. :  Country Code  Number

E-mail ID\* :  (in block letters)

#### 1. Alerts & Statements Activation / Deactivation

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. ATM Card / PIN Activation / Deactivation

☐ New Card ☐ Add on Card\* ☐ Renewal Card\* ☐ Duplicate Card\* ☐ Additional Card ☐ Duplicate PIN Mailer\* ☐ Unblock ATM PIN\*

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

☐ Enable International operations for my debit card\* ☐ ATM ☐ POS ☐ ECOMM

\*Please provide existing ATM card number for add on/renewal/duplicate card, duplicate PIN, 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. Internet Banking & Mobile Banking Activation / Deactivation (The Mobile Number and e-mail ID of the mandate holder will be linked)

i. ☐ Mobile Banking Activation ii. Internet Banking Activation iii. User Unblock ☐ Internet Banking ☐ Mobile Banking

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

#### Resolution / Letter of mandate for CSB Internet / Mobile Banking Activation in Corporate Clients

Resolved that the CSB Internet Banking / Mobile Banking facility being offered by CSB Bank Limited be availed in my / our account /s mentioned above. Further resolved that

Sri./Smt.

(name of authorized person/mandate holder/POA holder)  (designation)  (Client ID) be issued ID/Password/PIN by the

Bank for the purpose of Internet Banking/Mobile banking facility and be permitted to access/operate the account using the ID/Password/PIN and is authorised to execute necessary documents/undertakings on behalf of the company in connection with the CSB Internet Banking/Mobile Banking facility offered by the bank. I/We also agree and undertake that all acts, deeds including execution of necessary documents/undertakings on my/our behalf in connection with the CSB internet banking/ mobile banking services etc..., done or omitted to be done by him/her shall be binding on me/us and shall not question the same.

### ☐ Corporate-Additional Data Update

GSTIN:  ☐ GSTIN Account Mapping Required

IE Code  LEI No.:

CIN/Regn No.:  TAN:

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

Account No.:

Services requested: 1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_

Date :

Name & Designation of  
Branch Official/BDE/Marketing Officer \_\_\_\_\_

Emp. Code:

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



## Account Upgrade/Downgrade Request

Please tick (✓) here if you need to upgrade / downgrade your account

Please Upgrade/Downgrade My Savings Account to ☐ CSB Blue Savings A/c ☐ CSB Silver Plus Savings A/c ☐ CSB Gold Savings A/c ☐ CSB Platinum Savings A/c ☐ CSB TASC Savings A/c  
☐ Others \_\_\_\_\_

Please Upgrade/Downgrade My Current Account to ☐ CSB Blue Current A/c ☐ CSB Silver Current A/c ☐ CSB Gold Current A/c ☐ CSB Platinum Current A/c ☐ CSB TASC Current A/c  
☐ CSB Smart Trade Forex Current A/c ☐ CSB Pro Trade Forex Current A/c ☐ Others \_\_\_\_\_

## Account / Client Status Change Request

Please tick (✓) here if you need to reactivate your Inoperative / Freeted Account / Revoke client ID Suspension

Please reactivate my account / client ID mentioned overleaf.

☐ Inoperative to Operative ☐ Debit Unfreeze ☐ Credit Unfreeze ☐ Client ID Suspension Revocation

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

\*Please perform a transaction in the reactivated Account within 7 days from date of the reactivation.

## Account Address Modification

☐ Communication address change (This address will be printed on account statement ) ☐ Registered address change (This address will be printed on Passbook)

## Account Portability

Please Transfer My Account to:  Branch Name.  Branch Code.

## Addition / Removal of Authorised Signatory (Please tick (✓) Relevant request)

The mentioned client ID(s) will be Added \ Removed based on request

Addition: **Signatory 1**  **Signatory 2**  **Signatory 3**

Removal: **Signatory 1**  **Signatory 2**  **Signatory 3**

## Change in Mode of Operation

Mode of Operation:

## Any Other Request

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 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 would like to share my/our personal/KYC details with Central KYC registry and hereby consent to receiving information from CKYC registry through SMS/E-mail on my/our registered mobile no. /E-mail ID

I/We hereby give my/our consent that the entity's/firm's KYC details may be shared with/retrieved from Central KYC Registry. Further I/we give my consent to receiving information from Central KYC Registry through SMS/E-mail on the registered mobile number/E-mail address

Date :

Signature of Mandate Holder (If Applicable)	Signature & Seal of Authorised Signatory	Signature & Seal of Authorised Signatory	Signature & Seal of Authorised Signatory
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## 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

Name of Bank Official   
Designation

Date :

Emp. Code :

Name of Branch Operations Manager (BOM) / Branch Manager (BM)   
Designation

Date :

Emp. Code :

Signature of Branch Official/BDE/Marketing Officer

Signature of BOM / BM

## Terms & Conditions for service request

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

