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



Signature of Branch Official/BDE/Marketing Officer

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/updation requests. 4. Fill the relevant sections relating to the change/updation request. 5. Request form can be submitted at any branch of CSB Bank. 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: CKYC No. (if available): I/We request you to update my/our account details as per information furnished below **Entity Name Change/Updation** 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 Updation of KYC (Re-KYC) There is no change in my /our existing KYC details/status KYC updation 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 Mobile No. E-mail ID\* : (in block letters) 1. Alerts & Statements Activation / Deactivation 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 : i. Alerts SMS Alerts E-mail Alerts Interactive Alerts Activation ii. E-mail Daily Weekly Fortnightly Monthly Quarterly Half yearly Statments 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\* Enble 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)\* t(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) Mobile Banking Activation ii. Internet Banking Activation Internet Banking iii. User Unblock Mobile Banking View & Transaction Rights Reissue Internet Banking Passwords Viewing Rights Reissue MPIN 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 servies etc.., done or omitted to be done by him/her shall be binding on me/us and shall not question **Corporate-Additional Data Updation GSTIN Account Mapping Required** GSTIN: LEI No.: IE Code CIN/Regn No.: **Acknowledgement** (to be issued to the customer by the recipient branch) Account No.: Services requested: Name & Designation of Branch Official/BDE/Marketing Officer Emp. Code:

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