

**CORPORATE NET BANKING (CORP)–CUSTOMER REQUEST FORM (CRF)**

Branch: .....

Date: .....

**CORPORATE / CORPORATE USER DETAILS**

Company/Corporate Name .....

Primary Account No. ....

Client/Customer ID (of the corporate) .....

Corporate's CIB ID .....

Name of Corporate User .....

Corporate User's CIB ID .....

**SERVICE REQUESTS**

Sl. No	Type of Request	Action Items
1	User ID  Mention User ID here <i>(except for forgot user ID request)</i>  _____	Block User ID / Delete User <i>(User ID will be permanently blocked)</i>  Forgot Corporate / User ID. Reissue as,  SMS to registered Mobile of the user  Physical Copy  Activate User ID*  Deactivate User ID <i>(Temporary Suspension)</i>
2	Reissue / Duplicate password*	Login Password  Transaction Password  Both
3	Link / Delink Accounts (to the above user)*	<div style="display: flex; justify-content: space-between;"> <span>Link</span> <span>Delink</span> </div> <div style="display: flex; justify-content: space-between;"> <span>Link</span> <span>Delink</span> </div> <div style="display: flex; justify-content: space-between;"> <span>Link</span> <span>Delink</span> </div>
4	Single Authorization Limit change / Modification*	Existing Limit (?)  Requested / New Limit (?)
5	OTP Channel*	Enable SMS OTP / Disable Mobi-Token  Enable Mobi-Token based OTP
6	Role Change*	Existing Role:    Corp Admin    View only    Maker    Checker    Maker & Checker Requested Role:    Corp Admin    View only    Maker    Checker    Maker & Checker
7	Mobile No Change*	
8	Email ID Change*	Official Email ID
9	Others	Specify the request

\* Board Resolution / Mandate Letter &amp; All signatories + User should sign the form.

## DECLARATION

I/We have read, understood and hereby agree to the terms and conditions (overleaf) as applicable to the banking services selected by me/us for the operations of my/our Account(s) as set forth on the website www.csb.co.in and that I/we will adhere to all the terms and conditions applicable.

I/we hereby declare that the details furnished above are true and correct to the best of my/our knowledge and belief and I/we undertake to inform you of any changes therein, immediately. In case any of the above information is found to be false or untrue or misleading or misrepresenting, I/we are aware that I/we may be held liable for it.

Particulars	User	Authorised Signatory	Authorised Signatory	Authorised Signatory
Signature with Seal				
Name				
Designation				

## CERTIFICATION BY BRANCH OFFICIAL / PRINCIPAL OFFICER (for office use only)

I/We hereby confirm that the limits and access assigned to the above mentioned corporate/ user for transacting through Corporate Internet Banking are in alignment with the Board Resolution or Mandate Letter of the application entity for operating the account.

Customer identified, Signature verified and found correct.

Name of Bank Official \_\_\_\_\_  
Designation \_\_\_\_\_  
Emp. Code \_\_\_\_\_  
Date \_\_\_\_\_



Seal & Signature of Bank Official/Principal Officer

## GUIDELINES / POINTS TO BE NOTED

- This form can be used for placing Corporate Net Banking related service requests – for a specific and existing corporate user
- This form can be used for placing below requests for existing Corporate Net banking user
  - User ID & Password Reissue
  - Link/Delink accounts
  - Change OTP Channels
  - Modify Single Authorization limit
  - Role Change,
  - Mobile & Email ID Updation for any Corporate user
  - Other Miscellaneous which are not covered in the CORP-RF & CORP-CRF forms
- Ensure Board resolutions and necessary documents are collected
- Ensure all users are KYC complied

## TERMS AND CONDITIONS

- I/We undertake to maintain my/our login credentials (user ID, passwords etc.) as confidential and do not allow unauthorized access to third parties
- I/We shall change the passwords periodically
- I/We also understand that this facility provided to me/us is not transferable.
- I/We understand that the bank will not be responsible for the transactions carried out in my / our account using this facility on account of misuse of PIN or otherwise.
- I/We understand that the bank shall not be responsible for any loss or damage or inconvenience caused to me / us owing to any delays caused because of reasons beyond the control of the Bank such as riot, strikes, civil disobedience, commotion, failure of systems / communication set-up, power supply lines etc.
- I / We undertake to inform the bank, in writing, immediately of any material changes in the details furnished by me / us such as my / our address, change in phone numbers etc. The bank will not be liable for any direct / indirect consequences arising out of non-intimation of these changes in time by me / us.
- If my / Our above stated account in the bank is closed or transferred or turns inoperative / dormant, these services stand withdrawn automatically.
- The bank is free to levy a service charge, as may be decided by it from time to time, for the service / part of the service extended under these facilities.
- I / We hereby indemnify the Bank for the loss that the bank may sustain for any reason in its extending these services to me/us.
- I / We agree that in case of breach of any of the terms and conditions, the bank is at liberty to terminate the above service provided to me / us without any notice. In such case the bank is absolved of direct or indirect liabilities, if any and the bank may sustain for any reason in its extending these services to me / us.
- The bank is at liberty to modify the terms and conditions of the service at any time without any individual notices to customers. Merely, a notice displayed on Bank's notice board is sufficient and valid intimation to me/us.
- I / We further understand that the bank may, without assigning any reason, withdraw the whole or some of the components of these facilities.
- I / We are aware of the fact that the facility of Corporate Internet banking is granted solely at Our request and that the Bank shall in no way be responsible for any kind of hacking and / or phishing attacks and / or cyber related crime, which may take place or happen in the account during the pendency of the facility and which may result in a loss due to the transfer of the funds from my / our account to the third party's account. I / we are also aware of the fact that while Bank has taken all necessary available precaution the chances of such attacks by third parties cannot be ruled out In Any view of the matter the Bank shall stand indemnified from any such claim from our side.