



## **UNDERTAKING FOR EMAIL INSTRUCTIONS FOR CUSTOMERS**

Date:

### **CSB Bank Account Details-**

- 1) **Account Number :**
- 2) **Account Name :**
- 3) **Customer id :**
- 4) **Registered Email id :**

I /We unconditionally agree to the following terms and conditions for operating my Account through registered email instructions-

1.The facility is available only for –

#### **Financial**

- (a) Transfer of funds within the accounts held by me/us with CSB Bank
- (b) Creation of Fixed Deposit by debit to my/our savings account with CSB Bank
- (c) Closure of Fixed Deposit and credit in my/our savings with CSB Bank
- (d) Investments in Structured products with CSB Bank

#### **Non-Financial**

- (a) Statement/Cheque book request for accounts held by me/us with CSB bank
- (b) Hot listing of Cards for accounts held by me/us
- (c) Cheque Stop Payment requests for accounts held by me/us with CSB bank.
- (d) Re-KYC updation for my/our accounts with CSB bank.

2. The instructions sent through my/our email id as registered with the Bank, will be processed only on the basis of a Customer Service Request Form duly signed by me/us and sent as a scan copy through my/our registered email id. I/We agree that the Bank will not process the instructions provided by me in such a manner as above, in case my/our signature on the Customer Service Request Form does not match with the signature(s) available in the Bank's records.

3. Details of email id given in this Form will constitute our registered email id for CSB Bank unless changed through my/ our mandate and acknowledged by CSB Bank.
4. Operation of the Account through email shall be strictly confined to instructions sent through registered email Id and received by CSB Bank in their email id provided to me/ us and CSB Bank shall not be responsible for ensuring the validity and authorization for such instructions.
5. Any change in the email Id has to be intimated by me/ us to CSB Bank and acknowledged by the bank.
6. CSB Bank shall act on emails received from me/ us only on working days and during the business hours of the aforesaid Branch of the Bank for aforesaid transactions and CSB Bank shall not be responsible for any failure/ rejection of the instruction due to lack of availability of time for execution of such instructions.
7. CSB Bank shall not be bound to act upon instructions received by email, which are illegible or multiple and not unambiguous and CSB Bank's opinion and decision in this respect shall be treated as final. CSB Bank shall not be responsible for any losses or damages which I/We may suffer as a consequence thereof.
8. CSB Bank acting upon the instructions through email shall not be responsible for any losses/ damages incurred out of transactions undertaken based on such instructions. If subsequently it was found by me/ us that the instruction sent through email was not authorized or fraud or hacking has occurred at my/ our email id. CSB Bank shall also not be responsible for the consequences thereof.
9. I/ We shall be responsible for all the instructions given by email as to compliance of all laws or regulations of all statutory, regulatory and enforcement bodies and will bear all claims, losses, damages, costs liabilities and expenses incurred, suffered or paid by CSB Bank acting upon the instructions received through email.

**Signature of the Primary Applicant**

**Signature of the Joint Applicant**

**Name of the Primary Applicant**

**Name of the Joint Applicant**