Customer Request Form : Form A (Includes Direct Banking Channel Request)

(Change/Update related to : Address, Contact details, Internet Banking, Debit Card issue/reissue, Alerts, Personal & Account Detail, Aadhaar Card No.

RBL BANK

RBL Bank Limited

I/ We hereby request and authorize the Bank to initiate processing basis the provided instructions:-

(For Bank Use Only) **Service Request No.** _____ **Date** DD MM YYYY

PLEASE USE BLOCK LETTERS AND ATTACH SELF-ATTESTED DOCUMENT PROOFS AS PER REQUIREMENT.
TICK & SIGN AS APPLICABLE AND STRIKE OUT THE IRRELEVANT PORTIONS.

Customer Name _____

Customer Id _____ Account Number _____

ADDRESS *(Self-Attested Proofs to be attached)*

☐ **New Mailing Address Update*** ☐ **New Permanent Address Update**

*(*In case proof of 'New Mailing Address' is not available, please contact your home branch)*

Address _____

Building / Street _____ City _____

State _____ Pin/Zip Code _____ Country _____

Landmark* _____

*(*Please mention prominent Landmark to ensure Delivery of Account Collaterals)*

☐ **There is no change in Telephone / Mobile Number / Email Address** *(Please fill below Contact Details section in case of change)*

For Branch Use Only

This Section is applicable for NRI Customers only. Please tick the applicable option and provide the details below.

☐ **Face to Face** ☐ **Non Face to Face** *(For non-face to face NRI customers two address proofs are mandatory)*

CONTACT DETAILS

☐ **Change** ☐ **Addition**

Telephone *(Residence)* : ISD STD Code _____

Telephone *(Office)* : ISD STD Code _____ Extn. : _____

Mobile Number : ISD STD Code _____

Email Address**: _____

Signature of Applicant 1

Signature of Applicant 2

**All accounts linked to Customer ID of the 1st Applicant will be registered for E-statements on the email id mentioned and physical statements will not be sent.
(Please fill Corporate Net Banking request form for change/update of Email id/mobile number for Corporate Net Banking)

DIRECT BANKING CHANNEL & ALERT REGISTRATION & RE-ISSUE

These facilities are provided only for the Accounts where mode of operations is singly or either or survivor.

☐ Internet Banking *(Providing email address is mandatory. For Corporate Net-Banking Request a separate form is to be filled)*

☐ International Debit Card ☐ Domestic Debit Card ☐ Aadhaar Enabled Domestic Card

(Debit Card is not applicable for Non-Individual Accounts. International debit cards are not issued for NRO Accounts)

☐ Card Re-issue; Reason for re-issue : _____
(Mandatory)

☐ 4th Line Embossing : _____

Alerts Registration*** : ☐ SMS ☐ Email

You will be registered for alerts and the following SMS alerts : Credit/Debit transaction greater than ₹ 5000/- for Current Account and ₹ 2000/- for savings Account. If you need to add/modify de-register for alerts please visit your nearest branch. To know the applicable charges for your product, please visit your nearest branch or our website www.rblbank.com. ***Mandatory/Regulatory alerts will be triggered to your registered email id and mobile number even without registration.

I/ We hereby agree to take necessary precaution to ensure the security and access to my/our email account to prevent unauthorized use.

Signature of Applicant 1

Signature of Applicant 2

Ver : SCGS/May/2015

RBL BANK

ACKNOWLEDGEMENT

Date DD MM YYYY

Customer ID/Account No. _____ Service Request No. _____

Customer Name _____

Request related to : _____

Branch Stamp & Signature of Official

Customer Service (24 X 7) : +91 22 61156300 to 99; **Toll Free No.:** 1800 123 8040			**Email us at :** customercare@rblbank.com **Website** www.rblbank.com
SMS Banking : To know more type HELP & send to 9223366333	**Debit Card :** Best in class features & benefits. To apply visit nearest Branch	**Mobile Banking :** Visit https://m.rblbank.com/MobileBank/on your mobile browsers.	**Personal Internet Banking :** Log in Personal Internet Banking using Debit Card & PIN or visit nearest branch. The Corporate Internet Banking facility is also available.

RBL BANK

PERSONAL & ACCOUNT DETAILS MAINTENANCE *(Self-Attested Proofs to be attached)*

☐ PAN ☐☐☐☐☐☐☐☐☐☐ ☐ Date of Birth D D M M Y Y Y Y ☐ Aadhaar Card No. ☐☐☐☐☐☐☐☐☐☐

☐ Name ☐☐

For Branch Use Only
This Section is applicable for NRI Customers only. Please tick the applicable option and provide the details above.

☐ **Face to Face** ☐ **Non Face to Face** *(Two ID proofs are mandatory for non-face customers)*

SIGNATURE *(Self-Attested Proofs to be attached)*

☐ Change in Signature / Signature Update

Existing Signature of Applicant

New Signature of Applicant

TERMS & CONDITIONS FOR CHANGE REQUEST / DEBIT CARD:

I/ We hereby agree/s having read and understand the terms and conditions below for effecting such changes:

- The changes requested would be effected in records of RBL Bank Limited within reasonable period after the receipt of necessary supporting documents.
- All deliverables will be sent to the communication address as per the latest records available with RBL Bank.
- RBL Bank shall not be responsible for return/ dishonor of any outstanding/ unpaid cheque (s)/ debit request which are in transit/ to be actioned by RBL Bank and not in accordance with the new signature (s)/ operating instructions.
- Applicable charges shall be debited from the account mentioned.
- In case, non-individual Cardholder wants to change their mode of operation to jointly then the Cardholder will have to give a separate request for Card closure in addition to request for changes in the Account structure. In case, Cardholder who is authorized signatory of the Account and wants to quit, then the Accountholder will have to give a separate request **(Refer below*)** for Card closure in addition to request for changes in the Account structure.

  ***24 Hours Hotline – 1800 123 8040**
  Or, SMS - BLOCK <Space> Card No

CUSTOMER DECLARATION

- I/We understand and declare that all the particulars filled in the form are true, correct, complete & up-to-date in all respects and no information is withheld.
- I/ We confirm to have read and understood the Terms & Conditions pertaining to the changes mentioned in this form.
- I/ We have read and understood and agree to abide and bound by all the provisions of the Terms and Conditions for Debit Card published on the Banks's website www.rblbank.com and given along with Debit Card.

Date D D M M Y Y Y Y

Signature of Applicant 1

Signature of Applicant 2

(For Branch Use Only) **Branch** ☐☐☐☐☐☐☐☐☐☐☐☐ **Branch Code** ☐☐☐☐

I hereby certify that the customer's signature has been verified from Bank's records and is found to be true as per the operating mandate.

Verified By (Bank Official Name & Sign): _____ Approved By (Bank Official Name & Sign): _____

(For Processing Unit Use Only)

Checked By (Bank Official Name & Sign): _____ Verified By (Bank Official Name & Sign): _____

Terms & Conditions for change request:

I/ We hereby agree/s having read and understand the terms and conditions below for effecting such changes:

- The changes requested would be effected in records of RBL Bank Limited within reasonable period after the receipt of necessary supporting documents.
- All deliverables will be sent to the communication address as per the latest records available with RBL Bank.
- RBL Bank shall not be responsible for return/ dishonor of any outstanding/ unpaid cheque (s)/ debit request which are in transit/ to be actioned by RBL Bank and not in accordance with the new signature (s)/ operating instructions.
- Applicable charges shall be debited from the account mentioned.

List of Self-Attested Proofs required: Few accepted documents*

- **Address Change:** Valid Passport, Voter's ID card, Utility Bill (Electricity/Telephone /Mobile/Piped Gas/Broadband – not more than 3 months old) Aadhaar Card.
- **Signature:** Pan Card, Passport, Drivers' License **(Valid)**.
- **Name Change:** Pan Card, Valid Passport, Valid Drivers' License, Gazette Copy.
- * Additional documents may be demanded, if required. Please contact the branch for additional acceptable document.