

[For Savings & Current A/c (Proprietorship) customers only]

From : _____

To: _____
 The Branch Manager
 _____ BRANCH

Dear Sir/Madam,

I/We request you to provide me the service/s ticked in the box below. You can debit charges as applicable to my account.

My A/c No. _____	Customer Id : _____
Phone / Mobile No. _____	E-mail Id. _____

Kindly update my Permanent Account Number in your records : PAN (enclose proof of PAN)

Please tick in the appropriate box.

1. **CHEQUE STOP PAYMENT REQUEST:**
 - a. I/We have lost the cheque book containing leaves from _____ to _____ Please stop payment of the same and issue new cheque book.
 - b. I/We have issued a cheque no. _____ dated _____ for ` _____ favouring _____ . Please stop payment of the cheque.
2. **CHEQUE BOOK REQUEST:**
 - a. I/We have not received cheque book for my/our new account. Please issue cheque book.
 - b. I/We have not received Personalized Cheque Book.
 - c. I/We have lost the cheque book requisition slip. Please issue a cheque book.
3. **DEPOSIT OF CASH /CLEARING CHEQUE / OUTSTATION CHEQUE / TRANSFER OF FUNDS**
 - a. I/We have remitted cash amounting to ` _____ at _____ branch for credit of A/c No. _____. Amount not credited/short credited. Please verify.
 - b. I/We have deposited the Cheque No. _____ Amount ` _____ Date of Deposit _____ Drawee Bank and Branch _____
 - Credit not received in my/our account. Please verify and credit.
 - Returned cheque not received. Please verify and return the cheque.
 - c. An amount of ` _____ remitted on _____ (date) through RTGS/NEFT not credited to beneficiary's account. Please verify.
 - d. An amount of _____ remitted on _____ (date) through RTGS/NEFT by _____ bank/branch for credit of my/our a/c.no. _____ not credited. Please verify and credit.
 - e. Details of transaction required -
 - Debit: Date _____ Amount ` _____ Payee/Charges _____
 - Credit: Date _____ Amount ` _____ (cash/transfer entry)
 - f. **Charges** - Amount ` _____ Date _____ Wrongly debited. Please verify.
 - g. Following Transaction through Internet Banking not effected:
 - Nature of Transaction: _____ Date _____ Amount ` _____
 - Beneficiary Name _____ A/c No. _____
4. **PASS BOOK/PASS SHEET:**
 - a. **Pass Book**- I/We have not received Passbook for new account. Please issue pass book.
 - b. **Duplicate Pass Book** - I/We have lost the pass book. Please issue duplicate pass book with entries from _____ to _____.
 - c. **Pass Sheet** - I/We have not received the pass sheet for my/our account. Please issue pass sheet from _____ to _____.
 - d. **Duplicate Pass Sheet** - Please issue duplicate pass sheet from _____ to _____.
 - e. Please register my e-mail address and send the pass sheet - Periodicity - Monthly / Bi-monthly / quarterly/ Half-yearly /annually.
5. **CHANGE OF ADDRESS:**
 - a. Please update the contact information (residence/office) in your records. I/We am/are enclosing proof of my/our new address. My/Our new address is _____ City _____ PIN _____ Tel No. _____ Mobile No. _____ E-mail Id _____
 - b. Change of address intimated on _____ (date) not yet effected in the system.

6. **DEBIT CARD / CREDIT CARD** (strike out which is not applicable)
- a. I have filled up the form but not received the Card. Please check and issue the Card.
- b. Lost Card - My Debit/Credit Card is lost. The 16 digit Card No. is _____.
Please Hot List the Card. (please fill up separate appln. form for obtaining new Card).
- c. Card expired. New Card not received.
- d. ATM - Cash not dispensed/partly dispensed - ATM ID _____ Transaction Date: _____
Amount `_____. (Please attach Transaction Slip)
7. **INTERNET BANKING/MOBILE BANKING/TELE BANKING**(strike out which is not applicable)
- a. I have filled up the form but not yet received the User ID for Internet Banking/Mobile Banking / Tele Banking. Please issue.
- b. My User Profile is Blocked. Please unlock.
- c. I have forgotten my User ID and Password for Internet Banking / Mobile Banking / Tele Banking. Please reissue.
8. **FIXED DEPOSIT / KAMADHENU DEPOSIT / RECURRING DEPOSITS:**
Account Number _____ **date of Deposit:** _____
- a. Deposit Receipt not received.
- b. Tenure of the Deposit wrongly mentioned. Correct Tenure: _____ months/years.
- c. Rate of Interest not correctly applied. / Preferential rate not given.
- d. Periodical FD interest not credited to account / pay order not received.
- e. Nomination not registered / not cancelled / variation as requested not effected.
9. **TAX DEDUCTED AT SOURCE:**
- a. TDS Certificate Request for the FY _____
- b. Interest Certificate request for the FY _____
- c. TDS Certificate not received for the FY _____
- d. Form 15H/15G submitted at branch on _____ but tax deducted.
- e. Mismatch in Tax deducted and Tax remitted. Please verify.
10. **PENSIONERS' GRIEVANCES:**
- Pension not credited Life Certificate not updated Pension/DA arrears not paid
 Commutation not restored PPO Copy not received Family pension not released
11. **STANDING INSTRUCTIONS**
Following standing instructions not executed:
Instructions date: _____ Amount : ` _____ Periodicity : _____
From : A/c No. _____ of _____
To : A/c No. _____ of _____
12. **ACCOUNT MODIFICATION:**
Account Number: _____ Name : _____
- a) Documents submitted for KYC Compliance. KYC details not updated.
- b) Date of Birth not updated though proof of Date of Birth submitted on _____.
- c) Conversion of individual account into joint account not made.
- d) Status of account not changed from Minor to Major.
- e) Addition / Deletion of Joint Account holder not made.
- f) Mode of Operation wrongly mentioned from the one mentioned in the a/c opening form.
- g) Sweep-in/Sweep-out instructions not executed.
13. **OTHERS (Please specify):** _____

Date: _____

SIGNATURE OF THE CUSTOMER/S

For Branch Use:

Please affix Date Seal with time here

We confirm that all the requests of the customer/s are addressed	Verified
Signature of the attending Officer/Manager	Signature of Branch-in-charge/Sr Manager /manager

_____ cut here _____

ACKNOWLEDGEMENT

We acknowledge having received customer request letter from _____
(full name) A/c No. _____ requesting for point no. _____

SI.No. _____

Please affix date seal with time

Signature of the Officer