Customer Request Form : Form A

(Change/Update related to : Address, Contact details, Debit Card issue/reissue, Personal & Account Detail)

RBL BANK
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RBL Bank Limited

I/We hereby request and authorise the Bank to initiate processing basis the provided instructions (Tick & Sign as applicable):-

(For Bank Use Only) **Service Request No.** ______ **Date** D D M M Y Y Y Y

PLEASE USE BLOCK LETTERS AND ATTACH SELF-ATTESTED DOCUMENT PROOFS AS PER REQUIREMENT.

Customer Name

Customer ID ______ Account Number

☐ LEGAL ENTITY IDENTIFIER *(Applicable for Non-Individuals only)*

LEI No: ______ LEI Expiry Date: D D M M Y Y Y Y

☐ ADDRESS

Current Address Update *(Applicable for individuals only and address proof is mandatory)*

Address

City

State ______ Country

*Landmark ______ Pincode

***Documents given for Current Address Proof**

☐ Aadhaar UID ☐ Voter ID card ☐ Driving Licence ☐ Passport

☐ NREGA Job Card ☐ Simplified Measures Account ☐ Small Account ☐ Others ______

Aadhaar No
(Mandatory if Proof of Identity provided is Aadhaar. Only mention last 4 digits) X X X X X X X X _ _ _ _

*Identification number
('Please do not write the Aadhaar No here)

*Issuing Authority

*Place of Issue

Document Issue Date D D M M Y Y Y Y ______ *Document Expiry Date D D M M Y Y Y Y
(Applicable for Driving License & Passport only)

New Permanent / Registered/Overseas address update ☐ Same as Current Address ☐ Overseas Address (Only applicable for NR customers)

*DOCUMENTS GIVEN FOR PERMANENT ADDRESS PROOF ☐ **Document type** ______

Address

City

State ______ Country

*Landmark ______ Pincode

New Mailing Address Update ☐ Same as Current Address

*DOCUMENTS GIVEN FOR MAILING ADDRESS PROOF ☐ **Document type** ______

Address

City

State ______ Country

*Landmark ______ Pincode

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

☐ CONTACT DETAILS *(Please fill below Contact Details in case of change)*

Telephone *(Residence)* : ISD ______ STD Code ______

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

Mobile Number : ISD ______

Email Address**:
(Email id is mandatory for Internet banking registration)

**All accounts linked to Customer ID of the 1st Account holder will be registered for E-statements on the email id mentioned and physical statements willnot be sent. Updation of email ID will be applicable to all accounts as preferred email type. For corporate accounts, different email ID can be mapped to account numbers, linked to the customer ID; as per preference. *(Please fill Corporate Net Banking request form for change/update of email ID/mobile number for Corporate Net Banking)*

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ACKNOWLEDGEMENT

Date D D M M Y Y Y Y

Customer ID/Account No. ______ Service Request No.

Customer Name

Request related to : ______

Branch Stamp & Signature of Official

DEBIT CARD

Debit Card No. (Last 4 digits only) ☐☐☐☐

Please select one of the below options

☐ New Card Issuance ☐ Card Upgrade ☐ Card Re-issue *Reason for re-issue (mandatory): ____________

Card Variant ☐ Classic/Titanium ☐ Platinum ☐ Crest ☐ Signature+ ☐ Enterprise ☐ Pinnacle ☐ Others ____________

Note: i) You are to note that your Debit Card is/will be, dispatched to you in an 'Inactive' status. To activate the Debit Card, you must first generate your PIN and complete a transaction; on either an ATM terminal or POS. ii) ATM and POS transactions within India are activated by default. Please be advised that your first transaction cannot be an online transaction. iii) You can also enable/disable/modify the transaction rights/limits; post issuance of the Debit Card through following options – Internet banking / Mobile banking /IVR / Branch. iv) Only domestic debit cards are issued to NRO accounts. v) Debit card cannot be issued if the Mode of operation of the account is selected as 'Jointly'. vi) In case you are mapped to a particular segment/ type of account, debit card for the respective segment/type of account will be issued by default.

Signature of 1st Account holder

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

PAN ☐☐☐☐☐☐☐☐☐☐ Date of Birth D D M M Y Y Y Y

Name change ☐☐

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

☐ Signature Update *(Fresh Update)*

Signature of Account holder

☐ Signature Change *(Signature to be verified with system)*

Old Signature of Account holder

New Signature of Account holder

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 mailing 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.
- All debit cards issued before the change in mandate / account mode of operation will be discontinued.
- Request will not be processed, if PAN details in bank records do not match with details available with NSDL or is inoperative (PAN not linked with Aadhar)

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 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.
- I hereby authorise RBL Bank to use my information to verify and validate my details from various sources. I/We, authorise RBL Bank to update my PAN as mentioned above in your records.
- I/We agree not to share the card number, CVV, OTP, PIN, etc. to anybody including but not limited to Bank officials.
- I hereby state that I have no objection in authenticating myself with Aadhaar based authentication system and consent to providing my Aadhaar number, Biometric and/or One Time Pin (OTP) data (and/or any similar authentication mechanism) for Aadhaar based authentication for the purposes of Re-KYC for updating my details with RBL Bank.

Signature of 1st Account holder

Signature of 2nd Account holder

Date D D M M Y Y Y Y

FOR BRANCH USE ONLY

Branch ____________ **Branch Code** ☐☐☐☐

For NRI Customers only in case of Address change OR Personal & Account Details Maintenance, please tick the applicable option and provide the details below.

☐ **Face to Face** ☐ **Non Face to Face**

Aadhaar Ref Key ☐☐☐☐☐☐☐☐☐☐☐☐ Maker Id ☐☐☐☐☐☐ Maker Sign: ____________

Checker Id ☐☐☐☐☐☐ Checker Sign: ____________

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

Declaration by Branch official - I confirm

☐ Customer called on registered Mobile No ____________ @ ________AM/PM and reason for deliverable request confirmed

☐ Original seen and verified ☐ Customer sign in my presence

☐ Signature and MOP verified with system ☐ Acknowledgment and service request no provided

Verified By (SDA/RM/WCS CSA: Name, Emp Code & Sign): ____________

Employee No ________ Name ____________ Designation ________

Approved By (BM/SDM/WCS Mgr: Name, Emp Code & Sign): ____________

Employee No ________ Name ____________ Designation ________

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

- **Address Change:** Valid Passport, Valid DL, Aadhar Card, Voter's Id Card, NREGA Card and NPR Card • **Signature:** Pan Card, Passport, Drivers' License (Valid). • **Name Change:** Valid Passport, Valid Drivers' License, Gazette Copy. • **In cases of name change post marriage -** Marriage certificate issued by the State Government or gazette notification indicating change in name along with a certified copy of 'Officially Valid Document' in existing name of the person can be accepted.
- * Additional documents may be demanded, if required. Please contact the branch for additional acceptable document.

Customer Service (24 X 7) : +91 22 61156300	**Email us at :** customercare@rblbank.com nribanking@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	**MoBank :** Instantly download RBL MoBank app by typing app.rblbank.com in your phone browser	**Internet Banking :** Login to www.rblbank.com and enjoy easy access to your account

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