

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, RERA registration No.)



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. <input type="text"/>	Date <input type="text"/>
---------------------	---	----------------------------------

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	<input type="text"/>		
Customer ID	<input type="text"/>	Account Number	<input type="text"/>

ADDRESS (Self-Attested Proofs to be attached)

New Permanent / Registered address update

Address
(to be mentioned as per the KYC documents)

City

State Country

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

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

Address
(to be mentioned as per the KYC documents)

City

State Country

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

Current Residential Address update

Address
(to be mentioned as per the KYC documents)

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)

Update

Telephone (Residence) :
ISD STD Code

Telephone (Office) : Extn.:
ISD STD Code

Mobile Number :
ISD

Signature of Applicant 1

Signature of Applicant 2

Email Address** :

(Email id is mandatory for Internet banking registration) **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. 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)



ACKNOWLEDGEMENT

Date

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	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.		

ALERT REGISTRATION

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

Alerts Registration*** : SMS Email

You will be registered for alerts and the following 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

DEBIT CARD

Please select one of the below options

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

Please select your Debit Card

International Debit Card Domestic Debit Card

(Debit card cannot be issued if the Mode of operation of the account is Jointly. International debit cards are not issued for NRO Accounts)

• For Savings Account

Titanium First Platinum First Women's First Crest

• For Current Account

Business First India Startup Club Crest

Please note that in case your are mapped to a particular segment, debit card for the respective segment will be issued by default

Signature of Applicant 1

Signature of Applicant 2

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

PAN Date of Birth Name change

SIGNATURE (Self-Attested Proofs to be attached)

Signature Update (Fresh Update)

Signature Change (Signature to be verified with system)

Signature of Applicant

Old 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 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.

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 authorize RBL Bank to use my information to verify and validate my details from various sources. I/We, authorize RBL Bank to update my PAN as mentioned above in your records.

Date

Signature of Applicant 1

Signature of Applicant 2

(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.

For non-face to face NRI Customers two address proofs are mandatory (address change) and two ID proofs are mandatory (Personal details)

Face to Face

Non Face to Face

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

Request Processed by (SDA/RM/WSC/CSA/Clerk) _____ Request Approved by _____

Employee No _____ Name _____ Designation _____ Employee No _____ Name _____ Designation _____

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 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.

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 2 months old) Aadhaar Card.
- Signature:** Pan Card, Passport, Drivers' License (Valid).
- Name Change:** Pan Card, 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.