

# Customer Request Form: DEBIT CARD



PLEASE USE BLOCK LETTERS \* Mandatory

For Bank Use only - Service Request No

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

**\*CUSTOMER DETAILS**  Saving Account  Current Account  NRE/NRO Account

Customer Name :

Customer ID :  Account No. :

Please Note: Board Resolution to be provided in case of Non-individual current account

**Please select one of the options:**  New Card Issuance  Card Upgrade  Card Re-issue \*

**\*Reason for re-issue :**  Lost Card  Damaged Card  Name Mismatch  Card Not Received  Card Blocked by Customer  Others

(Reissuance charges as applicable)

**Please select one of the options that may be applicable for you:**  Classic/Titanium  Platinum  Insignia  Others

I would like to apply from below mentioned RBL Bank Upsell/Premium Debit Cards. (to be selected only in case of application for Premium/Upsell Debit Card)

Card Benefits	Crest <input type="checkbox"/>	Pinnacle <input type="checkbox"/>	Signature + <input type="checkbox"/>	Enterprise <input type="checkbox"/>
Joining Vouchers	INR 2000*	INR 3000*	INR 5000*	Up to INR 8500*
**Joining Fee	INR 2000	INR 3000	INR 5000	INR 7500
**Annual Fee (will be charged from 2nd year)	INR 500	INR 1000	INR 1500	INR 2000

I authorize and give my consent for the card type as specified & selected above

Account Holder Signature (along with stamp in case of current account)

\*For detailed Terms and Conditions and Schedule of benefits, please visit [www.rblbank.com](http://www.rblbank.com)

\*\* Above mentioned fee is excluding applicable GST as per prevailing Govt. Rates. The annual fee is applicable from 2nd year.

**CARD TRANSACTION SETTING & PREFERENCES**

(applicable only post receipt of Debit Card, if unable to activate through Internet banking / Mobile banking / IVR)

DEBIT CARD NO.  (Last 4 digits only)

Transaction Preferences	Domestic		International	
ATM	Enabled		<input type="checkbox"/> YES**	<input type="checkbox"/> No
Point On Sale (POS)	Enabled		<input type="checkbox"/> YES**	<input type="checkbox"/> No
Online/Card Not Present (CNP)*	<input type="checkbox"/> YES**	<input type="checkbox"/> No	<input type="checkbox"/> YES**	<input type="checkbox"/> No
Tap n Pay or Contactless	<input type="checkbox"/> YES**	<input type="checkbox"/> No	<input type="checkbox"/> YES**	<input type="checkbox"/> No

\*Online /CNP denotes card not present transactions which includes transactions done online through E-commerce , IVR, On-call/Phone orders etc

\*\*The maximum default limit applicable will be assigned to the card. You can view the default limits applicable to your card by logging into Internet Banking or RBL MoBank App

**IMPORTANT POINTS TO NOTE FOR YOUR DEBIT CARD**

- 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 or Online.
- As per RBI Mandate, all new debit cards issued is enabled for DOMESTIC POS and DOMESTIC ATM ONLY.
- You can enable/disable/modify the transaction preference/transaction limits (within default limit only) through Internet banking / Mobile banking /IVR / Branch
- Only domestic debit cards are issued to NRO accounts.
- Debit card cannot be issued if the Mode of operation of the account is selected as 'Jointly Operated'.
- 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.
- For Minor account Debit Card is issued to the guardian only on request. If guardian holds an existing RBL Bank debit card , then the minor account will be linked to it.
- The Debit Card shall only be used for permissible current account transactions and within the limits specified in the schedules to the rules and regulations framed under FEMA, 1999 or any other applicable rules, regulations, guidelines issued by regulatory, statutory or governmental authority.
- In the event that complimentary insurance is available with the selected Debit Card, the individual nominated by the Customer as the nominee will be eligible to receive the benefits of the complimentary insurance coverage.

Date:

**ACKNOWLEDGEMENT**



Customer ID/Account No.  Service Request

Customer Name   
  
 Branch Stamp & Signature of Official

**Request Related to:**  New Debit Card Issuance  Debit Card Upgrade  Debit Card Re-issue Debit Card Variant:

## TERMS & CONDITIONS FOR DEBIT CARD

- For detailed Terms & Conditions please visit [www.rblbank.com/terms-and-conditions](http://www.rblbank.com/terms-and-conditions)

## CUSTOMER DECLARATION

- I/We hereby agree/s having read and understand the terms and conditions applicable.
- I /We understand 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 understand that URL/ Link to claim the joining vouchers would be sent within 30 days to my mobile number/E-mail ID registered with the Bank post a successful Debit card transaction on POS/Online to be done within 90 days of card issuance. The vouchers will be valid for 90 days from date of receipt of URL/ Link. (as applicable depending on the card variant)
- All deliverables will be sent to the mailing address as per the latest records available with RBL Bank.
- I hereby authorize RBL Bank Ltd to issue me the above selected Debit Card and debit my bank account with the mentioned upfront fee and subsequent annual fee and applicable GST. In the event of insufficient funds in my account to recover the fee, I hereby authorize the Bank to mark lien in my account for the full or partial amount of debit card and recover the fee on availability of the funds.
- 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](http://www.rblbank.com) and given along with Debit Card.
- I/We agree not to share the card number, CVV, OTP, PIN, etc. to anybody including but not limited to Bank officials.
- Applicable charges have been informed & shall be debited from the account mentioned
- I/We hereby authorize and give consent to the Bank to disclose, without notice to me/us, information furnished by me/us in application form(s)/related documents executed in relation to Account related services and products availed from the Bank, to the Bank's branches/subsidiaries/affiliates, Services Providers, other banks/financial institution, governmental or regulatory authorities or third parties for KYC information verification, or for other related purposes that the Bank may deem fit. I/We hereby expressly waive the privilege of privacy and privity of contract.

Date :

Account Holder Signature (along with stamp in case of current account)

## FOR BRANCH USE ONLY

Branch Name  Branch Code

### Sourcing Employee Validation (only bank staff):

#### I confirm the below:

- Customer signed in my presence
- Account has sufficient balance for Joining fee/Annual fee/Reissuance fee
- Acknowledgement provided (Mandatory)

Emp Code:  Emp Name:

Emp Designation:  Signature:

### Approver Validation (BM/SDM/ISM/WCS Mgr):

#### I confirm the below:

- Customer spoken over Telephone / in person and explicitly explained the features & charges of debit card. **(Mandatory in case of request pertaining to Premium/Upsell Debit Card)**

Date of Confirmation

Time of Confirmation


Registered Phone Number Spoken On (applicable in case of Telephonic Confirmation)

- Signature Verified with System (Mandatory)


Emp Code:  Emp Name:

Emp Designation:  Signature:

 **Dedicated team of phone banking officers available 24X7 - Call us on: +91 22 6115 6300**


 **Email us at :**  
For Resident/Non Individual Customers: [customercare@rblbank.com](mailto:customercare@rblbank.com)  
For Non Resident Customers: [nribanking@rblbank.com](mailto:nribanking@rblbank.com)


 **Website :**  
[www.rblbank.com](http://www.rblbank.com)

 **SMS Banking :**  
Type **HELP** & send to **9223366333** for all SMS Banking Enquiries



**MoBank :**  
Scan here to download the latest version of RBL MoBank mobile banking app

 **Login to Internet Banking:**  
[www.rblbank.com](http://www.rblbank.com) and enjoy easy access to your account

 **Debit Card :**  
Best in class features & benefits choose the one that suits you the best