

CUSTOMER SERVICE REQUEST FORM

SR NO : _____

Date: _____

Personal Details

Name			
Mobile No.	CIF	E-mail ID	

Please tick in the appropriate box

- KYC UPDATION**
 - Kindly update my PAN / AADHAAR _____
 - Kindly link my Aadhaar No. _____
 - Kindly delete my EKYC and update alternate KYC _____
- CHEQUE STOP PAYMENT REQUEST (💡 DID YOU KNOW YOU CAN DO THIS IN MOBILE BANKING, WHATSAPP BANKING & INTERNET BANKING)**
 - I / We have lost the cheque book containing leaves from _____ to _____ Please do stop payment of the same.
 - I / We have issued a cheque no _____ dated _____ for _____ favouring _____ Please do stop payment of the cheque.
- CHEQUE BOOK REQUEST (💡 DID YOU KNOW YOU CAN DO THIS IN MOBILE BANKING, WHATSAPP BANKING & INTERNET BANKING)**
 - Please issue new cheque book of _____ leaves because
 - I / We have not received cheque book for my / our new account.
 - I / We have not received our personalized cheque book.
- CHANGE OF ADDRESS**
 - Please update the contact information (Permanent/ Communication) in your records. I/ We am/ are enclosing proof of my/ our new address.
 - Please consider the deemed OVD submitted as a proof for making the changes in my account, I shall have the officially valid documents submitted within 90 days from the date of this request.

My / Our new address is _____

_____ City _____ Pin _____
- DEBIT CARD (💡 DID YOU KNOW YOU CAN DO THIS IN MOBILE BANKING, WHATSAPP BANKING & INTERNET BANKING)**
 - Please issue a new debit card. Tick appropriate reason listed below:
 - Debit Card not received. Please reissue
 - Lost Card/ Damaged Card. The 16-digit Card no is _____
 - Card Expired.
 - My debit card is blocked, kindly unblock.
 - I have lost / forgot my debit card PIN, kindly re-issue. (💡 YOU CAN CREATE/CHANGE PIN USING MOBILE BANKING)
- FIXED DEPOSIT/ RECURRING DEPOSIT (💡 YOU CAN GENERATE FD ADVISE USING INTERNET BANKING)**
 - Kindly Issue Fixed Deposit Advice as initial FDA not received.
 - Kindly dispatch FD Advice to Branch.
 - Tenure of Deposit wrongly captured. Correct Tenure _____ years _____ month _____ days
 - Rate of Interest not correctly captured. Correct Rate of Interest _____ %
 - Periodical FD interest not credited to account.
 - Kindly register / cancel/ modify nomination as requested.



7. **TAX DEDUCTED AT SOURCE** (💡 YOU CAN GENERATE TDS & SUBMIT FORM 15G/H STATEMENT USING INTERNET BANKING)

- a) TDS Certificate Request for the FY _____
- b) Interest Certificate request for the FY _____
- c) TDS Certificate not received for the FY _____
- d) FORM 15G/H submitted at branch on _____ but tax has been deducted.
- e) Request for FORM 15G/H updation.
- f) Mismatch in Tax deducted and Tax remitted. Please verify.

8. **ACCOUNT MODIFICATION**

- a) Please complete my Full KYC/ ReKYC, (Documents enclosed).
- b) Please convert my account from Minor to Major. (Documents enclosed).
- c) Addition/ Deletion of Joint Account Holder.
- d) Changes in MOP. Self Either or Survivor Jointly Others, please specify under point 12.
- e) Pay out account change request.
- f) Upload Customer Photo / signature.
- g) Account Closure (Including FD pre-closure).
- h) Statement of Account (E-statement/ Physical Statement) Period _____
- i) Updation of Email id/ Mobile Number _____

9. **INTERNET BANKING/ MOBILE BANKING (STRIKE OUT WHICHEVER NOT APPLICABLE)**

- a) My User Profile is Blocked. Please unlock.

10. **LOAN RELATED**

- a) Loan status b) Interest related/EMI related/CIBIL/Principal c) Foreclosure/prepayment c) Death/insurance claim

11. **POSITIVE PAY SYSTEM**

- a) Cheque No: _____
- b) Cheque date: _____
- c) Cheque Amount: _____
- d) Beneficiary: _____

12. **OTHERS (Please Specify)**

Dear Sir / Madam,

I/We request you to provide me the service/s ticked in the form above. I/We authorize Fincare SFB to debit charges as applicable to my/our account.

Signature of the Primary Holder

Signature of the 2nd A/c Holder

Signature of the 3rd A/c Holder

We confirm that all the requests of the customer/s are addressed

Signature and Emp. No. of the Maker

Signature and Emp. No. of the Checker

Acknowledgement Slip (Only For Official Use)

We acknowledge the receipt of Request / Complaint Instruction from Mr. / Mrs./ Ms. _____
_____ relating to CIF number _____ under service request no _____ dated _____