

NRI CUSTOMER REQUEST LETTER

[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 as ticked in the box below. You can debit charges as applicable to my account.

My A/c No.: _____	Customer ID: _____
Phone / Mobile No. _____	E-mal ID: _____

Kindly update my passport and visa in your records (enclose proof)

Please tick in the appropriate box:

1.	<input type="checkbox"/> CHEQUE STOP PAYMENT REQUEST a. <input type="checkbox"/> I/we have lost the cheque book containing leaves from _____ to _____. Please stop payment for the same and issue new cheque book. b. <input type="checkbox"/> I/we have issued a cheque no. _____ dated _____ for _____ favoring _____. Please stop the cheque payment.
2.	<input type="checkbox"/> CHEQUE BOOK REQUEST a. <input type="checkbox"/> I/we have not received cheque book for my / our new account. Please issue the cheque book. b. <input type="checkbox"/> I/we have not received Personalized Cheque Book. c. <input type="checkbox"/> I/we have lost the cheque book requisition slip. Please issued a cheque book.
3.	<input type="checkbox"/> DEPOSIT OF CASH / CLEARING CHEQUE / OUTSTATION CHEQUE / TRANSFER OF FUNDS a. <input type="checkbox"/> I/we have remitted cash amounting to _____ at _____ branch for credit of A/c No. _____. Amount not credited/short credited. Please verify. b. <input type="checkbox"/> 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/SWIFT not credited to beneficiary's account. Please verify. d. An amount of _____ remitted on _____ (date) through RTGS/NEFT SWIFT 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.	<input type="checkbox"/> PASSBOOK / PASS SHEET: a. <input type="checkbox"/> Passbook - I/we have not received Passbook for my new account. Please issue pass book. b. <input type="checkbox"/> Duplicate passbook - I/we have lost the Passbook. Please issue a duplicate passbook with entries from _____ to _____. c. <input type="checkbox"/> Pass Sheet - I/we have not received Pass Sheet for my/our account. Please issue Pass Sheet from _____ to _____. d. <input type="checkbox"/> Duplicate Pass Sheet - Please issue Duplicate Pass Sheet from _____ to _____. e. <input type="checkbox"/> Please register my e-mail address and send the pass sheet - Periodicity - Monthly / Bi-monthly / quarterly / Half-yearly / annually.
5.	<input type="checkbox"/> CHANGE OF ADDRESS: a. <input type="checkbox"/> Please update the contact information (Residence/Office/Abroad) 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. _____ Email ID _____ b. <input type="checkbox"/> Change of address intimated on _____ (date) not yet effected in the system.

6.	<input type="checkbox"/> DEBIT CARD / CREDIT CARD (Strike out which is not applicable) a. <input type="checkbox"/> I have filled up the form but not received the Card. Please check and issue the card. b. <input type="checkbox"/> Lost card - My Debit / Credit Card is lost. The 16 digit Debit/Card No. is _____ Please Hot List the card. (Please fill up separate application form for obtaining new card.) c. <input type="checkbox"/> Card expired. New Card not received. d. <input type="checkbox"/> ATM - Cash not dispensed / partly dispensed - ATM ID _____ Transaction Date : _____ Amount _____ (Please attach Transaction Slip)						
7.	<input type="checkbox"/> INTERNET BANKING / MOBILE BANKING / TELE BANKING (Strike out which is not applicable) a. <input type="checkbox"/> I have filled up the form but not yet received the User ID for Internet Banking/Mobile Banking/Telebanking Please issue. b. <input type="checkbox"/> My User Profile is Blocked. Please unlock. c. <input type="checkbox"/> I have forgotten my User ID and Password for Internet Banking / Mobile Banking / Tele Banking. Please issue.						
8.	<input type="checkbox"/> FIXED DEPOSIT / KAMADHENU DEPOSIT / RECURRING DEPOSITS : Account Number _____ date of Deposits : _____ a. <input type="checkbox"/> Deposit Receipt not received. b. <input type="checkbox"/> Tenure of the Deposit wrongly mentioned. Correct Tenure : _____ months/years. c. <input type="checkbox"/> Rate of Interest not correctly applied. / Preferential rate not given. d. <input type="checkbox"/> Periodical FD interest not credited to account / pay order not received. e. <input type="checkbox"/> Nomination not registered / not cancelled / variation as requested not effected.						
9.	<input type="checkbox"/> TAX DEDUCTED AT SOURCE : a. <input type="checkbox"/> TDS Certificate Request for the FY _____ b. <input type="checkbox"/> Interest Certificate request for the FY _____ c. <input type="checkbox"/> TDS Certificate not received for the FY _____ d. <input type="checkbox"/> Form 15H / 15G submitted at branch on _____ but tax deducted. e. <input type="checkbox"/> Mismatch in Tax deducted and Tax remitted. Please verify.						
10.	PENSIONERS' GRIEVANCES : <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Pension not credited</td> <td style="width: 33%;">Life Certificate not updated</td> <td style="width: 33%;">Pension / DA arrears not paid.</td> </tr> <tr> <td>Commutation not restored</td> <td>PPO Copy not received</td> <td>Family Pension not released.</td> </tr> </table>	Pension not credited	Life Certificate not updated	Pension / DA arrears not paid.	Commutation not restored	PPO Copy not received	Family Pension not released.
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.	<input type="checkbox"/> ACCOUNT MODIFICATION : Account Number _____ Name : _____ a. <input type="checkbox"/> Documents submitted for KYC Compliance. KYC details not updated. b. <input type="checkbox"/> Date of Birth not updated though proof of Date of Birth submitted on _____ c. <input type="checkbox"/> Conversion of individual account into joint account not made. d. <input type="checkbox"/> Status of account not changed from Minor to Major. e. <input type="checkbox"/> Addition / Deletion of Joint Account holder not made. f. <input type="checkbox"/> Mode of Operation wrongly mentioned from the one mentioned in the A/c opening form. g. <input type="checkbox"/> Sweep-in/Sweep-out instructions not executed.						
13.	<input type="checkbox"/> OTHERS (Please specify): _____ _____ _____						

Date : _____

SIGNATURE OF THE CUSTOMER/S

For Branch Use :

Please affix date & time seal 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-----

ACKNOWLEDGMENT

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