

6. **DEBIT CARD / CREDIT CARD** (strike out which is not applicable)
- a. I have filled up the form but not received the Card. Please check and issue the Card.
- b. Lost Card - My Debit/Credit Card is lost. The 16 digit Card No. is _____.
Please Hot List the Card. (please fill up separate appln. form for obtaining new Card).
- c. Card expired. New Card not received.
- d. ATM - Cash not dispensed/partly dispensed - ATM ID _____ Transaction Date: _____
Amount ` _____.(Please attach Transaction Slip)
7. **INTERNET BANKING/MOBILE BANKING/TELE BANKING**(strike out which is not applicable)
- a. I have filled up the form but not yet received the User ID for Internet Banking/Mobile Banking / Tele Banking. Please issue.
- b. My User Profile is Blocked. Please unlock.
- c. I have forgotten my User ID and Password for Internet Banking / Mobile Banking / Tele Banking. Please reissue.
8. **FIXED DEPOSIT / KAMADHENU DEPOSIT / RECURRING DEPOSITS:**
Account Number _____ **date of Deposit:** _____
- a. Deposit Receipt not received.
- b. Tenure of the Deposit wrongly mentioned. Correct Tenure: _____ months/years.
- c. Rate of Interest not correctly applied. / Preferential rate not given.
- d. Periodical FD interest not credited to account / pay order not received.
- e. Nomination not registered / not cancelled / variation as requested not effected.
9. **TAX DEDUCTED AT SOURCE:**
- a. TDS Certificate Request for the FY _____
- b. Interest Certificate request for the FY _____
- c. TDS Certificate not received for the FY _____
- d. Form 15H/15G submitted at branch on _____ but tax deducted.
- e. Mismatch in Tax deducted and Tax remitted. Please verify.
10. **PENSIONERS' GRIEVANCES:**
- 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. **ACCOUNT MODIFICATION:**
Account Number: _____ Name : _____
- a) Documents submitted for KYC Compliance. KYC details not updated.
- b) Date of Birth not updated though proof of Date of Birth submitted on _____.
- c) Conversion of individual account into joint account not made.
- d) Status of account not changed from Minor to Major.
- e) Addition / Deletion of Joint Account holder not made.
- f) Mode of Operation wrongly mentioned from the one mentioned in the a/c opening form.
- g) Sweep-in/Sweep-out instructions not executed.
13. **OTHERS (Please specify):** _____

Date: _____

SIGNATURE OF THE CUSTOMER/S

For Branch Use:

Please affix Date Seal with time 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 _____

ACKNOWLEDGEMENT

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