

Customer Service Request Form for Legal Entities (Non-Individuals/Corporate Clients)

Instructions

1. Please fill in BLOCK letters only. Leave one box blank between words. Tick (✓) the appropriate boxes 2. Submit self attested documentary proof, if applicable, for change requests 3. Only tick mark and fill the relevant sections relating to the change/updation request 4. Request form to be submitted to the base branch where the account is maintained or at any CSB branch 5. The existing data in the bank's record shall be replaced with the relevant client information furnished in this request form 6. Alternate delivery channel (Debit Card, Net/Mobile banking) services will be provided to the mandate holder, linked to Mobile Number/E-mail ID registered for Legal Entity, as available in the Bank's records or as updated through CKYC updation/CRF form, from time to time

Account Information

Account No.:
 Legal Entity Name:
 CSB Corporate Client ID (for branch use only) CKYC No. (if available)

Name of Authorized Signatory/
 Mandate Holder for operating
 alternate channel services

(Office use only) Individual Client ID of Mandate Holder (if existing client)

CKYC No. of Mandate Holder (if available)

(If New-to-Bank, the Mandate holder assigned for operating alternate channel services should furnish Related Person Profile Form and valid KYC documents along with this request form)

I/We request you to update my/our account details as per information furnished below

Affix recent
 Passport size
 Colour Photo
 of user/mandate holder
 for net banking/mobile
 banking facility

Alternate Delivery Channels (Alert Registration & Alert Change Request)

← Please tick here and furnish details below, if you need to any of the following ADC service

Mobile No.: ← This Mobile No. and E-mail ID gets updated in the Corporate client database of the Legal Entity

E-mail ID* :
 (in block letters)

1. Alerts & Statements Activation

i. Alerts SMS Alerts E-mail Alerts ii. Interactive Alerts Activation ← Special alerts like Term deposit due, Loan Installment/EMI due, ECS due, S.I. due, A/c balance on month end, Chequebook issue alert, ATM card processing & dispatch alert
 iii. Statements Daily Weekly Fortnightly Monthly Quarterly Half yearly

2. ATM Card/PIN

i. Request Type New Card Add on Card* Renewal Card* Duplicate Card* Duplicate PIN Mailer* Unblock ATM PIN* Enable International operations for my debit card*
 Secondary Account (if any) to be linked to the card*

*Please provide existing ATM card number for addon/renewal/duplicate card, duplicate PIN, ATM PIN unblock, for enabling International operations or for Secondary Account linking

Customer name to be printed on name embossed card

Preference if any, for higher variant debit card Rupay Platinum Visa Platinum (Annual Charges as per the card variant shall be applicable)

ATM/Debit card to be sent to: Communication Address Customer's base branch ← ATM Pin mailer and Net/Mobile Banking passwords shall be sent to customer's communication address only

3. Mobile Banking (Mobile Number & E mail ID register for Legal Entity will be linked)

i. Mobile Banking Activation ii. Link below mentioned accounts under Mobile banking facility iii. Issue/Reissue MPIN

Accounts to be linked for Alternate channel services (Internet & Mobile Banking) ← Only accounts with same client ID can be linked under this facility.

	Branch Code	Client ID	Product Code/No.
Account No. 1	<input type="text"/>	<input type="text"/>	<input type="text"/>
Account No. 2	<input type="text"/>	<input type="text"/>	<input type="text"/>
Account No. 3	<input type="text"/>	<input type="text"/>	<input type="text"/>

4. Internet Banking (Mobile Number & E mail ID register for Legal Entity will be linked)

i. Internet Banking Activation Viewing rights View and Transaction rights
 ii. Link above mentioned accounts under Internet banking facility
 iii. Reissue Internet Banking Login Password (In case of login password re-issue, both login and transaction password will be re-issued)
 iv. Reissue Internet Banking Transaction Password

Security questions for Net/Mobile Banking user
 Date of Birth (dd/mm/yyyy) Mother's Maiden Name

P.T.O.

Acknowledgement (to be issued to the customer by the recipient branch)

Account No.:

Services requested: Alternate Delivery Channels Account Upgrade to other product variant
 Inoperative A/c reactivation

Date (dd/mm/yyyy)

Name & Designation of Branch Official/BDE/Marketing Officer: _____

Emp Code:

Signature of Branch Official/BDE/Marketing Officer _____

Account Upgrade Request
 ← Please tick here if you need to upgrade your account AMB- Average Monthly Balance

Please upgrade/move my Savings account to CSB Blue Savings A/c (Min. AMB Rs. 2,500 for Rural/ Semi Urban branches, Min. AMB Rs. 5,000 for Urban/ Metro branches) CSB Silver Plus Savings A/c (Min. AMB Rs.10,000) CSB Gold Savings A/c (Min. AMB Rs. 25,000) CSB Platinum Savings A/c (Min. AMB Rs. 1 lakh)

Please upgrade/move my Current account to CSB Blue Current A/c (Min. AMB Rs.10,000) CSB Silver Current A/c (Min. AMB Rs. 25,000) CSB Gold Current A/c (Min. AMB Rs. 50,000) CSB Platinum Current A/c (Min. AMB Rs. 1 lakh)

I/ We, have understood the features and terms & conditions governing the different product variants offered by the Bank and agree to abide by the same

Inoperative Account Reactivation Request*
 ← Please tick here and furnish details below, if you need to reactivate your inoperative account

Please reactivate my account mentioned overleaf.
 Reason for not operating the account : _____

Please tick (✓) any one → My/Our account is already KYC updated There is no change in my/our existing KYC status
 CKYC updation form/s and ID/Address proof/s are submitted along with this request

*Please perform a transaction in the reactivated Account within 7 days from date of the reactivation.

Resolution/Letter of mandate for CSB Internet Banking/Mobile Banking/Debit Card Facility for Corporate Accounts

Resolved that the CSB Internet Banking/Mobile Banking/Debit card facility being offered by CSB Bank Limited be availed in my /our account/s mentioned overleaf.
 Further resolved that Sri./Smt. [] (name of authorized person/mandate holder/POA holder) [] (designation) be issued ID/Password/PIN by the Bank for the purpose of Internet Banking/Mobile banking/Debit card facility and be permitted to access/operate the account using the ID/Password/PIN and is authorised to execute necessary documents/undertakings on behalf of the company in connection with the CSB Internet Banking/Mobile Banking/ATM card facility offered by the bank. I/We also agree and undertake that all acts, deeds including execution of necessary documents/undertakings on my/our behalf in connection with the CSB internet banking/ mobile banking/ATM services, etc, done or omitted to be done by him/her shall be binding on me/us and shall not question the same.

Terms & conditions/ Declaration

I/ We, the undersigned, being customer of CSB Bank Limited (hereinafter referred to as "Bank") hereby confirm that I/We have read, understood and agree to abide and be bound by all the provisions of the terms & conditions as displayed on the website: www.csb.co.in(details also available with all CSB branches) which govern, all of my/ our accounts maintained/ opened with the Bank from time to time and also the provisions of the various services/ facilities provided at present/ that may be provided in future. I/ We understand that the Bank may at its sole discretion, at any time and from time to time, without prior or post intimation to me/ us, add, alter or modify any of the said terms and conditions and discontinue any of the services completely or partially without any notice to me/us. I/ We hereby agree to abide and be bound by all such changes as if they form part of the terms and conditions and that any transaction in my/ our account(s) with the Bank and/ or usage of any services by me/ us subsequent to such change shall be deemed and be tantamount to my/ our acceptance of all such changes. I/We agree that the Bank may debit my account for service charges as applicable from time to time. I/We also understand that the Debit/ATM Card and Internet Banking facility will be issued/ enabled to the mentioned account/ mandate holders and any transactions done through them will be automatically debited to the corresponding accounts maintained by me/us with the Bank.

1. Changes requested would be effected in the Bank's records by the Bank within the committed period from the date of receipt of the request at the Branch and the said changes would be effective in the systems from that date only. 2. Depending on customer's choice, all deliverables will be sent to the base branch or the applicant/ mandate holder's (for mandate holder) mailing / communication address as per the latest records available with the Bank.

I/We hereby declare that the above mentioned information with respect to my/our bank accounts held with your bank is/are true & correct.
 I/We would like to share my/our personal/KYC details with Central KYC registry and hereby consent to receiving information from CKYC registry through SMS/E-mail on my/our registered mobile no. /E-mail ID.

Date []

[] Signature of mandate holder (if applicable) [] Authorised Signatory's designation & Seal [] Authorised Signatory's designation & Seal [] Authorised Signatory's designation & Seal

Declaration by the Branch

Verified the documents furnished with the originals, as per the KYC/AML guidelines

Name of Bank Official [] Designation [] Date [] Emp Code []

[] Signature of Branch Official/ BDE/Marketing Officer

Identity of the applicant/s verified and found correct

Name of Branch Operations Manager (BOM)/ Branch Manager (BM) [] Designation [] Date [] Emp Code []

[] Signature of BOM/BM

For CPC Use

Entered by: [] Emp. Code [] Signature []

Updated by: [] Emp. Code [] Signature []

Terms & Conditions for service request

- Changes requested would be effected in the Bank's records by the Bank within the committed period from the date of receipt at the Branch and the said changes would be effective in the systems from that date only.
- Depending on customer's choice, all deliverables will be sent to the account holding branch or the applicant/ mandate holder's (for mandate holder) mailing / communication address as per the latest records available with the Bank.
- Mobile banking, IMPS based Mobile banking have lower financial limits which may be revised as and when instructed by RBI.

