

## CUSTOMER REQUEST LETTER

[For Savings & Current A/c - (Proprietorship) customers only]

From :

To:

The Branch Manager,

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 mail ID : _____

Kindly update my Permanent Account Number in your records : PAN

(enclose proof of PAN)

Please tick ☒ in the appropriate box :

1. ☐ **CHEQUE STOP PAYMENT REQUEST :**

- a. ☐ I/we have lost the cheque book containing leaves from \_\_\_\_\_ to \_\_\_\_\_ Please stop payment for the same and issue new cheque book.
- b. ☐ I/we have issued a cheque no. \_\_\_\_\_ dated \_\_\_\_\_ for ₹ \_\_\_\_\_ favoring \_\_\_\_\_ Please stop the cheque payment.

2. ☐ **CHEQUE BOOK REQUEST**

- a. ☐ I/we have not received cheque book for my / our new account. Please issue the cheque book.
- b. ☐ I/we have not received Personalized Cheque Book.
- b. ☐ I/we have lost the cheque book requisition slip. Please issued a cheque book.

3. ☐ **DEPOSIT OF CASH / CLEARING CHEQUE / OUTSTATION CHEQUE / TRANSFER OF FUNDS**

- a. ☐ I/We have remitted cash amounting to ₹ \_\_\_\_\_ at \_\_\_\_\_ branch for credit of A/c No. \_\_\_\_\_ Amount not credited/short credited. Please verify.
- b. ☐ 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 not credited to beneficiary's account. Please verify.
- d. ☐ An amount of ₹ \_\_\_\_\_ remitted on \_\_\_\_\_ (date) through RTGS/NEFT 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. ☐ **PASSBOOK / PASS SHEET :**

- a. ☐ **Passbook** - I/we have not received Passbook for my new account. Please issue pass book.
- b. ☐ **Duplicate passbook** - I/we have lost the Passbook. Please issue a duplicate passbook with entries from \_\_\_\_\_ to \_\_\_\_\_
- c. ☐ **Pass Sheet** - I/we have not received Pass Sheet for my/our account. Please issue Pass Sheet from \_\_\_\_\_ to \_\_\_\_\_
- d. ☐ **Duplicate Pass Sheet** - Please issue Duplicate Pass Sheet from \_\_\_\_\_ to \_\_\_\_\_
- e. ☐ Please register my e-mail address and send the pass sheet - Periodicity - Monthly / Bi-monthly / quarterly / Half-yearly / annually.

5. ☐ **CHANGE OF ADDRESS :**

- a. ☐ Please update the contact information (Residence/Office) 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. ☐ Change of address intimated on \_\_\_\_\_ (date) not yet effected in the system.



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 Debit/Card No. is \_\_\_\_\_  
Please Hot List the card. (Please fill up separate application 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/Telebanking  
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 issue.
8. ☐ **FIXED DEPOSIT / KAMADHENU DEPOSIT / RECURRING DEPOSITS :**  
Account Number \_\_\_\_\_ date of Deposits : \_\_\_\_\_
- 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 &amp; 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

## ACKNOWLEDGEMENT

We acknowledge having received customer request letter from \_\_\_\_\_  
(full name) A/c no \_\_\_\_\_ requesting for point no. \_\_\_\_\_

Sl No. \_\_\_\_\_

Please affix date seal with time

Signature of the Officer.

c b0818 @ canara bank . com