

Customer Services Form

(USE BLOCK LETTERS & CROSS OUT UNUSED SECTIONS)
Please Fill in The Required Section(s) Only



Date	D	D	Y	Y	Y	Y
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Account Number

Credit Card Number

Account Name / Name as on the Credit Card

Declaration	Signature: Primary Account / Credit Card Holder	Signature: Joint Account / Supplementary Credit Card Holder
I / We read, understood and agree with the 'Terms & Conditions' mentioned overleaf in connection with my / our change of information and digital services enrol / de-enrol request mentioned in below 'A' & 'B' respectively		

A. Update Information: Please update my / our following information for:

☐ Primary Account / Credit Card Holder ☐ Joint Account / Supplementary Credit Card Holder (As applicable)

Residence Address

Permanent Address

Office Address

Mailing Address (Please select one)

☐ Residence Address ☐ Permanent Address ☐ Work Address

Mobile Number (Primary)

Mobile Number (Secondary)

Phone Number (Residence)

Phone Number (Office)

Email Address (Primary)

Email Address (Secondary)

- The above information shall apply for all your Account, Credit Card, Loan Account, if any, maintained with the Bank.
- Please include international Direct Dialing Code e.g. 880 for Phone / Mobile Number Update.
- The above Primary Mobile and Email shall be used for all types of Digital Services (e.g. SMS Banking, Online Banking, e-Statement etc.)

Occupation Details
(Designation & Organization)

Nature of Business (for Self Employed)

Tax Identification Number

Passport Number

Passport Expiry Date

Driving License Number

Driving License Expiry Date

National ID Number

Date of Birth
(Supporting Document to be Provided)

Nationality

Marital Status

Spouse's Name

Father's Name

Mother's Name

D	D		M	M		Y	Y	Y
D	D	/	M	M		Y	Y	Y
D	D		M	M		Y	Y	Y

B. Digital Services: Please enrol / de-enrol me in the following digital services (Alternate Channel) of the Bank

☐ Online Banking Sign-up ☐ Online Banking Link with Credit Card ☐ SMS Banking Enrolment ☐ E-statement Enrolment

☐ Frequency of Account e-Statement

☐ Monthly ☐ Quarterly ☐ Half-Yearly ☐ Yearly

*Credit Card e-Statements are by default set at monthly

☐ e-Statement De-enrolment

☐ Above-mentioned Account ☐ All Accounts
☐ Start Sending Hard Copy [Half-yearly and Yearly]

For Bank Use Only

Hard Copy Instruction will be
Sent for Archival to

☐ Account Services ☐ Card Operations

Customer met in person & was
identified through

☐ Photo ID
☐ Bank Account No.
☐ Debit Card
☐ Credit Card

Verified by Staff
(Sign, Seal and Date)

Instructions Received through Bearer (Call-back Details):

Telephone number(s) called

Date & Time of the call made

SCB Phone number used for calling

Name(s) of the Contacted Person(s)

2S1+D asked

Result of call-back

Could not be contacted due to (for failed call back)

Name of the staff making call-back

Bank ID

Signature