

**Customer Service Request Form CRF - I (for Domestic and NRI customers)**

CRF-I

(Office Base use only) Branch Code	<input type="text"/>	Base Branch Name	<input type="text"/>	Date (dd/mm/yyyy)	<input type="text"/>
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**Instructions**

1. Please fill in BLOCK letters only. Please leave one box blank between words. Tick (✓) the appropriate boxes 2. Please submit self attested documentary proof, if applicable, for the change request 3. Please tick mark and fill relevant sections relating to the change/update request only. 4. Request form can be submitted to the base branch where the account is maintained or at any CSB branch

**Account Information**

Account No.:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Name of 1 <sup>st</sup> Account Holder	<input type="text"/>				
Name of 2 <sup>nd</sup> Account Holder	<input type="text"/>				
Name of 3 <sup>rd</sup> Account Holder	<input type="text"/>				

Please make the following changes in the records pertaining to my/our account with your bank

<input type="checkbox"/>	<b>Contact Details Updation Request</b>
← Please tick here if you need to update your contact details	

<input type="checkbox"/>	<div style="display: flex; justify-content: space-between;"> <span>Residential Address Update</span> <span>Mailing Address Update</span> </div>
New Address Line - 1	<input type="text"/>
Line - 2	<input type="text"/>
Line - 3	<input type="text"/>
City	<input type="text"/>
District	<input type="text"/>
State	<input type="text"/>
Country Code	<input type="text"/>
STD Code	<input type="text"/>
Pin	<input type="text"/>
<input type="checkbox"/>	<b>Change/Update Landline Phone Number</b> (recent landline phone bill to be furnished)

<input type="checkbox"/>	<b>Account Details Updation (Personal)</b>
← Please tick here if you need to update your account details	

<input type="checkbox"/>	<div style="display: flex; justify-content: space-between;"> <span>Date of Birth (dd/mm/yyyy)</span> <span>PAN Card</span> </div>
<input type="checkbox"/>	Name Change

<input type="checkbox"/>	<b>Alternate Delivery Channels (Alert Registration &amp; Alert Change Request)</b>
← Please tick here if you need to activate any of the following service	

<input type="checkbox"/>	<b>Mobile Number to be linked</b> (existing mobile number will be replaced with this mobile number across all channel alerts)
<input type="checkbox"/>	<b>E-mail ID to be linked or changed as</b> (in block letters)
↑ E-mail ID mandatory for Net Banking, E-mail alerts & E-statements ↓	

<b>1. Alerts</b>	<div style="display: flex; justify-content: space-between;"> <div>                     i. <input type="checkbox"/> Transaction Alerts Activation                     <div style="display: flex; gap: 10px;"> <input type="radio"/> Mobile Alerts                         <input type="radio"/> E-mail Alerts                     </div> </div> <div>                     ii. <input type="checkbox"/> E-mail Statements Activation                     <div style="display: flex; gap: 10px;"> <input type="radio"/> Daily                         <input type="radio"/> Monthly                     </div> </div> <div>                     iii. <input type="checkbox"/> Interactive Alerts Activation                     <div style="border: 1px dashed black; padding: 2px; font-size: 0.8em;">                         Special alerts like Term deposit due, Loan Installment/EMI due, ECS due, S.I. due, Account balance on month end, Chequebook issue alert, ATM card processing &amp; dispatch alert                     </div> </div> </div>
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<b>2. ATM Card/PIN</b>	<div style="display: flex; justify-content: space-between;"> <div>                     i. <b>Request Type</b> <div style="display: flex; gap: 10px;"> <input type="checkbox"/> New Card                         <input type="checkbox"/> Add on Card*                         <input type="checkbox"/> Renewal Card                         <input type="checkbox"/> Duplicate Card                         <input type="checkbox"/> Duplicate PIN Mailer                         <input type="checkbox"/> Unblock ATM PIN                     </div> </div> <div> <input type="checkbox"/> Secondary Account to be linked to the card*                     <input type="text"/> </div> </div> <p style="font-size: 0.8em;">*For Add on card request/Secondary Account linking please provide existing ATM card number <input type="text"/></p> <div style="display: flex; justify-content: space-between;"> <div>                     ii. <b>Card Type</b> <div style="display: flex; gap: 10px;"> <input type="checkbox"/> Domestic                         <input type="checkbox"/> International (EMV Chip Card)                     </div> </div> <div> <b>Customer name to be printed on name embossed card</b> <div style="border: 1px solid black; padding: 2px; font-size: 0.8em;">                         Not Exceeding 20 characters                     </div> </div> </div>
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<b>3. Mobile Banking/E-Passbook</b>	<div style="display: flex; justify-content: space-between;"> <div>                     i. <input type="checkbox"/> Mobile banking Activation                 </div> <div>                     ii. <input type="checkbox"/> E - Passbook Activation                 </div> </div>
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P.T.O.

**Acknowledgement (for office use only)**

Account No.:	<input type="text"/>	<input type="text"/>	<input type="text"/>	Date (dd/mm/yyyy)	<input type="text"/>
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The following services have been requested:	<input type="checkbox"/> Contact Details Updation	<input type="checkbox"/> Account Details Updation	<input type="checkbox"/> Alternate Delivery Channels
	<input type="checkbox"/> KYC Updation	<input type="checkbox"/> Conversion to Joint Account	

Name & Designation of Bank Employee/ Marketing Officer: \_\_\_\_\_

Seal & Signature of Section Officer/ Marketing Officer

#### 4. Internet Banking

- i. ☐ **Internet Banking Activation** ☐ Viewing rights ☐ Transaction rights  
(for Individual Accounts only)

registration of internet banking facility for corporates and joint accounts can be done using prescribed form A-138 CPC

- ii. ☐ **Linking of Accounts with netbanking client ID** ☐ Only accounts with same client ID can be linked under this facility. Use separate forms for different client IDs.

	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"/>

- iii. ☐ **Reissue Internet Banking User ID:** ☐ By SMS ☐ By E-mail ☐ Both (New ID will not be generated. Existing ID will be sent again)

- iv. ☐ **Reissue Internet Banking Login Password** v. ☐ **Reissue Internet Banking Transaction Password**  
(In case of login password re-issue, both login and transaction password will be re-issued)

Security questions for Net/Mobile Banking user

Date of Birth (dd/mm/yyyy)

Mother's

Maiden Name

All deliverables for alternate channel services to be sent to: ☐ Communication Address ☐ Customer's base branch

#### KYC Updation Request

☐ Please tick here if you need to update your KYC details

Please update my KYC details in my account with you. I enclose a self attested true copy of the following valid KYC document for your records.

☐ Aadhaar Card/Aadhaar Letter ☐ Voter's ID Card ☐ Driving License ☐ Passport ☐ NREGA Card ☐ Govt. ID

KYC Document Distinctive No.

Date of Issue (dd/mm/yyyy)

Date of Expiry (dd/mm/yyyy)  
(If applicable)

#### Request for Conversion of Individual Account to Joint Account

☐ Please tick here if you need to convert your account into a joint account

Please convert my account into a joint account with Mr./ Mrs./ Miss  (Name)

to be operated by ☐ Either or survivor ☐ Jointly by all ☐ Former or survivor

Relationship with joint holder, If any

Signature  
of Customer  
(1st Applicant)

Signature of  
Joint Account  
Holder  
(2nd Applicant)

Name of Customer

Name of Joint Account Holder

Individual Profile Form A140-I for domestic and A 141-I for NRI with KYC Documents for the Joint Applicant to be submitted with this request

#### Terms & conditions/ Declaration

I/We, the undersigned, being customer of **The Catholic Syrian Bank Ltd.** (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](http://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 account holding 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 hereby declare an affirm that my present address for communication is **the same as my account address / as mentioned in the contact details updation request overleaf.** ☐ ~~strike which is not applicable~~

I understand that any deliverable sent by the bank to my present address, if returned undelivered, will result in the bank stopping all operations of my account, without any further notice.

All joint holders should sign in case of joint accounts.

	Signature of 1 <sup>st</sup> Account Holder	Signature of 2 <sup>nd</sup> Account Holder	Signature of 3 <sup>rd</sup> Account Holder
	<input type="text"/>	<input type="text"/>	<input type="text"/>

#### Declaration by the Branch

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

Name & Designation  Date  Seal & Signature of Section Officer/ Marketing Officer

Identity of the applicant/s verified and found correct

Name & Designation  Date  Seal & Signature of Principal Officer of the branch receiving the request from customer for upload to CPC

For CPC Use

Entered by: Employee Code

Client Master Updated by: Employee Code

Date  Signature

Date  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.
- Necessary charges /Annual fee will be applicable for availing services like mobile alerts, interactive alerts.
- Mobile banking, IMPS, SMS based Mobile banking & USSD banking have lower financial limits which may be revised as and when instructed by RBI.