



THE NILGIRIS DISTRICT CENTRAL COOPERATIVE BANK LTD

CUSTOMER REQUEST LETTER

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

From:

To:

The Branch Manager

_____ BRANCH

Dear Sir/Madam,

I/We request you to provide me the service/s ticked in the box below. You can debit charges as applicable to my account.

My A/c No. _____	CIF No : _____
Phone/Mobile No. _____	E-mail Id. _____

Please tick in the appropriate box.

1. CHEQUE/DD STOP PAYMENT REQUEST:

- a. I/We have lost the cheque book containing leaves from _____ to _____. Please stop payment of the same and issue new cheque book.
- b. I/We have issued a cheque no. _____ dated _____ for _____ favouring _____. Please stop payment of the cheque.
- c. **For Cancellation of DD/BC:** Please cancel the DD/BC No. _____ issued on ___/___/_____ in favour of _____ as it no longer needed by me. Debit charges if any and pay me the remaining amount in Cash or by Transfer to A/C No. _____
- d. **For Issue of Cheque Book:** Please issue 20/50/100/1000-leaf ORDER/BEARER Cheque book for my/our SB/CA/CC & debit charges (if any) from my/our account.

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

- a. 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.
- b. An amount of _____ remitted on _____ (date) through RTGS/NEFT not credited to beneficiary's account. Please verify.
- c. 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.
- d. Details of transaction required -
 Debit: Date _____ Amount _____ Payee/Charges _____
 Credit: Date _____ Amount _____ (cash/transfer entry)
- e. **Charges** - Amount _____ Date _____ Wrongly debited. Please verify.
- f. Following Transaction through Mobile Banking not effected:
 Nature of Transaction: _____ Date _____ Amount _____
 Beneficiary Name _____ A/c No. _____

4. PASS BOOK/STATEMENT:

- a. **Pass Book** - I/We have not received Passbook for new account. Please issue pass book.
- b. **Duplicate Pass Book** - I/We have lost the pass book. Please issue duplicate pass book with entries from _____ to _____.
- c. **For Request account/loan statement ac no:** _____ from _____ to _____ (charges applicable)

5. STANDING INSTRUCTION:

- a. **For standing Instruction:** Please transfer Rs. _____ (per month) starting on ___/___/_____ from my/our SB/CA/OD/CC AC to RD/PPF/OD/SB/CA/CC/LOCKER/Loan AC _____ & debit charges (if any) from my account.
- b. **Following standing instructions not executed:**
 Instruction date: _____ Amount: _____ Periodicity: _____
 From: A/c No. _____ of _____
 To : A/c No. _____ of _____ debit charges (if any) from my account.

6. MOBILE BANKING (strike out which is not applicable).

- a. Activate Mobile Banking for my account.

7. 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. _____ E-mail Id _____

8. DEBIT CARD (strike out which is not applicable).

- a. Please issue ATM Card on my/our Account.
- b. Lost Card – My Debit is lost. The 16 digit Card No. is _____. Please Hot List the Card. Ticket Nos _____ (Charges Applicable).
- c. Lost ATM Pin _____ (Charges Applicable).
- d. Card expired. New Card.
- e. ATM – Cash not dispensed/partially dispensed – ATM ID _____ Transaction Date: _____ Amount _____. (Please attach Transaction Slip)

9. FIXED 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/new nomination/not cancelled/variation as requested not effected.
- f. Request Duplicate receipt (Conditions Apply).

10. TAX DEDUCTED AT SOURCE:

- a. TDS Certificate Request for the FY _____
- b. Interest Certificate request for the FY _____
- c. TDS Certificate request for the FY _____
- d. Form 15H/15G submitted at branch on _____ but tax deducted.
- e. Mismatch in Tax deducted and Tax remitted. Please verify.

11. ACCOUNT MODIFICATION: (Please attach required document)

- Change Name: _____
- a. Documents submitted for KYC Compliance. KYC details not updated.
- b. Date of Birth not updated through proof of Date of Birth submitted on _____.
- c. Status of account not changed from Minor to Major.
- d. Mode of Operation wrongly mentioned from the one mentioned in the a/c opening from.
- e. **For Change of Mobile No:** Please update my new mobile no in my A/C. New Mobile No. _____ (Existing Number _____)
- f. **For SMS Alert:** Please Provide/Stop SMS Alert Facility on my/our Account. Mobile No: _____
- g. **Conversion mode of operation for Account** Convert from SB/SELF to Either or Survivor/Joint/All Joint.
- h. **For Branch Change/Account type:** Please Change branch code/Account type _____
- i. Change my Account Inoperative to Operative A/c No. _____

12. OTHERS (Please specify): _____

Date: _____ SIGNATURE OF THE CUSTOMER/S

I Accept all the Terms and Conditions in www.nilgiriscb.in

For Branch Use: Please affix Date Seal with time here

The above details filled for mobile banking is verify and permitted for the activation

We confirm that all the request of the Customer/s are addressed Signature of the attending Assistant/ Asst. Manager	Verified Signature of Branch-in-charge/ Asst. Manager/manager
---	---