

CUSTOMER SERVICE REQUEST FORM

SR NO : \_\_\_\_\_

Date: \_\_\_\_\_

Personal Details

Name			
Mobile No.	CIF	E-mail ID	

Please tick  in the appropriate box

- KYC UPDATION**
  - Kindly update my PAN / AADHAAR \_\_\_\_\_
  - Kindly link my Aadhaar No. \_\_\_\_\_
- CHEQUE STOP PAYMENT REQUEST** (💡 DID YOU KNOW YOU CAN DO THIS IN MOBILE BANKING, WHATSAPP BANKING & INTERNET BANKING)
  - I / We have lost the cheque book containing leaves from \_\_\_\_\_ to \_\_\_\_\_ Please do stop payment of the same.
  - I / We have issued a cheque no \_\_\_\_\_ dated \_\_\_\_\_ for \_\_\_\_\_ favouring \_\_\_\_\_ Please do stop payment of the cheque.
- CHEQUE BOOK REQUEST** (💡 DID YOU KNOW YOU CAN DO THIS IN MOBILE BANKING, WHATSAPP BANKING & INTERNET BANKING)
  - Please issue new cheque book of \_\_\_\_\_ leaves because
    - I / We have not received cheque book for my / our new account.
    - I / We have not received our personalized cheque book.
- CHANGE OF ADDRESS**
  - Please update the contact information (Permanent/ Communication) in your records. I/ We am/ are enclosing proof of my/ our new address.  
My / Our new address is \_\_\_\_\_  
\_\_\_\_\_  
City \_\_\_\_\_ Pin \_\_\_\_\_
- DEBIT CARD** (💡 DID YOU KNOW YOU CAN DO THIS IN MOBILE BANKING, WHATSAPP BANKING & INTERNET BANKING)
  - Please issue a new debit card. Tick appropriate reason listed below:
    - Debit Card not received. Please reissue
    - Lost Card/ Damaged Card. The 16-digit Card no is \_\_\_\_\_
    - Card Expired.
  - My debit card is blocked, kindly unblock.
  - I have lost / forgot my debit card PIN, kindly re-issue. (💡 YOU CAN CREATE/CHANGE PIN USING MOBILE BANKING)
- FIXED DEPOSIT/ RECURRING DEPOSIT** (💡 YOU CAN GENERATE FD ADVISE USING INTERNET BANKING)
  - Kindly Issue Fixed Deposit Advice as initial FDA not received.
  - Kindly dispatch FD Advice to Branch.
  - Tenure of Deposit wrongly captured. Correct Tenure \_\_\_\_\_ years \_\_\_\_\_ month \_\_\_\_\_ days
  - Rate of Interest not correctly captured. Correct Rate of Interest \_\_\_\_\_%
  - Periodical FD interest not credited to account.
  - Kindly register / cancel/ modify nomination as requested.

7.  **TAX DEDUCTED AT SOURCE** (💡 YOU CAN GENERATE TDS & SUBMIT FORM 15G/H STATEMENT USING INTERNET BANKING)

- a)  TDS Certificate Request for the FY \_\_\_\_\_
- b)  Interest Certificate request for the FY \_\_\_\_\_
- c)  TDS Certificate not received for the FY \_\_\_\_\_
- d)  FORM 15G/H submitted at branch on \_\_\_\_\_ but tax has been deducted.
- e)  Request for FORM 15G/H updation.
- f)  Mismatch in Tax deducted and Tax remitted. Please verify.

8.  **ACCOUNT MODIFICATION**

- a)  Please complete my Full KYC/ ReKYC, (Documents enclosed).
- b)  Please convert my account from Minor to Major. (Documents enclosed).
- c)  Addition/ Deletion of Joint Account Holder.
- d)  Changes in MOP. Self  Either or Survivor  Jointly  Others, please specify under point 12.
- e)  Pay out account change request.
- f)  Upload Customer Photo / signature.
- g)  Account Closure (Including FD pre-closure).
- h)  Statement of Account (E-statement/ Physical Statement) Period \_\_\_\_\_
- i)  Updation of Email id/ Mobile Number \_\_\_\_\_

9.  **INTERNET BANKING/ MOBILE BANKING (STRIKE OUT WHICHEVER NOT APPLICABLE)**

- a)  My User Profile is Blocked. Please unlock.

10.  **LOAN RELATED**

- a)  Loan status    b)  Interest related/EMI related/CIBIL/Principal    c)  Foreclosure/prepayment    c)  Death/insurance claim

11.  **POSITIVE PAY SYSTEM**

- a)  Cheque No: \_\_\_\_\_
- b)  Cheque date: \_\_\_\_\_
- c)  Cheque Amount: \_\_\_\_\_
- d)  Beneficiary: \_\_\_\_\_

12.  **OTHERS (Please Specify)**

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Dear Sir / Madam,

I/We request you to provide me the service/s ticked in the form above. I/We authorize Fincare SFB to debit charges as applicable to my/our account.

Signature of the Primary Holder

Signature of the 2nd A/c Holder

Signature of the 3rd A/c Holder

We confirm that all the requests of the customer/s are addressed

Signature and Emp. No. of the Maker

Signature and Emp. No. of the Checker

**Acknowledgement Slip (Only For Official Use)**

We acknowledge the receipt of Request / Complaint Instruction from Mr. / Mrs./ Ms. \_\_\_\_\_  
\_\_\_\_\_ relating to CIF number \_\_\_\_\_ under service request no \_\_\_\_\_ dated \_\_\_\_\_