



Karnataka Gramin Bank

(A Scheduled Bank, Estd by Govt. of India, Sponsored by Canara Bank)

CUSTOMER REQUEST LETTER

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

From:

To:

The Branch Manager
Karnataka Gramin Bank
_____ Branch

Dear Sir/Madam

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

My A/c No. _____ Phone / Mobile No. _____	Customer ID : _____ Email ID : _____
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Kindly update my Permanent account Number in your records: PAN

1	2	3	4	5	6	7	8	9	10
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 (enclose proof of PAN)

Please tick in the appropriate box.

- CHEQUE BOOK REQUEST:**
 - I/We have not received Cheque Book for my / our new account. Please issue cheque book.
 - I/We have not received personalized Cheque Book.
 - I/We have lost the cheque book requisition slip. Please issue a Cheque Book.
- CHEQUE STOP PAYMENT REQUEST:**
 - I/We have lost the Cheque Book containing leaves from _____ to _____. Please stop payment of the same and issue new Cheque Book.
 - I/We have issued a Cheque No. _____ dated _____ for _____ favouring _____. Please stop payment of the cheque.
- DEPOSIT OF CASH/CLEARING CHEQUE/OUTSTANDING CHEQUE/TRANSFER OF FUNDS:**
 - I/We have remitted cash amounting to ₹_____ at _____ branch for credit of A/c No. _____. Amount not credited/short credited. Please verify.
 - 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.
 - An amount of ₹_____ remitted on _____ (date) through RTGS/NEFT not credited to beneficiary's account. Please verify.
 - 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.
- PASS BOOK/PASS SHEET:**
 - Pass Book**- I/We have not received Pass book for new account. Please issue pass book.
 - Duplicate Pass Book**- I/We have lost the pass book. Please issue duplicate pass book with entries from _____ to _____.
 - Pass Sheet** – Please issue duplicate pass sheet from _____ to _____.
 - Duplicate Pass Sheet** – Please issue duplicate pass sheet from _____ to _____.
 - Please register my e-mail address and send the pass sheet – Weekly / Fortnightly / Periodicity – Monthly / Bi-monthly /quarterly/Half-yearly/annually.
- CHANGE OF ADDRESS:** Permanent Address Communication Address
 - 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 _____

Cut here

6. FIXED DEPOSIT / KAMADHENU DEPOSIT / RECURRING DEPOSITS:
 Account No _____ Date of Deposit : _____
- Deposit Receipt not received
 - Tenure of the Deposit wrongly mentioned. Correct Tenure: _____ months/years.
 - Rate of Interest not correctly applied / Preferential rate not given.
 - Periodical FD interest not credited to account / pay order not received.
 - Nomination not registered / not cancelled / variation as requested not effected in my SB/CA/FD/KD/RD A/c No.
 - Periodical FD interest not credited to account / pay order not received
7. TAX DEDUCTION AT SOURCE:
- TDS Certificate Request for the FY _____.
 - Interest Certificate request for the FY _____.
 - TDS Certificate not received for the FY _____.
 - Form 15H/15G submitted at branch on _____ but tax deducted.
 - Mismatch in Tax deducted and Tax remitted. Please verify.
8. STANDING INSTRUCTIONS:
 Following standing instructions not executed:
 Instructions date: _____ Amount ₹ _____ Periodicity _____ .
 From : A/c No. _____ of _____.
 To : A/c No. _____ of _____.
9. ACCOUNT MODIFICATION:
 Account No: _____ Name: _____
- Documents submitted for KYC Compliance. KYC details not updated.
 - Date of Birth not updated though proof of Date of Birth submitted on _____.
 - Conversion of individual account into joint account not made.
 - Status of account not changed from Minor to Major.
 - Addition / Deletion of Joint Account holder not made.
 - Mode of operation wrongly mentioned from the one mentioned in the A/c opening form.
10. DEBIT CARD:
- I have filled up the form but not received the Card. Please check and issue the card
 - Lost Card – My Debit Card is lost. The 16 digit Card No. is _____.
Please hot List the Card. (Please fill up separate appln.form for obtaining new card).
 - Card expired. New Card not received.
 - ATM – Cash not dispensed/partly dispensed – ATM ID _____ transaction date _____ Amount
₹ _____ (Please attach Transaction Slip).
11. INTERNET BANKING/MOBILE BANKING (Strike out which is not applicable)
- I have filled up the form but not yet received the User ID for Internet Banking/Mobile Banking. Please issue.
 - My User Profile is blocked. Please unlock.
 - I have forgotten my User ID and Password for Internet Banking / Mobile Banking. Please reissue.
12. SMS REGISTRATION: MOBILE NO _____:
- Modification
 - Addition
 - Deletion.
13. OTHERS (Please specify): _____

DECLARATION

I, _____, holding the afore-mentioned account with Karnataka Gramin Bank, hereby declare that,

- My present mobile No is and the same may be updated in the bank's records for Mobile Banking, sending any communication related to my above account, as well as transaction advises. I also authorise the bank to contact me on the above mentioned number for doing verification call backs or checks to confirm the veracity of any transaction, as deemed fit by the bank. I confirm that the said mobile number is held by me and is not in use by any other third party and I undertake that I shall duly and promptly inform the bank if and when my mobile number changes.
- I have read and understood the document containing the "Terms and Conditions" & "Disclaimer Clauses" governing Karnataka Gramin Bank's Internet Banking services available in Bank's Internet Banking portal (<https://netbanking.pragathikrishnabank.com>) accessed through Bank's official website www.karnatakagraminbank.com and I accept the same. Further, I also agree that the transaction and the requests executed in the above mentioned accounts through Internet Banking under my user ID and password will be legally binding on me and I am responsible for maintenance of secrecy and confidentiality of the information passed on to me by the Bank through Internet/Mobile/Mail/Telephone.
- I have read, understood and agree to be bound by the Terms and conditions to various products and services including ATM Cards, Internet Banking, as displayed on www.karnatakagraminbank.com / available at branches. I agree that the Bank may debit service charges plus taxes to my account wherever applicable.

Place:
Date:

Signature of the Account Holder/s

Cut here _____

ACKNOWLEDGEMENT

We acknowledge having received customer request letter from _____ (full name) A/c No. _____ requesting for point No _____. The signature is verified & found correct.

Sl.No. _____ Please affix date seal with time

Signature of the Officer / Manager