Customer Request Form

(* Fields are mandatory)

DCB BANK

The Branch Head
DCB Bank Limited

Tracker Reference No.:

Branch

Date: D D M M Y Y Y Y

Please affix a recent photograph

Sign across the photo

(Applicable to point No. 8 on ISA updation only)

Customer Name: ☐ Mr. ☐ Mrs. ☐ Ms. ☐ M/s. ☐ Dr. ☐ Prof.

(First Name) (Middle Name) (Last Name)

*Account No.: *Customer ID:

*My Occupation: *Occupation Code:

***Nationality:** ☐ Indian ☐ Other (pl. specify)

***Country of Birth:** ***Place of Birth:**

***Citizenship:** ***Residence for Tax Purposes:**

U.S. Person: ☐ Yes ☐ No

Please fill FATCA Declaration Form if you are U.S.A. or other country citizen / resident

Note: All support documents or proofs should be "Self Attested"

Update Contact Details (Please Tick the Appropriate Box)

1. ☐ **Change of Address:** ☐ Communication ☐ Permanent ☐ Both (Communication and Permanent)

City: Pin:

Landmark:

State: Country:

Signature

Note: Kindly provide proof (For Individuals - applicable for accounts less than 6 months old and for Entities - address proof is mandatory) of the new mailing address along with this form. Please note address will be changed only for the primary customer ID in all the linked accounts. All the other holders in the account have to submit separate address change request.

2. Update of Other Details :

☐ Change of Mobile Number New Mobile Number: + 9 1

Note: *Authorised signatory/ies of the Firm / Company / Trust / Association / Society are eligible for free Mobile alert facility subject to compliance of terms and conditions as stipulated by the Bank from time to time.

Mobile number will be automatically registered for SMS Alerts. You will receive any Bank related promotional calls, SMS alerts

☐ Change of Telephone Number New Telephone Number: STD Code

☐ Change of Email ID New Email ID:

New email address will be updated only in the account number mentioned above

☐ Update my PAN PAN: (Copy of PAN card required, it should be self-attested)

☐ Update my Aadhaar Number Aadhaar Number: (Copy of Aadhaar card required, it should be self-attested)

☐ Link Aadhaar Number to Account Number

☐ Company Identification Number (CIN):

Registration Details (Please Tick the Appropriate Box) I wish to apply for following service/s

☐ Phone Banking *Your Mother's Maiden Name:

Preferred Language Options: ☐ English ☐ Hindi ☐ Marathi ☐ Gujarati ☐ Tamil ☐ Telugu ☐ Oriya ☐ Punjabi

☐ SMS Alerts Mobile Number: + 9 1

Note: *Authorised signatory/ies of the Firm / Company / Trust / Association / Society are eligible for free Mobile alert facility subject to compliance of terms and conditions as stipulated by the Bank from time to time.

☐ Mobile Banking Registration Please fill a separate Mobile Banking Registration Form for Joint Account Holder

☐ Internet Banking (Kindly attach Declaration where internet banking request is from Minor)

Signature

☐ E-statement Registration *Email ID:

Email ID needs to be mentioned for Internet Banking

Frequency of E-statement: ☐ Daily (for current account only) ☐ Weekly (for current account only) ☐ Monthly ☐ Yearly

2-Way Sweep Deposit Details: ☐ Activation ☐ Deactivation

Please Note: Reverse Sweep to Fixed Deposit account shall happen only, if the balance in the account exceeds threshold limit and Sweep shall happen if the balance in the account goes below the threshold limit. All deposits will be under Re-investment scheme with Auto Renewal Facility, this facility may differ from product to product and from time to time.

Request (Please Tick the Appropriate Box)

1. ☐ **New Cheque Book Request** Number of Cheque Leaves required: ☐☐☐

Limit of cheque book issuance would be as per the product feature

2. ☐ **Statement of Account / Duplicate Statement**
Statement required from date D D M M Y Y Y Y to D D M M Y Y Y Y

3. ☐ **Consolidated Statement of Account** (Applicable for all your accounts)

4. ☐ **Pass Book** (please issue)

Signature

5. ☐ **Change Mode of Operation (Individual accounts only) for Account No.** ☐☐☐☐☐☐☐☐☐☐☐☐☐

to ☐ Self ☐ Jointly ☐ Either or Survivor ☐ Former or Survivor ☐ Guardian

6. ☐ **Senior Citizen Updation:** Date of Birth D D M M Y Y Y Y

Attach DOB Proof

7. ☐ **Account Activation** (Activation of Dormant Account)
Reason for not operating account
(Attach ISA for Dormant Account and where KYC is incomplete) ☐

8. ☐ **ISA Updation** Proof Submitted: ☐

9. ☐ **Reversal of Charges** Date of Debit: D D M M Y Y Y Y Amount of Debit ₹: ☐☐☐☐☐☐☐☐

I undertake to henceforth keep an Average Quarterly Balance of ₹ ☐☐☐☐☐☐☐☐ to honour cheques issued by me

Signature

10. **Account Related Queries:** ☐ Cheque Book not received ☐ Debit Card not received
☐ Debit Card PIN number not received ☐ Fixed Deposit Receipt (FDR) not received

11. ☐ ***Card:** Debit Card required Short Name: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Debit / Rupay Platinum card will be issued as per product feature. Maximum 19 characters. The name would appear on the Card.

☐ Rupay Platinum (Optional) ☐ TravelSmart Card (Optional)

Please refer below table for eligible scheme code

☐ Hotlist Debit / ATM Card Debit Card Number: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

☐ Reissue Card Reason ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

☐ Duplicate PIN of Debit / ATM Card ☐ Surrender Debit / ATM Card

12. ☐ **Internet Banking:** ☐ Enable User ID **Password Reissuance:** ☐ Green PIN ☐ Physical PIN

13. ☐ **Other Requests** Specify ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Signature

14. ☐ **GST Number** ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Terms & conditions: I agree to discontinue the physical statements being sent to me. I understand that the email statements are for my convenience. DCB Bank Limited (the "Bank") shall not be liable or responsible for any breach of secrecy because the statements are being sent to the above email ID. I shall verify the authenticity of the emails I receive. I shall not hold the Bank responsible for any statement received from fraudsters / imposters. I shall not hold the Bank liable if any problem arises with my computer network because of me receiving statements from the Bank. I have been authorized by the other holders to receive the statements on the above email address. I shall immediately inform the Bank in writing if there is any change in the information given above. The Bank shall not be responsible if I do not receive statements due to incorrect email address and technical reasons. I confirm to have read and understood the terms & conditions pertaining to my account. This registration will override any "Hold Statement" facility availed in the past.

Eligible Scheme Code List for Rupay Platinum Debit Card & TravelSmart Card

Scheme	Scheme Type	Rupay Platinum	Travel Smart Card
SB102	DCB Premium Savings Account	Yes	Yes
SB106	DCB Bank Staff Savings Account	Yes	Yes
SB110	DCB Junior Saver Account	Yes	Yes
SB111	DCB SB Classic	Yes	Yes
SB115	DCB Privilege HNI Savings Account	Yes	Yes
SB118	DCB Corporate Payroll Account (Plus)	Yes	Yes
SB119	DCB Student Savings Account	Yes	Yes
SB122	DCB Golden Savings Account	Yes	Yes
SB124	DCB Elite Savings Account	Yes	Yes
SB108	DCB NRE - Savings Bank Account	Yes	Yes
SB126	DCB NRE - Elite Savings Bank Account	Yes	Yes
CA213	DCB Privilege Current Account	Yes	Yes
CA218	DCB Trade - Current Account	Yes	Yes
CA219	DCB New Classic Current Account	Yes	Yes
CA221	DCB Golden Current Account	Yes	Yes
CA224	DCB Elite Current Account	Yes	Yes
CA227	DCB SmartGain Current Account	Yes	Yes
CA229	DCB Business Saver Account	Yes	Yes

Declaration

I have read and understood the Terms & Conditions relating to various services offered by the Bank. I am aware of charges applicable for various services offered and I accept and agree to be bound by the said Terms & Conditions. The terms and conditions for these services are available on the Bank's website www.dcbbank.com. I further authorize the Bank to debit my Account towards any applicable charges for any / various service / services provided as applicable from time to time. I understand that in the event of me already being registered for Phone Banking / Net Banking, this application will be treated as an authenticated request for regeneration of my TPIN/IPIN. I agree that the Bank may debit my account for service charges as applicable from time to time. I agree to adhere to all the terms and conditions of opening / applying / availing / maintaining / operating (as applicable) for usage of mobile banking service of the Bank as may be in force from time to time. I hereby expressly consent and authorise the Bank to make telephone calls, send SMSs or emails, IVR to voice out and enable Mobile Banking to inform / benefit me on any information or updates relating to the Bank's existing / new products / services / account information including SMS when a Pull SMS is sent. I agree and understand that by agreeing to receive the Statement(s) via E-mail under the option 'Go Green declaration box', I have at my own discretion accepted that such Statement(s) shall not be sent to me separately by post or in physical form, through whatever other means.

*I understand and agree that the consent given for updation / registration / requests for free Mobile alert facility shall be valid till such time I withdraw the same in writing. Unless specifically advised, the Bank will continue to send SMS alerts on the number requested by Authorised signatory/ies of the Firm / Company / Trust / Association / Society.

The Bank shall not be responsible and liable for any consequences which may arise owing to change in name/s, address, mobile number of individual, authorized signatory/ies or partners or directors or trustees or members of the Firm / Company / Trust / Association / Society.

FATCA CRS declaration :

I/We understand that the Bank is relying on this information for the purpose of determining the status of the applicant named above in compliance with FATCA (Foreign Account Tax Compliance Act) / CRS (Common Reporting Standards).

The Bank is not able to offer any tax advice on CRS or FATCA or its impact on the applicant. I/We shall seek advice from professional tax advisor for any tax questions.

I/We agree to submit a new form within 30 days if any information or certification on this form becomes incorrect.

I/We agree that as may be required by domestic regulators/tax authorities the Bank may also be required to report, reportable details to CBDT (Central Board of Direct Taxes) or close or suspend my / our account.

I/We certify that I/we provide the information on this form and to the best of my/our knowledge and belief the certification is true, correct, up-to-date, and complete including the taxpayer identification number of the applicant.

Aadhaar Consent:

I have voluntarily submitted my Aadhaar number mentioned above and consent to:

- Seed my Aadhaar / UID Number issued by UIDAI (Unique Identification Authority of India), Government of India in my name with my aforesaid account.
- Map it at NPCI (National Payments Corporation of India) to enable me to receive Direct Benefit Transfer (DBT) from Government of India in my above mentioned account. I understand that if more than one Benefit Transfer is due to me,I will receive all Benefit Transfers in this account.
- Use my Aadhaar details to authenticate me from UIDAI.
- Use my mobile number mentioned in my account for sending SMS alerts to me.
- Consent for Authentication: I, the holder of the above stated Aadhaar number, hereby give my consent to DCB Bank Limited, to obtain my Aadhaar number, Name and Fingerprint/Iris for authentication with UIDAI. DCB Bank Limited has informed me that my identity information would only be used for demographic authentication / validation / e- KYC purpose and also informed that my biometrics will not be stored / shared and will be submitted to CIDR (Central Identities Data Repository)only for the purpose of authentication.

I have been given to understand that my information submitted to the Bank herewith shall not be used for any purpose other than mentioned above, or as per requirements of law.

I confirm that all the details provided in the form are correct.

Customer ID Merger: I/We understand and agree that all my/our Accounts will now be consolidated under a single DCB Bank Customer ID after merging the multiple Customer IDs. Post such merging, only one Customer ID will remain active. I/We, am/are aware that DCB Bank Personal Internet Banking or DCB Bank Business Internet Banking, if availed, will now be accessible only under the retained Customer ID and all the Accounts will be consolidated to this Customer ID. I/We am/are aware that Tax Deducted at Source (TDS) on interest earned on DCB Bank Fixed Deposit Account(s) under erstwhile Customer IDs will also stand consolidated and TDS shall now be applicable on the basis of the unique Customer ID in accordance with the provisions of the Income Tax Act, 1961 and the Bank will furnish one TDS Certificate for all my/our Accounts.

I/We confirm that all the details provided are correct and I/We agree to the terms and conditions of the Bank. I/We also understand that all my/our accounts can be accessed from the unique Customer ID post consolidation of multiple Customer ID's if any.

Name: _____

Date: D D M M Y Y Y Y

Customer Signature

For Bank Use Only

Customer request acted upon on D D M M Y Y Y Y / forwarded to _____

On D D M M Y Y Y Y

Relevant charges debited ₹ _____

☐ I confirm that the account status is active and signature of the customer matches with our records.

I have verified the ☐ Current Address ☐ Mobile Number ☐ Email address of the customer and confirm it to be right as per our records

Name of the Branch Official:

Signature of Branch Official with Seal

Acknowledgment to Customer

We acknowledge receipt of 'Customer Request Form' from _____ (customer name) on _____ for _____

Name of Branch Official: _____

(Signature of Branch Official with Seal)

DCB Customer Care

Call 022 68997777 ■ 040 68157777

Email customercare@dcbbank.com

Web www.dcbbank.com

DCB Bank Limited

DCB BANK