

# CUSTOMER REQUEST FORM



For Branch Office Use Only (Encircle Requested SR/s)

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To,  
The Branch Head  
Axis Bank Ltd. \_\_\_\_\_ Branch | SOL ID: \_\_\_\_\_ Date of Request:

Customer Name:

Customer ID:  Account Number:

Loan Account Number 1  (The contact information provided will be updated in all the Loan Accounts'.)

Credit Card Number:  (The contact information provided will be updated in all the Credit Cards'.)

1. Mobile Number Update & Alerts Registration (Include Country Code):   
This subscribes to all alerts including Value Added Alerts. Chargeable ₹5 / month for Saving Accounts.  
 Unsubscribe from Value Added Alerts (Only Mandatory Alerts will be sent. For e.g. All card based & Internet Banking Transaction)

2. LANDLINE NUMBER UPDATE (Res.):  Country Code  STD Code  Contact Number   
LANDLINE NUMBER UPDATE (Off.):

3. E-MAIL ID (FOR E-STATEMENT REGISTRATION): In case E-Statements are activated, physical statements will be disabled.

4. PAN NUMBER  Aadhaar Number

5. a) Country of Residence \_\_\_\_\_ b) Tax Reference No. \_\_\_\_\_

6. CHANGE OF ADDRESS: A)  Communication i)  Residence ii)  Office B)  Permanent  
(Please leave space between two words) (In case of joint holders, each holder needs to fill separate Form.)

Landmark\*:  State\*:

City\*:  PIN Code\*:

Country\*:  Nationality\*:

DOCUMENT FOR PROOF OF ADDRESS (Mandatory for Change in Mailing Address): \_\_\_\_\_  
DOCUMENT IDENTIFICATION NUMBER:   
ISSUING AUTHORITY: \_\_\_\_\_ PLACE OF ISSUE: \_\_\_\_\_  
ISSUE DATE:  VALID TILL:

7. NEW CHEQUE BOOK REQUEST: Number of Cheque Book/s Required: \_\_\_\_\_

8. ACCOUNT ACTIVATION: PLEASE REACTIVATE MY ACCOUNT NUMBER   
REASON FOR NOT OPERATING THE ACCOUNT: \_\_\_\_\_

9. DUPLICATE STATEMENT\*:  
Statement Required From Date:  To Date:  \*Will be charged as applicable.

I have read and understood and agree to be bound by the Terms and conditions mentioned overleaf, related to UIDAI guidelines, sharing of Information with agencies/service providers on need to know basis, regarding various products and services including SMS Banking, E-Statement & Internet Banking, including Terms and Conditions related to sharing of relevant information under foreign tax laws like FATCA as displayed on www.axisbank.com I agree that the Bank may debit service charges plus taxes to my account wherever applicable.

DATE:  PLACE: \_\_\_\_\_ CUSTOMER SIGNATURE: \_\_\_\_\_

**FOR BRANCH OFFICE USE ONLY**

Certified that this Request Letter is complete in all respect & all relevant documents are obtained & verified mode of operation and signatures of the A/c. The request may please be processed. The CRF has been personally submitted by the Customer. I have satisfied myself about the identity of the Customer by verifying his / her Debit Card / KYC document & also his / her signature in Bank's records. I have done proper due diligence for updating the records of the Customer on his / her request at non-base branch.

**BANK INDUCED REQUEST**

REQUEST RECEIVED DATE:  FORWARDED TO CLH DATE:

REQUEST ACCEPTED BY: \_\_\_\_\_ EMPLOYEE NUMBER: \_\_\_\_\_ Signature: \_\_\_\_\_  
Request certified by signature: \_\_\_\_\_ Designation:  OH  BH S.S. No.:

**ACKNOWLEDGEMENT TO CUSTOMER**

Customer Name: \_\_\_\_\_ Date of Request Received:

Request No.:  Employee Number: \_\_\_\_\_

Name of the Branch Official: \_\_\_\_\_ Signature: \_\_\_\_\_

**Please Note:** Your request (request numbers 1-14) will be processed within 2 working days. Addition of joint holders and change of signature will take up to 4-5 working days. Delivery of kits / cheque books / statements etc. to your address will take between 5-11 working days if dispatched through courier and 15-18 working days if dispatched through speed post (depending on location).

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## 10. DEBIT CARD

DEACTIVATION OF DEBIT CARD NUMBER:

REACTIVATION OF CARD NUMBER:

ISSUE DEBIT CARD DUPLICATE PIN

## 11. STOP PAYMENT REQUEST

Number of Cheques: \_\_\_\_\_ Payees Name: \_\_\_\_\_

Cheque Number(s): \_\_\_\_\_

Date of Cheque: \_\_\_\_\_ Reason for Stop Payment: \_\_\_\_\_

Amount: \_\_\_\_\_

FOR OFFICE USE ONLY:-  
TIME OF REQUEST RECEIVED

## 12. REVERSAL OF CHARGES

Date of Debit:  Amount of Debit: ₹ \_\_\_\_\_

I undertake to keep henceforth an Average Monthly / Quarterly / Half Yearly Balance of ₹ (In case of Average Balance Non-Maintenance Charges only): \_\_\_\_\_

I also acknowledge that all other applicable charges with regards to my account have been communicated to me and I will abide by the same.

## 13. ISSUANCE OF PASSBOOK

## 14. MOBILE NUMBER UPDATE & ALERTS REGISTRATION FOR JOINT HOLDERS:

(Include Country Code)

Wherever mobile numbers of joint account holders are provided, they will receive One Time Password (OTP) and transaction alerts on these numbers for transactions initiated by them on ATM, Internet Banking and Mobile Banking as applicable.

Signature of Primary Holder \_\_\_\_\_ Signature of 1<sup>st</sup> Joint Holder \_\_\_\_\_ Signature of 2<sup>nd</sup> Joint Holder \_\_\_\_\_ Signature of 3<sup>rd</sup> Joint Holder \_\_\_\_\_

\*Signature of all the holders is required for updating of mobile number/s of joint holders.

## 15. SIGNATURE VERIFICATION

16. PRINT NOMINEE NAME\*  Y  N

\*Depending upon the option selected here, nominee name will get printed / not printed on statements, passbooks, etc.

## 17. ANY OTHER (Please Specify)

### Terms & Conditions

I have read and understood and agree to be bound by the Terms and condition to various products and services including SMS Banking, E-Statement & Internet Banking, including Terms and Conditions related to sharing of relevant information under foreign tax laws like FATCA, as displayed on www.axisbank.com. I agree that the Bank may debit service charges plus taxes to my account wherever applicable.

I hereby state that I have no objection in authenticating myself with Aadhaar based authentication system and consent to providing my Aadhaar number, Biometric Information and/or One Time Pin (OTP) data (and/or any similar authentication mechanism) for Aadhaar based authentication for the purpose of availing any Banking Services with Axis Bank. I understand that the Biometric Information and/or OTP and/or any other authentication mechanism, I may provide for authentication shall be used only for authenticating my identity through the Aadhaar Authentication system and for obtaining e-KYC from UIDAI for that specific transaction and for no other purposes. I understand that Axis Bank shall ensure security and confidentiality of my personal identity data provided for the purpose of Aadhaar based authentication. I hereby state that I am physically present and provided my Biometric Information for authenticating myself and for receiving e-KYC details from UIDAI for the purpose of availing any Banking Services with Axis Bank. All information provided by me of any nature (including personal & sensitive information) can be shared with agencies/service providers who have an agreement with Axis Bank for business purpose and on need to know basis. Axis Bank shall always strive to comply with the rules and regulations as applicable from time to time on this context in accordance with the bank's Privacy policy. If I intend to revoke my consent to the sharing of the data, the products/services available to me, pursuant to the consent provided earlier, shall no longer be available to me, and I shall be required to initiate closure of such products/services. All the terms and conditions, processes and alternatives have been explained to me in local language as well

DATE:  PLACE: \_\_\_\_\_ CUSTOMER SIGNATURE: \_\_\_\_\_

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### ACKNOWLEDGEMENT TO CUSTOMER

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Request No.:  Employee Number: \_\_\_\_\_

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