

(Change/Update related to : Address, Contact details, Personal & Account Detail)



Date: | D | D | M | M | Y | Y | Y | Y |

For Bank Use only - Service Request No		Antariksh id:	
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*CUSTOMER DETAILS		☐ Saving Account	☐ Current Account	☐ NRE/NRO Account	☐ FD/RD Account
Customer Name :	F I R S T	M I D D L E	L A S T		
Customer ID :			Account No. :		
Branch Name :		Preferred Language of Communication:	☐ English	☐ Hindi	☐ Marathi
☐ Bengali	☐ Gujarati	☐ Kannada	☐ Malayalam	☐ Oriya	☐ Punjabi
☐ Tamil	☐ Telugu	☐ Others			

☐ ENTITY DETAILS <i>(Applicable for Non-Individuals only)</i>	
LEI No.	LEI Expiry Date : DDMMYYYY GST No.

☐ Single ☐ Either or Survivor ☐ *Former or Survivor ☐ Anyone or Survivor ☐ Joint ☐ **As per Board Resolution (BR) /MOP Letter ☐ Others |

Following are the terms for change request: *The fresh/new signature(s) and/ or Operating Instructions would be valid once the changes are updated in the system. The Bank will not be responsible for return/dishonor of any such old outstanding / unpaid cheques /debits /requests and which are still in transit and yet to be received/actioned by the Bank and not in the conformity with the fresh/new signature(s) and /or Operating Instructions change request *In case, where the Operating Instructions have been changed from Singly or Either or Survivor.

Title :	☐ Mr.	☐ Ms.	☐ Mrs.	☐ Mx.	☐ Dr.	☐ Master	☐ Other	Please Specify	Date of Incorporation:	D	D	M	M	Y	Y	Y	Y
Name change	F	I	R	S	T	M	I	D	D	L	E	L	A	S	T	L	A
Aadhaar					(Only mention last 4 digits)				Date of Birth	D	D	M	M	Y	Y	Y	Y
Passport									PAN								
Driving License									voter id								
Mother's Maiden Name	F	I	R	S	T	M	I	D	D	L	E	L	A	S	T	L	A

Signature Update (<i>Fresh Update</i>)		Signature Change	(<i>Signature to be verified with system</i>)
Customer Signature		New Signature of Customer	Old Signature of Customer

[illegible]

*Address Type: ☐ Permanent ☐ Overseas Address (Only applicable for NR customers) ☐ Registered Address (Business Proof is mandatory) (applicable for non-Individuals)

*Address

*City

*State

*Country

*Landmark

*Pincode

List of Self-Attested Proofs required: List of acceptable documents • **Address Change:** Valid Passport, Valid Driver's License, Aadhar Card, Voter's Id Card, NREGA Card and NPR Card

- **Signature:** Pan Card, Passport, Drivers' License (Valid). • **Name Change:** Valid Passport, Valid Drivers' License, Aadhar Card, Voter's Id Gazette Copy.
- **In cases of name change -** Marriage certificate issued by the State Government or gazette notification indicating change in name along with a certified copy of 'Officially Valid Document' in existing name of the person can be accepted.
- Additional documents may be demanded, if required. Please contact the branch for additional acceptable document

Attach Self-Attested Documents Proof as per requirement. Please Carry Original Documents. (For Face To Face customer only)

Date: | D | D | M | M | Y | Y | Y | Y |

[illegible]

Service Request

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Branch Stamp & Signature of Official

Telephone (Residence):										Telephone (Office):									
ISD		STD Code								ISD		STD Code		Extn					
Mobile Number:										Email Address**:									
										(Email id is mandatory for Internet banking registration)									

I _____ am holding the aforementioned account with RBL Bank. I hereby confirm that my present mobile number is _____ and that the same may be updated in the bank's record for sending any communication related to my above account, as well as transaction advises. I also authorize the bank to contact me on the above mentioned number for doing verification call backs on 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.

a. RBL Bank, would like to use your personal details in the application form from time to time to send you marketing information /contact you to inform about products, services or promotional offers that are offered by RBL bank, on its own and in collaboration or through tie-ups with partners/ third parties. By giving your preference below you either allow or disallow RBL Bank to contact you through SMS, phone calls and Emails : ☐ Yes, Bank can contact me ☐ No, Bank may not contact me

b. I/We authorize the Bank to share, disclose, exchange, or use in any manner whatsoever, without any further specific consent or authorisation from me/us, the information/data provided by/through to me/us to the Group companies/Associates/Subsidiaries/Affiliates/Joint Ventures of RBL Bank/ any person with whom the Bank has entered/propose to enter into an arrangement for provision of 'services/products' for the purpose of marketing/offering/selling any product/services offered by Bank. ☐ Yes ☐ No, I do not consent to share, disclose, exchange, or use my information/data

***Proof of current Address:** ☐ Aadhaar UID ☐ Driving Licence ☐ NREGA Job Card ☐ Voter ID Card ☐ Passport
 (Officially Valid Document (OVD)) ☐ Letter issued by the National Population Register

***Proof of current Address: (Deemed OVD)** ☐ Utility bill ☐ Letter of allotment by SG/CGD ☐ Property/Municipal Tax receipt ☐ PPO's

Proof for Principal Address : _____ **Registered Address:** _____

***Document ID. No.:** _____ (Do not write the Aadhaar No. here)

***Issue Date**

D	D	M	M	Y	Y	Y	Y
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***Expiry Date:**

D	D	M	M	Y	Y	Y	Y
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 (Only for Driving Licence & Passport)

***Place of Issue:** _____ ***Issuing Authority:** _____

I/We hereby agree/s having read and understand the terms and conditions below for effecting such changes:

- The changes requested would be effected in records of RBL Bank Limited within reasonable period after the receipt of necessary supporting documents.
- All deliverables will be sent to the mailing address as per the latest records available with RBL Bank.
- RBL Bank shall not be responsible for return/ dishonour of any outstanding/ unpaid cheque (s)/ debit request which are in transit/ to be actioned by RBL Bank and not in accordance with the new signature (s)/ operating instructions.

- I/We understand and declare that all the particulars filled in the form are true, correct, complete & up-to-date in all respects and no information is withheld.
- I hereby authorise RBL Bank to use my information to verify and validate my details from various sources. I/We, authorise RBL Bank to update my PAN as mentioned above in your records.
- I/We agree not to share the card number, CVV, OTP, PIN, etc. to anybody including but not limited to Bank officials.
- I hereby state that I have no objection in authenticating myself with Aadhaar based authentication system and consent to providing my Aadhaar number, Biometric and/or One Time Password (OTP) data (and/or any similar authentication mechanism) for Aadhaar based authentication for the purposes of Re-KYC for updating my details with RBL Bank.
- I hereby submit voluntarily at my own discretion for KYC purposes, the biometric based e-KYC authentication or offline verification modes defined by UIDAI (aadhaar) to RBL Bank for the purpose of establishing identity/address proofs.
- I/We hereby declare that in case of any update in the documents submitted by me/us at the time of establishment of business relationship / account-based relationship and thereafter, as necessary
- I/ We shall submit to the Bank the update of such documents. This shall be done within 30 days of the update to the documents for the purpose of updating the records at the Bank's end.
- In case Deemed OVD is submitted for address change, I/We shall submit Officially Valid Documents with updated current address within a period of three months of submitting the deemed OVD for updating the same in the records of the Bank.
- I / we hereby consent to uploading the required information on CKYC Registry. I hereby grant my consent to download and store my records from CKYC Registry for the purpose of verification of my identity and address. I understand that my KYC Record includes my KYC Records /Personal information such as my name, address, date of birth, PAN number etc

Branch Name	Branch Code	
Aadhaar Ref Key	(Mandatory if Aadhaar No provided)	
For NR Customers (In case of Address change, Personal or account details maintenance):		
☐ Face to Face ☐ Non Face to Face I certify that the customer's signature has been verified with the Bank's records and is as per the operating mandate. (Only applicable for Face To Face customer)		
Branch Confirmation : I confirm		
☐ Original seen and verified ☐ Customer signed in my presence		
☐ Signature and MOP verified with system ☐ Acknowledgment and service request no provided		
☐ Customer called on registered Mobile No. @ ____ AM/PM and reason for deliverable request confirmed		
For Resident Customer Branch Confirmation		
☐ Customer in Person ('Original Seen and Verified', 'Customer Signed in my presence' and Signature Verification to be done by (SDA / SDA Authoriser / ISM / SDM / CSA / Sr. CSA / BM)		
☐ Submitted by RM ('Original Seen and Verified' and 'Customer Signed in my presence' to be done by the RM collecting form from customer and Signature Verification to be done by (SDA / SDA Authoriser / ISM / SDM / CSA / Sr. CSA / BM).		
☐ Submitted by Third Party (OSV, CSIMP & Sign Verification to be done by SDA / SDA Authoriser / ISM / SDM / CSA / Sr. CSA / BM)		
Maker Name:	Emp Code	Designation
(SDA / SDA Authoriser / ISM / SDM / CSA / Sr. CSA)		Sign:
Checker Name:	Emp Code	Designation
(SDA Authoriser/Sr. CSA/SDM/BM)		Sign:

Dedicated team of phone banking officers available 24X7 - Call us on: +91 22 6232 7777	Email us at : For Resident/Non Individual Customers: customercare@rbl.bank.in For Non Resident Customers: nribanking@rbl.bank.in	Website : www.rbl.bank.in
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 SMS Banking : Type HELP & send to 9223366333 for all SMS Banking Enquiries	 MyBank : Scan here to download the latest version of RBL MyBank mobile banking app	 WhatsApp Banking : Scan here to download the latest version of RBL WhatsApp mobile banking app or message on 84335 98888	Login to Internet Banking: www.rbl.bank.in and enjoy easy access to your account
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