SERVICE REQUEST FORM

Name :

Account No. : Account Type : ☐ Current Account ☐ Savings Account

Branch : Date: D D M M Y Y Y Y

A UPDATE OF PERSONAL DETAILS

(Please fill only required changes; Strike off the section if not required)

E-mail address :

Mobile No.^ : (Update of Mobile Number requires the previous month's mobile bill (for post-paid numbers) as supporting proof or a signed declaration available in Annexure I overleaf.)

PAN* :

Date of Birth* : D D M M Y Y Y Y

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

Residence Address*#:

Line 1

Line 2

Landmark

City State PIN

Landline No. (If any) STD

Office Address*#:

Line 1

Line 2

Landmark

City State PIN

Landline No. (If any) STD

Permanent Address*#:

Line 1

Line 2

Landmark

City State PIN

Landline No. (If any) STD

Mailing Address (applicable only to primary holder) : ☐ Residence ☐ Office Address

I am submitting an address proof for my permanent residential address as i do not have an address proof for the above mentioned mailing address in my name due to _____

*Please carry original documents along with a self attested photo-copy as proof for verification by a Citibank representative.

#Officially valid address proofs – valid passport with address page / Aadhaar card / Voter ID card / Job card issued by NREGA duly signed by an officer of the State government.

^Kindly note that updating an overseas contact number in a domestic account is not permitted. In case an overseas contact number is updated in a domestic account, we will be unable to service on the updated number.

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B SERVICE REQUESTS

(Tick and fill only those that are necessary; Strike off the section if not required)

Please note some of these services may be charged. Please refer to the latest schedule of charges applicable to your account on www.citibank.com/india.

☐ Cheque book : ☐ 10 Leaves ☐ 25 Leaves ☐ 50 Leaves

Address for dispatch : ☐ Mailing ☐ Non - Mailing

☐ Debit Card PIN request : ☐ ATM PIN ☐ Telephone PIN Reason for Reissue _____

Debit Card Number : _____

☐ Monthly E-Statement (SOE) Registration (Physical statements will be discontinued automatically. Please ensure E-mail ID of primary holder is updated)

☐ Issuance of Balance Confirmation Certificates as on : D D M M Y Y Y Y

☐ Issuance of duplicate TDS Certificate for Financial Year : Y Y Y Y — Y Y Quarter Q ___ Q1 (Apr-Jun), Q2 (Jul-Sep), Q3 (Oct-Dec), Q4(Jan-Mar)

☐ Issuance of Savings Account Interest Certificate for Financial Year: Y Y Y Y — Y Y

☐ Duplicate Statement / Passbook : D D M M Y Y Y Y to D D M M Y Y Y Y

☐ Please link my Citi Credit Card _____ to the account mentioned above.

☐ Bankers Verification ☐ Signature ☐ Photo ☐ Address Purpose _____

☐ Cancellation/ Demand draft / Banker's Cheque Drawn on _____ DD/BC No _____

(Please enclose original demand draft/banker's cheque) Dated _____ Amount _____ Favouring _____

☐ Confidential Report ☐ Paid Cheque Report ☐ Credit Confirmation for the period _____ Purpose _____

C ACCOUNT TRANSACTION RELATED

I/We understand, agree and acknowledge that Citibank's schedule of charges, as amended from time to time as applicable tor service requests.

☐ Erroneous credit / debit in account:

Cheque No. _____ Date _____ Amount _____

Drawn on _____

☐ Details of Debit / Credit:

Date of Txn _____ Amount _____

☐ Payee details required :

Cheque No. _____ Date _____ Amount _____

☐ Returned cheque not received :

Cheque No. _____ Date _____ Amount _____\

Deposited at _____

Drawn on _____

☐ Any Other Request _____

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DECLARATION (MANDATORY)

I/We hereby declare that all details provided in this form are true and correct and supported by valid documents enclosed with this form. I/We accept and agree that this declaration shall be in addition to any other declaration provided by me/us with respect to the facility provided by Citibank and agree to indemnify and keep Citibank indemnified from any loss, damage, claim, action, costs, charges and expenses which Citibank may suffer or incur as a result of any defect/misrepresentation made by me/us in the above declaration.

I/We understand and agree that the mailing address can be changed only by the primary account holder of this account and the same shall apply for all linked accounts where he/she is the primary account holder.

I/We also understand that address change requests are processed at an account holder level. Accordingly, my new address shall be updated across all linked accounts held with the bank where I am an account holder.

I/We understand, agree and acknowledge that Citibank's schedule of charges, as amended from time to time, is applicable for service requests.

Signature (1st Account Holder)	Signature (2nd Account Holder)	Signature (3rd Account Holder)

Note - To be signed by the holder making the request. However, address change request must be signed by the primary account holder. Other account holder signatures are required only if the signature rule is 'Joint'.

ANNEXURE I : MOBILE NUMBER DECLARATION

I _____, am holding the afore-mentioned account with Citibank, N.A. I hereby confirm that my present mobile number is _____ and that the same may be updated in the bank's records 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 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.

Signature (1st Account Holder)	Signature (2nd Account Holder)	Signature (3rd Account Holder)

(To be signed by the holder making the request)

FOR BANK USE ONLY

Instruction received by : ☐ Mail/Representative ☐ In Person

Complete set of originals received : ☐ Yes ☐ No

IDs sighted (details) : ID Type:_____ ID Number: _____

Customer met in person by : (1) Name:_____ Signature: _____ Emp. ID: _____

(2) Name:_____ Signature: _____ Emp. ID: _____

Signature verified by : Name:_____ Signature: _____ Emp. ID: _____

Callback details (if applicable) : Customer spoken with: _____

Date & Time : _____ Number called:_____

Acknowledgment Slip

We acknowledge the receipt of Customer Request / Complaint instruction from Mr /Mrs. / Ms._____ relating to account number _____ under service request number _____

_____

Date: _____

Bank Official (Sign & stamp)

For Citibank, N.A. _____

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