AXIS BANK — Customer Request Form

Branch Name ____________ SOL ID ____ SR. No. ____

Customer Information

Customer ID*

Customer Name*

1 Name Updation

2 DOB/DOI D D M M Y Y Y Y

3 Aadhaar number (Please Provide last 4 digits of Aadhaar)

4 PAN number

5 Nationality

Customer's Name as per PAN

Customer's DOB as per PAN D D M M Y Y Y Y

6 Passport No. (Please update Passport /VISA no. as per attached copy)

7 Visa No.

8 LEI code expiry date (Applicable for Non Individual only)

9 LEI code

☐ LEI code - I/We authorize Axis Bank to update expiry date of LEI code, unless otherwise instructed in writing

I wish to update below contact information in

Individual Segment		Non-Individual Segment
☐ All Relationships	Please select below if you wish to update in selective accounts only. ☐ Savings & FD ☐ Loan A/cs ☐ Current A/cs ☐ Credit Cards	☐ All Linked Accounts ☐ Also update at Cust ID level for CA ☐ Only in A/c no

Contact Information

10 Mobile No. & Alert Registration + Country Code Mobile Number ☐ Transaction Alert ☐ EOD Alert (Applicable only for Current Account)

Joint account holders will receive One Time Password (OTP) and transaction SMS alerts for their transactions on ATM, Internet Banking and Mobile Banking.
Monthly charge ₹ 5/- for Savings A/c except NRI customer. To unsubscribe from value added alerts please tick ☐

11 Landline number Tel (R) I S D S T D N U M B E R

Tel (O) I S D S T D N U M B E R E X T N

12 E-mail ID

(for e-mail statement registration. Physical statements will be discontinued once E-statements are activated)

13 Address ☐ (A) Communication i) ☐ Residence ii) ☐ Office ☐ (B) Permanent /Registered address

(Note - Please leave space between two words. In case of joint Holders, each holder is required to fill separate form.)

ADD 1

ADD 2

ADD 3

Landmark

City State

Pin Code/Zip Code/PO Box Country

*Please attach duly filled FATCA form if country of address is not INDIA

Please attach address proof document ____________ *(For deemed OVD, OVD with updated address to be submitted within 3 months, not applicable for NRI and Credit Cards)*

Terms & Conditions: I/We have read, and understood and agree to be bound by the Terms & conditions related to UIDAI guideline, sharing of Information with agencies/service provide on need to know basis, regarding various Products & Services / Fees & Charges including SMS Banking, E-Statement, & Internet Banking, including Terms & Conditions related to sharing of relevant information under foreign tax law like FATCA as displayed on www.axis.bank.in . SMS alert charges are applicable as mentioned on Bank website: www.axis.bank.in under Fees and Charges section. 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 being addition to any other declaration provided by me/us with respect to the facility provided by Axis Bank Ltd and agree to indemnify and keep Axis Bank Ltd indemnified from any loss, damage, claim action, costs, charges and expenses which Axis Bank Ltd may suffer or incur as a result of any defect/misrepresentation made by me/us in the above declaration. My personal/KYC details may be shared with Central KYC Registry. I give my consent to download my KYC Records from the Central KYC Registry (CKYCR), only for the purpose of verification of my identity and address from the database of CKYCR Registry. Also, I give my consent to receiving information from Central KYC Registry through SMS/Email on the registered no./email address. I understand that my KYC Record includes my KYC Records/Personal information such as my name, address, date of birth, PAN number, etc.**Mobile No.** may be updated in the bank records for sending any communication related to my above account, as well as transaction advice. I also authorise the bank to contact me on the above said 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 mobile number is held by me and is not used by any third party and I undertake that I shall duly and promptly inform the bank, if and when my mobile number changes. **Address Updation :** Please note the communication address will be updated at account level and Registered address at Customer ID level (For Current Account). Please note address shall be captured as per OVD submitted in case of any discrepancy observed in the details submitted on CRF vis a vis OVD.**For Deemed OVD :** I hereby declare that, I will submit the copy of the OVD with updated address within 3 months from today and I understand that failure to do so may result in, the Bank taking action as deemed necessary, in line with the guidelines. Please carry original documents for verification purposes.

☐ E-aadhaar Declaration - There is no change in the Aadhaar Detail after the date of download of e-Aadhaar submitted to the Bank.

Date ________ Place ________

For Individual accounts, in case of joint holder mobile number updation, signature of only joint holder is required.For non-individual accounts, signatures as per mode of operation are required for mobile number updation.

Signature | Signature | Signature | Signature

For office use only

Certified that this Request Letter is complete in all aspect & all relevant documents are obtained & verified for mode of operations and signature of the A/c holder. 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 record. I have done proper due dilligence for updating the records of the customer on his/her request at non-home branch. Due diligence has been conducted for the customer by BH/OH for cases received under DEAF and Account activation.

E-aadhaar Declaration : E-Aadhaar downloaded in my presence (applicable for cases where Aadhaar downloaded in front of the customer in the branch.

☐ Bank induced request Request received date D D M M Y Y Y Y Request processed date D D M M Y Y Y Y

Instructions received through : ☐ Mail/Representative ☐ In Person

Request accepted/ Customer met in person by : Name : ________ Emp ID : ________ Signature

IDs sighted - details (wherever applicable) : ID Type : ________ ID No. : ________ Expiry Date : ________

Signature verified by : Name : ________ Emp ID : ________ Signature

Callback details (if applicable) : Customer spoken with : ________ Date & Time : ________ No. Called : ________

Request verified/certified by : Name : ________ Emp ID : ________ Signature & S.S.No.

RL/CRF/Dec2024/VER.2

Acknowledgement to Customer

We acknowledge the receipt of Customer Request / Complaint instruction from Mr./Mrs./Ms. ________

relating to customer id ________ account number/credit card (enter only last 4 digits for credit cards)/loan account number ________ under service request number ________ .

Date of request D D M M Y Y Y Y Name of the Branch Official : ________

Branch Official (Sign and Stamp)

Please Note: Your request will be processed within 2 working days. Delivery of kits /cheque books / statement 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)

For Axis Bank Ltd, ________

Branch Name _____ SOL ID ☐☐☐☐ SR. No. ☐☐☐☐☐☐

Account Number* ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐ This page is required to be filled only if there are requests numbered 14 to 25

Banking Requests

14 Duplicate Statement From Date D D M M Y Y Y Y To Date D D M M Y Y Y Y *(Will be changed as applicable)*

15 New Cheque book ☐ No. of books ☐☐ **16 Passbook** ☐ **17 Print Nominee Name** ☐ *(Nominee name will get printed on statement, passbook, etc)*

18 Account activation ☐ Please activate my account. *(For Individual A/c, kindly attach KYC document of all account holders. For Non-Individual A/c, attach KYC document of the entity)*

Name change if any to be requested on pg1 Reason for not operating the Account ☐ Not in state/country ☐ Using alternate account ☐ *Others

*Reason to be specified if selected -**Others** _____

i) ***Please confirm if you would like to proceed with the REKYC along with the activation** ☐ YES ☐ NO

*(*if none of the above mentioned is been selected bank shall not be proceeding with the REKYC of the account.)*

19 Reversal of charges

1) ₹ ☐☐☐☐☐☐☐☐☐ **debited on** D D M M Y Y Y Y 2) ₹ ☐☐☐☐☐☐☐☐☐ **debited on** D D M M Y Y Y Y

I agree to henceforth maintain Average Monthly/Quarterly/Half Yearly Balance as per requirement (applicable (or cases where Average Balance Non-Maintenance is charged)

20 Scheme code conversion Existing scheme code ☐☐☐☐☐ New scheme code ☐☐☐☐☐ *(Please attach necessary supporting document)*

I confirm that I have understood the Terms & Conditions, details of Features & Charges related to the requested scheme varian all the Terms and Conditions including Average Minimum Balance (AMB) / Total Relationship Value (TRV) / Debit card / Any other conditions, as per relevant MID available on www.axis.bank.in/download-forms/accounts. Also, the same was explained to me in detail by the Bank Official taking this request. I agree to convert my scheme to the variant as selected above and will maintain account . I will not dispute or raise any legal action against Axis Bank if any benefits associated with the variant are withdrawn at the sole discretion of Axis Bank and / or charges (including applicable GST) levied if I am unable to fulfil the criteria associated with the product

Label Code ..... *(Mention label code for conversion to salary account)*

Relationship Manager Details (Mandatory for migration to Priority & Burgundy segments) *(In case Non-RM branches, please mention Branch Head employee details)*

Emp ID : ☐☐☐☐☐☐ **Name :** _____ **Mobile No. :** _____

Email Id : _____

21 Account Transfer

From Branch _____ **To Branch** _____ **OR** **From Sol ID** ☐☐☐☐ **To Sol ID** ☐☐☐☐

Reason for Transfer of Account _____

22 Stop Payment Request *will be charged as applicable)* **Request received at (time)** _____

Payee Name : _____ **Date of Cheque (s):** D D M M Y Y Y Y

Cheque Number(s): _____ **Amount** _____

Reason for Stop Payment : _____

23 Debit Card : **Debit Card Number** ☐☐☐☐☐☐■■■■■■☐☐☐☐ ☐ **Deactivation**

24 Issuance of TDS Certificate/Duplicate TDS Certificate : **Financial Year -** ☐☐☐☐ **To** ☐☐☐☐

Quater : ☐ Q1 (Apr - Jun) ☐ Q2 (Jul - Sep) ☐ Q3 (Oct - Dec) ☐ Q4 (Jan - Mar) ** To be handed over to authorised person only*

25 Any other *(Please specify)* _____

Terms & Conditions

Scheme code conversion - Please note that the new scheme code will be applicable from the next charge cycle.
Account Transfer - Bank reserves the rights of recovery in case of any future debits accruing on this account as a result of any claims or transactions. All old cheques issued shall be honoured, if otherwise in order. The remaining channel facilities (debit card, internet banking & telebanking) shall remain the same. Also all the standing instructions and ECS mandates given would be honoured, if otherwise in order. The flexi linked FD's will continue to remain in the old branch, the new flexi linked FD's will be opened in the new branch and any cheques issued shall be honoured by withdrawal from the flexi linked deposits only. You can continue to use existing cheque book for transactions purpose ,however in case you wish to request for new cheque book you can visit any of our banking channels. I have read and understood the above terms and certify that the details provided on the form are correct.
Account Activation - As per customer eligibility decided by Axis Bank from time to time.
My personal/KYC details may be shared with Central KYC Registry. I give my consent to download my KYC Records from the Central KYC Registry (CKYCR), only for the purpose of verification of my identity and address from the database of CKYCR Registry. Also, I give my consent to receiving information from Central KYC Registry through SMS/Email on the registered no./email address. I understand that my KYC Record includes my KYC Records/Personal information such as my name, address, date of birth, PAN number, etc.
Please carry original documents for verification purposes.

☐ **E-aadhaar Declaration** -There is no change in the Aadhaar Detail after the date of download of e-Aadhaar submitted to the Bank.

Date ☐☐☐☐☐☐☐☐ **Place** _____

For Individual accounts, in case of joint holder mobile number updation, signature of only joint holder is required.For non-individual accounts, signatures as per mode of operation are required for mobile number updation.

Signature | Signature | Signature | Signature

For office use only

Certified that this Request Letter is complete in all aspect & all relevant documents are obtained & verified for mode of operations and signature of the A/c holder. 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 record. I have done proper due dilligence for updating the records of the customer on his/her request at non-home branch. Due diligence has been conducted for the customer by BH/OH for cases received under DEAF and Account activation.
For Scheme Code Conversion Only - I hereby confirm that I have explained the customer all the Terms & Conditions, details of Features & Charges, Average Minimum Balance (AMB)/Total Relationship Value (TRV) requirement, Debit card and any other conditions as applicable to the product subscribed by the customer. The customer has agreed to abide by all the above-mentioned conditions which is also available at the Bank's official website.
E-aadhaar Declaration : E-Aadhaar downloaded in my presence (applicable for cases where Aadhaar downloaded in front of the customer in the branch.

☐ **Bank induced request** **Request received date** D D M M Y Y Y Y **Request processed date** D D M M Y Y Y Y

Instructions received through : ☐ Mail/Representative ☐ In Person

Request accepted/ Customer met in person by : **Name :** _____ **Emp ID :** ☐☐☐☐☐☐ Signature

IDs sighted - details (wherever applicable) : **ID Type :** _____ **ID No. :** _____ **Expiry Date :** _____

Signature verified by : **Name :** _____ **Emp ID :** ☐☐☐☐☐☐ Signature

Callback details (if applicable) : **Customer spoken with :** _____ **Date & Time :** _____ **No. Called :** _____

Request verified/certified by : **Name :** _____ **Emp ID :** ☐☐☐☐☐☐ Signature & S.S.No.

RL/CRF/Dec2024/VER.2

Acknowledgement to Customer

We acknowledge the receipt of Customer Request / Complaint instruction from Mr./Mrs./Ms. _____ relating to customer id _____ account number/credit card (enter only last 4 digits for credit cards)/loan account number _____ under service request number _____ .

Date of request D D M M Y Y Y Y **Name of the Branch Official :** _____

Branch Official (Sign and Stamp)

Please Note: Your request will be processed within 2 working days. Delivery of kits /cheque books / statement 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)

For Axis Bank Ltd, _____