

Service Request No.: **Customer Requests Form**

Customer Detail (To be filled in by the customer. Fields marked with #are mandatory.)

Date:

The Branch Manager, _____ (Branch)

#Account No.:

#Customer's Name (as in Bank A/c) _____

ATM/DEBIT Card No.: #Mobile No.: E-mail ID: _____

IF YOU WANT TO UPDATE YOUR CONTACT DETAILS IN OUR RECORDS, PLEASE CONTACT THE CUSTOMER SERVICE OFFICER.

(Please tick the appropriate boxes. Charges will apply for fields marked with*. For further details please visit our website www.icicibank.bh/www.icicibank.com)

ATM/DEBIT CARDS	STATEMENT
☐ *De-hotlist (unblock ATM/Debit Card) ☐ *PIN Regeneration ☐ ATM/Debit Card not received ☐ Card expired, new card not received ☐ Card swallowed by ICICI ATM on ☐ Card swallowed by NON ICICI ATM on ATM RESPCODE: _____ ☐ Upgrade my Debit Card ☐ *Reissue Card Reason: ☐ Lost ☐ Damaged ☐ *Issue a new Debit Card Name to be printed on the card: _____ Preferred delivery for ATM/Debit Card: ☐ Mailing address (please confirm if address is updated) ☐ Branch	☐ Statement required: From To Purpose of request _____ (Charges applicable as per period of statement) ☐ Passbook request *Request for Duplicate Passbook ☐ ☐ Statement not received for the period : From To
STOP PAYMENT	CHEQUE BOOK
☐ *Cheque No. _____ Value of Cheque: _____ Date of Cheque: Payee's Name: _____ Purpose: _____	☐ New Cheque book request: No of Cheque Book/s requested _____ Preferred delivery: ☐ Branch ☐ Mailing address (please confirm if the address is updated) ☐ *Non-personalised cheque book (5 Leaves) Purpose of request _____ (please submit ID proof)
TDS	TRANSACTION DISPUTE
☐ TDS Certificate request for the FY ☐ Interest Certificate request for the FY ☐ TDS Certificate not received for FY Cust. ID _____ ☐ 15G/15H Form submitted at _____ Branch on but tax deducted	☐ Erroneous Credit/Debit in A/c: _____ Cheque No. _____ Date of transaction: Amount _____ Drawn on _____ ☐ Charges debited to account: Amount _____ Date of transaction: ☐ ATM ☐ Cash not dispensed from ATM ☐ Insufficient cash dispensed from ATM Date of transaction: ATM No.: _____ Transaction No.: _____ ATM RESPCODE: _____ Amount: _____ Amount disputed: _____ (Attach copy of transaction slip)
INTERNET BANKING	OTHERS
☐ *To enable User ID _____ ☐ *Request for Internet User ID and Password ☐ *Reissue both Login and Transaction Password ☐ *Request for Login Password ☐ *Reissue only Transaction Password ☐ Password not received Login ☐ Transaction ☐	☐ Others (please specify _____ _____

#Signature of the customer (as per Bank records): _____

BM/ BOM/ Bank official Authorization

Name:

Employee ID:

SIGNATURE OF AUTHORISING OFFICIAL