



SAURASHTRA
Co-operative Bank Ltd.

ગ્રાહક માંગણી પત્રક

પ્રતિ,
શાખા મેનેજરશ્રી,
ધી સૌરાષ્ટ્ર કો.ઓપ. બેંક લિ.

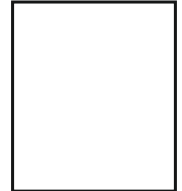
અરજદારનું નામ : _____
ખાતા નંબર : _____
સરનામું : _____
મોબાઈલ નંબર : _____
તારીખ : _____

_____ શાખા

માનનીય સાહેબ શ્રી,

વિષય : આપની શાખાના ખાતેદાર છીએ અને નીચે મુજબની વિનંતી કરીએ છીએ.

- (૧) તા. _____ ના રોજનું બેલેન્સ સર્ટિફિકેટ આપશોજી.
- (૨) અમારા ખાતાની ડુપ્લીકેટ પાસબુક બનાવી આપશોજી.
- (૩) મારું સેવિંગ્સ / કરંટ ખાતા નં. _____ બંધ કરવાનું કારણ _____
- (૪) મારી / અમારી સહીની ચકાસણી સાથેના પત્રકમાં કરી આપશોજી.
- (૫) નવી ચેકબુક ઇસ્યુ કરશોજી : ☐ ૧૫ ☐ ૩૦ ☐ ૪૫ ☐ ૬૦
- (૬) તા. _____ થી _____ સુધીનું બેંક સ્ટેટમેન્ટ આપવા વિનંતી.
- (૭) મારા ખાતાનો ચેક નં. _____ તા. _____ રકમ રૂ. _____ ના ચેકનું સ્ટોપ પેમેન્ટ કરશોજી. કારણ _____
- (૮) મેં / અમોએ તા. _____ ના રોજ કઢાવેલ ડી.ડી.નં. _____ રૂ. _____ નો કેન્સલ કરી મારા સેવિંગ્સ ખાતા _____ માં જમા કરશોજી.
- (૯) મારા સેવિંગ્સ ખાતામાં નીચે મુજબનું નામ ઉમેરવું / કેન્સલ કરી આપશોજી.
નામ _____ ખાતાધાકર સાથે સંબંધ _____
- (૧૦) મારા નીચે મુજબના નવા સરનામાંની નોંધ તમારા રેકૉર્ડમાં કરવા વિનંતી : _____
- (૧૧) અમારું ઉપરોક્ત ખાતુ ડોરમેન્ટ થઈ ગયું છે તો તે એક્ટિવ કરવા વિનંતી. KYC ડોક્યુમેન્ટ આ સાથે સામેલ કરીએ છીએ.
- (૧૨) અમારું ATM કાર્ડ ખોવાઈ ગયેલ છે. કાર્ડ બ્લોક કરવા વિનંતી છે. ☐ નવું કાર્ડ ઇસ્યુ કરવા વિનંતી છે.
- (૧૩) અમારો ઈ-મેઈલ આઈ.ડી. નોંધશો / ફેરફાર કરશો. ઈ-મેઈલ આઈ.ડી. _____
- (૧૪) SMS / UPI / IMPS લેવા ચાલુ કરવા વિનંતી. મોબાઈલ નં. _____
- (૧૫) મોબાઈલ બેંકિંગ સેવા ડીરજીસ્ટર્ડ / રજીસ્ટર્ડ કરવા વિનંતી.
- (૧૬) મોબાઈલ નંબર બદલવા બાબત : જુનો નંબર _____ નવો નંબર _____
- (૧૭) સહી ફેરફાર કરવા બાબત : _____
- (૧૮) શ્રી _____ જેનો એકાઉન્ટ નં. _____ છે.
તેઓ તારીખ _____ ના રોજ ગુજરી ગયેલ છે, તો સદર ખાતાના પૈસા વ્યાજ સહિત આપવા વિનંતી.
વારસદારનું નામ _____
સરનામું _____
મો.નં. _____ વારસદારની સહી _____
- (૧૯) અન્ય _____



ખાતેદારની સહી : ૧. _____ ૨. _____ ૩. _____

NOTE: • I/We will block/deactivate the Debit card/interstate Banking Mobile Banking/UPI facility immediately on receipt of unauthorized transactions alerts on SMS/Email. I/We shall not share the Card Number, Expiry date of the Card Number, CVV, Passwords, PIN, OTP etc with any 3rd party and it is my/our own responsibility to keep the same private and confidential. I/We am/are well aware of the risk involved in receiving the transaction OTP on the E-mail ID through Internet and I/We am/are ready to accept the entire risk involved in OTP transaction exclusively on me/us without blaming the Bank or its employees for whatsoever reasons.

• I/We am/are aware that it is my/our own responsibility, to update Mobile Number & E-mail ID to the bank as & when it is changed. I/We confirm that transaction carried out under UPI is legitimate transaction and Bank bears no responsibility for any frauds/consequences arising out of such transaction.

મેનેજર / અધિકારીનીસહી અને સિક્કો
P.T.O.

Terms and Conditions :

1. Transactions initiated through Mobile Banking application are irrevocable. Bank shall not entertain any request for revocation of transaction of stop payment request for transaction initiated through Mobile Banking as the transactions are completely instantaneous and are incapable of being reversed.
2. Customer shall not use Mobile Banking channel for transfer of funds for illegal activities.
3. The customer alone shall be responsible for the safe custody and security of Mobile Banking application downloaded on their mobile phones. The customer shall immediately inform the bank about loss or theft of mobile phones for disabling of Mobile Banking services to prevent unauthorized usage.
4. The customers shall NOT share the login password and MPIN with anyone including Bank's staff/associate/representative.
5. The customer shall operate within the maximum limit permitted by the bank for Mobile Banking. The Bank reserves the right to change transaction limit at any time.
6. The Bank shall not be responsible for any loss caused to the customers arising out of usage of Mobile Banking.
7. The Bank shall be at liberty to change / modify / add / remove any of the extent terms and conditions governing Mobile Banking.
8. The facility will be available to customers having satisfactory running of Savings / Current/ CC / OD against FD A/C, with the bank, moreover the Bank has right to disallow/withdraw fund Transfer facility if the account has any attachment / Cc or FDOD account is overdraw/stock statement not provided / Ac. freeze or not operated / Ins. policy not renewed (in CC or FDOD Ac)

Eligibility :

No.	Type of Account	Constitution	Mode of Operation	Who can Operate
1	Saving Account	Single	Single	The Account Holder
2	Saving Account	Joint	E of S / Any one or Survivor	Any one of the account holder authorized by both the account holder jointly. With Consent Letter Application to be signed jointly.
3	Saving Account	Joint	Jointly	NOT Permissible
4	Saving Account	Minor	Single	NOT Permissible
5	Current Account/ CC/OD against FD	In the name of Self-Single	Single	The Account Holder
6	Current Account/ CC/OD against FD	In the name of Firm & Single (Proprietorship)	Single	The Account Holder
7	Current Account/ CC/OD against FD	Partnership Firm	Any One Partner	Any One of the partners authorised by all the partners with consent letter on Letterhead. The application form for Mobile Banking shall be signed by all the Partners
8	Current Account/ CC/OD against FD	Partnership Firm	Jointly Operated	NOT Permissible

Linking of accounts (Provided Customer ID of the Primary account holders and 'To be linked' Account are same)

No.	Account to be Linkedss							
	Primary Account with Mobile Banking	Savings (Single)	Savings-E or S / any one or Survivor	Saving A/C Jointly	NRE A/c Single	Current A/c./ CC/OD against FD / (Self & Single)	Current A.c / CC/OD against FD (Firm & Single)	Current A/c / CC/OD against FD (partner & jointly)
1	SB or CA A/C. Holder	✓	✓ (with consent)	✗	✗	✓	✓	✗

Disclaimer :

The Customers shall ensure that the Bank's Mobile application is compatible with his/her Mobile phone / Handset. The Customer shall be responsible for damage or loss. If any, caused by downloading of the Mobile Banking Application software in his/her Mobile phone. The Customer shall be solely responsible / liable for keeping Login password and MPIN confidential to prevent unauthorized access/use of his/her mobile banking facility by any third party. Any payment effected by the Bank to beneficiary based on the information received by the Bank from the Customer's Mobile number registered in the Bank's record for mobile banking facility, shall be binding on the Customer and he/she alone be solely responsible / liable for any loss, claim liability arising therefrom and / or incidental thereto.

Declaration :

I/We affirm, confirm and undertake that I/We have read and understood the Terms and Conditions for usage of The Saurashtra Co-Operative Bank Ltd., Mobile Banking Application services and agree to abide by them. I/We am/are aware that the usage of The Saurashtra Co-Operative Bank Mobile Banking application is governed by the terms and conditions of Mobile Banking which are available on the website of the Bank's www.saurashtrabank.com/I/We have read and understood the same and expressly accept and agree to abide by them. All my / our rights and liabilities shall be governed by the said terms and conditions by my / our act of accessing the mobile services. I/We further adhere to and comply with all the rules / regulations / practices prescribed by the telecom authority / regulatory authority banking authority / government of India / local / State Government etc. for mobile banking operations and associated banking activities. I/We hereby to the subject to and comply with all the provisions of the terms & conditions which are incorporated by reference herein and deemed to be part of this application form to the same extent as if such provisions have been expressly set forth in full herein. I/ We agree that the Bank shall not-be held liable and shall be absolved from all liabilities whatsoever for loss caused to the customer arising out of, any reasons beyond the control of the Bank or it, the Bank is unable to receive or execute any of the requests from the customer or there is loss of information during the process of transmission of information, or there is any error of inaccuracy of information or any other consequence arising from any cause beyond the control of the Bank including technology failure, mechanical breakdown, power disruption, error in transmission or information or message from telecommunication equipment and the failure of network of any service provider and/or the bank's system and/or breakdown, interruption, suspension of failure of the telecommunication equipment of the Customer of the Bank.

Customer Signature_____