## Customer Request cum Acknowledgement Slip - Bank Copy

## Date of Visit :

$\qquad$ Time of Visit :
Loan Agreement Number : $\qquad$ Name of Borrower / Co-Borrower: Existing Mailing Address : $\qquad$ nerrer City : $\qquad$ Pincode: $\qquad$ Contact Nos. : $\qquad$ Email Address

I /We request you to provide me/us with the following requirement for which I /We have marked $\square$ against the concerned option. I am/We are aware of the charges to be remitted to the Bank for the required service, where applicable.


Reason for Loan Closure/ Other Requests
For the services marked in ${ }^{*}$, additional details need to be filled in overleaf..
I have a Savings/ Current/ Overdraft Account No. with your Bank and my account no. for the said account is provided below.


A copy of my/our identity cum Signature Proof, duly self attested by me/us along with that of my /our representative (where applicable) is attached herewith.

Signature of Borrower / Co-Borrower


#### Abstract

Authorisation to Bearer With regards to my service request as detailed above, I/We, hereby authorize Mr. /Ms. $\qquad$ , whose signature is attested below to interact on my/our behalf with the Customer Service Staff to collect deliverables /handover payments as may be required to effect the


 service as required by the Bank. I/We will be fully responsible for all acts undertaken by the authorized person, with respect to my/our requirements.
#### Abstract

Acknowledgement received from the Customer I/We hereby confirm that I/We have received the requisite documents from HDFC Bank Ltd for the above mentioned loan agreement number. I/We hereby confirm that the details filled in the entire application, including that mentioned overleaf is correct and I/we are aware of the same. I/We have no objection in the Bank's representative contacting us to seek further clarity on the service request made and is over and above the Dissent to call, if DNC has been registered by me/us.


Name of Applicant/ Co-applicant/Bearer
Signature of Applicant / Co-applicant/Bearer
For Office Use Only
Customer Request received by (CSE Name and Emp Code) $\qquad$ CSE Signature $\qquad$ Date of Receipt

ID and Signature of the Customer and / or Authorised Signatory verified by the CSE $\square$ Product
Remarks (if any)
-Customer Copy of Acknowledgement-

## 1DFO : ANK

We understand your world
Date Of Visit : $\qquad$ Loan Account Number $\qquad$ Name of Loan Account Holder : $\qquad$
Type of Service Request :

| Name of CSE |
| :--- |
| Signature of CSE |

We understand that the below terms and conditions with respect to your above said request have been read, understood and accepted by you.

- Loan Details is now available on Net banking. For easy access, please log onto www.hdfcbank.com.
- You may contact our Phone Banking Helpdesks or visit www.hdfcbank.com/services and log your request for any further assistance/ clarifications


## Terms and Conditions;

Change in Repayment Mode - We require upto 25 days for activating the revised instructions. In case the next installment falls due prior to the said date, the repayment already lodged with us will be presented for payment. The uncashed PDCs/ Security Cheques will be defaced and retained at our end. In case you wish that these to be returned. Kindly lodge a request through Phonebanking or visit www.hdfcbank.com/services and log your request within 45 days from the date of this application. In case we do not hear from you within this period, the existing cheques, will be destroyed. The revised instructions will be effected in Bank's records from the installment due date____ .
Part Prepayment/Reschedulement - It is at the sole discretion of HDFC Bank to consider reschedulement of the terms to your aforesaid loan. Please note that acceptance of your request for reschedulement of your loan is subject to necessary payments made to the Bank towards reschedulement charges. We will communicate the detailed calculation of revised repayment terms within 7 days of your request. On receipt of the detail on revised repayment terms, you are requested to visit the Retail Loan Service Center along with DD/ Cheque for charges and revised repayment instructions as communicated by the Bank. For Part payment funds received, the reschedulement of loan in banks records will be effected from the Installment Due Date subsequent to next instalment date as per the loan repayment schedule. Till such time that the reschedulement is effected in our records, the current EMI lodged with us, would be banked.

We understand your world

## ${ }^{*}$ Details to be filled for Change of Address Request / Email Address/ Contact Details

I/We request you to effect the changes in my address maintained in your bank records as per the details given below. Supporting documents to effect the address change are attached herewith

New Mailing Address $\qquad$ Pin code State Email Address: Landmark
City Contact No.

## ${ }^{*}$ Part Prepayment/Reschedulement

As it is my /our intent to make a part payment to reduce my principal outstanding in my loan records, please accept my payment of Rs. $\qquad$ /-
vide cheque no.
drawn on $\qquad$ and proceed with rescheduling my loan by
$\square$ Reducing EMI \& Tenor to be kept Constant $\square$ Reducing Tenor and EMI to be kept constant
$\square$ Increase in EMI and Reduction in Tenor (subject to internal approvals and necessary documentation being in place)
I/ We hereby agree that,

- Acceptance of my/our request for reschedulement of loan is at the sole discretion of HDFC Bank and subject to necessary payments made to HDFC Bank towards reschedulement charges
For Part payment funds received, the reschedulement of loan in banks records will be effected from the Installment Due Date subsequent to next instalment date as per the loan repayment schedule. Till such time that the reschedulement is effected in our records, the current EMI lodged with us, would be banked


## * Change in Repayment Mode

I/We wish to change the instructions for payment of the EMIs in respect of the captioned loan from my existing mode of repayment to the revised mode owing to the following applicable reason as marked by me below:
$\square$ Change in Bank A/c $\square$ Revised Repayment Mode: $\square$ Post Dated Cheques $\square$ Instruction to Debit HDFC Bank A/c $\square$ ECS Swap Charges of Rs.
 /- paid vide $\square$ Cash orCheque no. $\qquad$ Dated I/We are aware that the revised instruction will be effected in Bank's records from the installment due date ......./....../...... I am/We have provided the following revised instruments towards change in repayment mode

| No. of Post Dated Cheques |  | Bank (Drawn on) | Cheque Number |  | Amount |
| :---: | :---: | :---: | :---: | :---: | :---: |
| No. of Security Cheques |  | Branch Name \& City | From | To |  |
| Cheque Dates | 1__1__to 1 | Bank Acct Number |  |  |  |
| EMI Amount |  | Acct Type |  |  |  |

I/We are aware and accept the following,

- That the Bank may require 25 days to activate the revised instructions in the Bank's records. In case the next installments fall due prior to said date, the existing repayment instructions already lodged with HDFC Bank will be presented for payment.
- The un-cashed Post dated cheques/Security cheques will be defaced \& retained at the bank's end. In case I/We wish that the existing cheques submitted initially for repayment be returned back to me/us, I/We need to lodge a request through phone banking or visit www.hdfcbank.com/services and log your request within 45 days from the date of this application. In case the Bank does not hear from me/us within this period, the existing cheques, lodged initially with the Bank will be destroyed.


## -Customer Copy of Acknowledgement

| List of Valid Sign Verification and ID Proofs | List of Documents required |
| :---: | :---: |
| Sign Verification Proof: <br> $\checkmark$ Existing Current / Saving Bank Account with HDFC Bank. <br> $\checkmark$ Valid Passport <br> $\checkmark$ Pan Card <br> $\checkmark$ Valid Permanent Driving License <br> $\checkmark$ Banker's sign verification with photograph, Name of account holder and account No. <br> v Ration Card with IRIS scan along with photograph if it contains the customer's signature. <br> Photo Debit / Credit Card of primary holder if it contains the customer's signature. <br> Photo ID Card issued by Central Govt. / State Govt./ PSU / Statutory- Photo ID Card issued by ICWAI /ICAI /ICSI /Indian Medical Association/Super A and CAT A companies if it contains the customer's signature. <br> ID Proof: <br> Election / Voters ID Card/Valid Passport/Pan Card/Driving License <br> Photo Social Security Card issued by Central/State/Union Territories. <br> Pension payment card issued by State/Central Govt. of India with photograph <br> Certificate with Photo and address from local Govt. body, with stamp and sign of certifying officer. | 1. Request letter <br> 2. Self attested copy of ID and sign verification proof of borrower <br> 3. In case, the Borrower's representative visits the Bank : <br> (a) Authority letter from borrower <br> (b) Self attested copy of sign verification proof of borrower <br> (c) Self attested copy of ID and sign verification proof of the representative <br> 4. Self attested copy of valid Address Proof for change of Address, (if any) <br> 5. Payment of Charges, If applicable. <br> 6. Supporting Documents for issuance of special NOC to RTO, Insurance Company or any other legal body |

