

## Customer Service Request Form

The Manager

Branch \_\_\_\_\_

Date

Dear Sir / Madam,

Please update/issue the below information/documents of my/our Account No.

**Required Service/s (tick in appropriate ):**

Issue duplicate statement of account for the period  to

Issue a bank certificate                       Issue a balance confirmation certificate                       Issue single/multiple loan outstanding certificate

Issue a consolidated loan outstanding certificate (All live term loans)                       Issue loan tax certificate                       Issue loan closing certificate

Other service: \_\_\_\_\_ Purpose of other service: \_\_\_\_\_

**Address update request (tick in appropriate ):**

Occupational Address (address proof as applicable):

\_\_\_\_\_  
\_\_\_\_\_

Permanent Address (address proof as applicable):

\_\_\_\_\_  
\_\_\_\_\_

Present/Residential Address (address proof as applicable):

\_\_\_\_\_  
\_\_\_\_\_

Country of Residence: .....

If your country of residence is NOT Bangladesh, your account/s shall be treated as a Non-resident account and account shall be maintained as regulations related to Non-residents. In such case please read "Non-resident Account Terms & Conditions" and confirm below.

I/we have read and accept the above mentioned terms & conditions.

a) Time at present residential address:

Since  Years  Months

b) What were the residential addresses held by you during the last 1 year?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Correspondence Address (tick in appropriate address ):

Present                       Permanent                       Occupational

Reason for changing address:

**Other information update request (tick in appropriate ):**

Phone (Res.): \_\_\_\_\_  Phone (Office): \_\_\_\_\_

Mobile: \_\_\_\_\_  Email: \_\_\_\_\_

Tax Identification Number\* (copy of TIN Certificate attached herewith): \_\_\_\_\_



National ID (NID) / Passport No./ Birth Certificate No. (copy attached herewith).

Date of Birth: \_\_\_\_\_ Place of Birth: \_\_\_\_\_

Spouse Name: \_\_\_\_\_

Mother's Name: \_\_\_\_\_

Father's Name: \_\_\_\_\_

**Update employment information:**

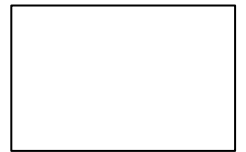
Employer Name \_\_\_\_\_ Designation \_\_\_\_\_

Employer's Address \_\_\_\_\_

\* I/we am/are aware that Withholding Tax on interest earning on conventional account(s) or profit earning for Amanah account(s) will be 15% for account balance above BDT100,000 in case the TIN is found to be invalid by the Tax Authority.

I/We hereby confirm that the information provided above is full correct and complete and that I/We shall be responsible for any incorrect, partial or false information that has been provided in this form.

Yours faithfully,



Customer Name   
Signature (Sole/Principal Applicant)

Customer Name   
Signature (Joint Applicant)

Signature Verified

**For Bank use only**

**Branch Service Manager to fill up this declaration if customer's country of residence is not Bangladesh.**

If customer's country of residence is NOT Bangladesh, customer's account/s shall be treated as a Non-resident account and account shall be maintained by regulations related to Non-residents. In such case, please confirm below customers has been given "Non-resident Account Terms & Conditions" and submitted that after signing it.

**Customer has been given "Non-resident Account Terms & Conditions" and submitted that after signing it.**

**Not required as customer's 'Country of Residence' has not changed.**

Action taken	Charge deducted	Received by	Delivered to