

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