

CHANNEL REQUEST FORM



(FOR BANK USE ONLY)

Branch Code Tracker/ID No.:

Date:

CUSTOMER NAME:

CUSTOMER ID: ACCOUNT NUMBER:

A. DEBIT CARD REQUESTS

1. DEBIT CARD New Debit Card Reissuance*

Incase of Reissue: Existing Card Number First 6 digits Last 4 Digits

Reasons for Reissue: Card Damaged Card Lost Card Expired Card Upgrade Card Not Received
 Downgrade Card Issuance of Personalised Card Card Captured in ATM
 Card not working in ATM/POS Others (if any) _____

Short name to be displayed on Card (Only if changes required in short name, else not mandatory)

Regular Debit Cards ELEMENT ENGAGE EXPLORE VIRTUAL CARD ELEMENT BUSINESS ELEGANCE
 EMERGE ECLECTIC ECLECTIC BUSINESS DOMESTIC CARD EMERGE BUSINESS
 YES PRIVATE DEBIT CARD

Upgrade Debit Cards ENHANCE ELEVATE

"Please Note - Domestic Debit card to be issued in MINOR, NRO, Mandate holders, PMJDY, Farmers and Pungrain Accounts
 Both International & Domestic daily cash withdrawal limit at ATM & purchase limit for POS / ECommerce / Contact less can be managed through Mobile Banking & Internet Banking. For Domestic usage only, customer has to apply for DOMESTIC CARD.
 EMERGE and ECLECTIC Debit Card Variant is to be issued only to YES PREMIA and YES FIRST Customers respectively. ELEGANCE Debit card is issued only to products 525 & 534. YES PREMIA customers can opt for ELEVATE Debit Card as an Upgrade Debit Card & YES PROSPERITY customers can opt for ENHANCE & ELEVATE Debit Card as an Upgrade Debit Card by paying annual charges respectively.
 Issuance and Annual Fee is applicable on Debit cards as per Rates & Charges mentioned on the Website <https://www.yesbank.in/rates-and-charges>
 If Mobile number is not registered with YES Bank, Debit Card POS & Online E-commerce purchase limit will be nullified. Also Daily ATM Cash Withdrawal Limit will be restricted to INR 25000.
 International transactions on your Debit Card will remain disabled (i) till PAN detail is updated in the Bank's record and/or (ii) once remittance limit of USD 2,50,000 per Financial Year (April - March) is breached

B. CARD LINKING/DELINKING FOR NEW & EXISTING CARD

Existing Card Number First 6 digits Last 4 Digits

Additional Accounts to be linked, if any

2nd Account Number:

3rd Account Number:

C. EMAIL STATEMENT REGISTRATION

1. STATEMENT MODE Email ONLY Email & Annual Physical * Email & Monthly Physical**

*for Saving A/C customers only **for Yesfirst, Yes Premia & Current Account only. For all accounts linked to the Customer Id of the 1st applicant, monthly email statement will be sent to the e-mail ID registered in Banks records

2. FLEXI FREQUENCY Daily Weekly Fortnightly Monthly Quarterly Annually

D. SMS & E-MAIL ALERTS ■ ACTIVATION ■ DEACTIVATION & NETBANKING REGISTRATION

	Alert Type	EMAIL	SMS	Threshold / Frequency		Alert Type	EMAIL	SMS
<input type="checkbox"/>	Debit Alert	<input type="checkbox"/>	<input type="checkbox"/>	₹ <input style="width: 20px;" type="text"/>	<input type="checkbox"/>	Salary Credit Alert	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Balance Alert	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly	<input type="checkbox"/>	Overdraft Alert	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Credit Alert	<input type="checkbox"/>	<input type="checkbox"/>	₹ <input style="width: 20px;" type="text"/>	<input type="checkbox"/>	Below Balance Alert	<input type="checkbox"/>	<input type="checkbox"/>

Default Alerts: Any Debit/Credit of Rs. 5000 or above, Weekly account balance, Salary Credit & Overdraft alerts will be communicated to account holder(s)
 Note: Alerts can be set for only one email ID/mobile no. per account. Please fill "Request for change in Demographics" incase of change in mobile number/email ID
 Retail Netbanking Password will be sent through email only, where email id and mobile no. is registered.

NETBANKING NetBanking Activation USER ID Reactivation Password Re-issuance

E. BENEFITS ON ACCOUNT FEATURES Applicable only for Customizable Savings Account. Not applicable for NRI customers

Branch Banking Benefits Digital Banking Benefits Family Advantage Benefits ATM Usage Benefits

Note: For Yes Prosperity Prime – choose 2 benefits & For Prosperity Ascent Saving account – Choose any 3 benefits

F. NEFT/ RTGS CONFIRMATION ALERTS FOR CREDITS IN OTHER BANK ACCOUNTS

Service	Deactivation for alerts		Activation for alerts	
NEFT <input type="checkbox"/>	Email <input type="checkbox"/>	SMS <input type="checkbox"/>	Email <input type="checkbox"/>	SMS <input type="checkbox"/>
RTGS <input type="checkbox"/>	Email <input type="checkbox"/>	SMS <input type="checkbox"/>	Email <input type="checkbox"/>	SMS <input type="checkbox"/>

✂

Date:

ACKNOWLEDGMENT RECEIPT

Account Number:



We acknowledge the receipt of Customer request /Complaint instruction from Mr/Mrs/Ms
 with service request number

Type of service request

G. OTHER REQUESTS

- Erroneous Debit/Credit in Account
 Details of Debit/Credit
 Payee Details Required
 Non Receipt of Returned Cheques
 Mobile Unblocking
 Any Other Request: _____

Fill as Applicable:

Cheque No Date of transaction/cheque:
 Chq / Txn. Amount: Chq. drawn on:
 Chq deposited at:

TDS CERTIFICATE	<input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> - <input type="text" value="Y"/> <input type="text" value="Y"/>	<input type="checkbox"/> Q1	<input type="checkbox"/> Q2	<input type="checkbox"/> Q3	<input type="checkbox"/> Q4
INTEREST CERTIFICATE	<input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> - <input type="text" value="Y"/> <input type="text" value="Y"/>				
BALANCE CONFIRMATION CERTIFICATE	<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>	Purpose : _____			
BANKER VERIFICATION	Signature <input type="checkbox"/> Photo <input type="checkbox"/> Address				
CREDIT CONFIRMATION	Period: <input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>				
CONFIDENTIAL REPORT	<input type="checkbox"/> PAID CHEQUE REPORT				

DECLARATION & TERMS & CONDITIONS FOR SERVICE REQUEST

I/ We, the undersigned, being customer of YES BANK LTD. (hereinafter referred to as "Bank") hereby confirm that I/We have read, understood and agree to abide and be bound by all the provisions of the terms & conditions as displayed on the website: www.yesbank.in which govern, all of my/ our accounts, present and future, maintained/ opened/ to be maintained/ to be opened with the Bank from time to time and also the provisions of the various services/ facilities provided at present/ that may be provided in future.

I/We hereby declare that all details provided in this form are true and correct and supported by valid documents enclosed with this form. I/We accept and agree that this declaration shall being addition to any other declaration provided by me/us with respect to the facility provided by YES BANK and agree to indemnify and keep from any loss, damage, claim action, costs, charges and expenses which YES BANK may suffer or incur as a result of any defect/misrepresentation made by me/us in the above declaration.

I/ We understand that the Bank may at its sole discretion, at any time and from time to time, without prior or post intimation to me/ us, add, alter or modify any of the said terms and conditions and that I/ We hereby agree to abide and be bound by all such changes as if they form part of the terms and conditions and that any transaction in my/ our account(s) with the Bank and/ or usage of any services by me/ us subsequent to such change shall be deemed and tantamount to my/ our acceptance of all such changes. I/We understand, agree and acknowledge Yes Bank's schedule of charges, as amended from time to time as applicable for service requests.

I /We understand that the Debit Card and Internet Banking facility will be issued / enabled to the mentioned account/mandate holders and any transactions done through them will be automatically debited to the corresponding accounts maintained by you with the Bank. I /We also understand the account / mandate holder will have access to all account linked / linked in future to the Debit Card. Rupay Domestic Debit card will be issued to NRO accounts and to mandate holders in NRE/ NRO accounts. For others a Debit Card will be issued by the Bank.

TERMS & CONDITIONS

- Changes requested would be effected in the Bank's records by the Bank within the committed period from the date of receipt at the Branch and the said changes would be effective in the systems from that date only. Deliverables, if any, will be sent to the mailing / communication address as per the latest records available with the Bank.
 - Applicants who avail of the Debit Card will automatically be enabled for Internet Banking services.
 - As a security measures debit card will be sent to the applicant/mandate's (Mandate holders) mailing/communication address in an inactive state as per the latest records available with the bank.
 - Physical Debit card PIN mailer will not be sent separately. Applicant/Mandate's (Mandate holders) needs to activate the debit card by setting a PIN of their choice by visiting our Retail NetBanking login page (www.yesbank.in) and select the 'Generate Debit Card PIN' option
 - Retail NetBanking Password would be sent through email only, where email id and mobile number is registered.
- 1a. I hereby authorize the bank to retrieve my demographic details such as DOB, gender, address and photograph for KYC purposes from Unique Identification Authority of India (UIDAI). Using biometric / OTP authentication, I hereby further confirm that the OTP for Aadhaar validation is entered by me in presence of the employee of the Bank.
- 1b. I hereby agree, declare and undertake that I have no objection in authenticating myself with Aadhaar based authentication system and to provide my identity information (Aadhaar no., biometric information & demographic information) for Aadhaar based authentication and/or any similar authentication mechanism provided by the government from time to time, for the purpose of availing banking services including operations of account or any other facility relating to banking operations.
- 1c. I have been informed by the bank, that submission of Aadhaar is not mandatory and there are alternative options for KYC & establishing identity including by way of physical KYC with officially valid documents other than Aadhaar. All options were given to me.
- 1d. I have been explained in local language & the purpose of collecting Aadhaar (applicable only for Vernacular language).

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Signature of 1st Applicant/Signatory

Signature of 2nd Applicant/Signatory

Signature of 3rd Applicant/Signatory

(To be signed by the holder making the request)

FOR BANK USE ONLY

- Instruction received by:
 Mail/Representative
 In Person
 RM
 Customer signed in my presence
 Confirmation obtained from customer (request received through bearer/mail/RM)
 Address verified and matches with FCR (Incuse of Debit Card / Retail Net Banking PIN request)

Branch Official: Name: _____ Signature: _____ Emp. ID: _____
(Alphanumeric Id)

Signature has been verified from bank's records. The customer request & documents have also been checked and approved for further processing

Original KYC documents are checked for the documents attached herewith.

Verified by (PB/DBM): Name: _____ Signature: _____ Emp. ID: _____
(Alphanumeric Id)

Approved by (DBM/BM): Name: _____ Signature: _____ Emp. ID: _____
(Alphanumeric Id)

Terms & Conditions for change request: 1. Changes requested would be effected in the Bank's records by the Bank within the committed period from the date of receipt at the Branch and the said changes would be effective in the systems from that date only. Deliverables, if any, will be sent to the mailing / communication address as per the latest records available with the Bank. 2. Applicants who avail of the Debit Card will automatically be enabled for Internet Banking services. 3. As a security measures debit card will be sent to the applicant/mandate's (Mandate holders) mailing/communication address in an inactive state as per the latest records available with the bank. 4. Physical Debit card PIN mailer will not be sent separately. Applicant/Mandate's (Mandate holders) needs to activate the debit card by setting a PIN of their choice by visiting our Retail NetBanking login page (www.yesbank.in) and select the 'Generate Debit Card PIN' option 5. Retail Netbanking Password would be sent through email only, where email id and mobile no. is registered

YES TOUCH 24 x 7 Banking Services



24 x 7 YES TOUCH PhoneBanking Number:
 1800 1200 (Toll Free for Mobiles & Landlines in India) +91 22 30993600 (When calling from Outside India)
 Toll Free Number from USA/Canada 1877 659 8044 UK: 808 178 5133 UAE: 8000 3570 3089 (UAE)



SMS "Help" space <CUST ID>
 to +91 92233 90909



Log on to our website
www.yesbank.in



Email us at
yes touch@yesbank.in