

Customer Service Request Form

Card Type: Credit Card Prepaid Card

Customer Information

Cardholder's Name																	
Card /Client Number								X	X	X	X	X	X				
Card Expiry Date																	

Change Personal Details (Please Fill out Changed Items Only)

Residence Address: _____

Mailing Address: _____

Designation _____ Office Number _____

Residential Telephone _____ Mobile No. _____

E-mail Address _____

Service(s) Request for

Credit Card Limit Enhancement. Auto Debit instruction: **Minimum Due** **Full Due**

SBL **CASA** Account Number _____ **A/C holder Signature**

Service Cancellation: Auto Debit instruction Transaction alert Insurance facility Printed Statement E-statement

USD to BDT conversion (Amount in **USD**) _____ **BDT** to USD Conversion (Amount in **USD**) _____

Cheque book issuance .Last Leaf No. _____ Annual fee waiver under 12/15 Transactions

Card Activation/Reactivation (Reason) _____

Card Cheque Activation (Please mention Card Cheque Leaf Number) From _____ to _____

For signature Change only:

Required Doc.: NID/ Passport / Old Signature New Signature

Driving License/ Valid Photo ID

Others _____

Reason(s) for Card/PIN Replacement

Card Lost/ Stolen/Captured/ Hijacked Card Physically damaged/Expired Magnetic Stripe fault Wrong embossing name Wrong photo/Signature PIN Forgotten PIN Lost/Stolen Advance Renewal Others _____

Reason(s) for Card Closing

Dissatisfied with service Fees & charges higher Poor credit limit Not much usage Leaving country

Documents Provided

3/6/12 months Bank Statement Valid TIN copy/ acknowledgement copy Latest salary certificate/ Pay slip/Letter of introduction Copy of up to date Trade License Copy of NID/Passport/Office ID/Driving License Others _____

Cardholder Signature

Date

For Card Division Use Only

- Submitted in person
- Signature Verified
- Security Details Checked
- Original copy seen

Maker Signature

Checker Signature