



KBL MOBILE – CUSTOMER REQUEST FOR EXCEPTIONS

(Change in mobile number/Resetting of MPIN/Deactivation/De Tagging-J2ME/Disabling of Mobile Banking Services/De Linking of Accounts)

The Branch Manager,
Karnataka Bank Ltd.,
_____ Branch.

I am presently having Mobile Banking Services with below-mentioned particulars:

Name of Account Holder*/Proprietor Name*											
Registered Existing Mobile Number*											
Primary Account Number*											
Single/Joint Account											
Customer ID *											
Date of Birth*	d		d	/	m		m	/	y		y
Communication Address*											
City	State					Pin Code					
Email											

***Mandatory field**

I request you as under (Tick in the relevant box):

Change in Mobile Number
I have changed my registered mobile number and request you to provide Mobile Banking Services, on the existing terms & conditions to my new Mobile number as mentioned below:

New Mobile Number											
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Resetting of M PIN(offline)
I request you to reset my M PIN and send the new MPIN to my registered mobile number by SMS.

De Activation
I request you to deactivate my mobile number for Mobile Banking Services. I understand and agree that I will get the services activated by contacting Branch/Customer Care Centre on need basis.

De Tagging-J2ME(In case of change of mobile handset)
I request you to discontinue Mobile Banking Services to my existing mobile hand set and allow the new mobile handset on the existing terms and conditions. I understand and agree that my new mobile handset will get automatically registered on activation.

Disabling of Mobile Banking Services
I request you to discontinue the Mobile Banking Services availed by me.

De-Linking of Accounts
I request you to delink the following accounts from Mobile Banking Services availed by me.

Accounts to be	SL. No	Account Number/s
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De-linked for Mobile Banking	1																		
	2																		
	3																		
	4																		
	5																		

I UNDERSTAND & AGREE THAT BANK REQUIRES REASONABLE TIME TO PROCESS MY ABOVE REQUESTS AND THE BANK SHALL NOT BE RESPONSIBLE FOR ANY LOSSES OR DAMAGES,WHATSOEVER THAT MAY BE CAUSED DURING THE INTERVENING PERIOD.

Place :

Date :

Time :

holder(s)

Signature of the Account

For Branch Use

Action taken:

- Change in Mobile Number
- Resetting of M PIN(offline)
- De Activation
- De Tagging-J2ME(In case of change of mobile handset)
- Disbaling of Mobile Banking Services
- De Linking of Accounts

Place :

Date :

Time :

 Officer (With P A No. & Seal)
 No. & Seal)

ABM/BM (With P A

Customer Copy

Branch Code: _____

Branch Name : _____

Applicant Name															
Primary Account No.															
Mobile No.															

Place :

Date :

Time :

Authorized Signatory