

Customers are advised to obtain acknowledgement of this request from the branch. This request form should be accompanied by a copy of the ID proof of the customer. Self-attestation of the ID proof should be made in front of the branch officials.



Be a step ahead in life

Regd. Office: 57, V.E.Road, Thoothukudi - 628 002
www.tmb.in

SERVICE REQUEST FORM

Serial No. :

Branch Name :

Date : DD / MM / YYYY

Service Request No. :

Account No. Customer Name Mr. Ms. Mrs. Others Customer ID Mobile No.

Please receive my request for the application/for resolving the issues marked

Debit Card [Anywhere Service]

☐ Issue me a New card

Name to be printed on the card:

Mother's maiden Name:

☐ New card applied but not received

Existing card No

Mother's maiden Name:

☐ Renew my card☐ Renewal card not received☐ Reissue me a card Reason ☐ Lost ☐ Damaged☐ Requested reissue. Card not received☐ Block the card (Card can be blocked by calling the number 08467974343 also)☐ Unblock the card☐ Upgrade my Debit Card to _____ (mention the card type)

Mobile Banking

☐ Send Branch PIN (Mobile number should have been updated in the system. Branch staff has to verify the mobile number by calling the number before resending the PIN)

Net Banking [Anywhere Service]

☐ Register for Net Banking (☐ View only ☐ Transaction)☐ Unlock the user ID _____

Transaction Dispute [Anywhere Service]

Transaction Date

Transaction amount Rs. _____

ATM Withdrawal Failures

Amount Received Rs. _____ ☐ Amount debited but cash not received☐ Cash dispensed partially ☐ Card captured by the machine

Online Transaction

Transaction Ref No. _____

Merchant/Website Name and Place _____

Mode of transaction

☐ Debit card ☐ Credit Card - online/POS Transactions

Card No _____

☐ IMPS ☐ Mobile Banking ☐ Net Banking ☐ UPI☐ Transaction failed but amount debited☐ Transaction Success but confirmation not received from the merchant☐ Order cancelled/returned. Refund not received☐ Amount debited double time for a single Transaction☐ Amount debited but not credited to beneficiary☐ I sent to wrong beneficiary. Kindly arrange to revert

Other Transactions Issues

Transaction / Cheque Amount _____

Transaction / Deposited Date Cheque No. if any

Cheque Drawn on _____ (Bank Name)

☐ Wrongly credited to my account☐ Wrongly debited to my account☐ Cheque deposited but not credited to account☐ Cash deposited at branch counter but not credited to my account☐ Cash deposited at cash deposit machine but not credited to my account

ACKNOWLEDGMENT (TO BE FILLED BY BRANCH)

Serial No. :

Account Number Date

We acknowledge the receipt of the service request for the mentioned account for processing on _____ at _____ (am/pm)

Branch Name and Branch Code :

Branch Contact Number :



WhatsApp Banking: 92821 12225

Branch Staff/Officer Sign & Seal

