

# Customer Request Form- Mortgages



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Bank less

Branch : \_\_\_\_\_  
Loan Account No.: \_\_\_\_\_ Date :                    
Primary Applicant Name: \_\_\_\_\_

Statement / Certificate	Documents *	EMI Related
<input type="checkbox"/> Repayment Schedule <input type="checkbox"/> Loan Account Statement from <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> to <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="checkbox"/> Foreclosure Statement / letter <input type="checkbox"/> Duplicate Int. Certificate FY <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="checkbox"/> Provisional Income Tax Certificate <input type="checkbox"/> Final Income Tax Certificate <input type="checkbox"/> Loan closure Letter / NOC Certificate (total pay off amount along with relevant charges)	<input type="checkbox"/> List of Documents (held in bank's custody) (title document) <input type="checkbox"/> Photocopies of Property documents <input type="checkbox"/> Original Documents (post account closure) <input type="checkbox"/> Photocopies of Loan agreement <input type="checkbox"/> Photocopy of Insurance Policy <input type="checkbox"/> Duplicate NOC <input type="checkbox"/> Query on Original documents <small>*charges applicable as per Service of Charges</small>	<input type="checkbox"/> EMI collected after closure of loan not refunded <input type="checkbox"/> Excess EMI not refunded <input type="checkbox"/> EMI Date Change : <input type="checkbox"/> 5th to 20th <input type="checkbox"/> 20th to 5th <input type="checkbox"/> EMI not deducted <input type="checkbox"/> Others <input type="checkbox"/> Penal interest Charge

Change of Repayment / Conversion Request	Any other request
<input type="checkbox"/> Please change the interest rate on the above mentioned loan account <input type="checkbox"/> Loan Switch Option from _____ to _____ <input type="checkbox"/> Loan conversion Option from _____ to _____ <input type="checkbox"/> Change in Rate of Interest letter not received	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

## PRE PAYMENT

• **Part Prepayment :** I/We would like to make part-payment of Rs. \_\_\_\_\_ along with applicable charges (if any) to the above mentioned loan account number as per the details below. I/We request you to :  Change Loan EMI  Change Loan Tenure.  
(Note: Part payment / change of EMI date will not be accepted 3 days before the schedule of EMI date. Any request from customer within this period will be considered with a value date of actual EMI date at the sole discretion of DBS Bank India Limited.

• **Prepayment/Closure of Loan Foreclosure :** I/We would like to make full closure of the above mentioned loan account & hereby permit the bank to deduct the applicable charges (if any) from the details given as below :  
Debit Saving Account:                 for Rs. \_\_\_\_\_ /- (In words \_\_\_\_\_)

**Cheque/DD Details:** Number       Date       **Amount:** Rs. \_\_\_\_\_ /- **Bank Name:** \_\_\_\_\_  
I/We are aware that any part payment beyond 25% of the loan outstanding at the beginning of financial year for Fixed/Hybrid will be permitted by DBS Bank India Limited subject to pre-payment charges and I/We hereby declare that the source of funds towards prepayment is being made from \_\_\_\_\_  Savings Account number                  Favours bank name \_\_\_\_\_  
(please fill incase of closure of loan).

Note: In case of any excess funds received or credit balance in your Flexi Account/Operative Account being closed, the funds will be returned as per the details provided here above.

## TERMS & CONDITIONS

- DBS Bank India Limited ("Bank") will accept pre/part payment cheques issued from the Borrower or Co-borrower's Bank account(s) only. However in case of cheques presented by the Borrower or Co-Borrower from other DBS Bank India Limited in case of balance transfer/ cheques issued by Provident Fund authorities the same will be accepted by the Bank at its sole discretion.
- Payment Deposited will first be adjusted towards overdues (EMI/Cheque bounce/ late payment charges), if any.
- Loan tenor reduced on customer request will not be reverted / increased at a later date, including the request made for tenor reduction upon part payment of the loan.
- Part payment charges (if applicable) will be deducted towards part payment of the Loan. Please visit [www.dbs.co.in](http://www.dbs.co.in) for schedule of charges.
- Part payment will be adjusted at Bank's sole discretion i.e as on the credit date of the funds in Customer's Loan account/Savings account or acceptance of your complete service request form whichever is later.
- The minimum amount qualified for part payment is not less than 3 Equated Monthly Installments ("EMI") of the respective Loan. However, Bank can decide to lower the minimum amount at its sole discretion.
- Please note that upon part payment of the loan principal, your next immediate EMI may be impacted as the interest accrued for the number of days until part payment date may exceed your new EMI. Hence, the current EMI during the next immediate payment may be higher than the revised EMI. In view of this, you are required to take a note of this and ensure sufficient funds are made available in the repayment account to honor your revised EMI.
- The foreclosure/prepayment charges and the accrued interest on the loan will be included in the total payoff amount.
- Further to the prevailing schedule of charges, I/We hereby agree to pay Rs. \_\_\_\_\_ towards the service request/s and Rs. \_\_\_\_\_ towards the applicable taxes/cess. We hereby authorise the DBS bank to debit our account no. \_\_\_\_\_ for this purpose. We understand and agree that these charges are non-refundable.
- The copy of the terms and conditions governing your loan account is available on the Bank's website [www.dbsbank.com/in](http://www.dbsbank.com/in) and is also available at the Bank's branches.

<input type="text"/>	<input type="text"/>	<input type="text"/>
Signature	Signature	Signature
_____	_____	_____
Name of 1st Applicant#	Name of 2nd Applicant	Name of 3rd Applicant

#(Kindly use additional forms where loan has more than 3 borrowers) Please submit self-attested photocopy of an ID proof along with the request form.

## FOR BANK USE

Certified that this Request Form is complete in all respects, all relevant documents have been checked and obtained. Please process this request. Date:

Branch Checklist : Request received through :	<input type="checkbox"/> Walk-in: <input type="checkbox"/> Self <input type="checkbox"/> Bearer <input type="checkbox"/> Relationship Manager/Staff <input type="checkbox"/> Mail-Courier
ID proof submitted along with the from :	<input type="checkbox"/> PAN <input type="checkbox"/> Passport <input type="checkbox"/> Driving License <input type="checkbox"/> Aadhar <input type="checkbox"/> Others (please specify) : _____
Attending Officer's	Name : _____ Signature : _____ Employee ID : _____
Call back done on Contact number	Country Code <input type="text"/> <input type="text"/> <input type="text"/> Contact Number : <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Date & Time : _____
Call back done by Officer's Name & Signature	Name : _____ Signature : _____ Employee ID : _____
Customer Signature verified by	Name : _____ Signature : _____ AOS reference : _____
CIF number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

## ACKNOWLEDGEMENT SLIP

Customer Name: \_\_\_\_\_ Date:

Request related to: \_\_\_\_\_  
Name of Bank Official: \_\_\_\_\_ Bank Official (Sign and Stamp): \_\_\_\_\_



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CUSTOMER CARE (24x7):  
INDIA HELPLINE (TOLL FREE):  
1800 209 4555 / 1800 103 9897



INTERNATIONAL HELPLINE:  
+91-44-66854555 /  
+91-44-49021150



WEBSITE:  
[www.dbsbank.com/in](http://www.dbsbank.com/in)



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