

# SERVICE REQUEST FORM FOR CHANGE IN MOBILE NUMBER



Date: .....

SR Number: .....

Branch Name: .....

Branch Code: .....

Name

Account Number

CRN

Old Mobile No.

Update Contact Details: (Please Provide the New Contact Details Below)

New Mobile No.

**Section to be used, only if I/we are not contactable on the old number. Strike off if Not Applicable**

I/we are not contactable on the following reason: (Please Tick any of the options below along with full signature against the option ticked)

- ☐ Old number Surrendered/Deactivated  
☐ Corporate connection changed  
☐ SIM Lost  
☐ Data entry error of existing number

I/We hereby declare that all details provided in this form are true and correct and supported by valid KYC document enclosed with this form. I/We accept and agree that this declaration shall supersede any other declaration provided by me/us with respect to the facility availed by me/us from the Jana Bank

Date: .....

Place: .....

Signature:

Signature:

Signature:

Signature:

Customer Name:

Customer Name:

Customer Name:

Customer Name:

## For office use only

Sl. No	Mandatory Validation Points by BM/BOM/CRE	Tick appropriately below	
		BM	BOM/CRE
1	Customer visited the branch in person and met by BM/BOM/CRE		
2	ID proof - KYC Original verified by BM/BOM/CRE		
3	Account details and Signatures verified with CBS by BM/BOM/CRE		
4	Call back done by BM/BOM/CRE on OLD (i.e. existing number in CBS).....(mention the number) &		
i.	Customer contacted and confirmed for change of mobile number		
ii.	Call confirmation unsuccessful		
Name of <input type="checkbox"/> BM / <input type="checkbox"/> BOM / <input type="checkbox"/> CRE			
Employee ID of BM/BOM/CRE (to be clearly mentioned)			
Signature of BM/BOM/CRE (along with seal)			