

# HSBC's 30 Day Service Pledge Request Form

Please tick (✓) the applicable boxes.

Accountholders/investors are required to sign this form to authenticate all corrections or amendments (If any).

Wherever gift or voucher or offer is due to be returned to the Bank, the same must be submitted with the Service Pledge request.

Date (of request): DD/MM/YYYY

Branch (request submitted at) .....

## Product

Mutual Fund Investment

Demat Account

Savings/Current Account

Home Loan/Smart Home

Personal Loan

## Documents to be submitted

Service Pledge Request Form, Letter of Instruction (for redemption)

Service Pledge Request Form, Account Closure Form (Annexure Q) Target Client Master, Delivery Instruction Booklet

Service Pledge Request Form or letter mentioning Service Pledge and reason, account deliverables such as cheque book, ATM/debit card, Internet Banking token, etc.

Service Pledge Request Form, Foreclosure letter copy and Repayment of amount due or outstanding on account

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## Customer Details

Accountholder (First/Minor) .....

Joint Accountholder (Second/Guardian) .....

Joint Accountholder (Third) .....

Customer ID .....

Account/Loan .....

Branch of Account/Loan .....

Date of Account Opening/Loan Disbursal: DD/MM/YYYY

Credit the refund of applicable fees to my/our HSBC Account .....

Credit the account proceeds to my/our HSBC Account

Issue a pay order/Demand draft in my/our name

Details of your account that needs to be debited in repayment of Loan: .....

If being repaid by Cheque/DD: Amount ..... Bank drawn on: .....

Location: ..... Date: .....

## Mutual Fund Details

Name of the Fund .....

Scheme Type .....

Folio Number of the Fund .....

No. of Units purchased/allocated .....

Amount Debited Date .....

Remarks/BRN/Sale Order Reference No. ....

Terminate my/our Monthly Investment Plan (SIP) and credit my/our account with HSBC .....

**Reason for submitting the Service Pledge** .....

I/We hereby confirm that I/we have not used any gift/offer/voucher given to me/us, applicable if any, for the product availed.  Yes  No

I/We hereby declare that all the unused cheque leaves, ATM/ debit cards have been returned to the Bank/destroyed by me/us.

I/We agree and understand that any unrepresented cheques, ECS and Standing Instructions in the account received by the Bank after the date of account closure will stand dishonoured by the Bank and I/we agree to indemnify the Bank against any actions, proceedings, claims and/or demands that may arise due to reason of such dishonour.

I/We understand and agree that completion of redemption request in the Letter of Instruction is a pre-requisite to the activation of the 30 Day Service Pledge.

I/We understand and agree that completion of redemption through Retail Investment System (RIS) done by me is a pre-requisite to the activation of the 30 Day Service Pledge.

I/We acknowledge that I we have read and understood the terms and conditions and Frequently Asked Questions of the 30 Day Service Pledge, both general and product specific, undertake (jointly and severally to be bound by them).

I/We acknowledge that I/we shall bear any losses, as well as all related costs incurred as a result of the purchase and sale of related investment products and the Bank shall not be responsible for any losses or related costs so incurred.

I/We hereby declare that any gift/offer/voucher given to me/us has been returned to the Bank along with the service pledge request.

\_\_\_\_\_  
Signature of the first applicant

\_\_\_\_\_  
Signature of the second applicant

\_\_\_\_\_  
Signature of the third applicant

\_\_\_\_\_  
Signature of POA  
(Power of Attorney Holder)

The request must be signed by all accountholders/ investors (even if the account mandate is either or survivor) and be submitted with the requisite product level details or it will not be processed.

**For Bank use only (Staff checklist)**

Date request received: DD/MM/YYYY

Start date of Service Pledge: DD/MM/YYYY

- Signature/s verified as per bank records
- Request is received within the Service Pledge Period for the respective product
- Request is completed as per the terms of the Service Pledge for the respective product
- Proof of Identify and/or Address given by the customer (if any/if required)
- Identity and address details on the proof submitted by customer match with those on the Bank's records

Refund/Waiver Details	Fees/Charges	₹
Mutual Fund Investment	Transaction fees	
Demat Account	Annual Maintenance fees	
Savings/Current Account	Closure within 6 months fees	
Home Loan	Processing fees and Prepayment charges (Fixed Rate Home Loans only)	
Personal Loan	Processing fees and Prepayment charges	

\_\_\_\_\_  
Staff Name

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Checked by