

How to open a Savings Bank Account

Procedure :



1

- Visit the nearest branch of the bank where you wish to open the savings account.
- Fill the account opening form with all the details and submit the photographs.

2

- Submit the KYC documents, i.e. ID proof and address proof. The details on the form and the KYC documents should match.
- You can also apply for new savings account online on the respective bank's website and visit the bank with the KYC documents for further processing.

3

- Make the initial deposit of the minimum amount set by the bank.
 - The savings account passbook, cheque book, ATM card, etc. can be collected or will be despatched to you once the bank completes the verification process.

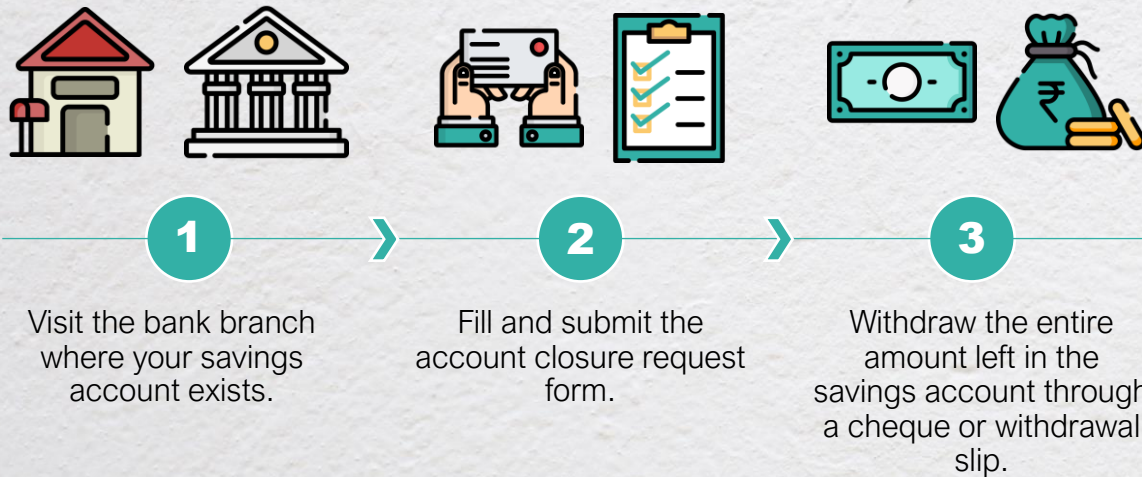
Documents Required:

- Account opening form
- Copy of valid identity proof
- Copy of valid address proof
- Passport size photographs

Forms: Savings account opening forms would be available at the bank branch itself or can be downloaded from the respective bank's website.

How to close a Savings Account

Procedure :



Documents Required:

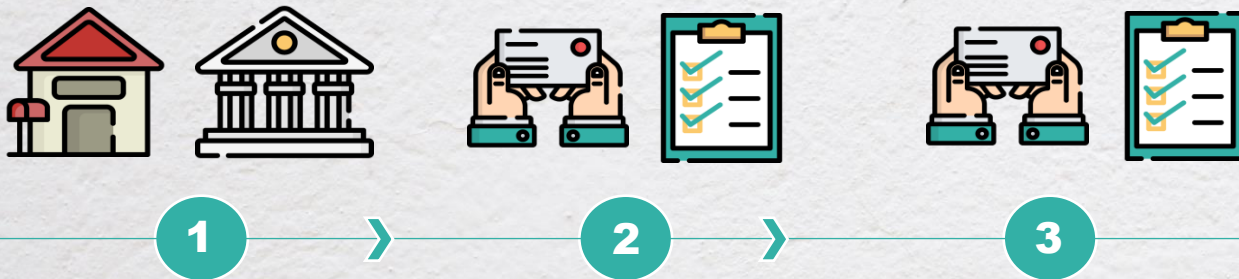
- (i) Account closure form duly filled in and signed
- (ii) Withdrawal slip or cheque

Forms: Account closure form would be available at the bank branch itself or can be downloaded from the respective bank's website.

How to add a nominee to Savings Account

Procedure :

- Nomination facility is available at the time of opening and also after opening account.
- Only one nominee is allowed for each savings bank account.



1
For adding nominee during opening savings account, fill in the details in the nomination section in the account opening form.

- 2
- For addition/change of nominee later, visit the branch where your savings account is.
 - Submit the duly filled in nomination form.

3
You can also request for addition/ change in nomination online via Netbanking facility.

Documents Required:

- Addition or change in nomination form duly filled in

Forms: Form for addition or change of nominee would be available at the bank branch or can be downloaded from the respective bank's website

How to change address in Savings Account

Procedure :



- Visit the bank branch where the savings account is.
- Ask for change of address form.

Fill and submit the change of address request or form.

Submit an attested copy of the new address proof.

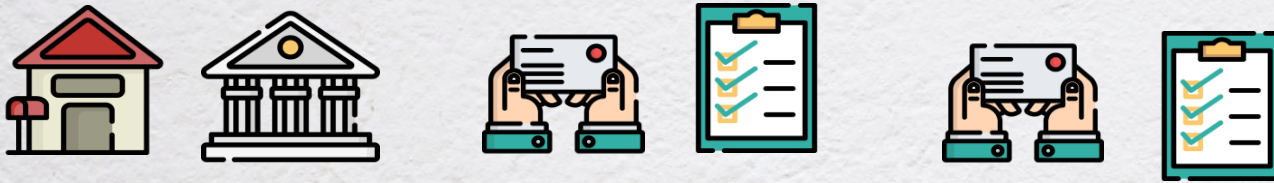
Documents Required:

- Change of address form duly filled in
- Attested copy of new address proof

Forms: Forms for change of address would be available at the bank branch or can be downloaded from the respective bank's website .

How to change mode of holding in Savings Account

Procedure :



1

- Visit the bank branch where the savings account is.
- Ask for change in mode of holding form.

2

- Fill and submit the change in mode of holding form.
- Mode of holding can be changed from “Single” to “Joint/ Either Or Survivor” by adding second holders name and signature as well.

3

- For change in mode of holding from “Either Or Survivor” to “Single”, both the holders should give a consent form with signatures.

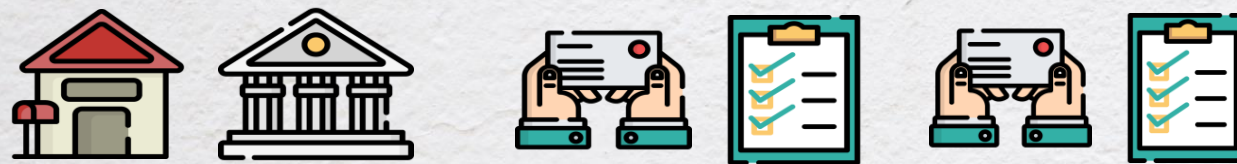
Documents Required:

- Change in mode of holding form duly filled in.

Forms: Change in mode of holding form would be available at the bank branch or can be downloaded from the respective bank’s website.

How to change status from minor to major in Savings Account

Procedure :



1

- Visit the bank branch or post office where the savings account is.
- A new account opening form needs to be filled when the minor turns major.

2

- Latest KYC documents of minor who is now a major needs to be attached.
- Verification of age is done with date of birth proof.

3

- Specimen signature of minor and guardian to be provided.
- The mode of operation and nominee can be changed by the minor turned major by filling out new forms.

Documents Required:

- New account opening form
- Attested copy of ID proof of minor, who is now a major
- Attested copy of address proof of minor who is now a major
- Proof of date of birth
- Change of mandate form
- Change of nominee form (if required)

Forms: All forms would be available at the bank branch or can be downloaded from the respective bank's website.

Death of Holder

Procedure :



1

- Visit the bank branch where the bank account is.
- Communicate about the death of the holder in a written request along with death certificate.

2

If the account was in single name, then the nominee goes to the bank with death certificate of holder and his authenticity proof.

In case of joint holding, second holder has to provide request along with death certificate to become first holder.

3

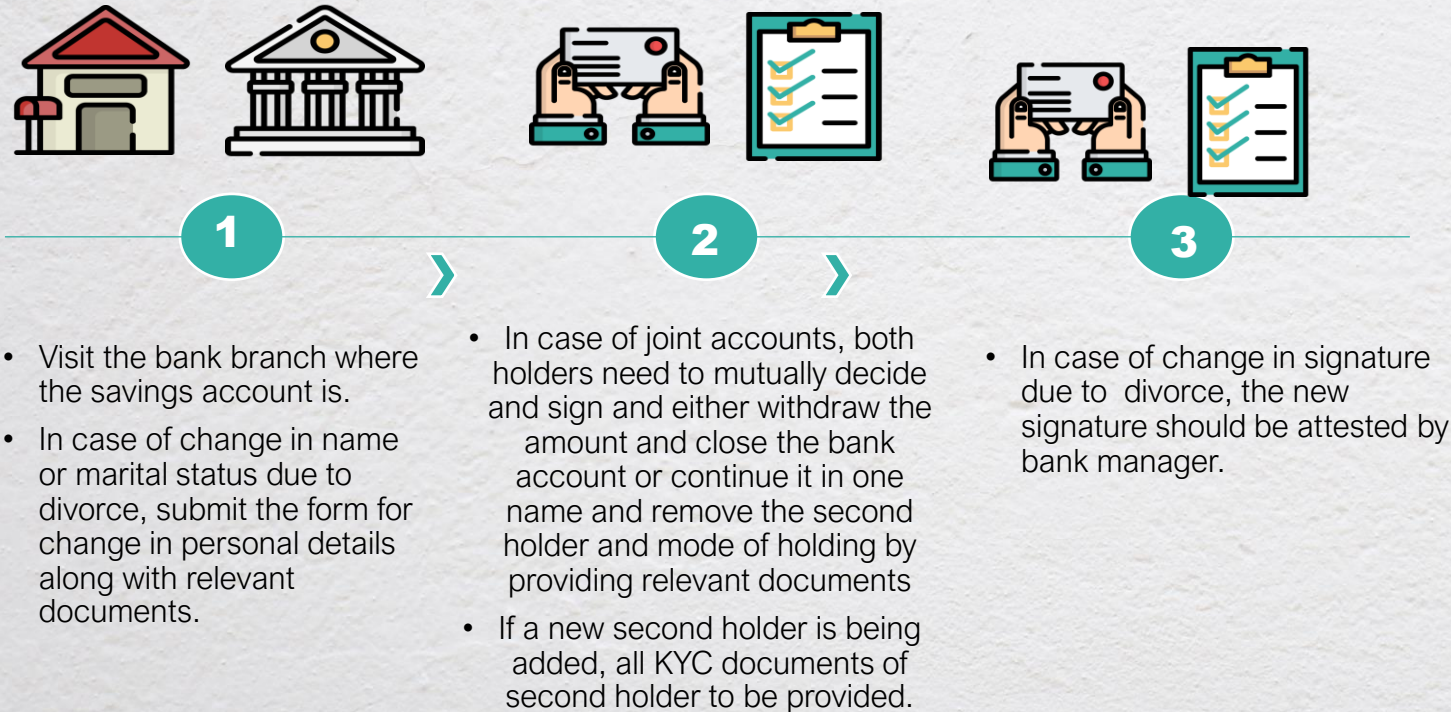
In case the nominee is not mentioned, a written will or succession certificate from court needs to be provided which should mention clearly the name of the successor to whom the money from the account should go to.

Documents Required:

- Written letter mentioning death of holder and withdrawal to be made to whom.
- Attested copy of death certificate of account holder.
- Identification proof of person claiming the money.
- Written will/succession certificate from court (if no second holder and nominee).

Forms: No specific form, just a written request mentioning about the death of the holder.

Procedure :



Documents Required:

- Attested copy of Gazette notification with old and new names on it or proof of divorce and change in name.
- In case of change in signature, any government issued self attested photo identity document where new signature is attested by competent authorities.
- Signature and KYC documents of new second holder (if adding a new second holder)

Forms: All forms would be available at the bank branch or can be downloaded from the respective bank's website.

Name Change

Procedure :



- Visit the bank branch where the savings account is and submit a request for change in name.

- Fill all required details like account number, customer ID, existing name and new name, contact details, etc.
- In case of change in signature, provide old and new specimen signatures.

- Provide valid proof of name change and signature change (if any).

Documents Required:

- Attested copy of marriage certificate (if name change is due to marriage)
- Attested copy of gazette notification with old and new name on it (if name change is due to any other reason other than marriage)
- In case of change in signature, any government issued self attested photo identity document where new signature is attested by competent authorities.

Forms: Change in name request form would be available at bank branch or can be downloaded from respective bank's website.

Mandate Holder & General Power Of Attorney

Procedure :

- In cases where the account holder/ holders want someone else appointed by them to carry out transactions on their behalf, a mandate holder needs to be appointed.
- NRI's also generally appoint a mandate holder via General power of attorney to carry out transactions in India on their behalf.



1

- Visit the bank branch where the savings account is and fill out the mandate addition form.
- Signature of all holders is compulsory.



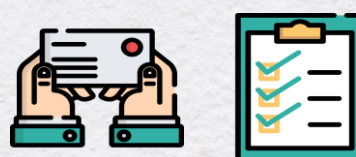
2

- The mandate holder whom you wish to appoint then needs to visit the bank branch along with the addition of mandate holder form.
- Mandate holder needs to submit ID proof, address proof and photographs.



3

- Original documents need to be carried by mandate holder for verification.
- Once mandate holder has been added, cheque book and ATM card will be sent to mandate holder.



Documents Required:

- Addition of mandate holder form duly filled in with all holder's signatures.
- ID proof of mandate holder
- Address proof of mandate holder
- Photographs of mandate holder

Forms: Addition of mandate holder form would be available at the respective bank's branches.

Change in Scheme

Procedure :

There are no schemes in Savings accounts. Hence change in scheme is not applicable.

Documents Required:

- Not applicable

Forms: Not applicable

Procedure :



- You may fill the account opening form online but later need to visit branch with filled form and KYC documents.
- Signature and KYC verification will happen at branch only.

- Once account is opened, you can apply for online banking facility by filling a form.
- The login credentials will be despatched to the registered address.

- Other transactions like transferring amount to other bank account or paying utility bills can be done online by logging in to Netbanking facility.

Documents Required:

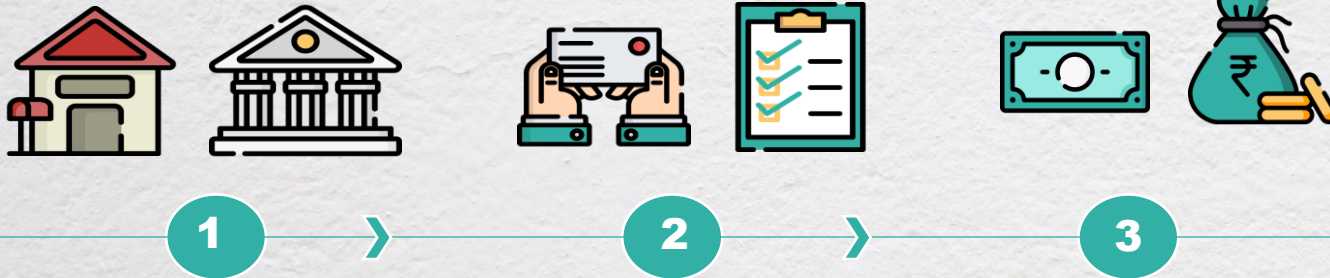
- Request for Net banking facility with signature.

Forms: Form for request for online banking would be available at the bank branch or can be downloaded from the respective bank's website.

Account Invalid

Procedure :

- If you do not use your account for a long period of time, the bank may declare it dormant.
- Length of time before bank declares an account dormant varies with the type of account, like savings, current, etc and also differs from bank to bank.



- Visit your bank branch and submit a request for reactivation of account.
- Application needs to be signed by all joint holders.

- Request for reactivation of account and provide reason for not transacting since the said period.

- Submit the required documents and deposit some amount.

Documents Required:

- Recent passport size photographs
- Copy of address proof
- Copy of identity proof
- Passbook and cheque book

Forms: Account reactivation form would be available at the bank branch or can be downloaded from the respective bank's website. You can also give a written request on blank paper.

Signature Change

Procedure :



- Visit the bank branch where the savings account is.
 - Fill and submit the change in signature request.
- Provide the old and new signature on the change in signature request form.
 - Provide the valid original photo ID proof with new signature.
- Provide the signature attestation by bank manager.

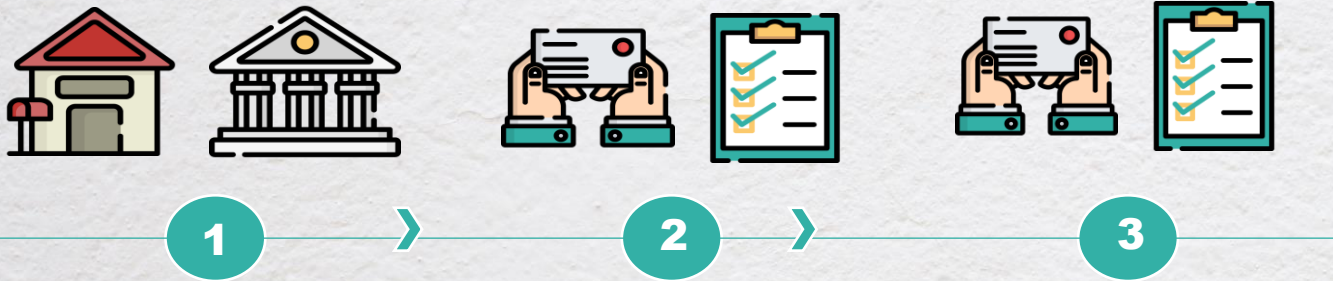
Documents Required:

- Change in signature form duly filled in or written request for the same providing old and new signature
- Valid original photo ID proof with new signature

Forms: Form for change in signature would be available at the bank branch or can be downloaded from the respective bank's website.

Procedure :

- KYC is done at the time of account opening itself by submitting proof of identity and proof of address along with the Account opening form.
- If account was opened long back, bank will freeze your account and intimate you to submit KYC documents.



- Visit the bank branch where you wish to open the savings account.

- Submit the attested copy of identity proof and address proof along with application form.
 - Provide passport size photographs along with the application form.

- For old accounts that are frozen, submit copies of valid ID and address proof and carry original documents along for verification.
- Bank will unfreeze the account after verification and send intimation of the same.

Documents Required:

- Attested copy of ID proof
- Attested copy of address proof
- Original documents of ID and address proof
- Passport size photograph

Forms: No separate form for KYC. You just need to submit the documents required for KYC.

Consolidation

Procedure :

- Consolidation of bank accounts is not possible.
- You can only close one bank account and deposit the money from that account into the other active account.

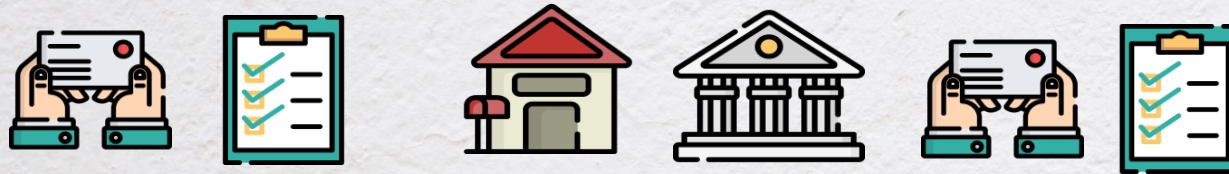
Documents Required:

- Not applicable

Forms: Not applicable

Non receipt of dividend/interest

Procedure :



1

- Interest earned on the savings account is automatically credited to the account itself.
- You can update your savings account passbook and check if the same has been credited.

2

- You can also check online via Net banking facility whether interest has been credited.
- In case the amount is not received, you can raise a complaint at the bank/ post office where the account has been opened.

3

- In case you have not received the interest, you can check with the nearest bank branch and they will provide you a resolution.
- Alternatively, you can call the phone banking number of your respective bank to get a resolution.

Documents Required:

NIL

Forms: No forms required

Getting statements

Procedure :



- Visit the nearest bank branch and request for the hard copy of your bank statement for the period you require.
- Banks are not sending physical copies of statements on their own to save paper.

- Some banks provide passbook which can be updated at any branch of your respective bank.
- You could also get the barcode updated on your passbook by which you can get the passbook updated on your own at the machine at the bank ATM.

- You can also login through internet banking and view/download your account statement whenever you want.

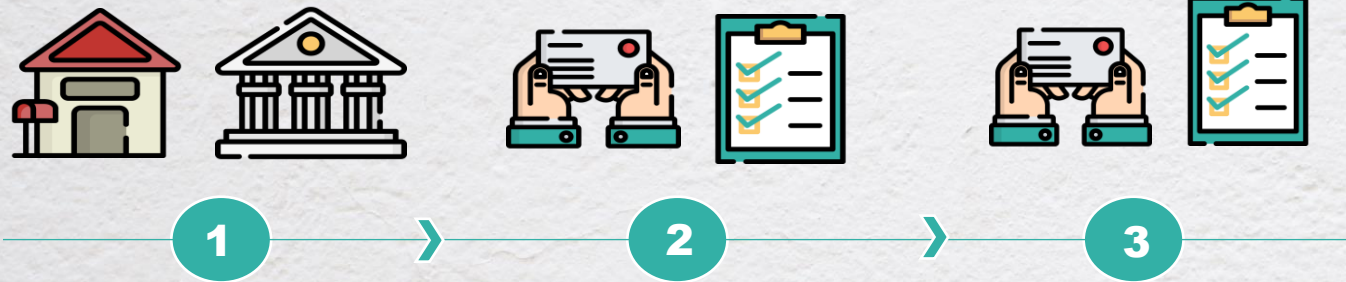
Documents Required:

- Savings account passbook
- Bank account statement request form

Forms: You can get the bank statement request form at the bank branch

Direct Debit

Procedure :



- 1
- You can give standing instructions or set up auto debit instructions for any bill payment or account transfer.
 - Visit the bank branch and fill the Standing Instructions form with details of your bank account and the account that you make the direct debit to.

- 2
- Mention the date of debit, frequency of debit (monthly, yearly, etc) and the amount to be debited.

- 3
- For a one time transfer of amount, direct debit from your account to the required account can also be done via Net banking facility (same bank transfer, NEFT, RTGS or IMPS).

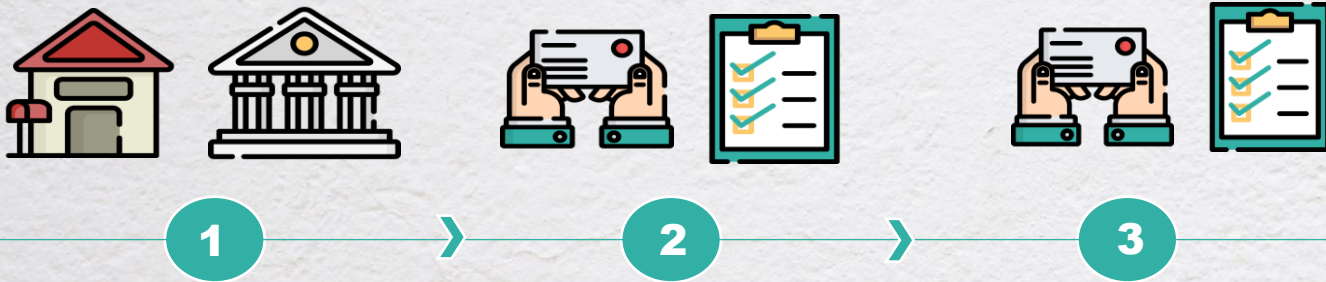
Documents Required:

- Standing Instructions form duly filled in

Forms: Form for Standing Instructions would be available at the bank branch or can be downloaded from the respective bank's website

Loss of certificates

Procedure :



- 1
- In case of loss of bank statement, you can generate a new one if you have access to Net banking facility.
 - In case of lost passbook, you can make a request for a duplicate one at the bank branch mentioning the account number.

- 2
- In case of loss of ATM/ debit card, you need to immediately call the bank and report the loss so that they may block the card from further use.
 - You would have to provide all authentication details to verify that you are the true owner of the card.

- 3
- Submit a request for issue of new ATM/ debit card after the original lost one has been blocked.
 - You may be charged a penalty amount for issue of new ATM/ debit card.

Documents Required:

- Written request for issue of duplicate passbook/ ATM/ debit card

Forms: Forms for issue of duplicate passbook/ ATM card would be available at the bank branch or can be downloaded from the respective bank's website.