

ATM/DEBIT CARD MAINTENANCE REQUEST FORM



The Manager,
Commercial Bank of Ceylon PLC.

| | |
|-------------|--|
| NIC | <input type="text"/> |
| CIF | <input type="text"/> |
| Primary A/C | <input type="text"/> |
| Card Number | <input type="text" value="x x x x x x x x x x"/> |

Dear Sir/Madam,
I/We wish to apply for below mentioned maintenance on my/our Debit/ATM Card.

Name of the Customer: Rev./Dr./Mr./Mrs./Miss _____

Other parties details for joint account

| | |
|---|-------|
| 1 | _____ |
| 2 | _____ |
| 3 | _____ |
| 4 | _____ |

Mailing Address : _____ Email Address : _____

Mother's Maiden Name : _____

(If this is not the mailing address of the account, please update this address as the secondary address in ICBS)

| | | | |
|------------------|-----------------------------------|-------------------------------------|-------------------------------------|
| Telephone Number | <input type="text" value="Home"/> | <input type="text" value="Office"/> | <input type="text" value="Mobile"/> |
|------------------|-----------------------------------|-------------------------------------|-------------------------------------|

01 Replacement

- Lost Card Replacement : A new Card Number & a PIN will be issued.
- Maestro Card Replacement : A new Card Number & a PIN will be issued.
- Damaged Card : **Card holder confirms that the old card has been destroyed.** A new card with the same card number will be issued and the existing PIN will be valid. Only the expiry date will change.
(Not applicable for Remittance Card)
- Damaged Card / Early Renewal : Existing Card damaged but can be used. A new card with the same card number will be issued and the existing PIN will be valid. Only the expiry date will change. Customer can use the existing plastic and once new card is activated the old card becomes invalid.
(Not applicable for Remittance Card)
- Change of Card Type : Please specify the preferred card type.

| | | | | | | | | | | | | | |
|--------------------------|---|--------------------------|------------------------------------|--------------------------|--|--|---|-----------------------------------|-----------------------------------|-------------------------------------|-------------------------------------|--|--|
| | <input type="checkbox"/> Regular | | <input type="checkbox"/> SME | | <input type="checkbox"/> ජනසවි ප්‍රවෘත්තිය | <input type="checkbox"/> Chip & PIN Card | <input type="checkbox"/> Others | | | | | | |
| | <input type="checkbox"/> Regular | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Others | | | | | | |
| | <input type="checkbox"/> Regular | | <input type="checkbox"/> ACL | | <input type="checkbox"/> Anagi | | <input type="checkbox"/> COMBANK BIZ Club | | <input type="checkbox"/> dbtcom | | <input type="checkbox"/> Elite | | <input type="checkbox"/> flash |
| | <input type="checkbox"/> INSEE | | <input type="checkbox"/> SMART TEA | | <input type="checkbox"/> Udara | <input type="checkbox"/> Divisaruru | <input type="checkbox"/> Divisaruru | <input type="checkbox"/> Platinum | <input type="checkbox"/> Platinum | <input type="checkbox"/> Remittance | <input type="checkbox"/> Remittance | <input type="checkbox"/> Pre-paid Spend Card | <input type="checkbox"/> Pre-paid Spend Card |
| <input type="checkbox"/> | <input type="checkbox"/> Pre-paid Travel Card | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

Card to be sent to _____ Branch for collection. Branch Code:

02 Link and/or Delete of Account/s

| Action Code | Account Number <small>(Please mark primary account for POS purchases)</small> | Currency | Action Code | Account Number | Currency |
|----------------------|--|----------------------|----------------------|----------------------|----------------------|
| <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"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

(Please indicate the relevant Action Code against the Account Number. Action Codes : A - Add / D - Delete / E - Existing)

03 Debit Card - Daily Withdrawal & Purchase Limit Enhancement

| | | | | | | | | | | | | | |
|---|--|--------------------------|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Daily Withdrawal Limit & Corresponding Daily Purchase Limit | <input type="checkbox"/> Rs. 200,000/- | Rs. <input type="text"/> | <input type="checkbox"/> Rs. 200,000/- | Rs. <input type="text"/> | <input type="checkbox"/> |
|---|--|--------------------------|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

| | |
|--------------------------------------|---|
| PIN - Personal Identification Number | |
| <input type="checkbox"/> SMS PIN | <input type="checkbox"/> PIN Mailer by post |

Important * Please note that high cash withdrawal and point of sale (POS) purchase limits entails higher risks if the card is lost or stolen. Liability of any fraudulent transactions will be the responsibility of the card holder up to the time the bank is informed of the loss of the card.

04 Name Change on the Card (24 characters including spaces)

Preferred Name (According to NIC/System)

05 Card Lost / Re-Activation

Should be informed to Card Centre immediately on 011-2353353

Lost Re-Activation (Please refer instructions)

06 New PIN

07 One Time Password (OTP) to transact on internet

I/We hereby agree to abide by the terms and conditions governing the issue of Debit/ATM Cards and subsequent amendments, variations or changes thereto which may at any time be made by the Bank. I/We hereby confirm that the information given as above are true and correct.

Yours faithfully,

1. _____ 2. _____ 3. _____ 4. _____

(Signature/s of the account holder/s

I confirm safe receipt of PIN Mailer _____ Card _____
(Signature & Date) (Signature & Date)

| FOR BRANCH USE ONLY | |
|---|-------------------------------|
| To Manager, Card Centre :- Signature verified, fees recovered. Operating instructions complied with the mandate. | Input by : _____ Date : _____ |
| Authorized signatory: _____ Sig. No. : _____ | Charges collected _____ |
| Branch: _____ Date: _____ | Checked by: _____ Date: _____ |
| (Branch rubber stamp required): _____ | |

Instructions for completion of the application

Please note that the NIC No., Primary Account No., Card No., Name, Address & telephone numbers are mandatory information.

Maintenance Options

- Replacement Cards
 - Please clearly specify the reason for replacement and the preferred Branch to collect the Card from.
- LINK : Additional Accounts
 - It is important to mark an account as Primary Account for POS Purchases. Debit Card POS transactions would be deducted from this specified account.
 - Clearly specify the account type, account number and currency type.
- Debit Card : Daily Withdrawal & Purchase Limit Enhancement
 - Select the daily withdrawal limit and purchase limit combination.
- Name Change on the Card
 - Please specify the Name to be displayed on the card.
 - The maximum length should be 24 Characters including spaces.
 - Cards will be issued only in the names indicated in the NIC.
- Lost Card / Re-Activate
 - Please select whether the request is a Re-Activation request or a Lost Card Notification.
 - If Lost Card option is selected, Card Centre will only block the Card for transactions. However, if the customer requires a replacement, please indicate under Replacement option.
 - It is advisable to have the card replaced, if the card was lost or misplaced and found through a Third-party.