

Important Information Regarding Deposit Accounts
Accepting Non-Face to Face Requests

The modes of receiving non-face to face requests has been revised effective from May 01, 2020 as listed below:

	Functions	Acceptable Modes for Non- Face to Face requests
	<u>Financial Transactions</u>	
1.	<ul style="list-style-type: none"> • Wire • Remittance • Draft issuance requests • Transfer (within SBI New York) transactions 	<ul style="list-style-type: none"> • Online Banking (OLB Self) • Mail* • Signed requests sent through online banking message service
2.	<ul style="list-style-type: none"> • Account /CD Closure request • CD part payment request (on maturity) • Account Freeze/ Unfreeze request • CIP updation form • Account activation request • Address change request 	<ul style="list-style-type: none"> • Mail, • Signed requests sent through online banking message service
3	<ul style="list-style-type: none"> • Email address change • Phone number changes 	<ul style="list-style-type: none"> • Signed requests sent through online banking message service • Mail* (In case of applications received through mail, the account will have debit restriction for 30 days from the date of change)
4	Cancel Remittance Request (As per Regulation E guidelines)	<ul style="list-style-type: none"> • Mail* • Email • Phone
	<u>Non- Financial</u>	
1.	<ul style="list-style-type: none"> • Account opening forms (Individual) • Addition / deletion of joint holders (Individual consumers) 	<ul style="list-style-type: none"> • Mail* • Online banking message service (in case of online accounts)
2	<ul style="list-style-type: none"> • Stop payment request 	<ul style="list-style-type: none"> • Mail*/Signed requests sent through online banking message service • Phone (followed by signed request)

3	<ul style="list-style-type: none"> • Balance confirmation • Request for account statements/ CD safekeeping • Request for interest certificates • Check issue request 	<ul style="list-style-type: none"> • Mail* • Signed requests sent through online banking message service
4	<ul style="list-style-type: none"> • INB user id unlock request • INB password reset request • INB security question reset • INB Sure key regeneration request 	<ul style="list-style-type: none"> • Mail*
5	Designation of beneficiary (DOB)	<ul style="list-style-type: none"> • Mail*

**The mail is the service or system by which letters and packages are collected and delivered. Example: letters delivered through public carriers such as FED Ex, DHL, USPS, UPS etc.*

A copy of valid ID will be required with all financial/non-financial requests received through Mail*. The bank may also call on your registered phone number for confirming the requests received through mail.

Please note that starting from 05/01/2020, requests received through any other mode, not mentioned above, would not be acted upon. We, therefore, request you to kindly keep the above changes in mind while sending service requests for your account.