

ONBOARDING OF CUSTOMER SERVICE POINT (CSP)

 CSP Code:

 Service Required: AEPS DMT

 Applicant's recent
Photograph

All Details marked with * are Compulsory Fields.

APPLICANT/CSP INFORMATION

 1. Name of Applicant/ CSP*:

 2. Gender*: Male Female Transgender Education*: DOB*:

 3. Name of the Establishment*:

 4. Outlet Address*:
 City*:

 State* Country*: Pin code*: Tel no:

 Mobile number*: Email*:

 5. Residential address*:

 Landmark: City*: State*:

 Country*: Pin code*: Tel no: Mobile number*:

6. Business Information:

 Description of services at present Outlet*: PAN No.*:

 Operating Hours*: weekly off*:

If you are having similar arrangement with any other Bank, Society or BC please provide relevant details: _____

 7. Banking information: Bank: A/c type:

 A/c No: IFSC Code:
Applicant / CSP
Declaration
Partner

I _____ hereby declare that all the statements made by me in this application form are true and complete to the best of my knowledge. I also declare that signature below belongs to me.

I've met applicant/CSP and the originals of all documents produced have been seen & verified by me.

X

Applicant/CSP signature

Signature of the Partner (with official seal)

 Name: _____
Date: _____

 Name: _____
Date: _____

I request you to appoint me to act as a Customer Service Point in the location of _____

8. Work Experience Details*:

Name of Employer / Business	Complete Address	Contact No.	Working Period	
			From	To

9. External Third-Party References*:

(Provide two references which are not related to CSP Applicant.)

Name of Reference	Complete Address of Reference	Contact No.

 Whether the applicant is staying on Rent? Yes No
10. Applicant KYC Details*:

Proof of Identity (PoI)	Proof of Address (PoA)
<input type="checkbox"/> PAN* <input type="checkbox"/> Aadhar Card* <input type="checkbox"/> Election Card with Valid DOB <input type="checkbox"/> Passport <input type="checkbox"/> Driving License <input type="checkbox"/> Ration Card with Photograph	<input type="checkbox"/> Aadhar Card* <input type="checkbox"/> Ration Card <input type="checkbox"/> Driving License <input type="checkbox"/> Passport <input type="checkbox"/> Registered Rent Agreement with Utility Bill (In case Applicant is staying at address which is not as per Address Proof. <input type="checkbox"/> GST Registration Certificate <input type="checkbox"/> Telephone / Electricity / Mobile Bill (Maximum 3 months Old) <input type="checkbox"/> Shop Act License

Important Notes:

- 1) All "PoI" and "PoA" KYC documents should be self-attested with sign & seal of the CSP Applicant.
- 2) CSP Applicant name and father's name should be exactly similar in all KYC Documents. Submit more than one "PoI" and "PoA" documents to avoid chances of rejection of application.
- 3) Submit third party references with active mobile / landline numbers.
- 4) Please keep CSP Applicant Mobile Number Active and Working at all times to facilitate verification.
- 5) Please provide & support verification agency person during physical verification of outlet.
- 6) The KYC Documents, References, Experience details submitted will be subject to detailed verification and Any discrepancy will result in suspension of CSP Code or cancellation of CSP Code.
- 7) Enter work experience of Job / Service / Own Shop and give complete contact details which can be verified.
- 8) Ensure that CSP Outlet Point has its name board fixed to enable physical verification.

DECLARATIONS

- I hereby submit following declarations as an applicant/CSP of _____ who is an Authorized Distribution Partner of RBL Bank Ltd.
- a. I have not been found/pronounced to be of unsound mind by any competent authority and declared/adjudicated as insolvent by any competent court;
 - b. I have not been found guilty of any criminal offence by any court of competent jurisdiction;
 - c. I have neither been found guilty of any criminal offences during any investigation nor have I participated in or connived at any fraud, dishonesty or misrepresentation against anyone.
 - d. I have not violated the code of conduct of any bank or declared a willful defaulter by any bank or/financial institution. –
 - e. I promise not to share the customer details with others and use only for canvassing business of The RBL Bank Ltd.
 - f. The RBL Bank Ltd. Business Facilitator/Business Correspondent scheme has been read by me and I/We accept the same as binding upon me.
 - g. I hereby declare that all the information provided is true and correct to the best of my knowledge and belief. I understand that my application is liable to be rejected if it does not satisfy internal verification of the Bank as per the Bank norms. Notwithstanding anything contained in this declaration RBL Bank Ltd. may in its sole discretion terminate the CSP business from the above location as and when RBL Bank Ltd. deems fit.
 - h. I have all the necessary permission and I am legally allowed to do business at the above-mentioned address/premises.
 - i. I undertake to keep the RBL Bank Ltd.'s CSP Business Data, Transactions & Customer Details and Funds held by me on behalf of Bank, separate from such other businesses run & operated by me under same CSP Outlet.
 - j. I undertake that I will not use the Bank's services offered to me by Distributor Partner for any purpose which is illegal in the eyes of law.
 - k. I authorize the Distributor Partner and the Bank to conduct an independent verification in case required for all details given by me.
 - l. I hereby irrevocably and unconditionally undertake to indemnify and keep the RBL Bank Ltd. And the Distributor Partner indemnified against all or any loss, damage, cost, expenses, penalties and charges that may be incurred by and/ or caused to RBL Bank arising out of my appointment as a Customer Service Point of RBL Bank Ltd.

Yours faithfully,

X

Signature of the Applicant

Date: _____

Name: _____

Place: _____

FOR PARTNER USE / LOCAL INTELLIGENCE FORM

- a. Applicant(s) interviewed for approving the applicant(s) to act as Business Facilitator/Business Correspondent on _____
- b. Particulars of identification verified with the originals and copies obtained:
 - a. KYC Documents (Submit self-attested documentation proof for one of each of three below)
 - b. Identity Proof: Passport, Pan Card, Voter ID, Aadhaar Card, Driving License, Others (specify)
 - c. Address Proof: Passport, Voter ID, Aadhaar Card, Driving License, Latest Bank Statement, Latest Electricity Bill, Others (specify) _____
 - d. Shop & Establishment form : Yes / No _____
- e. I/we have met the above CSP in Person and visited the establishment. I/we hereby confirm the Identity of CSP and address of establishment mentioned in this form is as per the documents submitted by the CSP. CPS has necessary permission and legally allowed to conduct business in premises mentioned above.
- f. I/we have done thorough due diligence of above specified CSP and shall be liable to indemnify RBL Bank and its officials from any unforeseen events and consequences arising due to CSP not having valid permission to run its business including but not limited to business registration certificate such as 'Shop and Establishment License' etc.
- g. CSP is operating this business for last _____ months/Years and have been found suitable to conduct the RBL Bank CASH POINT business form the above-mentioned location.

Signature of the Partner (Official)

Name: _____

Designation: _____

Employee ID No: _____