

Customer Research Request Form:

HRM Rules applies- Yes, as per below points.

Overview: -Customer Research request is used for banking account for following requests:

- Recall request Wire/ACH : No client letter is required
- Standing Instruction creation and Changes in existing Standing Instruction : Client letter is required
- Reversal of Stop payment placed on M and I Account : Client letter is required
- IFMS Setup : Client letter is required, IFMS facility cannot be provided to DBTCA MMDA account.
- Amendment of wire: Client letter is required.
- Tracer of wire/ Checkbook order : No client letter is required
- Debit Authority- provided to return an incoming wire : client letter is required
- Reversal of Deluxe charge if charges made incorrectly
- Request for Check copies , ACH details and account statements : No client letter is required
- Credit ACH process , when funds receive next day : No client letter is required
- General Inquiry related to any Transaction : No client letter is required
- Request for Fed reference number of Swift msg : No client letter is required
- Overdraft fee waive for OD monitoring: BLM approval is required.
- To remove overdraft violation- Zia memon approval is required.

For internal use only