

Card Services Form – 4 (Closure, Certificate, Flexi-Buy / Loan Early Settlement, Others)



Date

D	D	/	M	M	/	Y	Y	Y	Y
---	---	---	---	---	---	---	---	---	---

Cardmember's Name:	Mobile Number:
Amex (<input type="checkbox"/> Platinum <input type="checkbox"/> Gold <input type="checkbox"/> Blue)	
Visa (<input type="checkbox"/> Infinite <input type="checkbox"/> Platinum)	
Others: (<input type="checkbox"/> Co-Brand <input type="checkbox"/> Islamic <input type="checkbox"/> City Alo)	
Debit Card: (<input type="checkbox"/> CitymaxX <input type="checkbox"/> Visa <input type="checkbox"/> Master Card) <input type="checkbox"/> Prepaid	

A. Debit & Credit Card Closure (Secured / Unsecured)

Closure Reason	<input type="checkbox"/> High Card fees & Charges <input type="checkbox"/> Process complexity <input type="checkbox"/> Not satisfied with credit limit/ card category <input type="checkbox"/> Payment inconvenience <input type="checkbox"/> Card acceptability in / outside of Bangladesh <input type="checkbox"/> Using another card <input type="checkbox"/> Financial problem <input type="checkbox"/> Loan purpose <input type="checkbox"/> Due to death <input type="checkbox"/> Leaving country permanently <input type="checkbox"/> Very Less Usage <input type="checkbox"/> Not satisfied with the service provided (please Specify): _____
----------------	--

For Secured Card Closure: I wish to close my above mentioned secured card with immediate effect. Please adjust my credit card dues (if any) from the lien marked account/DPS/ FDR mentioned below:

Lien Account / DPS/ FDR No.:

Credit Card Positive Balance Transfer	If to CBL A/C	CBL A/C No.:
	If to Other Bank A/C	Other Bank Name: _____ Other Bank A/C No.: _____ A/C Name: _____ Routing No. / Branch Name: _____
	If to bKash wallet	bKash wallet No: _____ Name: _____

- Important Note:**
- Upon receiving credit card cancellation request form, City Bank will temporarily block the card immediately and cancel the card account within 6 (Six) working days' subject to settlement of dues
 - Please settle outstanding balances IN FULL including unbilled retail or ATM transactions, installments (i.e. EMI, Flexibuy/ loan etc.)
 - All charges incurred by the credit card during processing of closing request, will be borne by Cardmember (i.e. renewal, annual & SMS fee, any accrued interest for unpaid outstanding balances, priority pass guest fee, etc.)
 - Closure request should be placed before one month of card renewal / expiry to avoid additional charges
 - Cardmember will be communicated from 16234 before closing the card
 - All reward points (if any) will be terminated upon the cancellation of credit card account
 - To issue NOC, the NOC fee is required to be available during credit card closure

Declaration
I am declaring that I have been informed regarding the SLA for the overall process.

B. Credit/ Debit/ Prepaid Card Certificate

Certificate Type	<input type="checkbox"/> Endorsement Certificate <input type="checkbox"/> Regularize / Solvency Certificate / No Overdue (NOD) <input type="checkbox"/> No Objection Certificate (NOC)
Dispatch Location	<input type="checkbox"/> Branch / Service Centre (Please specify): _____ <input type="checkbox"/> Registered Email

Declaration
I am declaring that I have been informed regarding the fees and charges related to this process and the SLA for the overall process.

C. Flexi-Buy / Flexi-Loan Early Settlement

<input type="checkbox"/> Flexi-Buy Early Settlement	Merchant Name: _____ Flexi-Buy Transaction Amount: _____
<input type="checkbox"/> Flexi-Loan Early Settlement	Total Flexi-Loan Amount _____

D. Others (Please specify any other complaint/request)

Authorization & Agreement	Cardmember's Signature and Date
I have authorized the above instructions. I agree to the relevant Terms, Conditions and Clauses mentioned in this form. I also agree to pay the relevant fees & charges.	

For Bank Use Only

Client ID:	Received and Verified by Staff: (Sign, Seal and Date)
------------	--