

List of Service Requests covered under Prestige Service Guarantee Feature

Prestige Service Guarantee feature includes service requests raised across Savings, Credit cards & Loans. Customer is awarded 500 EDGE reward points in case any service request raised (from the below list) is not resolved within a TAT of 48 hour.

Please find below the detailed list of CTSTs which are part of the Prestige service guarantee offering.

I. Savings Service Requests (CTSTs)

Sr no.	Service Request Type
1	Account Details-modification
2	Account Closure
3	Account Freeze
4	Account Migration- Scheme Code Change
5	Account Transfer
6	Address Change
7	Cheque Book Issuance
8	Cif Id Replacement And Suspension
9	Constitution Change
10	Contact Number Updation
11	Customer Induced Migration
12	Date of Birth Change
13	Email Id Updation
14	Encash24 Details Updation
15	Family Id Linking Or Delinking
16	Fd Linking Or Delinking
17	Instakit In Branch Possession
18	Mismatch In The Gender Details Updated
19	Multiple requests-mobile-email ID-address-updation
20	Name Change
21	Nominee Addition or Deletion
22	Pan / Form 60 Updation & Freeze Lifting
23	Pan Updation
24	Passbook Request
25	Physical Statement
26	PO Or DD Request Or Revalidation Or Cancellation
27	Savings Account Migration
28	Transfer In Or Transfer Out
29	Statement trigger to registered mail id
30	Bill Pay for Credit cards, GI
31	Stop Cheque payments
32	Estatement enablement

33	Chequebook Request
34	Hotlisting of account/ Debit cards
35	FD creation
36	Debit Card Upgrade
37	RD creation
38	Card Holder Dispute Form
39	Estatement Registration Form
40	Cheque Status

II. Credit Card Service Requests (CTSTs)

Sr no.	Service Request Type
1	REPLACEMENT OF CARD U BLOCK
2	Change In Card Usage Type
3	Billing Cycle change
4	Physical statement reactivation
5	Pan Card number update
6	Change in cash back category

III. Loan Service Requests (CTSTs)

Sr no.	Service Request Type
1	SOA VIA EMAIL (FINNONE)
2	EMI AND REPAYMENT RELATED GENERAL INFO
3	REPAYMENT SCHEDULE VIA EMAIL
4	FORECLOSURE REQUEST - SI
5	LOAN OUTSTANDING
6	CHANGE IN MAIL ID
7	CHANGE IN MOBILE NO.
8	ACCOUNT LEVEL MODIFICATION
9	DEPLEDGE OF SHARES
10	DO NOT ISSUE NOC
11	RE-VALIDATION OF DD
12	UNBLOCK NOC
13	CHANGE IN PROPERTY ADDRESS
14	CLOSURE OF SHARES/MF/LIP
15	LINKING OF LOAN ACCOUNT - FINNONE
16	ENHANCEMENT OF DRAWING POWER
17	CHANGE IN LANDLINE NO.
18	CHANGE IN RESIDENT STATUS

19	CORRECTION IN NAME-SALUTATION
20	PAN UPDATION
21	ADJUST TO PRINCIPAL WITH TENURE REDUCTION
22	LIC POLICY ASSIGNMENT
23	PF DEBIT
24	ROI CHANGE
25	SCRIPT GROUP CHANGE
26	DD CORRECTION/REISSUANCE (INCORRECT DETAILS)
27	CHANGE IN DRAWING POWER
28	Loan Cancellation (PL via ATM / Mobile)
29	NAME CORRECTION - UDAAN
30	REVERSAL/WAIVER OF CHARGES
31	Foreclosure (PL via ATM / Mobile)
32	Loan Cancellation (PL via ATM / Mobile)