## 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 | |
| Visa | |
| Others: | |

| **Authorize & Agree** | **Cardmember's Signature and Date** |
|---|---|
| I have authorized the below instructions. I agree to the relevant Terms, Conditions and Clauses mentioned in this form. I also agree to pay the relevant fees & charges. | |

### ☐ A. Credit / Prepaid Card Closure (Secured / Unsecured)

| | |
|---|---|
| Closure Reason | ☐ High Card fees / Annual fees ☐ Process complexity ☐ Not satisfied with credit limit<br>☐ Not satisfied with card category ☐ Payment inconvenience ☐ Embossing problem<br>☐ Card acceptability in / outside of Bangladesh ☐ Using another card ☐ Financial problem<br>☐ Loan purpose ☐Due to death ☐ Leaving country permanently ☐ 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/FDR mentioned below:

Lien Account / FDR No.: _____

| | | |
|---|---|---|
| Credit/Prepaid Card Positive Balance Transfer<br>(For Prepaid, fund can be transferred for amount less than BDT 500) | If to CBL A/C | CBL A/C No.:_____ |
| | If to Other Bank A/C | Other Bank Name: _____<br>Other Bank A/C No.: _____<br>A/C Name: _____<br>Routing No. / Branch Name: _____ |

**Important Note:**

- Upon receiving credit card cancellation request form, City Bank will temporarily block the card immediately and cancel the card account within 10 ( Ten ) working days subject to settlement of dues. This signed application doesn't confirm the permanent closure of the credit card if any dues remain unpaid.
- For Prepaid Card, City Bank will close the Prepaid Card instantly. Customer is advised to use the available balance before submitting the card closer form.
- Customer will be requested to withdraw fund from ATM using Prepaid Card if balance is more than BDT 500.
- Please settle outstanding balances IN FULL including unbilled retail or ATM transactions, installments (i.e. Flexibuy, EMI, Flexiloan, etc.)
- All charges incurred by the credit/prepaid 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
- Upon retention initiatives from Call Centre, if Cardmember agree to continue card/s, this request will be considered to be null and void
- To issue NOC, the NOC fee is required to be available during credit card closure

### ☐ B. Credit Card Certificate

| | |
|---|---|
| Certificate Type | ☐ Endorsement Certificate ☐ Regularize / Solvency Certificate / No Overdue (NOD) ☐ No Objection Certificate (NOC) |
| Dispatch Location | ☐ Branch / Service Centre (Please specify): _____ ☐ Registered Email |

### ☐ C. Flexi-Buy / Flexi-Loan Early Settlement

| | |
|---|---|
| ☐ Flexi-Buy Early Settlement | Merchant Name: _____ FlexiBuy Transaction Amount: _____ |
| ☐ Flexi-Loan Early Settlement | Total Flexi-Loan Amount _____ |

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

### For Bank Use Only

| | |
|---|---|
| Client ID: | Received and Verified by Staff:<br>(Sign, Seal and Date) |