

PART : 1

COMMERCIAL CORRESPONDENCE

1

BANK CORRESPONDENCE

What will you learn in this chapter ?

- 1.1 Introduction
- 1.2 Bank Correspondence
 - 1.2.1 Request Letters Written to the Bank
 - 1.2.2 Complaint Letters Written to the Bank
- 1.3 Examples of Bank Correspondence

1.1 Introduction

Bank is an integral part of trade and commerce, economic dealings and financial management of any nation. From the common man to a big industrialist, from an actor to a politician, every person takes the services of banks. The functioning of banks reveals the economic condition of any nation. Banks perform two main functions

to provide finance and to receive money. Along with various services, banks provide ultra-modern facilities such as online and mobile banking facilities. As a result, banking facilities have become speedier and customer oriented. The Reserve Bank of India formulates rules for all types of banks such as Nationalised Banks, Co-operative Banks, Private Banks, Industrial Banks and Agricultural Banks to regulate them. The Reserve bank of India also instructs all these banks as and when required. Current accounts and savings account holders can take the advantage of banking services.

1.2 Bank Correspondence

Any communication with bank should take place in a simple style, precise language and in a prescribed format. Secrecy should be maintained as it deals with money matters. Precision and punctuality are highly needed in bank correspondence. In the bank correspondence the account number and the type of the account means savings or current account should be clearly mentioned. Another important thing is that the date must be written in the letter. As and when any amount is to be mentioned in the bank correspondence then it should be written in figures as well as in words. Generally, the amount in words is written in the brackets. Normally, communication with the bank takes place for the following two reasons :

1.2.1 Request Letters Written to the Bank :

- Letter written to open an account
- Letter written to stop payment of the cheque
- Letter written to get overdraft
- Letter written to close an account
- Letter written to open a demat account
- Letter written to get educational loan
- Letter written to get locker facility in the bank
- Letter written to get facility of credit card / debit card / ATM card
- Letter written to inform the loss of credit card / debit card / ATM card

1.2.2 Complaint Letters written to the bank :

- Letter complaining about the wrongful dishonour of the cheque by bank.
- Letter drawing attention towards an error in the bank statement (pass-book).
- Letter complaining about the rude behaviour a bank employee.

1.3 Examples of Bank Correspondence

(1) **Letter to Open Bank Account** : Normally, no letter is written to open a bank account. Applicant has to fill in the prescribed form; information is to be provided along with required documents. The filled form is to be submitted to the bank. The bank scrutinises the form and asks the applicant to deposit a minimum amount and opens the account. Study the following form and everything will be clear.

ACCOUNT OPENING FORM FOR INDIVIDUALS

Branch :_____

Date : DD / MM / YYYY

Account No. :

Branch ALPHA

Scheme Code

I/We request you to open my/our deposit account with your branch/bank as under : (Tick (✓) relevant type of account,

Type of Account	Scheme Name	Type of Account	Scheme Account
<input type="checkbox"/> Saving Bank A/c		<input type="checkbox"/> Term Deposit A/c	
<input type="checkbox"/> Current A/c		<input type="checkbox"/> Other A/c	

FULL NAME, in CAPITAL Letters (In the order of first, middle and last name, leaving a space between words)

M/F

Date of Birth (dd/mm/yyyy) _____

PAN (if not available, please attach Form 60/61)

Customer ID (if any existing)

	Occupation*	Status*	Annual Income (in Rs.)*	Relationship with 1st Applicant	Nationality	Father's / Husband's Name
1						
2						
3						

* Please choose from the following :

Salaried	Self Employed	Professional	Politician	Housewife	Student	Defence Staff
Retired	Stock Broker	Agriculture	Antique Dealer	Arms Dealer	Business	Other

** Please choose from the following (If Staff / Ex-Staff, Mention E. C. Number) :

Minor	Sr. Citizen	Staff (EC No.)	Ex-Staff (EC No.)	Pensioner	NRI	Other General
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Name of the Guardian (in case of minor) : (Attach proof for minor's DOB)	Relationship with minor (✓ tick one)				
	F & NG	M & NG	Legal*	De facto	Others

* In case of legal guardian (guardian appointed by Court), enclose copy of the court order.

Name and address of Employer		
First Applicant	Second Applicant	Third Applicant

Operating Instructions (Please mark ✓ in appropriate box) :

Self	Either or Survivor	Former or Survivor	Jointly	Any one or Survivor/s	Others (Pl. Specify)

Facilities required (Please mark ✓ in appropriate boxes) :

ChequeBook <input type="checkbox"/>		Statement of Account through	
Issued Cheques Series No. _____ to _____		Pass book <input type="checkbox"/> Post <input type="checkbox"/> E-mail <input type="checkbox"/> Delivery at branch <input type="checkbox"/>	
Date of Issue :		Statement Frequency : Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/>	
* Internet Banking - Baroda Connect <input type="checkbox"/>	Debit cum ATM Card <input type="checkbox"/>	*BOB Card <input type="checkbox"/>	

Please issue Debit cum ATM card in the name of the first / all applicants (in case of two joint a/c holder with operations as E or S / Any one or S):

[illegible]

Residential Address			
	First Applicant	Second Applicant	Third Applicant
Flat No. / Bldg. Name			
Street / Road & Area / Locality			
City and District			
State and Country			
Pin Code			
Tel No. / Fax No.			
Mobile			
E-mail			
Communication Address (If different from Residential Address)			
	First Applicant	Second Applicant	Third Applicant
Flat No. / Bldg. Name			
Street / Road & Area / Locality			
City and District			
State and Country			
Pin Code			
Tel No. / Fax No.			
Mobile			
Permanent Address / In case of NRE, local address in India			
	First Applicant	Second Applicant	Third Applicant
Flat No. / Bldg. Name			
Street / Road & Area / Locality			
City and District			
State and Country			
Pin Code			
Tel No.			

OTHER INFORMATION : (✓ TICK ONE)

Education :	Non Matric	SSC/HSC	Graduate	Post Graduate		
Monthly Income (₹) :	Upto 5000/-	5001 - 10000	10001 - 20000	20001 - 50000	50001 - 1 lac	Above 1ac

Expected Annual Turnover in the A/C. ₹ _____

If salaried, employed with (✓ tick one)

Proprietorship	Public Ltd.	MNC	Partnership	Public Sector	Pvt. Ltd.	Government	Other (Pl. Specify)
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If Professional : (✓ tick one)

Doctor	Architect	CA / CS	IT Consultant	Engineer	Lawyer	Others (pl. Specify)
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If Business : (✓ tick one)

Manufacturing	Real Estate	Antique	Service Provider	Trader	Arms Dealer	Agriculture	Stock Broker	Others (Pl. Specify)
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DECLARATION (Place mark (✓) in appropriate boxes) :

[] I/We declare that I / we do not enjoy any credit facilities with other bank/s.

[] I/We declare that I / we have following deposit accounts and/or credit facilities with your / other banks branches :

Bank & Branch	Place of Bank / Branch	Type of Account / Facility	Amount	Account No.

TERMS & CONDITIONS & DECLARATION (Place mark (✓) in appropriate boxes) :

I/We have read, understood and agree to abide by the Bank's rules relating to the conduct of the above accounts / services / products / Fee & charges which are displayed on the website

- [] I/We wish to be informed about the various fetures/products and promotional offers made by the Bank from time to time.
- [] Please do not call/contact me/us for various features / products and promotional offers made by the Bank from time to time.
- Please issue **Multi-city/Normal cheque book** and recover charges from my/our account as per norms of the bank (**Give Option**)
 - Account will be operated and balance along with interest payable as per operational instructions given above.
 - I shall represent the said mino in all future transactions or any description in the above account until the said minor attains majority.
 - I will indemnify the Bank against the claim of the above minor of any withdrawal/transactions made by me in his/her account any penal charges to the claimant(s) after following the due procedure.
 - I/We understand that in the event of the death of the depositor(s), premature termination of term deposit would be allowed without any penal charges to the claimant(s) after following the due procedure.
 - I/We also agree to maintain the minimum / quarterly average balance which the Bank may prescribe as the minimum / quarterly average balance to be maintained to avail the facilities and agree to pay the charges if minimum / quarterly average balance is not maintained and any other charges stipulated by the Bank. I/We understand that any change in this respect will be notified by the Bank of its website and also will be displayed on the notice board of the branches one month in advance.
 - I/We shall fill up separate pay-in-slips prescribed by the Bank for various time deposit schemes. I/We understand that the term deposit shall be under auto-renewal scheme of the Bank unless otherwise specified by me/us.
 - I/We authorize Bank of Baroda/its Group Companies or its/their agents to make reference and enquiries as may be deemed necessary in their discretion with regard to the information furnished in this application Bank of Baroda and its Group entities/companies are empowered to exchange, share or part with all the information, data or documents relating to my/our application inter se among themselves or to other Banks / Financial Institutions / Credit Bureaus / Agencies / Statutory Bodies / such other entities / persons as may be deemed necessary or appropriate or as may be required for processing of such information / data by such person/s or for furnishing of the processed information / data products thereof the other Banks / Financial Institutions / Credit Bureaus / Agencies / users registered with such agencies.
- For Debit cum ATM Card to be issued in the operative deposit account :**
- I/We have read and understood the terms & condition governing the usage of the Debit Card. I/We accept to be bound by the said terms & conditions and to any changes made therein from time to time by the Bank at its sole discretion. I/We authorize to issue a Debit cum ATM Card to the person/s as name mentioned in the application of account opening form. I confirm that I am the sole account holder or have the required mandate to operate the account singly linked to the Debit Card. I/We further unconditionally and irrevocably authorize you to debit my/our account annually for Debit Card fees/ charges if any stipulated by the bank.
 - I/We understand and undertake that the usage of the Debit Card shall be strictly in accordance with the Exchange Control regulatins and in the event of any failure to do so, I/We will be liable for action under the Foreign Exchange Management Act, 1999 and the amendments thereof stipulated by Reserve Bank of India from time to time.
 - I/We accept full responsibility for my/our Debit Card and agree not to make any claims against in respect thereto.
- Full Signature (In running handwriting) :**

(Sole / First Applicant)

(Second Applicant)

(Third Applicant)

Introduction from and existing account holder (at least six months old satisfactorily conducted and KYC compliant account :

Name :		Account No. :	
Address :		Date of opening of the A/C :	
		Customer ID :	
Pin :	Email :	Branch Name :	
Tel No. :	Mobile :	Fax :	Type of A/c. SB/CA/CC/OD :

I/We certify that, Mr./Mrs./Ms. _____ is/are known to me/us personally since last _____ months/years and confirm the occupation and address stated in this application form for opening account are correct to the best of my/our knowledge & belief.

Date : _____ (Signature of the Introducer)

TITLE OF THE ACCOUNT	
ACCOUNT NO.	BRANCH
OPERATING INSTRUCTIONS	

Name	Specimen Signature	Photograph
		1 Recent Photo
Customer ID		
		2 Recent Photo
Customer ID		
		3 Recent Photo
Customer ID		

Name _____ Signature _____ (SS No : _____)

Bank Official in whose presence signed

Form DA-1 Nomination Form

Nomination under section 45ZA to 45ZF of the Banking Regulation Act, 1949 and 2(i) of the banking Companies (Nomination) Rules 1985 in respect of bank deposits.

I / We _____ name(s) and address (es) nominate the following persons to whom in the event of my / our / minor's death, the amount of the deposit, particulars whereof are given below may be returned by XYZ bank _____ Branch.

Deposit			Nominee				
Nature of Deposit	Distinguishing No.	Additional Details (if any)	Name of Nominee	Address of Nominee	Relationship with depositor (if any)	Age	If Nominee is a Minor, her/his date of birth#

#As the nominee is a minor on this date, I / We appoint Mr./Mrs./Ms. _____ (Name Address, and Age) to receive the amount of deposit on behalf of the nominee in the event of my / our / minors death during the minority of the nominee.

Date : _____

Place : _____

#Strike out if nominee is not a minor

@ Signature, Name and Address of Witness	* Signature / Thumb Impression of Depositors

* Where deposit is made in the name of a minor the nomination should be signed by a person lawfully entitled to act on behalf of the minor.
@Signature(s) of depositor(s) should be witnessed by one person, thumb impression(s) of depositor(s) should be witnessed by two person(s).

Details of Identification documents submitted by the applicant/s.

(CARE : FOR NRI APPLICANTS COPY OF PASSPORT MUST BE SUBMITTED AS IDENTIFICATION DOCUMENT)

	Photo Identity			Address Proof		
	1	2	3	1	2	
Type of Document						
Document Number						
Issuing Authority						
Date of issue						
Place of issue						
Valid Up to						

From 60/61 (to be filled by these who do not have PAN)

Form 60

Are you a Tax Assessee ☐ Yes ☐ No If Yes

a) Details of Ward / Circle / Range where the last return of income was filled : _____

b) Reason for not having PAN No. : _____

Form 61

To be filled by a person who has only agricultural income and no other income chargeable to income tax.

I hereby declare that my source of income is from agriculture and I am not required to pay income tax on any other income if any.

Verification

I _____ do hereby declare that what is stated is true to the best of my knowledge and belief.

Verified at _____ this the _____ day of _____ 20

Date : _____ Place : _____ Signature of the Declarant. _____

KYC IDENTIFICATION DOCUMENTS/PAPERS TO BE SUBMITTED BY APPLICANT(S)
 (Any one document from each of the following two lists subject to Bank's satisfaction.)

LIST - I (Latest / recent photo identification documents)	LIST - II (Latest / recent documents showing address proof)
1. Passport (Must for NRI)	1. Passport
2. Driving License with photograph	2. Driving License with address, Voter's Identify Card
3. Voter's Identity Card	3. Telephone Bill, Electricity Bill, Ration Card
4. PAN Card, Government ID Card	4. Bank account Statement (with address)
5. Identity Card / Confirmation from employer	5. Income / Wealth Tax assessment order (with address)
6. Letter from recognized public authority or public servant verifying the identity (photo) of customer.	6. Letter from employer / Any document of communication issued by any authority of Central / State Government or local body showing residential address.
7. Confirmation letter from employer / other Bank verifying therein photograph of the customer along with other things	7. Any documentary evidence in support of residential address acceptable to the Bank.
8. Any other document with photograph evidencing identity of the applicant/s acceptable to the Bank. (For married woman, proof of identity with her maiden name, if support with a verified true copy of marriage certificate is acceptable as valid identity proof).	8. In case of married women address proof of the groom is acceptable

For Office Use

Sr. No.	Description	Name of Authorised Staff	Signature
1	Applicant interviewed & purpose ascertained by		
2	Document(s) of Identification/address proof listed above were verified with original by		
3	Letter of thanks sent to A/c. holders and Introducer on _____		
4	Money Laundering Risk Classification [] Low [] Medium [] High		

KYC CERTIFICATION :

<p>I have met the account operer/s Mr./Mrs. _____</p> <p>Mr./Ms. _____ Mr./Ms. _____ in</p> <p>person and hereby confirm that KYC Norms are fully complied with and further confirm that</p> <p>i) a) The introducer has visited the branch</p> <p>OR</p> <p>b) The introducer has not visited the branch but written confirmation obtained.</p> <p>ii) The signature of the introducer is verified and his/her Account is more than six months old and KYC Compliant.</p> <p>Signature of Head of the Department _____ Speciman Signature No. _____</p> <p>Date : _____</p>	<p>I have verified the documents submitted and confirm that KYC Norms are fully complied with.</p> <p>Signature of Branch Head /Joint Manager / Manager Specimen Signature</p> <p>No. _____</p> <p>Date : _____</p>
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(2) Letter to Open a Demat Account :

Phone No. : (02674)223XXXX

Mobile No. : 788888XXXX

Manoj B Dave
17, Prabhat Row House,
Fool Bazaar,
Lunawada-389230

16th December, 2017

The Manager,
Vijaya Bank,
Fool Bazaar,
Lunawada-389230

Subject : To Open a Demat Account

Dear Sir,

I have held a saving account no. 0091135690 with your bank for the last 6 years. Bank has introduced various new schemes and customer oriented services as a result of which reputation of the bank in Lunawada area has increased.

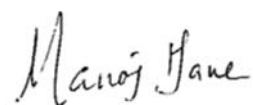
Recently, the Online banking and demat account opening campaign launched by your bank has received a good response. I also desire to open a demat account for trading in share market. I want to connect my demat account with my saving account no. 0091135690 with your bank.

I assure to obey the rules and regulations required to open a de-mat account. I shall maintain the minimum quarterly balance of ₹ 5,000/- as per the conditions of the demat account.

Herewith, I enclose a duly filled in demat form, two photographs, photocopies of licence, PAN card and a cheque for ₹ 500 to activate the demat account. As soon as the demat account is opened, I request you to send its password and customer ID so that I can operate the demat account.

I expect a prompt procedure in this regard.

Yours faithfully,



Manoj Dave

Enclosures : Four

(3) Letter Regarding the Stop Payment of a Cheque :

Phone No. (Resi.) : (079) 2635XXXX

Mobile No. : 922343XXXX

Dr. Mihir Lagvankar,
24, Flamingo Park,
New C.G. Road, Chandkheda,
Ahmedabad-382424

20th July, 2017

The Managar,
State Bank of India,
New C.G. Road, Chandkheda,
Ahmedabad-382424

Dear Sir,

Subject : To stop payment cheque No. 0236308.

I have held a S.B A/c no. 1012324556 with your bank for the last 12 years and I operate it regularly.

This letter is written to confirm the telephonic talk, held in the morning, regarding the stop payment of a cheque.

The cheque no. 0236308 is written in the name of Mr. Shrikant Joshi, dated 19th July, 2017 and drawn on the State Bank of India of ₹ 10,000. I seem to have lost or misplaced. I am worried as it is a bearer cheque. If the above mentioned cheque is presented to the bank by anyone, please do not make the payment of the said cheque.

I have full faith that you will take prompt action in this regard.

Thank you.

Yours faithfully,



Mihir Lagvankar

(4) Complaint Letter to the Bank for the Wrongful Dishonour of a Cheque :

SAMRAS NOVELTY

Phone No. : (02670) 267456

1st Floor, Charmi Tower,
Div Cross Road,
Somnath-362720

23rd July, 2017

The Manager,
Andhra Bank,
Div Cross Road,
Somnath-362720

Subject : Wrongful dishonour of cheque

Sir,

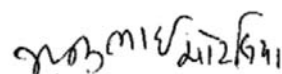
We have held a current account under the name Samaras Novelty, (A/c number 00133287290) with your bank for the last 9 years. All the financial transactions of our business are operated through this account.

The cheque drawn in favour of Pratibha Stores, Somnath, for ₹ 12,000 bearing the cheque no EY 004567, dated 15th July, 2017 was presented by the trader to the bank but the amount of the said cheque was not credited in his account and the cheque was returned with the remark 'insufficient balance'. We drew the cheque considering the last entry in the pass-book. The pass-book shows a credit balance of ₹ 50,000 both, on the day the cheque was drawn and today, yet my cheque of ₹ 12,000 was dishonoured. It is a very serious matter.

Kindly look into the matter and let us know. Because of the carelessness of the bank, the prestige of a business firm suffers and it prevents financial transactions.

We request you to be more careful and see that such incidents do not occur in future.
Thanks.

Yours faithfully,



Manubhai Chotalia
(Owner)

(5) To obtain the facility of Debit Card/ Credit Card/ /ATM Facility :

Mobile No. : 942453XXXX

Dinesh Shah
Sai Art Store,
Dabhan Cross Road,
Nadiad-387001

11th October, 2017

The Manager,
UCO Bank,
Pij Road,
Nadiad-387001

Subject : To get Debit card/ATM facility

Sir,

For the last 4 years, I have been holding savings bank account no. 00177045603. with your bank. All my financial transactions have been carried out through this account.

I have been associated with the business of dress material and 'dupattas' for the last ten years. I have to travel through out Gujarat and out of Gujarat to purchase material. I have to pay in cash so I have to keep a big amount with me while travelling.

I request you to issue me a debit card / ATM card that provides the facility of withdrawing money from any city. This will provide safety of money, too. I would like to know what proof I shall have to present in the bank so that I can have my debit card / ATM card as early as possible.

Thanks.

Yours faithfully,



Dinesh Shah

(6) Letter Informing the Loss of Debit Card / Credit Card / ATM Card :

Phone No. : (079) 2665XXXX

Mobile No. : 954566XXXX

Trisha Oza

7, Nilkanth Society,
Dharnidhar, Vasna,
Ahmedabad-382860

29th October, 2017

The Manager,
State Bank of India,
Dharnidhar, Vasna,
Ahmedabad-382860

Subject : Loss of Debit Card / Credit Card / ATM Card

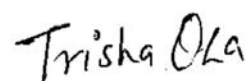
Sir,

I have a savings account no. 00189056603 with your bank for the last 3 years. All my financial transactions were carried out through the debit card/ATM card no. 8766 1232 9847 3728.

My office is located in Thaltej, S.G.Road. I use BRTS facility to reach office. This morning I withdrew ₹ 3000(Three thousand) from the ATM of your bank at Thaltej Cross Road. thereafter my debit card/ATM card bearing no 8766 1232 9847 3728 is lost. I have immediately informed on the toll free no 1800 203-4568 to block it. I humbly request you to instruct the concerned department, so that no one can use the card and I do not bear any financial loss.

Thanks.

Yours faithfully,



Trisha Oza

(7) Letter Drawing Attention Towards Error in Bank Statement (Pass-book) :

Phone No. (Resi.) : (02632) 2635XXXX

Mobile No. : 972344XXXX

Mohit K. Patel
44, Sanman Society,
Mandir-Masjid Road,
Ghandhiparu,
Valsad-382460

15th July, 2017

The Manager,
Bank of India,
Ram-Rahim Chock,
Ghandhiparu,
Valsad-382460

Sir,

Subject : Error in the bank statement (Pass-book)

I have held a joint savings account with my wife, bearing number 1012324556, with your bank for the last 9 years. All our financial transactions are carried out through this account.

We get the details of each and every transaction carried out with the bank through a quarterly statement provided. I would like to draw your attention towards an error in the last statement (April 2017 - June 2017) provided by the bank. On 16th April, 2017 we deposited ₹ 17,000 (Rupees Seventeen thousand only) but the amount is shown as debited. Its effect is found in the quarterly interest we have received. As per our calculation, the interest amount should be ₹ 1956 but the entry made is shown as ₹ 1622.

I request you to send a rectified statement after due verification of both the entries.

Thanks.

Yours faithfully,



Mohit K Patel

Enclosures : Copy of statement

(8) Letter Informing of Closure of the Account :

Phone No. : (02772) 22XXXX

Mobile No. : 903333XXXX

Parkhar Mewada
39, Nand Bunglows,
Gayatir Mandir Road,
Mahavirnagar,
Himatnagar-383001

Date : 15th June, 2017

The Manager,
Bank of Baroda,
Juna Bazzar,
Himatnagar-383001

Subject : To close the account

Sir,

For the last 12 years, I have held a savings bank account A/c no 1012322234 with your bank.

Due to the personal and business purpose, we have decided to settle in a foreign country and are leaving in the near future. So I don't need savings A/c with you, bearing number 1012322234, anymore. In addition to that there is no possibility of financial transactions in this account in the nearest future, too. That is why I request you to close my above mentioned savings account from today it self and also make some arrangement to give my credit amount to me. I am returning unused cheques no GP 022233 to 022240 of your bank to you.

I would like to appreciate the services rendered by the employees of the bank. I thank all the employees of the bank.

Yours faithfully,



Prakhar Mewada

Enclosures : Unused cheques

(9) Letter to Avail Locker Facility in the Bank :

Phone No. : (02673) 245XXXX

Mobile No. : 984488XXXX

Pavitra Suthar
23, Sarakari Vasahat,
Mandavi Chowk,
Dahod-389151

13th July, 2017

The Manager,
Union Bank,
Mandavi Chowk,
Dahod-389151

Subject : To avail locker facility in the bank.

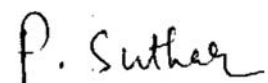
Sir,

For the last 7 years, I have held savings account no 0056997834 with your bank. I have received all facilities from the bank. I appreciate the services of the bank. But at the same time, I have had dissatisfaction for not having the facility of safe deposit in the bank.

I am very happy to know that the bank is being shifted to its own new independent complex, where all types of facilities will be provided to the customers. I have heard that the bank also offers the facility of safe deposit vault at the new premises. I want a locker to keep important documents, costly gold and silver jewellery, ornaments and other valuables for safekeeping. I would like to know the size of the locker, its rent, required documents to be presented in the bank to open locker and the procedure for the same. Please let me know all these details so that I can visit the bank at the earliest and avail the facility of locker.

Your co-operation is expected.

Yours faithfully,



Pavitra Suthar

(10) Write a Letter of Complaint Regarding Rude Behaviour of the Bank Employee :

Phone No. : (02762) 223XXXX

Mobile No. : 788888XXXX

Disha Prajapati
101, Sukh Residency,
Modhera Road,
Mehsana-384001

16th November, 2017

The Manager,
Punjab National Bank,
Modhera Road,
Mehsana-384001

Subject : Complaint regarding rude behaviour of an employee of the bank

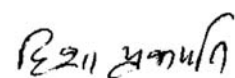
Sir,

I hold savings account no 1046567890 for the last 5 years. I appreciate the services the bank has rendered to me during that period.

For the last few days, I find a deterioration in the services of the bank. Even the behaviour of some of the employees has become a cause of dissatisfaction among customers. The incident happened two days ago and is shameful for the bank and a matter of serious tension for account holders. The State Government has sanctioned a scholarship to me for higher studies which was to be credited in my savings accounts no 1046567890 of your bank. Considerable time has passed since the order from the State Government was issued but the amount of scholarship is still not deposited in my account. So I approached the concerned employee who has been dealing with this affair. The said employee misbehaved with me and put an unreasonable demand making me feel insulted and also suffer a mental trauma.

I request you to look into the matter and take strict action against the concerned employee.

Yours faithfully,



Disha Prajapati

(11) Letter to Get Overdraft :

VISHWAKARMA ASSOCIATES

Phone No. : (0286) 234XXXX
Mobile No. : 789845XXXX
E-Mail : vishassociates@gmail.com

Param Complex,
M. G. Road,
Porbandar-360575

2nd August, 2017

The Manager,
Allahabad Bank,
M. G. Road,
Porbandar-360575

Subject : Overdraft facility on A/c No. 00277205277

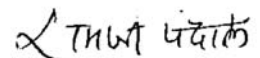
Sir,

For the last 13 years, we have been your account holder, bearing current account no 00277205277, under the name of our firm Vishwakarma Associates. All our financial transactions are operated through this account.

I am glad to let you know that the Japan based A.B.C Multinational company has placed a huge order to buy our products. To execute the order within a stipulated time, we need to purchase two big machines for which we require ₹ 12,00,000 (Twelve lacs) for a short period of time. We desire to get the said amount in form of an overdraft from the bank. We are ready to furnish required securities and documents against it. You may refer to the details of our current account and you would come to know how regular and punctual we are with the bank regarding financial transactions.

A positive and prompt reply is expected.

Yours faithfully,



Ramji Panchal
(Partner)

(12) Letter to obtain Educational Loan :

Phone No. : (02836) 23XXXX

Muljibhai Katchhi
32, Shanti Tenements,
Madhapar Chokadi,
Anjar-370130

25th November, 2017

The Manager,
Dena Bank,
Nr. Bus stand,
Anjar-370130

Subject : Request for Educational Loan

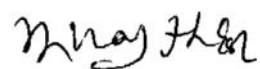
Sir,

I hold a savings account (no. 201332245) with your bank for the last 8 years. I have taken benefit of all services of the bank which I sincerely appreciate.

The State Government and your bank have jointly introduced a scheme of educational loans for weaker sections of the society. Under this scheme, I, too desire to get loan for higher studies of my daughter. After completing graduation, my daughter has got admission in the reputed institute, the Indian Institute of Management, Ahmedabad. The Fees for her entire education is ₹ 12 lacs. It is inevitable for me to seek an educational loan to meet the expenses. Please, let me know the necessary procedure and required documents, in this regard, so that we can keep them ready which makes administration of borrowing loan smooth and prompt without delay.

Co-operation is expected.

Yours faithfully,



Muljibhai Katchhi

What have you learnt in this chapter ?

Banks are integral part of any nation's trade and commerce and financial management. There are various types of banks such as nationalised banks, co-operative banks, industrial banks, private banks etc. Saving account or current account is necessary to take advantages of banking services. Main function of the bank is to accept money and lend money. Nowadays; banks offer many other services to customers such as on-line and mobile banking.

Correspondence with bank should be in simple, concise and clear style. It should maintain secrecy and it should be in its prescribed format. In correspondence with a bank the account number must be mentioned. Normally, communication with bank can be divided into two sections : Complaints and Requests written to the bank. We studied some letters to understand Bank Correspondence.

SELF STUDY

1. Select the correct option from the given answers in the following questions :

- (1) Which of the following institution controls and gives suggestions to all the banks of the country ?
(A) State Government (B) Reserve Bank (C) Municipality (D) Central Government
- (2) Letter written to obtain locker facility is called ?
(A) Request letter (B) Complaint letter (C) Order letter (D) Appreciation letter
- (3) How is the amount written in bank correspondence ?
(A) In figure (B) In words (C) In figure and words (D) In Roman letters
- (4) Which of the following things is mentioned when secrecy is to be maintained ?
(A) Punctuality (B) Financial (C) Name and Address (D) Account Number

2. Answer the following questions in brief :

- (1) Mention two main functions of bank.
- (2) Give information about various types of banks.
- (3) Which two types of account is required to get banking services ?
- (4) Due to which modern services have banks become speedier and customer oriented ?
- (5) Which style and format is to be followed in bank correspondence ?

3. Answer the following questions to the point :

- (1) Explain bank correspondence in brief.
- (2) List the types of request letters written to a bank.
- (3) Regarding which issues are complaint letters written to the bank ?

4. Draft the following letters :

- (1) Draft a letter to the bank manager, regarding the information of Jan Dhan Yojana initiated by the Government of India and State Bank of India.
- (2) Draft a letter informing the loss of your credit card, issued by the bank and asked the procedure to obtain a new card.
- (3) Draft a letter to Dena Bank, Bharuch to close the current account run in the name of your firm.
- (4) Draft a letter on behalf of Ramnikbhai Shah, Dehgam to get information to open demat account in the bank.
- (5) You hold account in Punjab National Bank, Surat. Draft a letter of complaint to the manager regarding indecent behaviour of the employee of the bank, with you.

