



**INFORMATION CHANGE/ SERVICE DISCONTINUATION/ OPT-OUT REQUEST FORM FOR ADC SERVICES**

Date:

To  
Branch Manager  
The City Bank Limited  
Branch:

ACCOUNT NUMBER

ACCOUNT NAME

CREDIT CARD

(Please write first 06 digits

last 04 digits)

Dear Sir/ Madam

This is to inform you that I/we would like to have the following amendments in my/our account information incorporated to the following ADC service/s:

Citytouch

SMS Alert Service

Please make the necessary amendments for your records.

Please put tick mark (✓) for applicable/required services and put cross mark (X) for not applicable/not required services.

**1. CONTACT NUMBER/INFO UPDATE:**

**A. Contact Number:**

Previous Contact Number:

Home

Work

Cellphone

New Contact Number:

Home

Work

Cellphone

**B. E-mail Address:**

Previous E-mail Address:

Personal

Work

New E-mail Address:

Personal

Work

**2. ADD/DELETE ACCOUNT(S):**

Add Account

Delete Account

1.

2.

3.

**3. ADD/DELETE CITY CARD(S):**

Add City Card

Delete City Card

(Please write first 06 digits

last 04 digits)

(Please write first 06 digits

last 04 digits)

1.

2.

**4. OPT-OUT/SERVICE DISCONTINUATION**

Citytouch

SMS Alert

Both

I do hereby acknowledge and confirmed that I am well aware about discontinuation/opt-out from SMS Alert service, for which I will not be receiving any types of messages from the bank or any transactional information of any of my CBL accounts as mentioned above. I am fully aware about the risk and responsibility after receiving detail on the opt-out/discontinuation of SMS alerts service from Bank officials who have also clarified me properly about the risks and probable consequences of not having SMS Alert service. Understanding the overall risk & consequences, I am giving my written instruction to bank to opt-out myself &/or to discontinue the SMS alert service from now onward. Bank or any of its officials shall not be liable for any financial or non-financial losses, damages or expenses which I may face due to opting out from the SMS Alert service and such losses shall be borne by me. SMS alert service shall remain inactive until advised by me in written format in future.

Signature of the Applicant

Signature of the Applicant

FOR BANK USE ONLY

CUSTOMER ID

**CHECK POINTS (AS APPLICABLE)**

Signature Verified

System Updated

Verified Proof of Address Received

CSO/CSM, BOM, BM Approval Obtained

Checked By CSO/CSM  
Signature & Seal

Verified By BOM  
Signature & Seal

Approved By BM  
Signature & Seal

Note: All joint-account holders are required to sign regardless of mode of operation.

The City Bank Limited