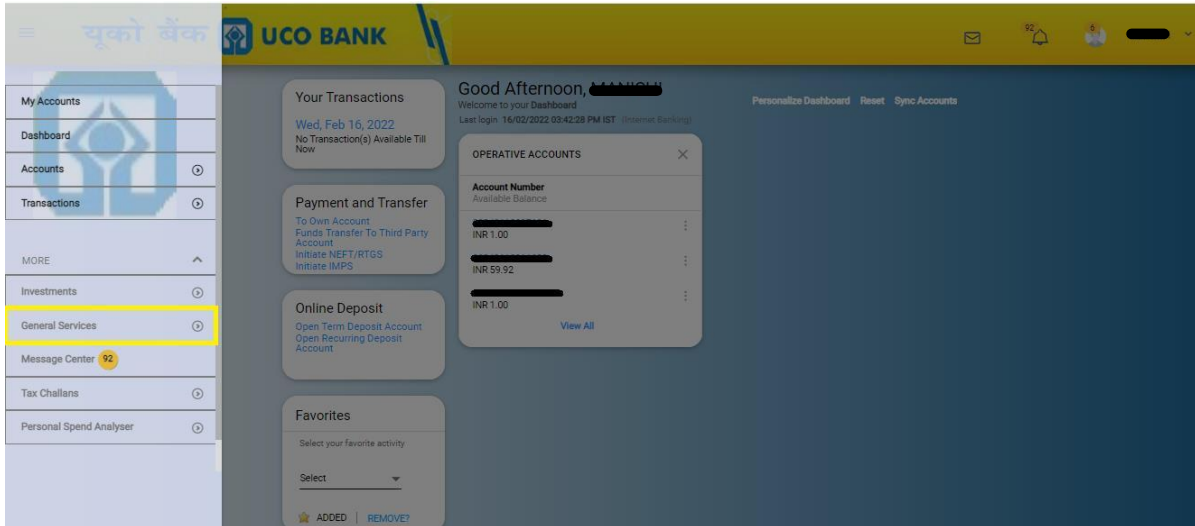
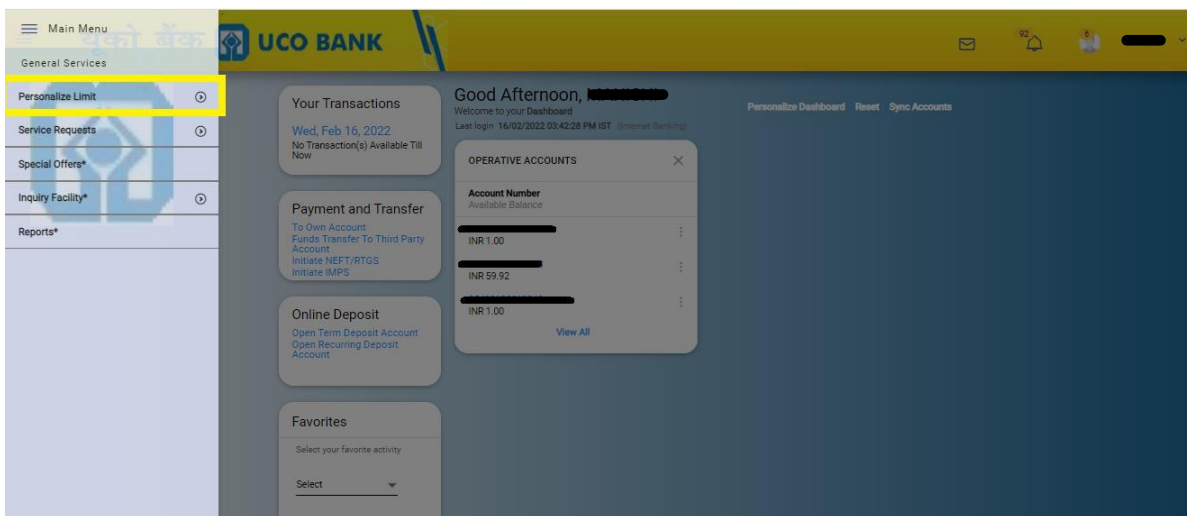


FEBA Service Requests

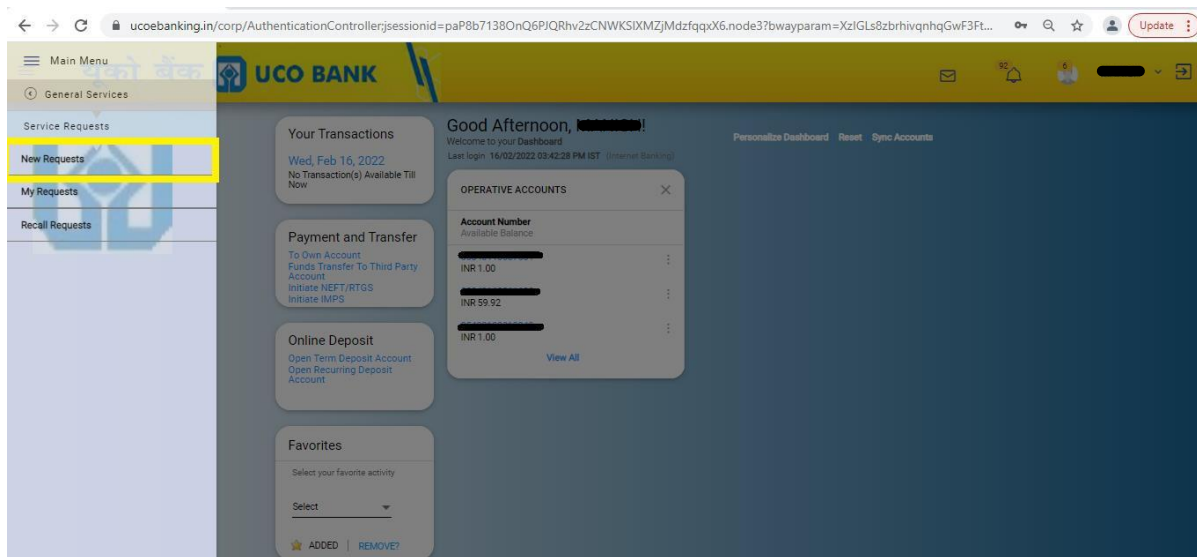
Service Request: Service request functionalities are available in General Services tab under More Options in the Hamburger menu (side menu) for Retail & corporate internet banking users in FEBA.



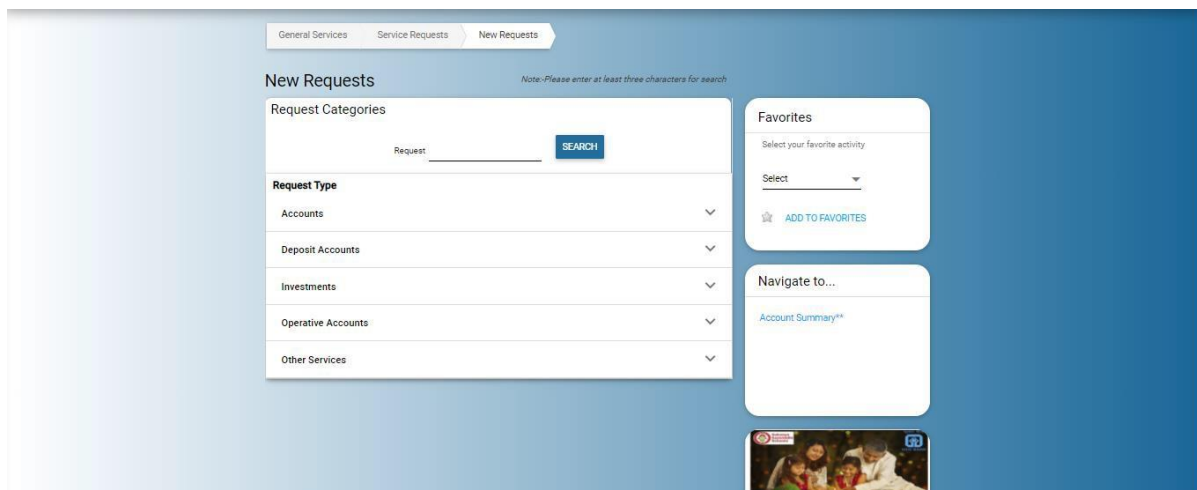
On click of More button->General Service's request, Service Requests tab will open in the next screen.



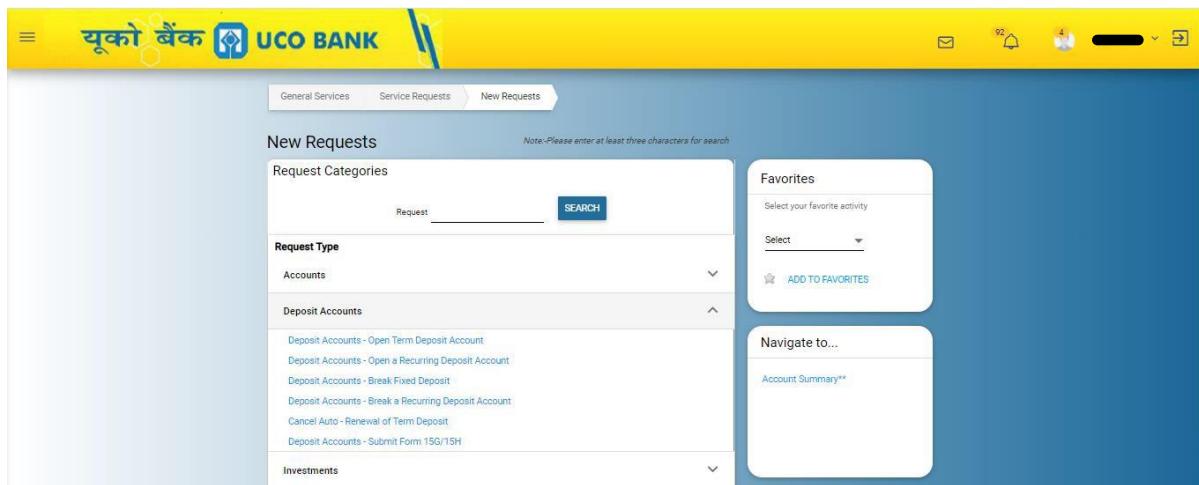
On click of service requests, new requests will open in the next screen.



Different category of Service Requests will appear in the next landing page on click of New Request, user has to select the service request type according to the choice or requirement.



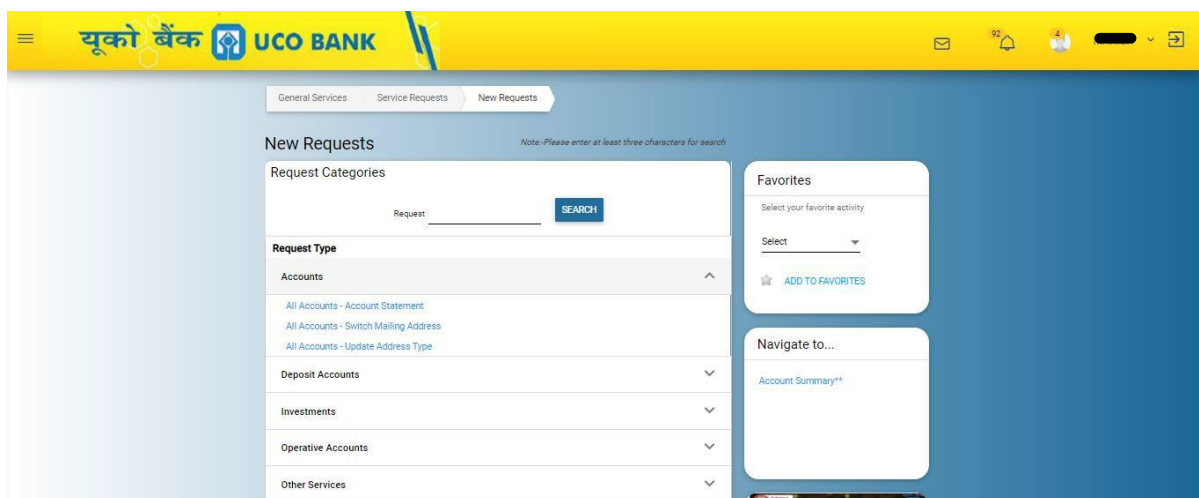
All the service request type like **Accounts, Deposit Accounts, Investments, Operative accounts** and **Other services** are available in the expandable and collapsible format.



Following Functionalities available in service type request

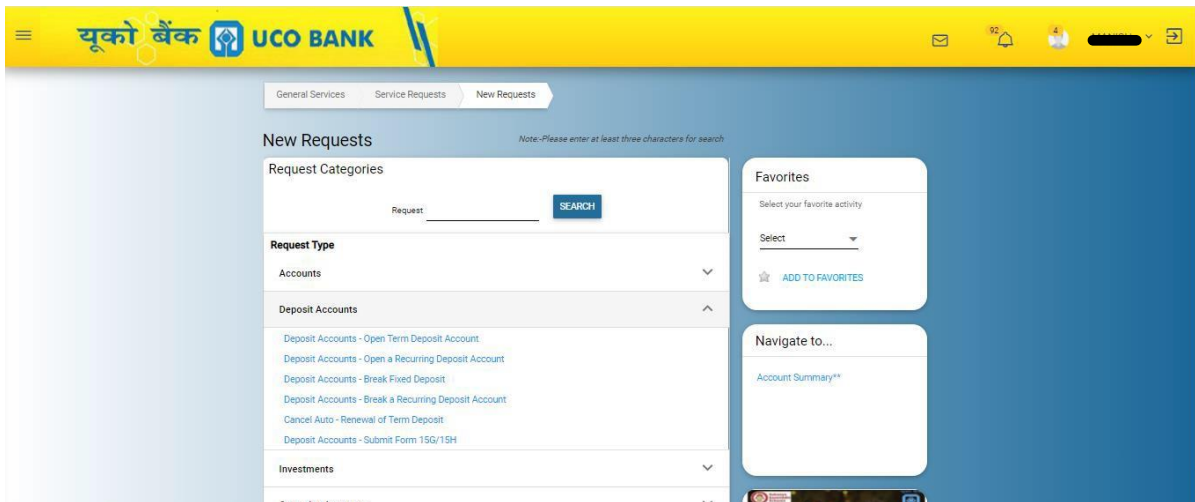
Accounts:

1. [All Accounts- Account Statement](#)
2. [All Accounts- Switch Mailing Address](#)
3. [All Accounts- Update Address Type](#)



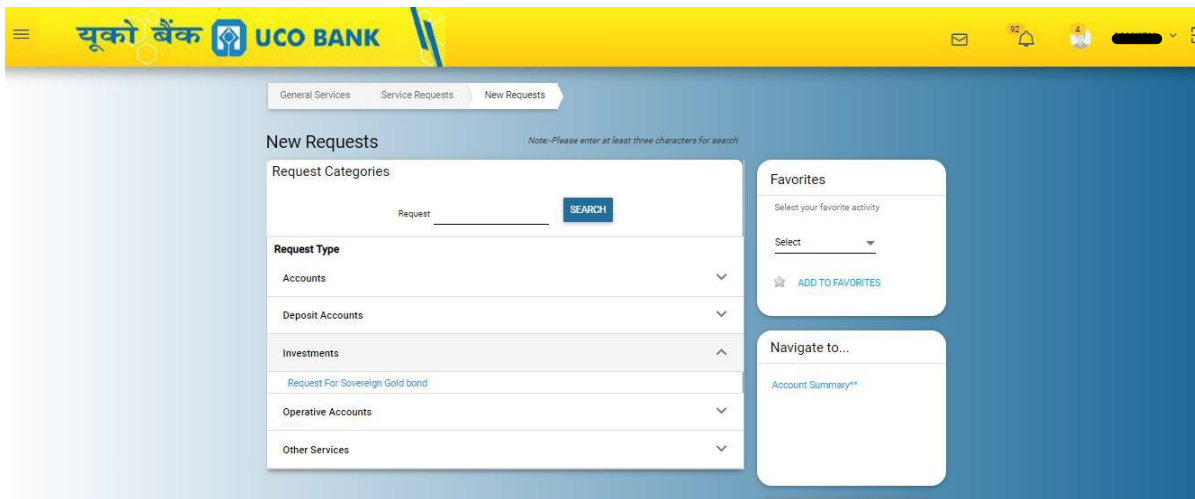
Deposit Accounts:

1. [Cancel Auto - Renewal of Term Deposit](#)
2. [Deposit Accounts - Break a Recurring Deposit Account](#)
3. [Deposit Accounts - Break Fixed Deposit](#)
4. [Deposit Accounts - Open a Recurring Deposit Account](#)
5. [Deposit Accounts - Open Term Deposit Account](#)
6. [Deposit Accounts - Submit Form 15G/15H](#)



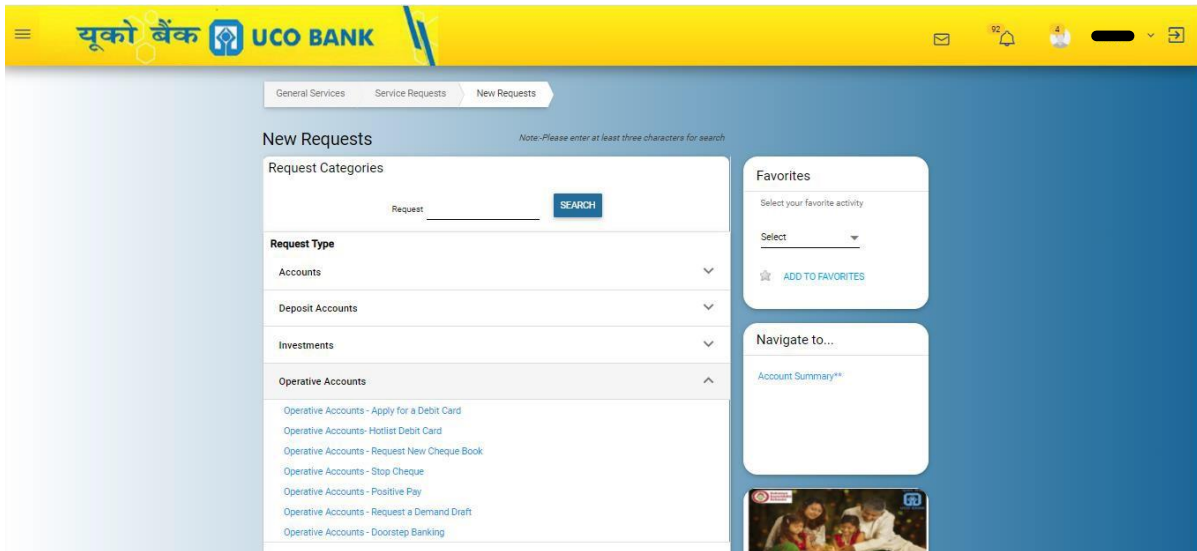
Investment:

1. [Request For Sovereign Gold bond](#)



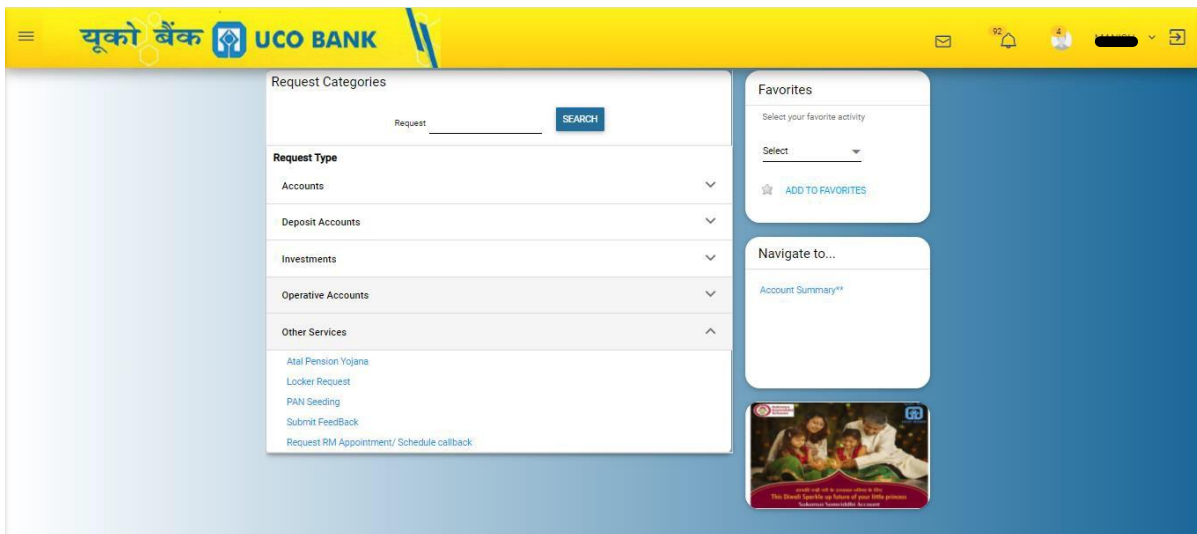
Operative Accounts:

1. [Operative Accounts - Apply for a Debit Card](#)
2. [Operative Accounts - Doorstep Banking](#)
3. [Operative Accounts - Request a Demand Draft](#)
4. [Operative Accounts - Request New Cheque Book](#)
5. [Operative Accounts - Stop Cheque](#)
6. [Operative Accounts- Hotlist Debit Card](#)
7. [Operative Accounts - Positive Pay](#)



Other Services:

1. [Locker Request](#)
2. [PAN Seeding](#)
3. [Atal Pension Yojana](#)
4. [Submit FeedBack](#)
5. [Request RM Appointment/ Schedule callback](#)

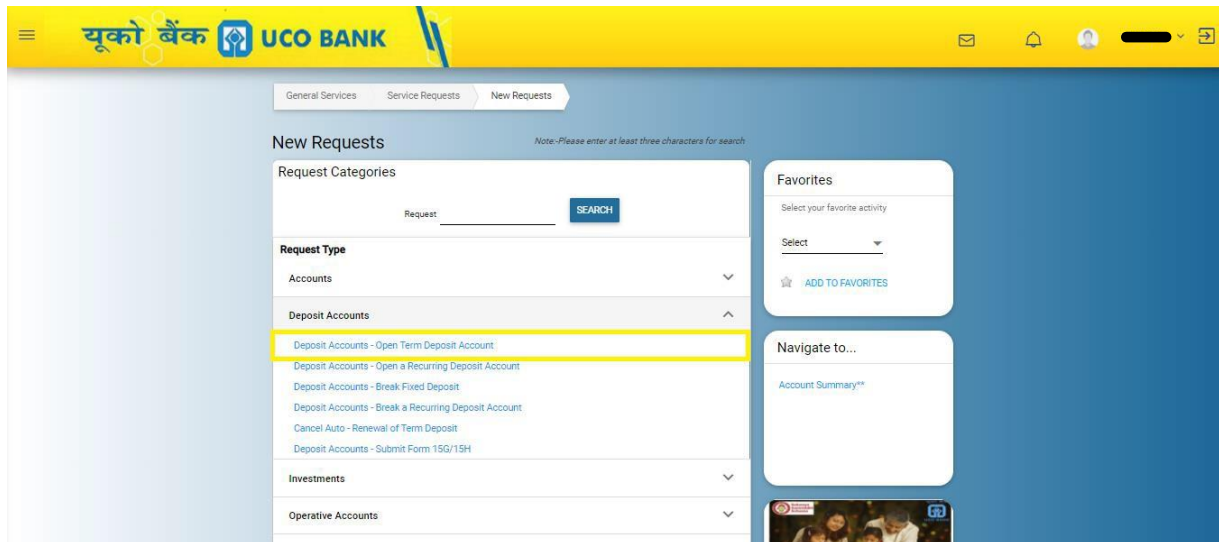


Steps for the frequently used Service Requests

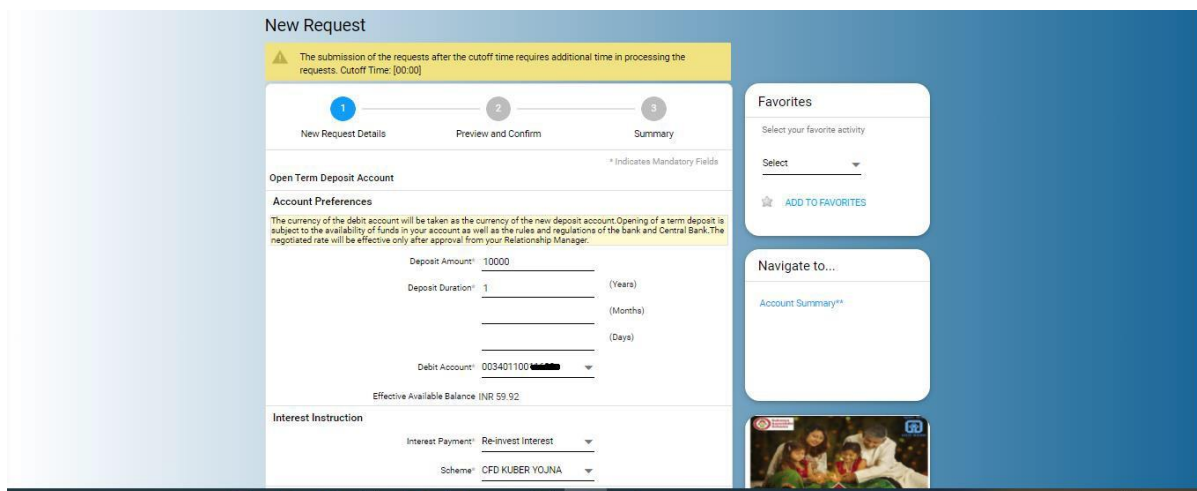
Deposit Accounts

1. [Deposit Accounts - Open Term Deposit Account](#)

First click on open term deposit accounts under deposit accounts

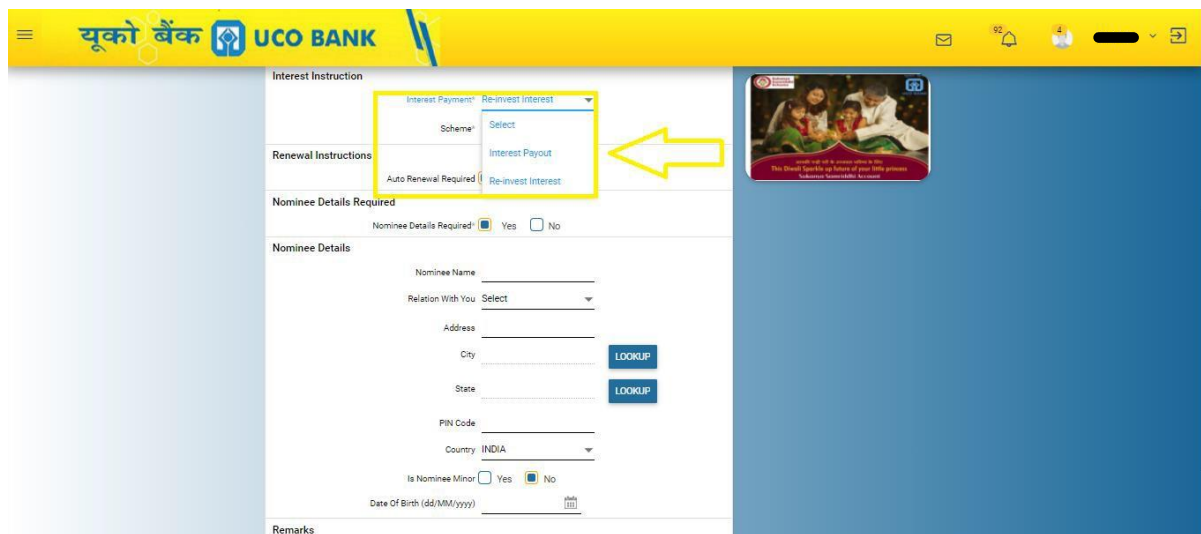


Account Preferences: User has to enter deposit amount, deposit duration (period) and debit account number from the drop-down list.



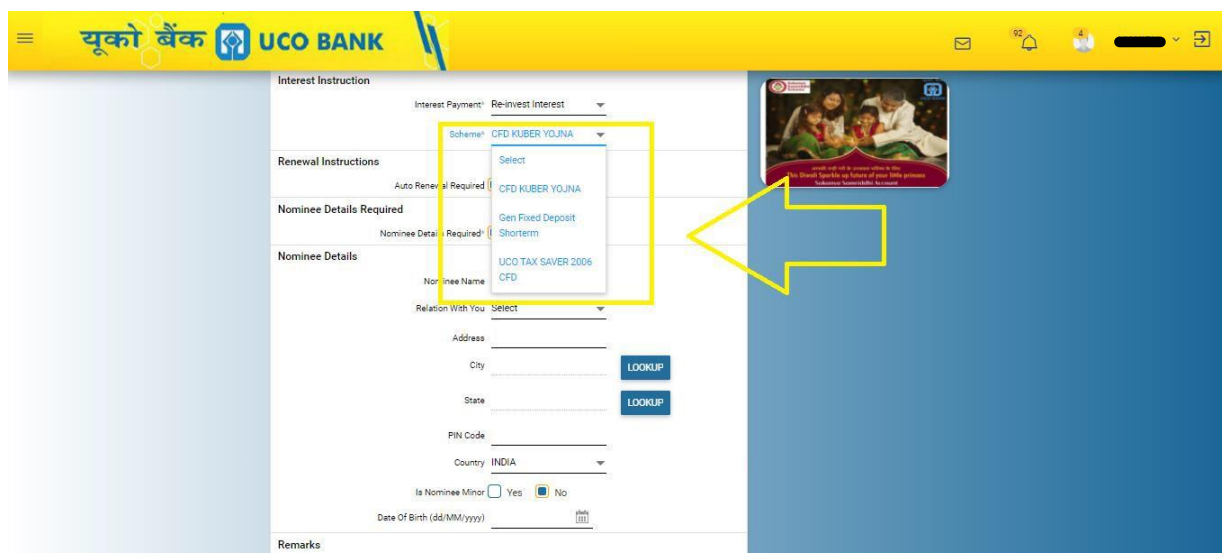
Interest Instruction: Two options are available in the Interest instruction “Interest Payout” and “Re-Invest Interest”.

1. **Interest Payout:** when users desire to get interest of his fixed deposit account monthly, quarterly or year basis then he or she has to select **Interest Payout**. Here this is to remember that Maturity amount will be the same as principal amount.
2. **Re-invest Interest:** when users desire to get interest on maturity then user has to select **Re-invest interest**.



The screenshot shows the UCO Bank mobile app interface for the 'Interest Instruction' form. The 'Interest Payment' dropdown is set to 'Re-invest Interest'. A yellow box highlights the 'Interest Payment' dropdown and the 'Scheme' dropdown, with a yellow arrow pointing to the 'Interest Payout' option. The 'Scheme' dropdown is currently set to 'Select'. Below the 'Interest Payment' dropdown, there is a 'Scheme' dropdown and an 'Auto Renewal Required' radio button. The 'Nominee Details Required' section has a 'Yes' radio button selected. The 'Nominee Details' section includes fields for 'Nominee Name', 'Relation With You', 'Address', 'City', 'State', 'PIN Code', and 'Country' (set to INDIA). There are 'LOOKUP' buttons for 'City' and 'State'. The 'Is Nominee Minor' section has a 'No' radio button selected. The 'Date of Birth' field is present with a calendar icon. A 'Remarks' field is at the bottom.

3. **Scheme:** users have to select the desire scheme available in the drop-down.



The screenshot shows the UCO Bank mobile app interface for the 'Interest Instruction' form. The 'Scheme' dropdown is open, showing options: 'CFD KUBER YOJNA', 'Gen Fixed Deposit', 'Shortterm', and 'UCO TAX SAVER 2006'. A yellow box highlights the 'Scheme' dropdown and the 'Auto Renewal Required' radio button, with a yellow arrow pointing to the 'Gen Fixed Deposit' option. The 'Auto Renewal Required' radio button is currently set to 'No'. The 'Nominee Details Required' section has a 'Yes' radio button selected. The 'Nominee Details' section includes fields for 'Nominee Name', 'Relation With You', 'Address', 'City', 'State', 'PIN Code', and 'Country' (set to INDIA). There are 'LOOKUP' buttons for 'City' and 'State'. The 'Is Nominee Minor' section has a 'No' radio button selected. The 'Date of Birth' field is present with a calendar icon. A 'Remarks' field is at the bottom.

Renewal Instructions: user has to select to YES or NO in the radio buttons in auto renewal required.

UCO BANK

Interest Instruction
Interest Payment: Re-invest Interest
Scheme: CFD KUBER YOJNA

Renewal Instructions
Auto Renewal Required: Yes No

Nominee Details Required
Nominee Details Required: Yes No

Nominee Details
Nominee Name: _____
Relation With You: Select
Address: _____
City: _____ LOOKUP
State: _____ LOOKUP
PIN Code: _____
Country: INDIA
Is Nominee Minor: Yes No

Nominee Details Required: If customer wants nomination then he has to fill the nominee details.

UCO BANK

Nominee Details Required
Nominee Details Required: Yes No

Nominee Details
Nominee Name: _____
Relation With You: Brother
Address: KOLKATA
City: KOLKATA LOOKUP
State: West Bengal LOOKUP
PIN Code: 700106
Country: INDIA
Is Nominee Minor: Yes No
Date Of Birth (dd/MM/yyyy): _____
Remarks
Transaction Remarks: _____

All the terms and conditions related with Fixed deposit Receipt are as per Bank's extnt guidelines, I/We am/are aware and adhered to such guidelines and agreed before the request submission

Nominee Details: user has to enter all the necessary details for the nominee, if the nominee is minor then must enter the details of guardian.

Terms and Conditions: User has to accept the terms and conditions by click on check box, once select the check box Details of Terms and conditions will appear for the opening of account and user has to finally click on Ok button

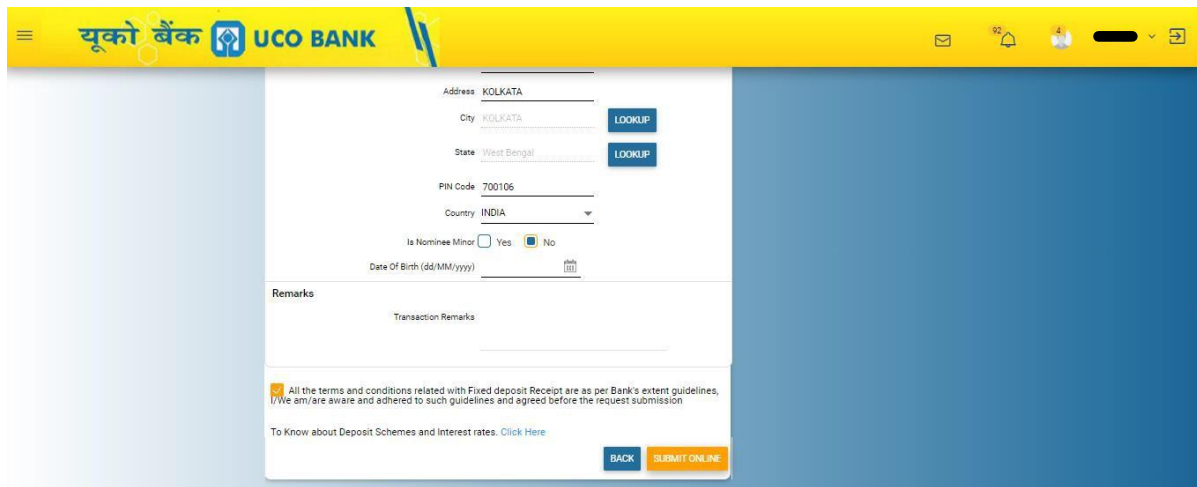
Terms and Conditions

1. Original deposit receipt may be collected from your base branch.
2. FDR opened through e-Banking will be created in the name of primary account holder of the Funding account.
3. Please contact branch for the addition of second holder if required.
4. FDR will be created in the SOL ID or Branch ID of the Funding account.
5. The interest and maturity proceeds will be credited to the account from which the eFDR is funded originally. In case of default, please contact the branch where the eFDR was opened.
6. eFDR will be disposed of according to the maturity instruction given at the time of opening the deposit. In case auto renewal is selected as Yes No, the deposit will be renewed for the same duration for which it was originally kept at the rate of interest prevailing on the date of renewal for that duration. If auto renewal instructions are given, the instructions will continue to execute till terminated by the account holder at the branch. If selected as No Yes the amount will be credited to the source funding account (Repayment account) on maturity. In case of premature closure, amount will be credited to the source funding account (Repayment account).
7. Additional Rate of Interest for Sr. Citizen, Staff & Ex-Staff will be given on eFDR on the basis of the data available in the CIF. In case of discrepancy please contact branch.
8. Bank will deduct the income tax as per the law applicable and in case of no tax to be deducted, Form 15H/G has to be submitted by the depositor after opening the eFDR and at the beginning of each financial year through online or offline channel.
9. If PAN is not available in your account, Kindly visit your branch with your original and copy of your PAN Card to get the same updated on the bank records.
10. As per section 206AA introduced by Finance(No.2) Act 2009 effective April 01,2010 every person who receives income on which TDS is deductible shall furnish his PAN, failing which TDS shall be deducted at the rate of 20% in case of Domestic deposits (30.90% in case of NRO deposits).
11. Additionally, in the absence of PAN, Form 15G/15H and other exemption certificates will be invalid, even if submitted and TDS at higher rate will be applicable.
12. Rate of Interest of the eFDR and the other Terms and Conditions will be as per Bank's extant guidelines.

All the terms and conditions related with Fixed deposit Receipt are as per Bank's extant guidelines, I/We am/are aware and adhered to such guidelines and agreed before the request submission

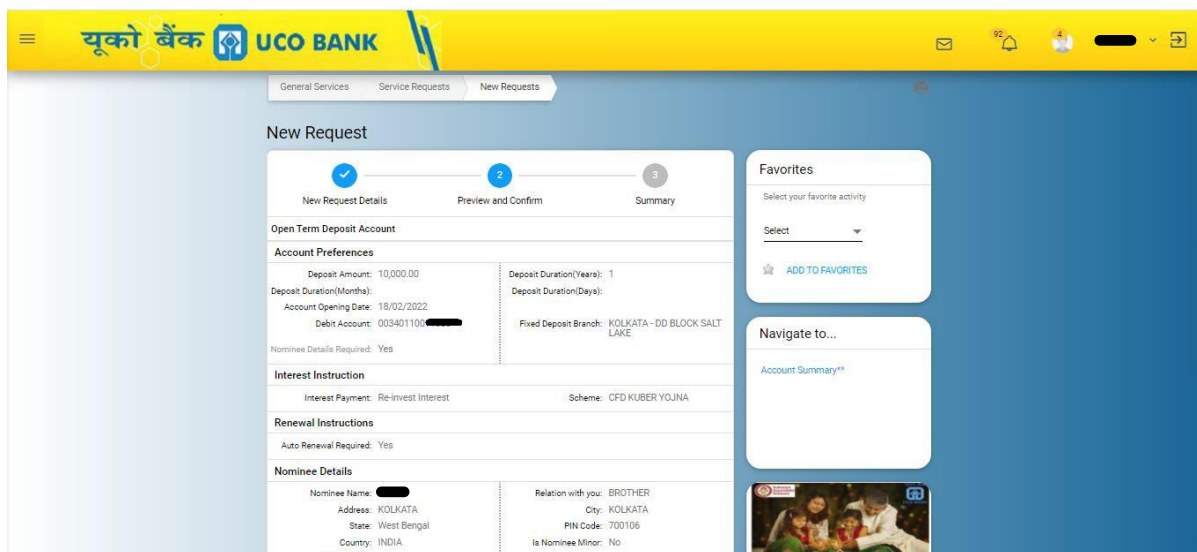
To Know about Deposit Schemes and Interest rates. [Click Here](#)

After filing the necessary and required information user has to click on “**SUBMIT ONLINE**” button tab which will further navigate to the preview confirmation page after all the validation.



The screenshot shows a web form for UCO Bank. The header includes the bank's logo and name in Hindi and English. The form fields are: Address (KOLKATA), City (KOLKATA), State (West Bengal), PIN Code (700106), and Country (INDIA). There are 'LOOKUP' buttons for City and State. Below these are checkboxes for 'Is Nominee Minor' (Yes/No) and a 'Date of Birth' field. A 'Remarks' section is present. At the bottom, there is a disclaimer and a 'SUBMIT ONLINE' button.

Preview Confirmation page: Once click on submit online, details entered by the user will appear in this screen, here user has option to re-check whether details entered are correct or not, if anything wrong then user has option to click back button for any modification



The screenshot shows the 'New Request' preview confirmation page. The page has a navigation bar with 'General Services', 'Service Requests', and 'New Requests'. The main content area is titled 'New Request' and has three steps: 'New Request Details', 'Preview and Confirm', and 'Summary'. The 'Preview and Confirm' step is active. The details shown include: Open Term Deposit Account, Account Preferences (Deposit Amount: 10,000.00, Deposit Duration: 1 Year), Interest Instruction (Re-Invest Interest), Renewal Instructions (Auto Renewal Required: Yes), and Nominee Details (Nominee Name, Address, Relation with you: BROTHER). A 'BACK' button is visible at the bottom left.

Transaction Password and OTP: user has to enter the transaction password and OTP shared to registered mobile number and then click on submit button.

UCO BANK

Nominee Details

Nominee Name: [REDACTED]	Relation with you: BROTHER
Address: KOLKATA	City: KOLKATA
State: West Bengal	PIN Code: 700106
Country: INDIA	Is Nominee Minor: No
Date of Birth: _____	

Remarks

Transaction Remarks: _____

Additional Details

Remarks: _____

Enter your credentials to confirm the transaction

Confirmation Details

Transaction Password: _____

One Time Password: _____

Enter the one time password (OTP) sent for authentication with REFERENCE ID:2234859

RESEND OTP

BACK **SUBMIT**

Summary Page: In this page details of FDR opened successfully shows like account number, name, principal amount, maturity amount and maturity date.

UCO BANK

Account Information

Deposit Amount: 1,000.00	Deposit Duration(Month): 1
Deposit Duration(Days): _____	Deposit Duration(Days): _____
Account Opening Date: 02/12/2022	Fixed Deposit Branch: 1010
Bank Account: [REDACTED]	
Interest Instructions	Scheme: 0270 010000 KOLKATA
Interest Payment: No Annual Interest	
Renewal Instructions	
Auto Renewal Requested: Yes	

Nominee Details

Nominee Name: [REDACTED]	Relation with you: BROTHER
Address: [REDACTED]	City: KOLKATA
State: WEST BENGAL	PIN Code: 700106
Country: INDIA	Is Nominee Minor: No
Date of Birth: 11/12/2012	

Guardian Details

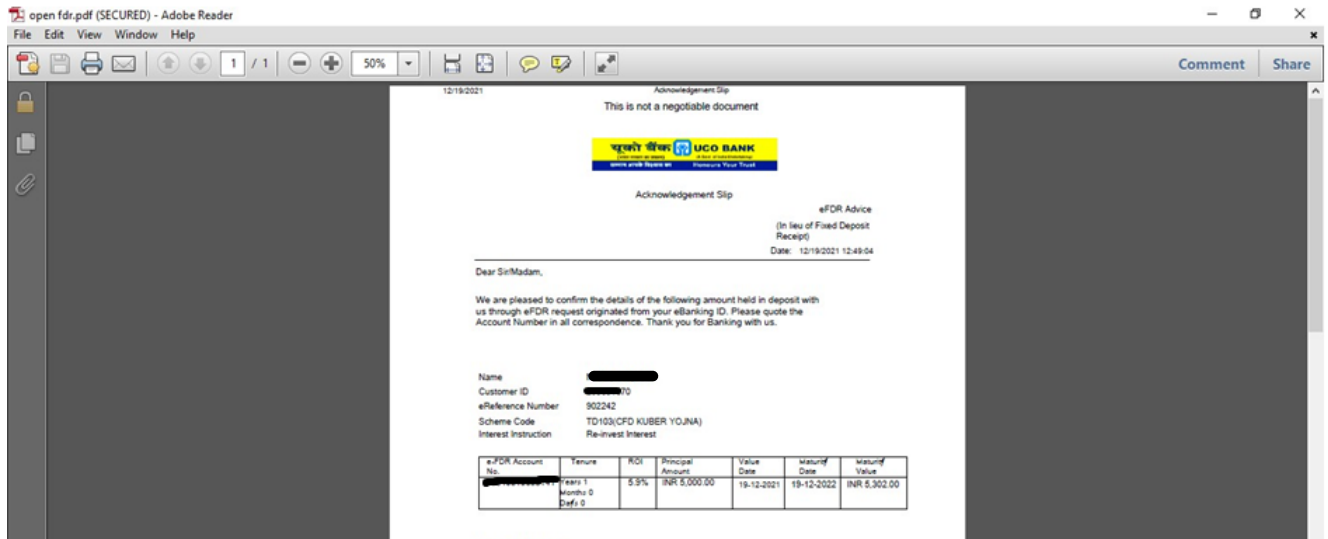
Guardian Name: [REDACTED]	Guardian Type: Credit Order
Address: [REDACTED]	City: KOLKATA
State: WEST BENGAL	PIN Code: 700106
Country: INDIA	

Remarks

Transaction Remarks: _____

Your Opened Account Details

Open Account Number: [REDACTED]
Open Account Name: JYOTIRAJ KUMAR SHUKLA
Principal Amount: 1,000.00
Maturity Amount: 1,000.00
Maturity Date: 02/12/2023

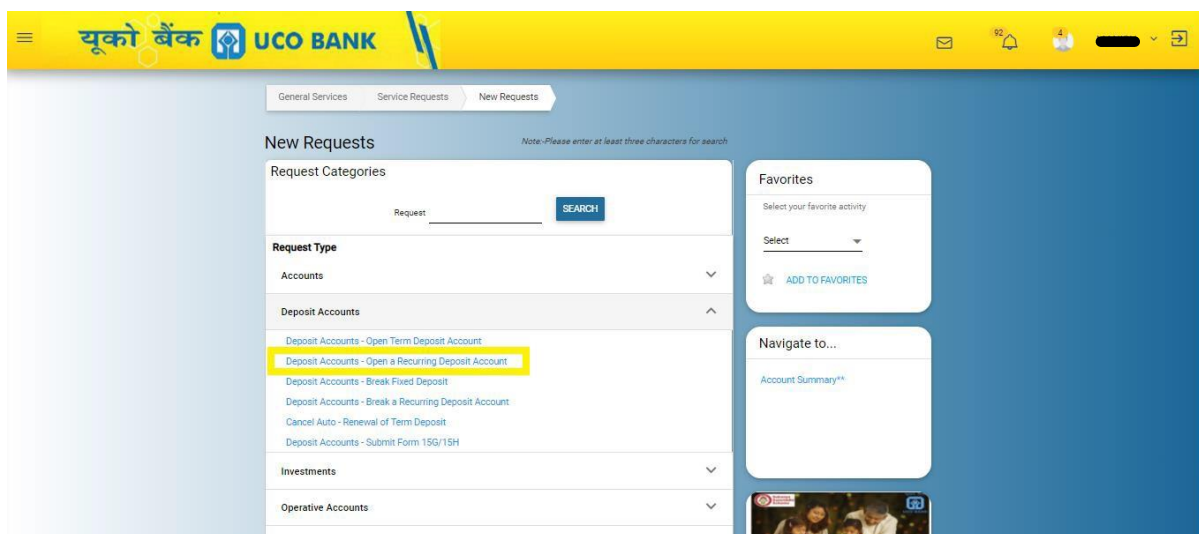


Download options is available for the user get the cyber receipt:

Same process is followed to open RD and RDUSS account.

2. [Deposit Accounts - Open a Recurring Deposit Account](#)

Using this link user can open a Recurring deposit account and RDUSS account.



Basic account details: Here user has to select the debit account number from the drop-down, deposit amount and scheme (RD or RDUSS) and tenure as per their choice or requirement.

New Request

1 New Request Details 2 Preview and Confirm 3 Summary

* Indicates Mandatory Fields

Open Recurring Deposit

Basic Account Details

Debit Account: [Dropdown] [VIEW DETAILS](#)

Effective Available Balance (INR 59,992)

Deposit Amount: 500

Scheme: [Dropdown]

Tenure: [Dropdown] (Years) (Months) (Days)

Nominee Details Required

Is Nominee Required: Yes No

Nominee Details

Nominee Name: [Text Field]

Favorites

Select your favorite activity

Select [Dropdown]

[ADD TO FAVORITES](#)

Navigate to...

[Account Summary**](#)

With you at all times, you are the most valuable of our customers.

Nominee Details required: user can nominate the nominee during the opening of RD/RDUSS account opening.

यूको बँक UCO BANK

Nominee Details Required

Is Nominee Required Yes No

Nominee Name: [Text Field]

Relation With You: [Select]

Address: [Text Field]

City: [Text Field] [LOOKUP](#)

State: [Text Field] [LOOKUP](#)

PIN Code: [Text Field]

Country: INDIA [Dropdown]

Is Nominee Minor: Yes No

Date Of Birth (dd/MM/yyyy): [Text Field]

Remarks

Transaction Remarks: [Text Field]

All the terms and conditions related with RD/RDUSS are as per Bank's extant guidelines, I/We am/are aware and adhered to such guidelines and agreed before the request submission

To Know about Deposit Schemes and Interest rates, [Click Here](#)

With you at all times, you are the most valuable of our customers.

Nominee Details: user has to fill the details of nominee and if the nominee is minor then guardian details also has to be entered.

Nominee Details

Nominee Name: [Redacted]
Relation With You: Brother
Address: KOLKATA
City: KOLKATA [LOOKUP]
State: West Bengal [LOOKUP]
PIN Code: 700104
Country: INDIA
Is Nominee Minor: Yes No
Date Of Birth (dd/MM/yyyy): [Calendar Icon]

Remarks

Transaction Remarks

All the terms and conditions related with RD/RDUSS are as per Bank's extant guidelines, I/We am/are aware and adhered to such guidelines and agreed before the request submission

To Know about Deposit Schemes and Interest rates. [Click Here](#)

BACK SUBMIT ONLINE

Terms and Conditions: user has to accept the terms and condition for opening of RD/RDUSS account before final submission

City: KOLKATA [LOOKUP]
State: West Bengal [LOOKUP]
PIN Code: 700106
Country: INDIA
Is Nominee Minor: Yes No
Date Of Birth (dd/MM/yyyy): [Calendar Icon]

Remarks

Transaction Remarks

All the terms and conditions related with RD/RDUSS are as per Bank's extant guidelines, I/We am/are aware and adhered to such guidelines and agreed before the request submission

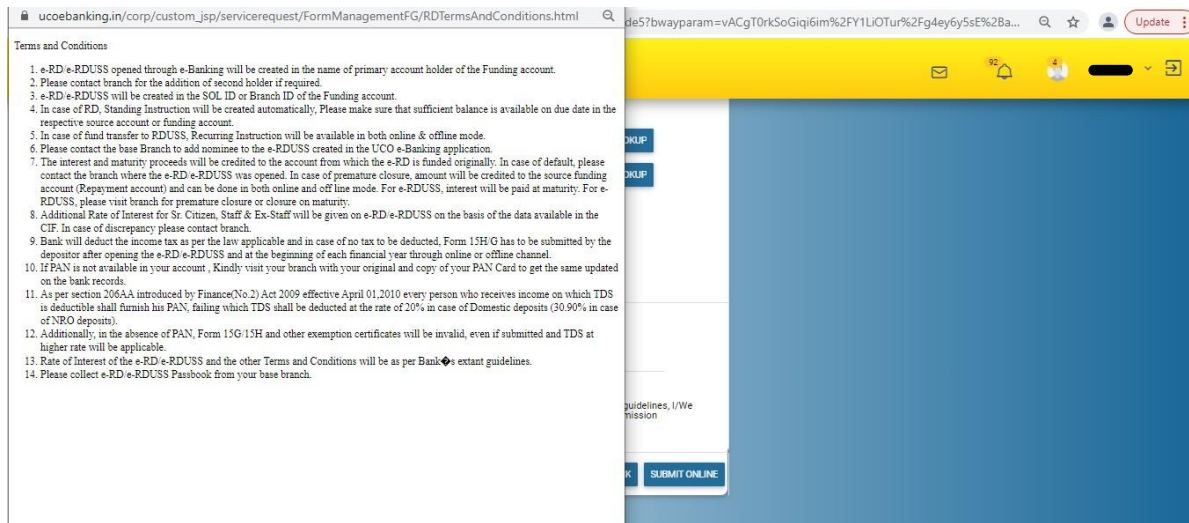
To Know about Deposit Schemes and Interest rates. [Click Here](#)

BACK SUBMIT ONLINE

Privacy Policy | Terms & Conditions | Disclaimer

Copyright © 2021 UCO Bank

One pop-up will populate once click of check box where terms and conditions will shows to the users for opening of RD/RDUSS account. User has to only click on **OK** button in pop-up page. Then further click on submit online button page.

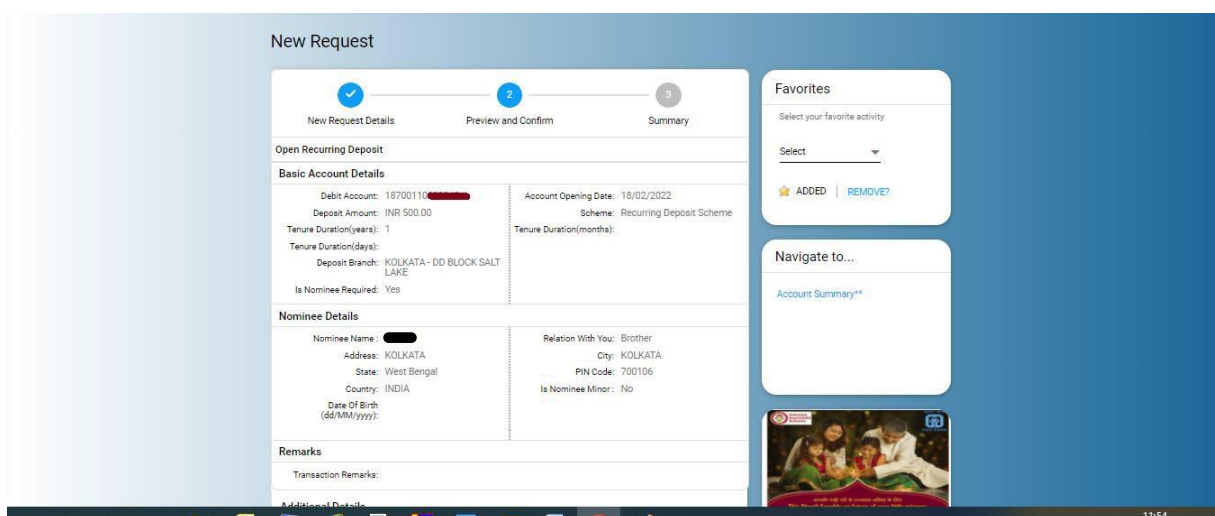


NOTE:

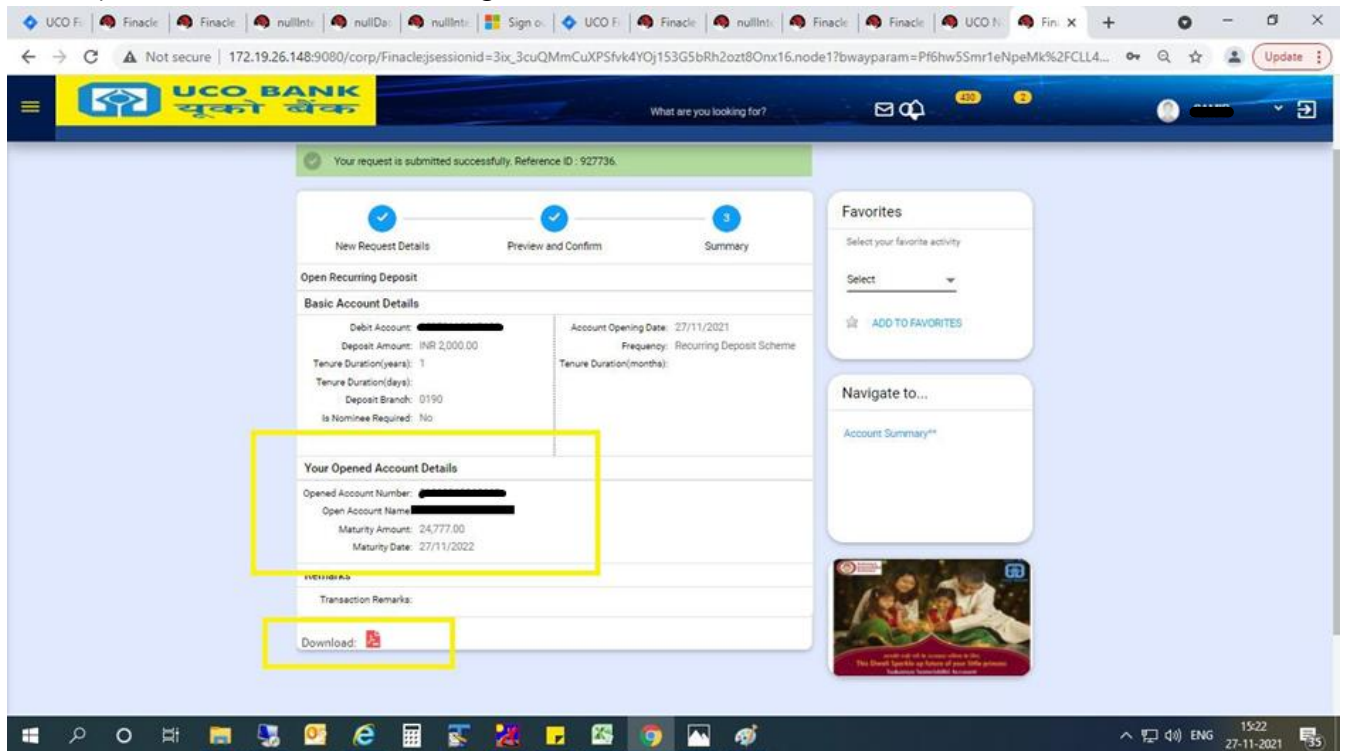
“when RD will be opened successfully then Standing Instruction automatically created in the ACCOUNT and no need to manual transfer of monthly installment amount by the user. User has to maintained sufficient balance after opening of RD account on due date.”

“However in case of RDUSS no such standing instruction created, user has to manually transfer the amount in RDUSS account after opening of RDUSS.”

Preview Confirmation Page: In the previous confirmation page, all the details will show to the users.

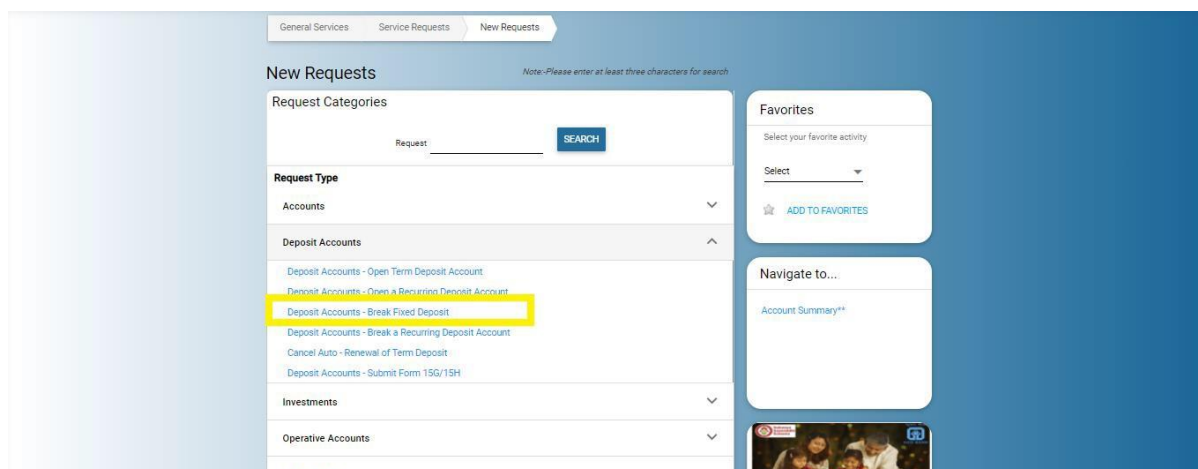


Confirmation Details: user has to enter the transaction password and OTP for the opening of RD/RDUSS after that summary will come in which details of RD/RDUSS will show to the users. Download button is used to download the cyber receipt. Cyber receipt will also mailed to the registered email id of the users.

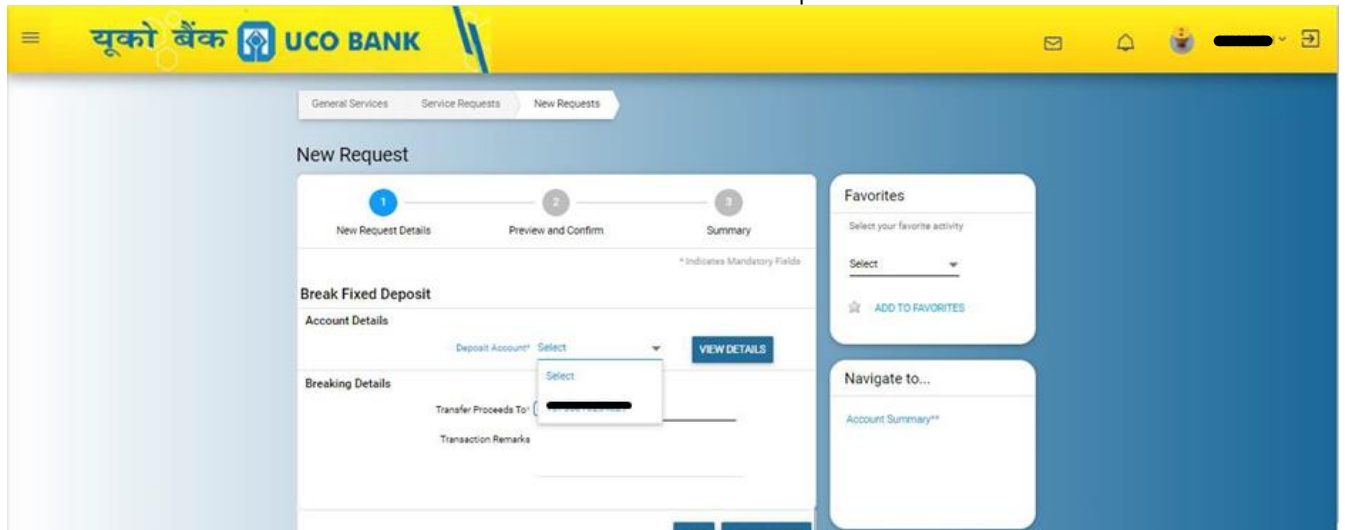


3. [Deposit Accounts - Break Fixed Deposit](#)

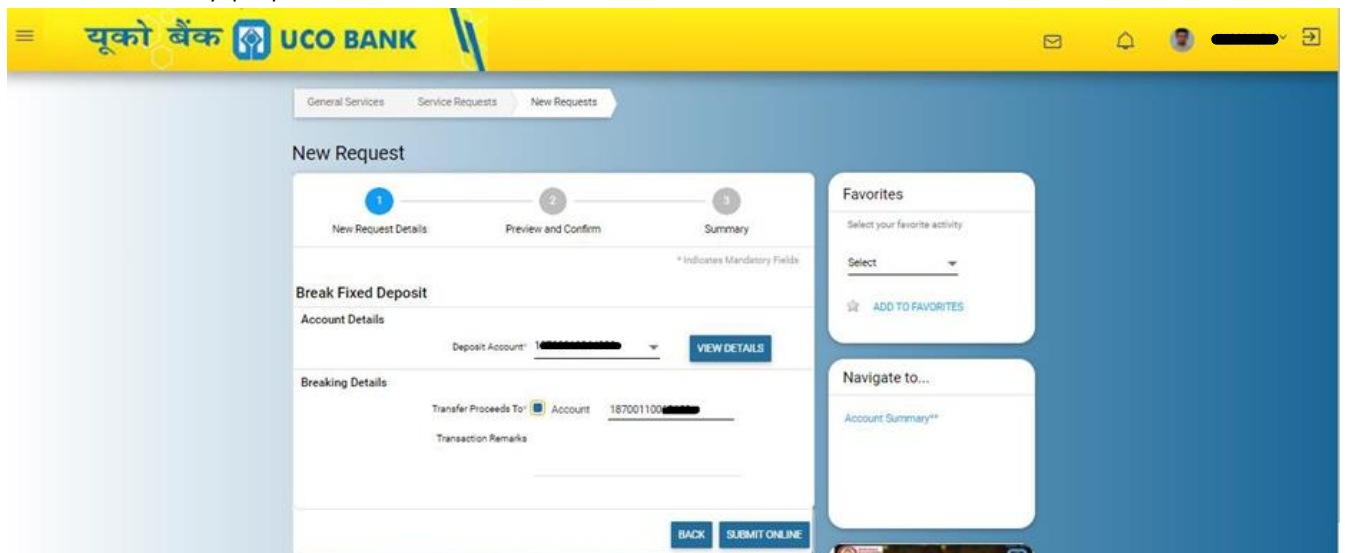
User can close or break FDR prematurely (before maturity) which is created online. Offline FDR created through branch is not allowed to close FDR through FEBA.



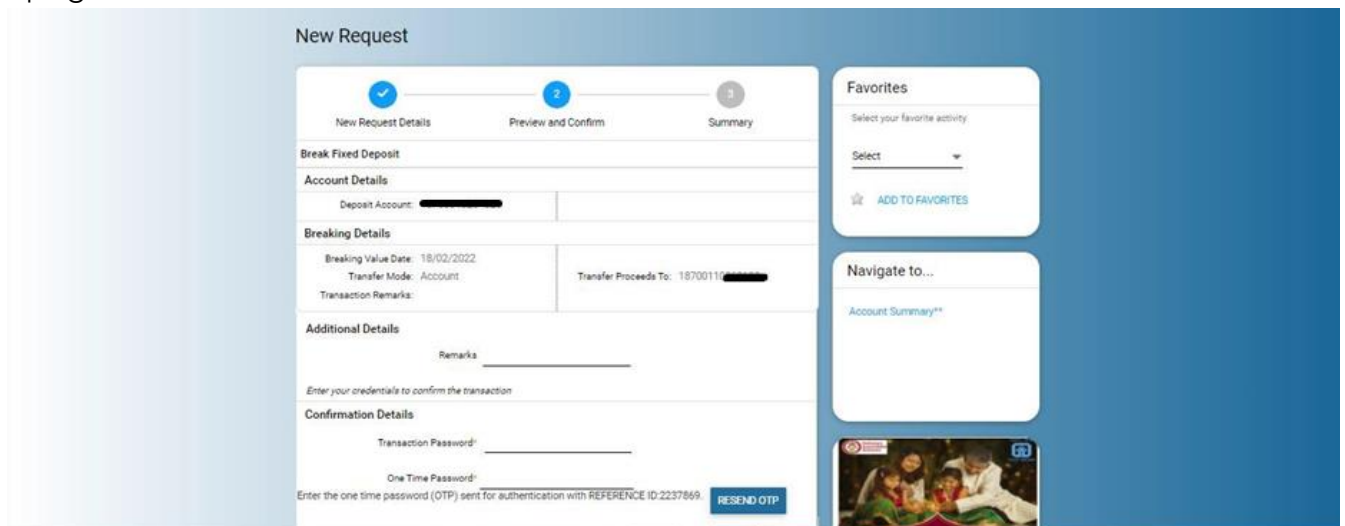
Account Details: user has to select the FDR from the deposit account list.



Breaking Details: user has to only click the check box as repayment account automatically populates.

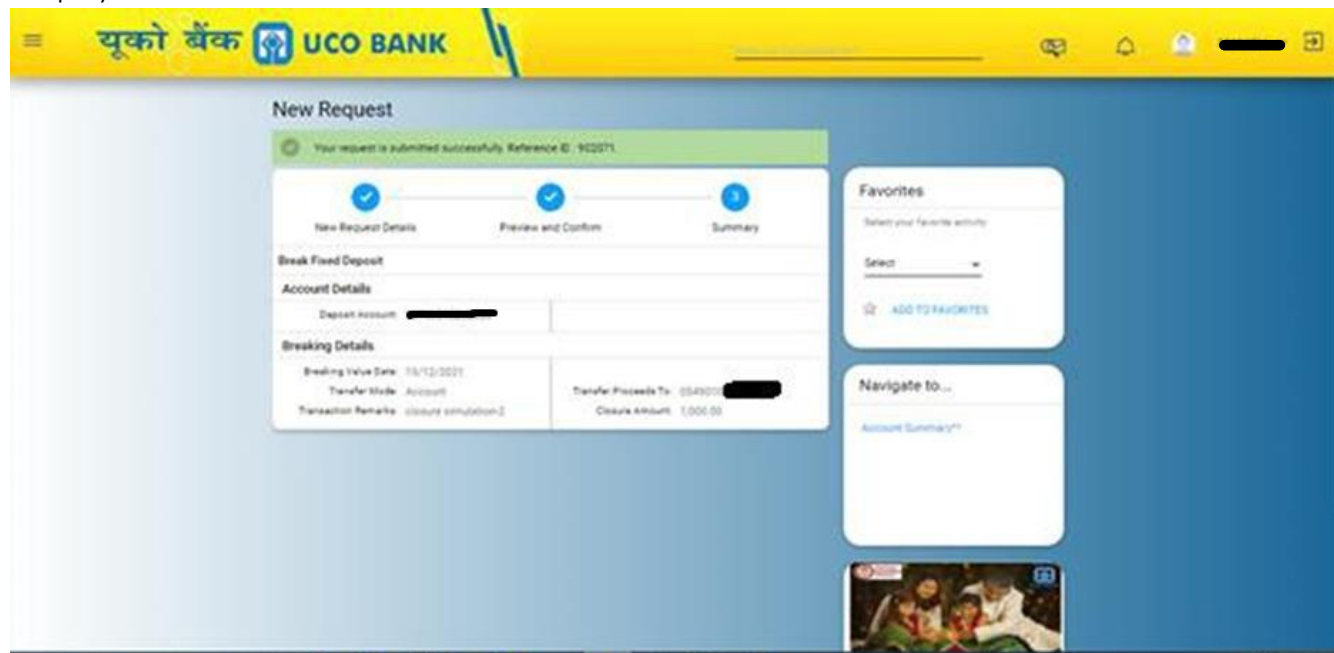


Preview and Confirmation page: on click of submit online, preview and confirmation page comes, where details will show to the user



After putting the transaction password and OTP and clicking on submit button, summary page will come

Summary: Breaking details will show to the users and proceeding will be credited to the repayment account instantly, customer can check the statement of his repayment account.



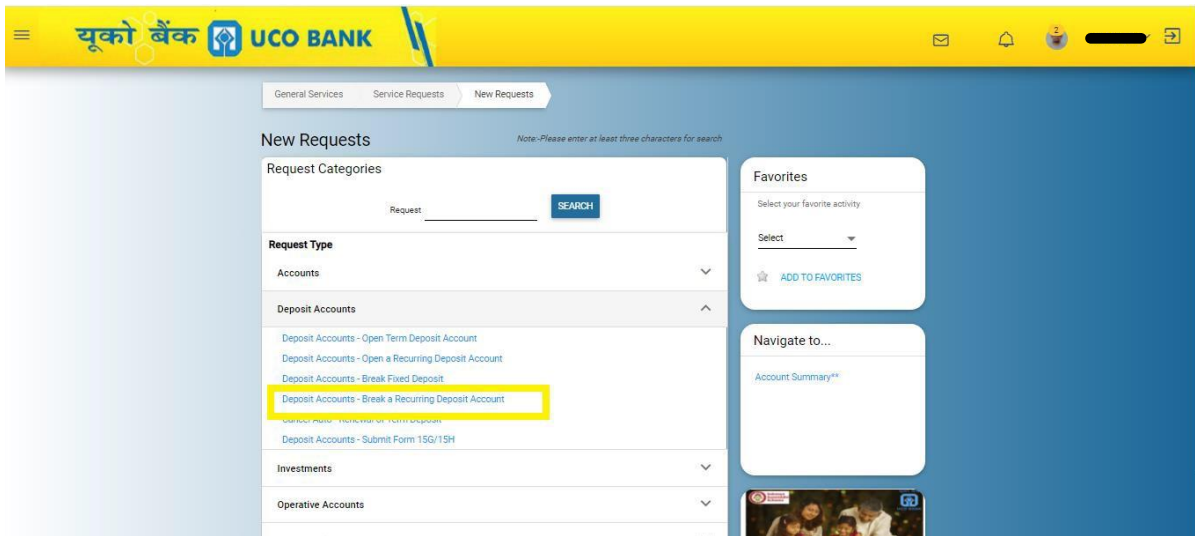
NOTE: FD and RD will be closed instantly and immediately reflected in the repayment account, however in case of premature closure or break RDUSS account, request is submitted to branch and branch has to close the RDUSS as they are doing in the earlier version.

Process of closure break RD is as similar as shared above

4. [Deposit Accounts - Break a Recurring Deposit Account](#)

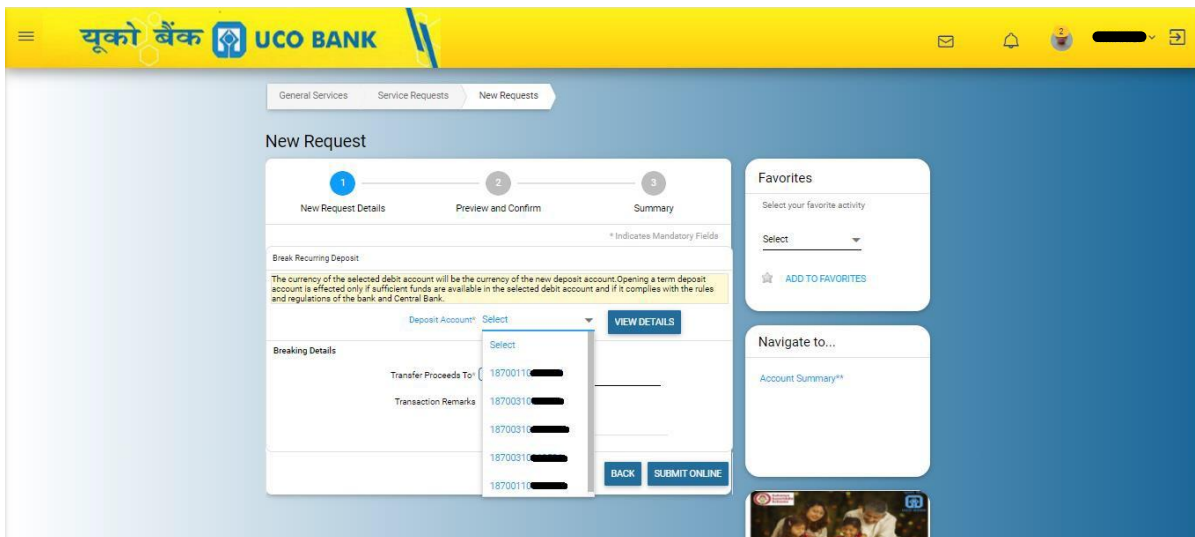
Screen:-1

For closure of Recurring Deposit or RDUSS, click the link Deposit-Accounts- Break a Recurring Deposit Account under service request menu.



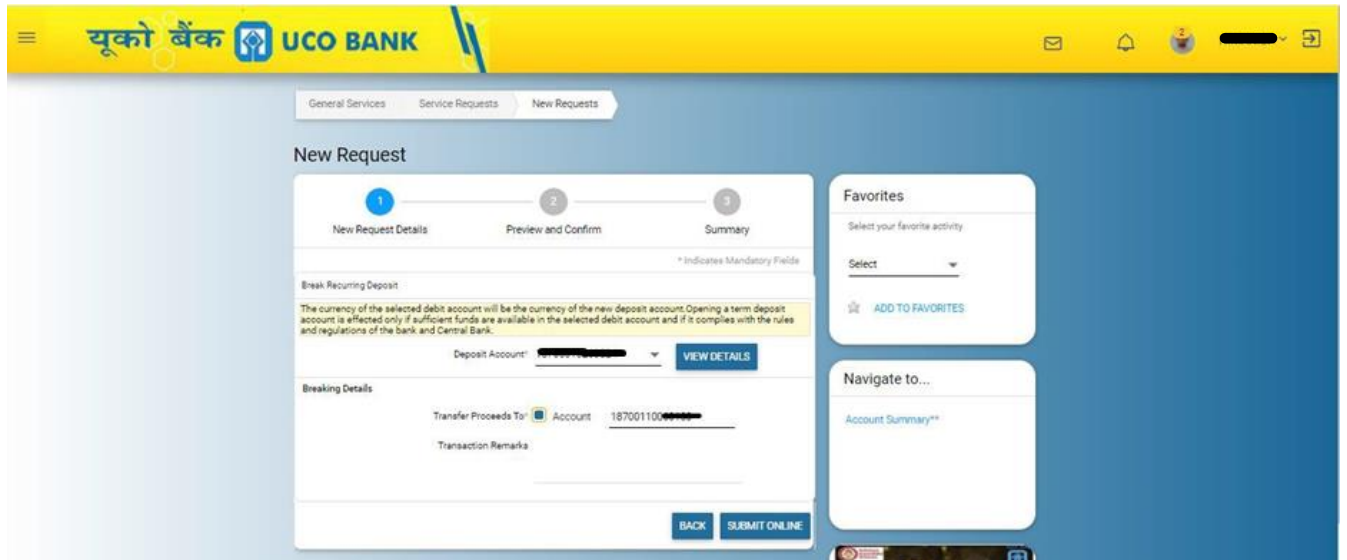
Screen:-2

Select the Recurring Deposit or RDUSS account from the drop-down list of Deposit account list.



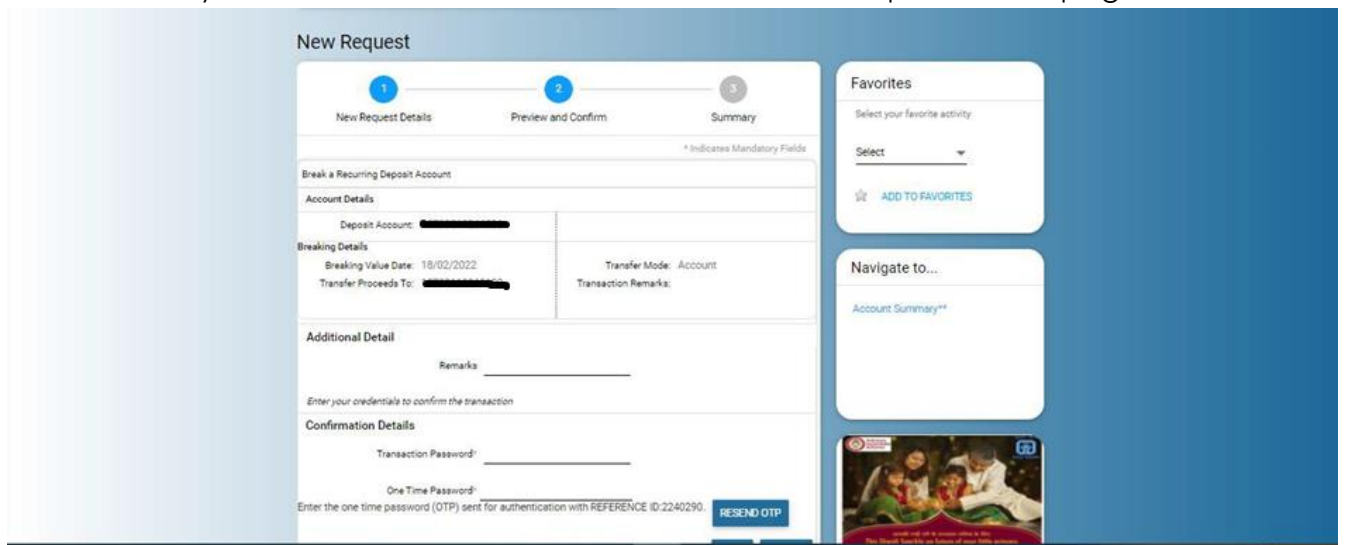
Screen: 3

After selection of RD/RDUSS account from the list, repayment account automatically comes in the **Transfer Proceed To** field for the credit of premature closure amount.



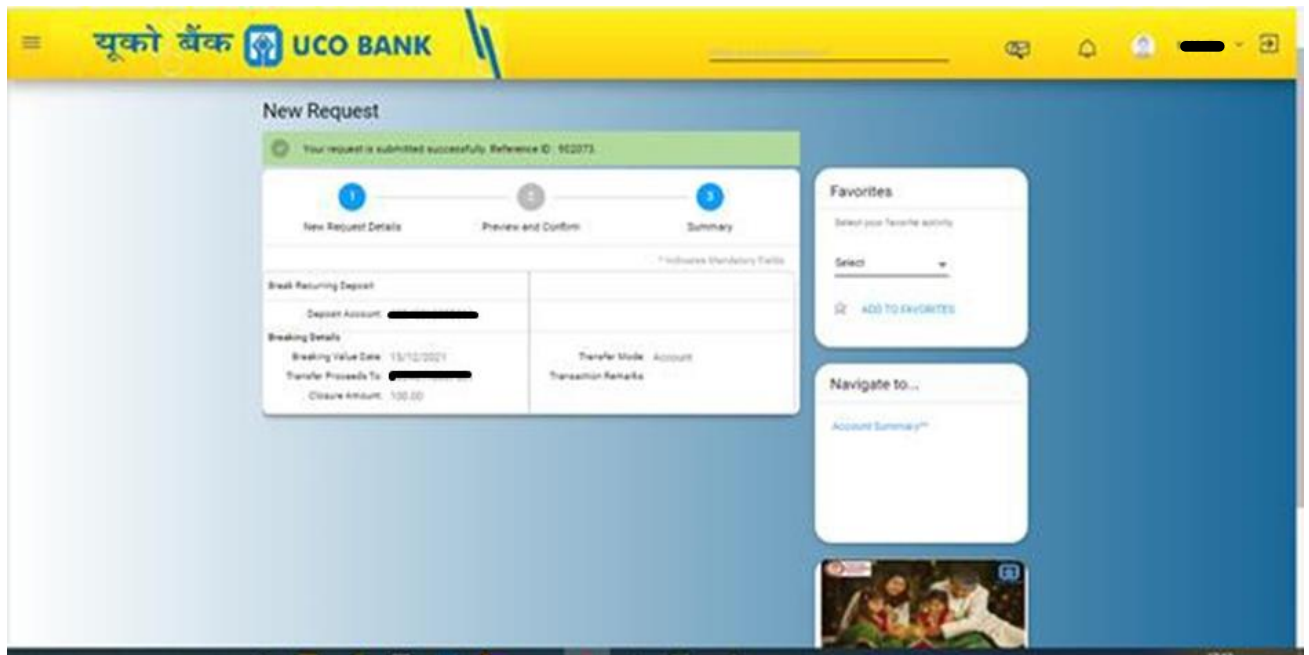
Screen: 4

After click on **submit online** button, preview and confirmation page will show to the users to verify the details that user has entered in the new request details page



Screen: -5

After putting the Transaction password and OTP in the confirmation details then summary details page comes.

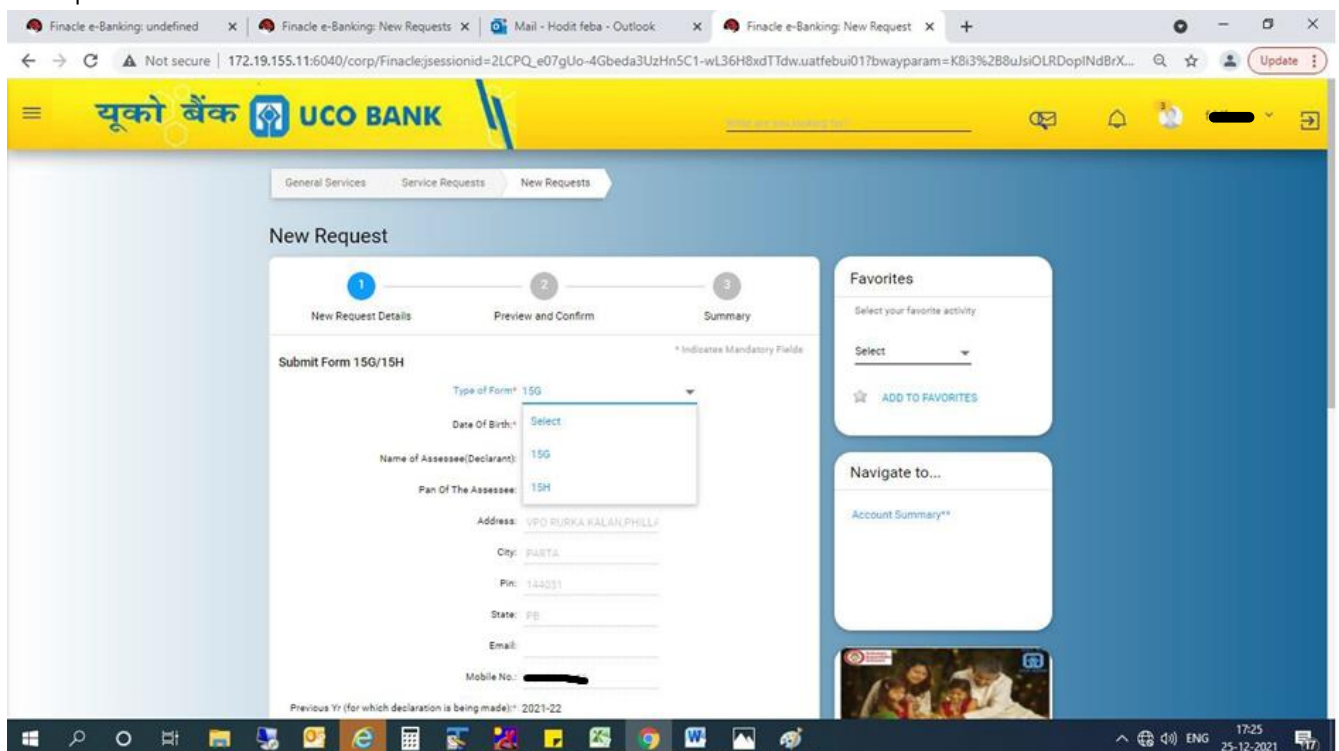


NOTE

- Break Recurring Deposit (TD-108) is a real time closure in the repayment account.
- Break RDUSS is an offline request and such request will be submitted to the linked branch for the further closure.

5. [Deposit Accounts - Submit Form 15G/15H](#)

In the first page user has to select the form 15G Or 15H in the type of form from the drop down.



User has to enter the necessary details related to Form 15G or Form 15H

The screenshot shows the UCO Bank website interface for filing Form 15G or 15H. The user has provided the following information:

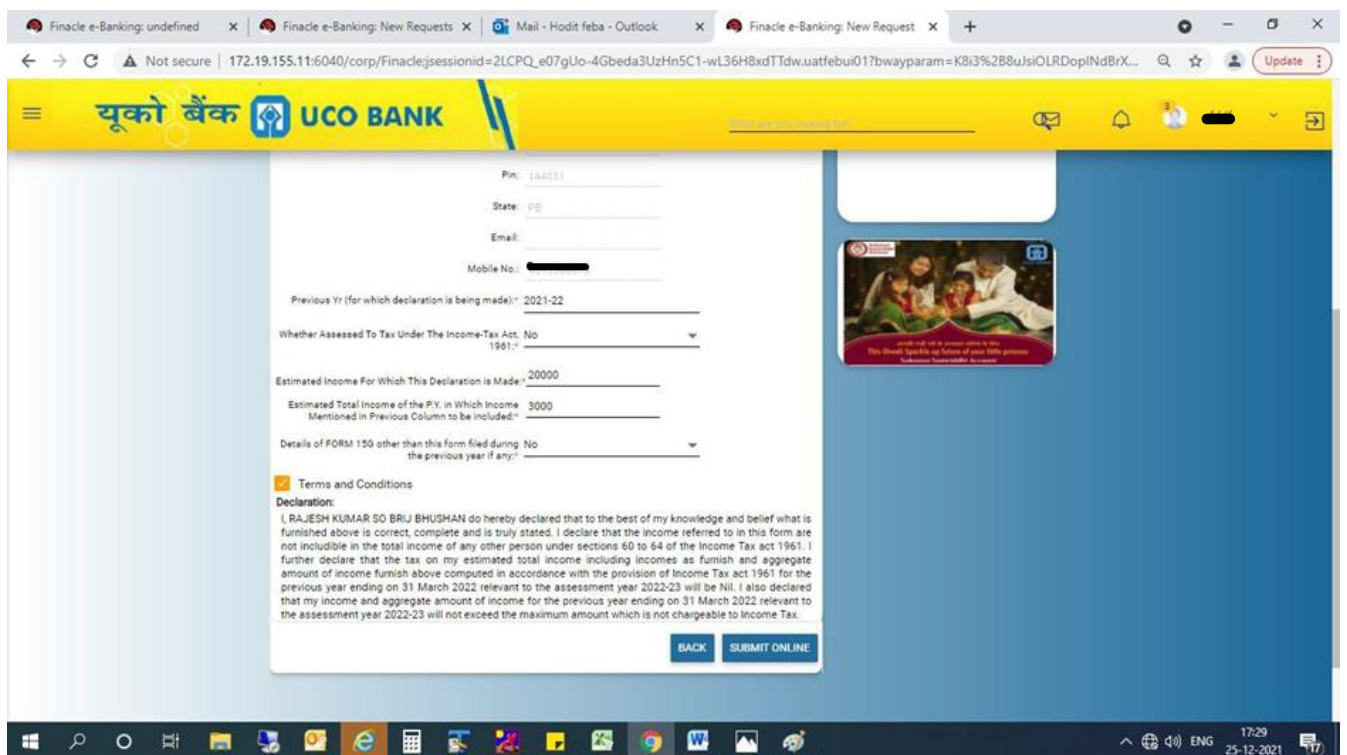
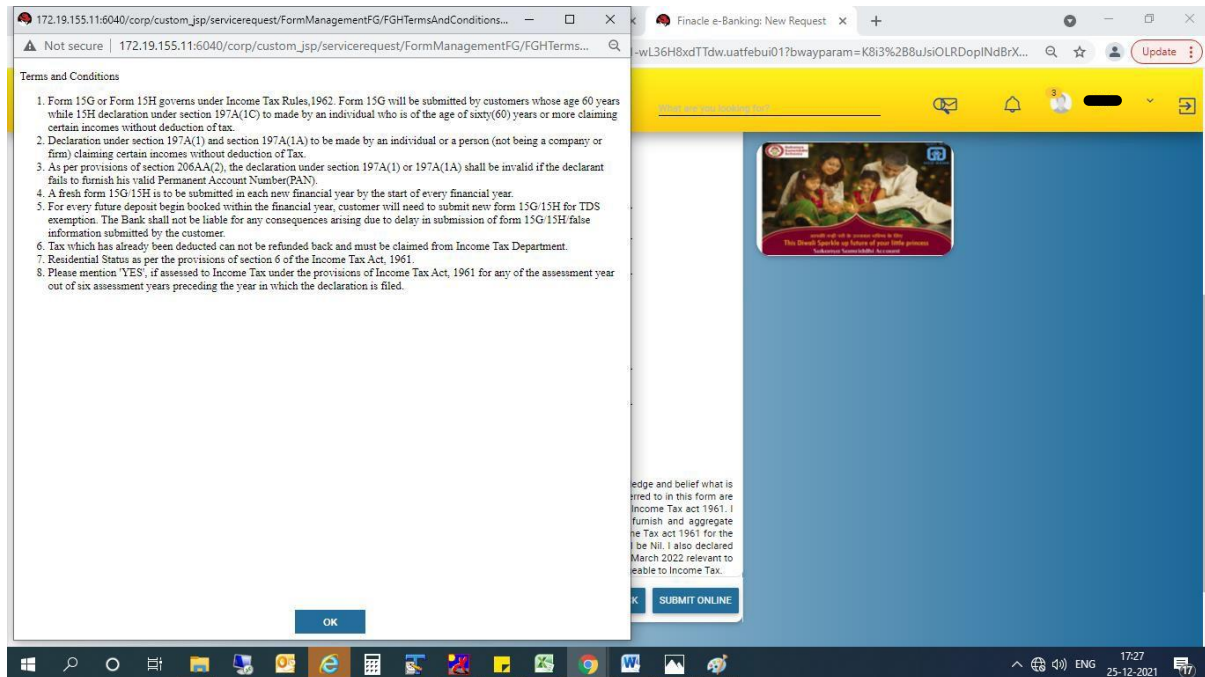
- Previous Yr (for which declaration is being made): 2021-22
- Whether Assessed To Tax Under The Income-Tax Act, 1961: Select
- If Yes, Latest Assessment Year For Which Assessed: Select
- Estimated Income For Which This Declaration is Made: 2,00,000
- Estimated Total Income of the P.Y. in Which Income Mentioned in Previous Column to be included: 2,00,000
- Details of FORM 15G other than this form filed during the previous year if any: Select
- Total No OF Form NO. 15G/H filed: Select
- Aggregate amount of income which form 15G/H filed: 2,00,000

The 'Terms and Conditions' checkbox is currently unchecked. Below the form, there is a declaration text starting with "I, RAJESH KUMAR SO BRIJ BHUSHAN do hereby declared that to the best of my knowledge and belief what is furnished above is correct, complete and is truly stated..." and buttons for "BACK" and "SUBMIT ONLINE".

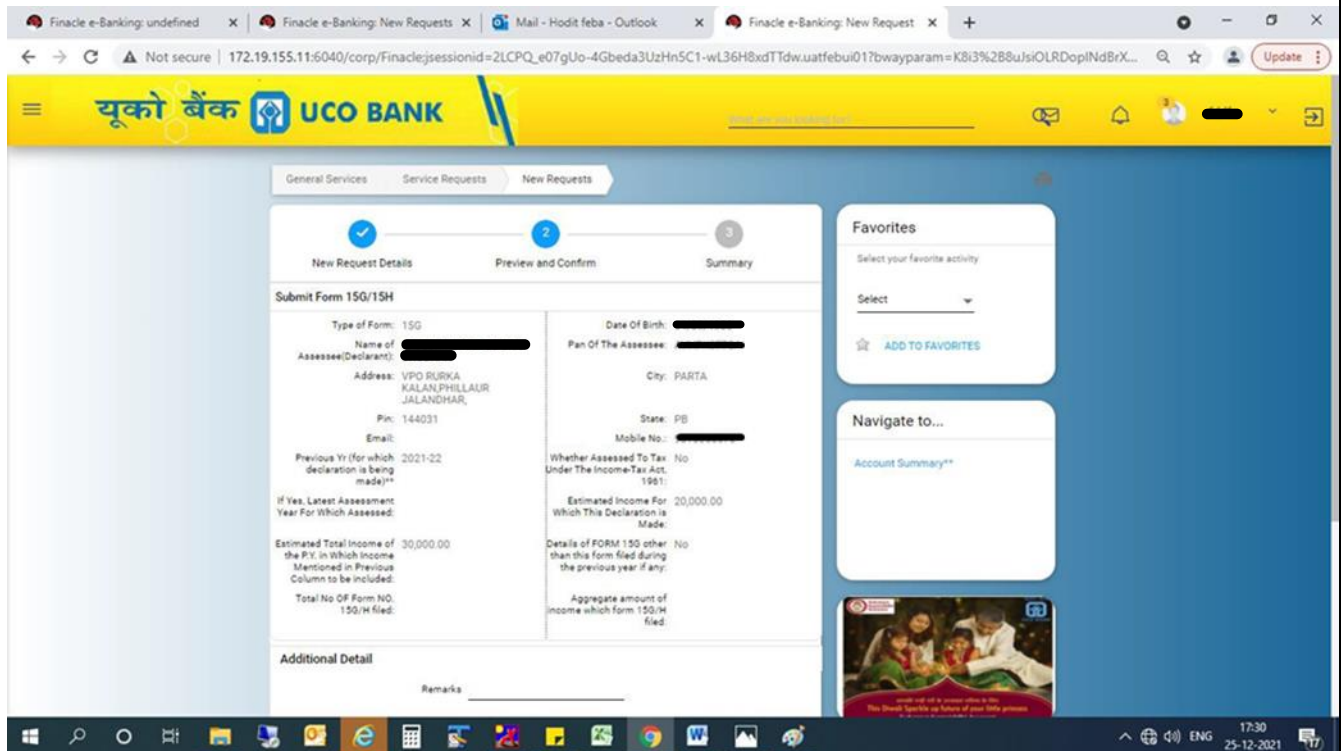
User has to accept the terms and conditions

This screenshot shows the same UCO Bank website interface, but with the 'Terms and Conditions' checkbox checked. The user's input remains the same as in the previous screenshot. The declaration text and submission buttons are also visible.

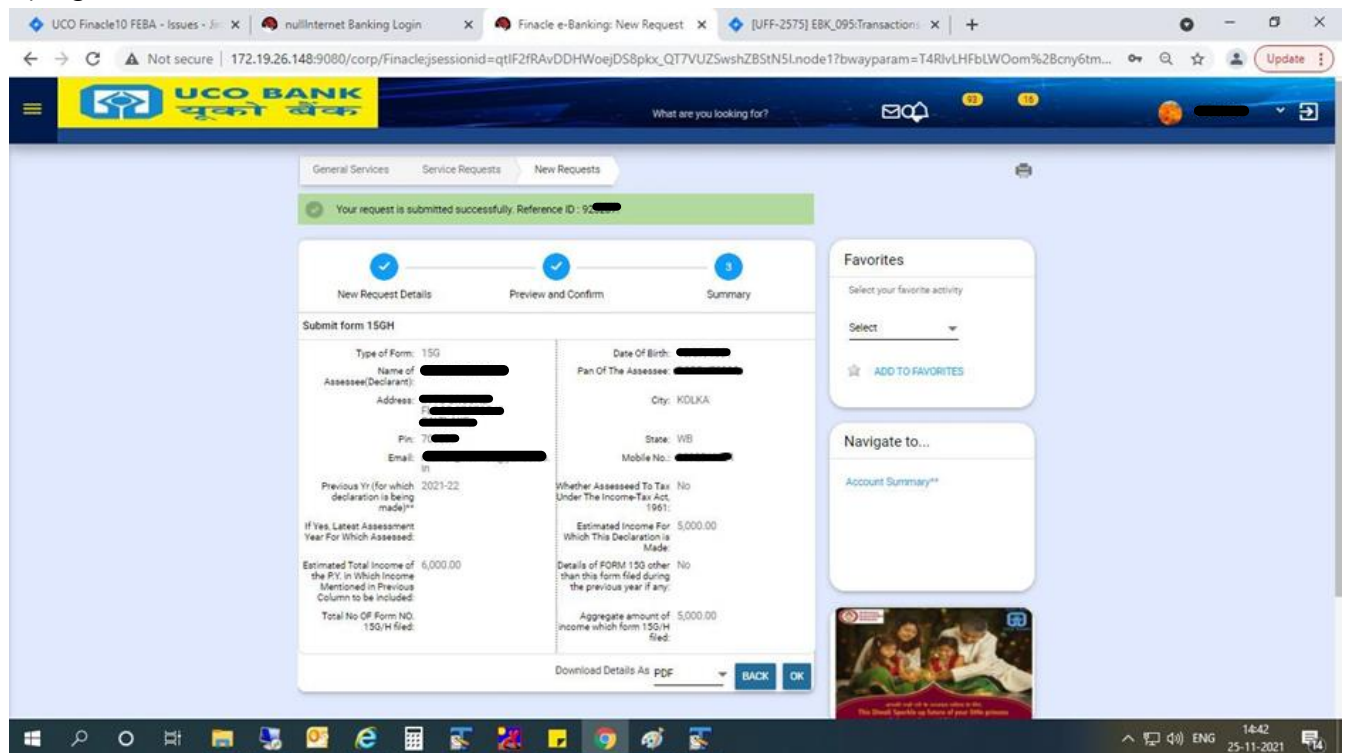
A pop up window will come up to accept the terms and condition, user has to click on ok button



On click of **submit online** button, preview confirm page will come



After putting the transaction password OTP and click of submit button, summary page will come.



User has an option to download the pdf file submitted through FEBA.