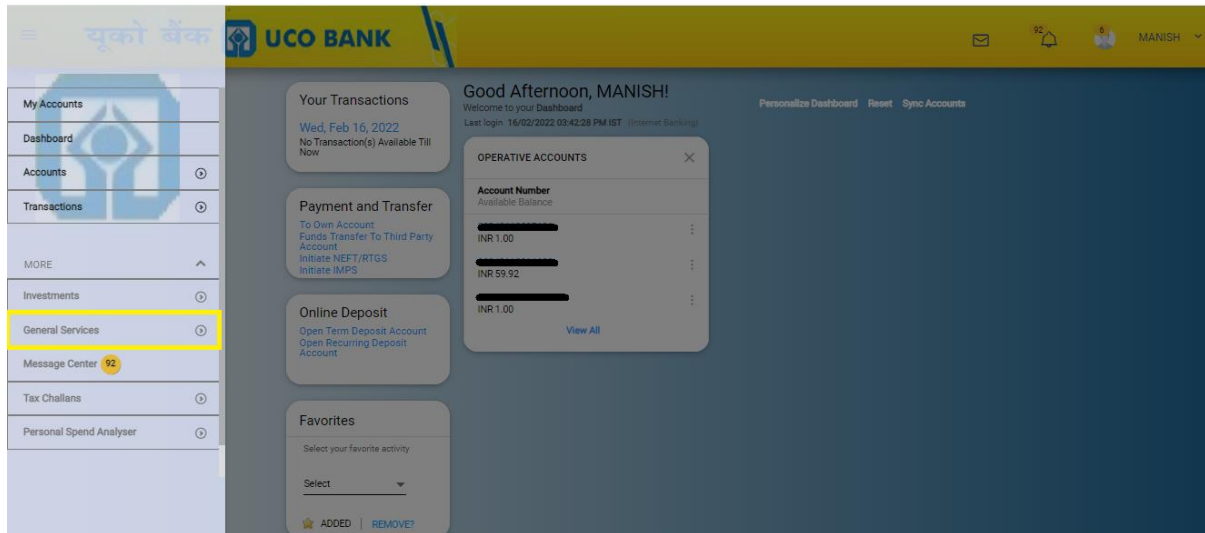
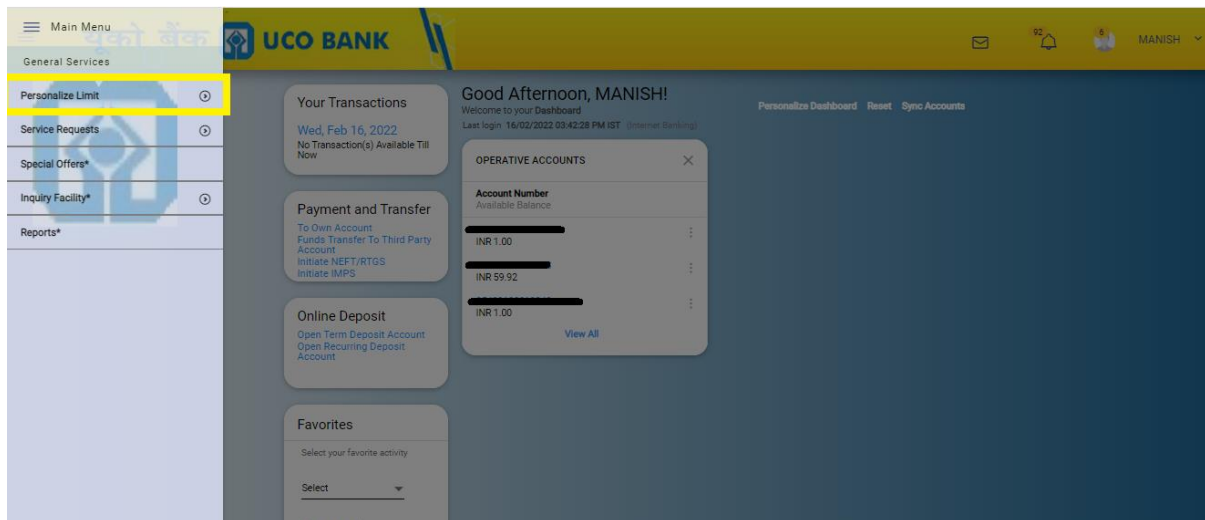


FEBA Service Requests

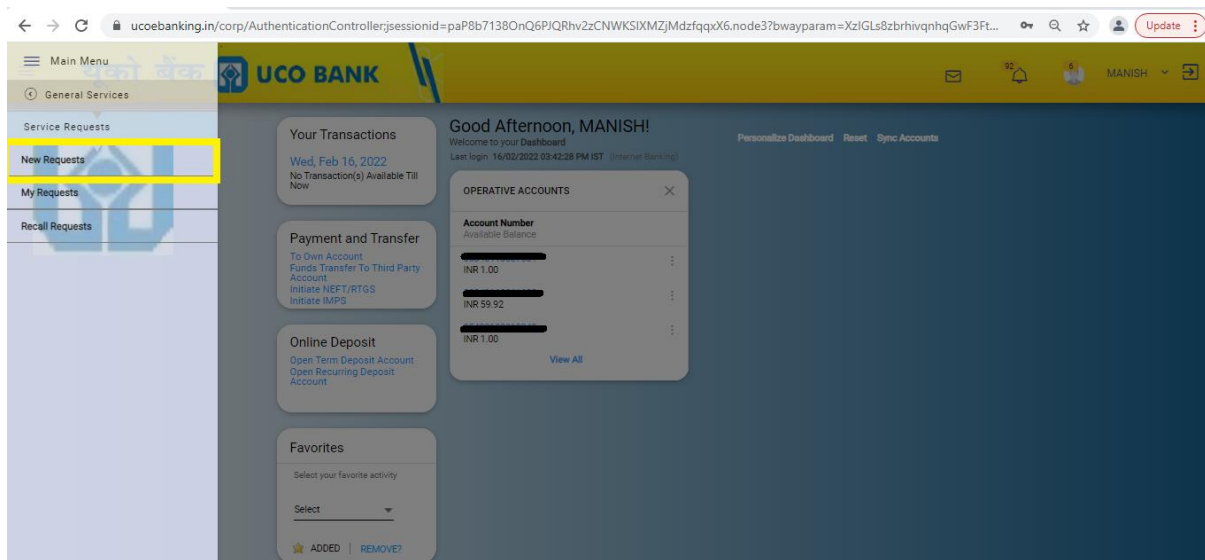
Service Request: Service request functionalities are available in General Services tab under More Options in the Hamburger menu (side menu) for Retail & corporate internet banking users in FEBA.



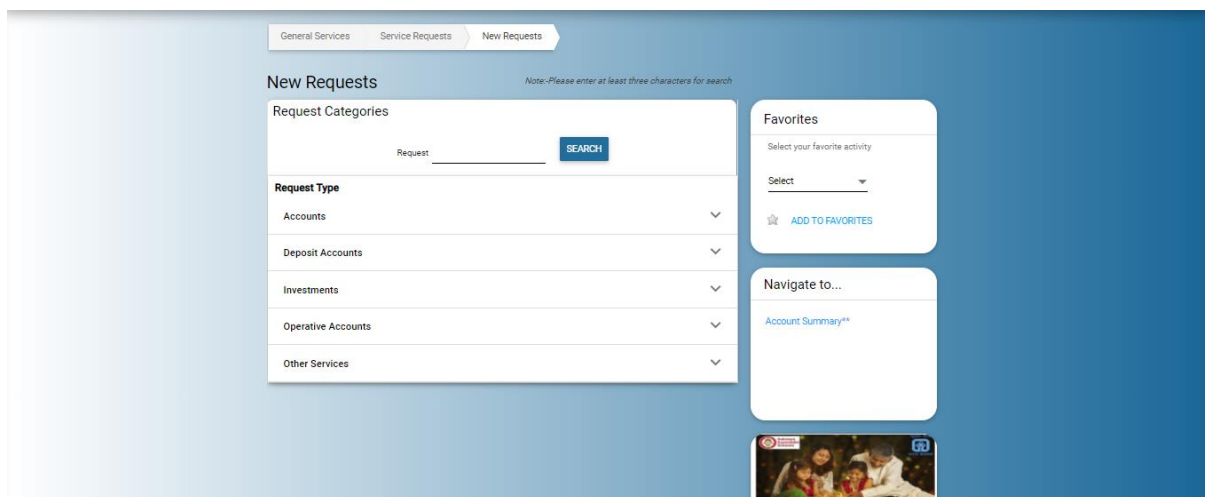
On click of More button->General Service's request, Service Requests tab will open in the next screen.



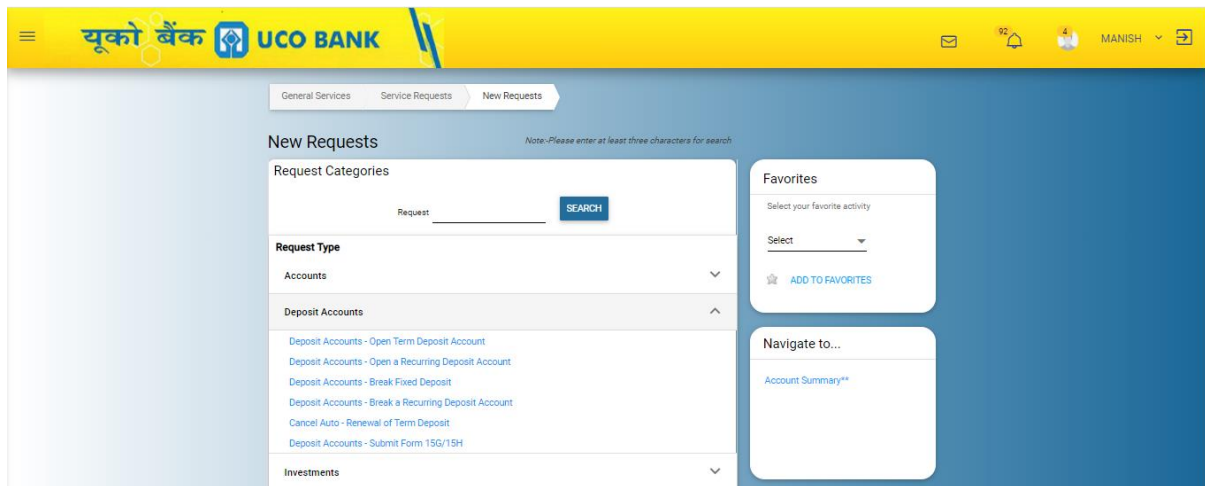
On click of service requests, new requests will open in the next screen.



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.



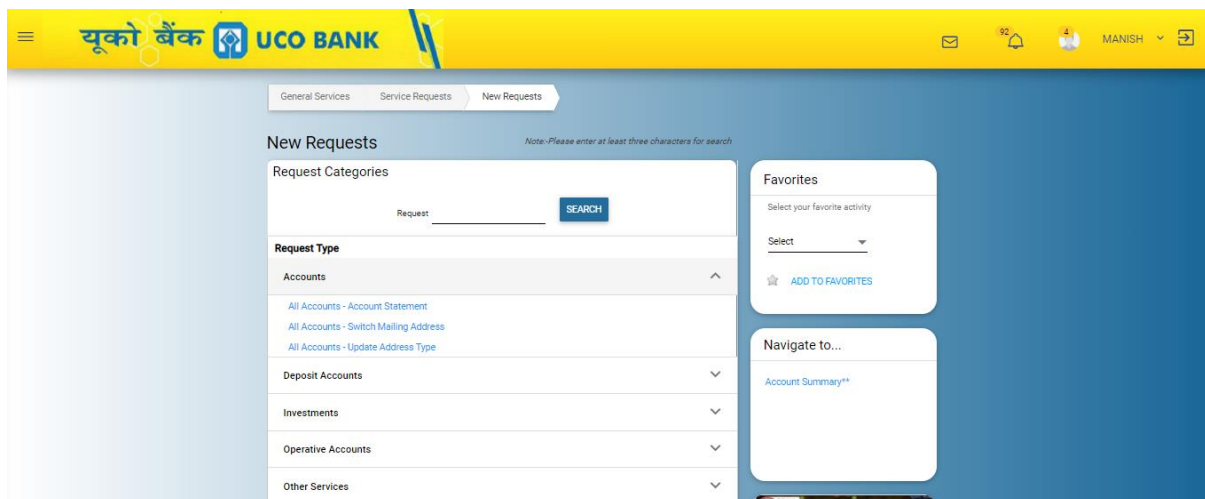
All the service request type like **Accounts, Deposit Accounts, Investments, Operative accounts** and **Other services** are available in the expandable and collapsible format.



Following Functionalities available in service type request

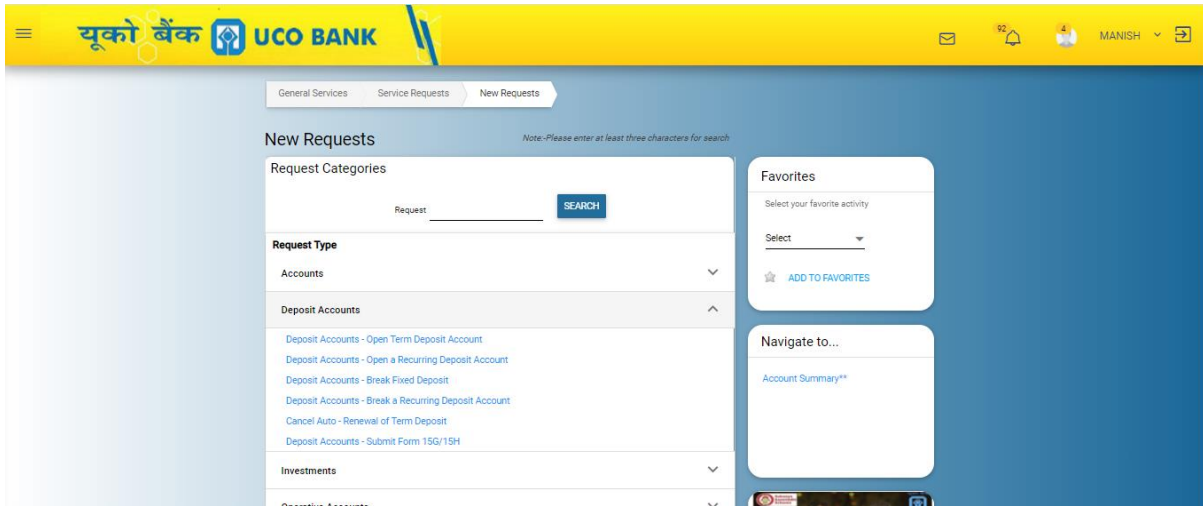
Accounts:

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



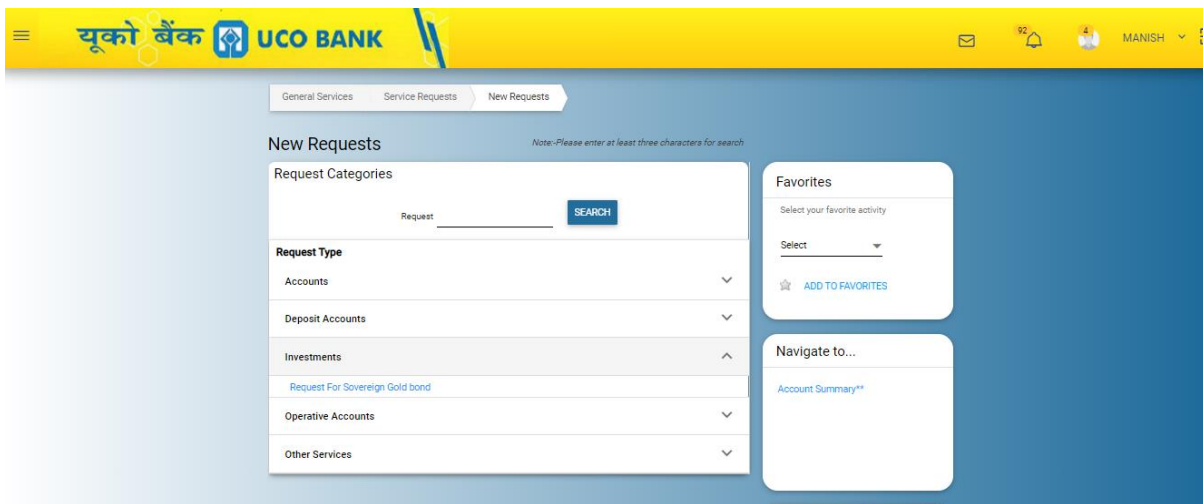
Deposit Accounts:

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](#)

The screenshot shows the 'New Requests' page on the UCO Bank website. The header includes the bank's logo and name in Hindi and English, along with navigation icons and the user's name 'MANISH'. The main content area is titled 'New Requests' and features a search bar with a 'SEARCH' button. Below the search bar, there are several sections: 'Request Categories' with a search input, 'Request Type' with a dropdown menu, and a list of request types under 'Operative Accounts'. On the right side, there are 'Favorites' and 'Navigate to...' sections, both with dropdown menus and 'ADD TO FAVORITES' buttons. A small image of a family is visible at the bottom right of the page.

Other Services:

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

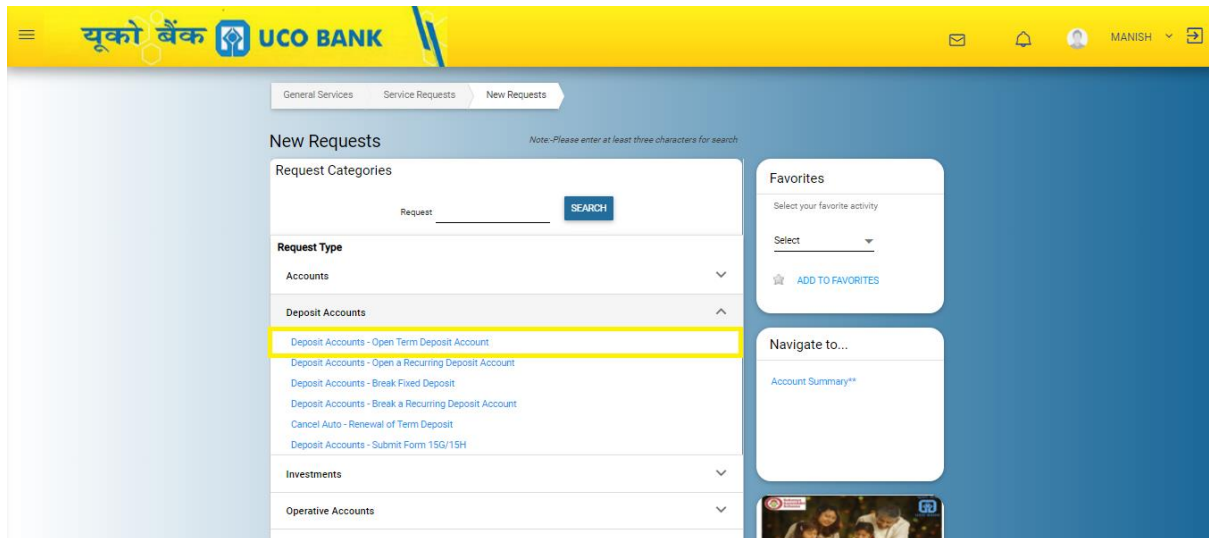
This screenshot is similar to the one above, but the 'Request Type' dropdown menu is expanded to show 'Other Services'. The list of services under 'Other Services' includes: Atal Pension Yojana, Locker Request, PAN Seeding, Submit FeedBack, and Request RM Appointment/ Schedule callback. The rest of the page layout, including the search bar, 'Favorites' section, and 'Navigate to...' section, remains the same.

Steps for the frequently used Service Requests

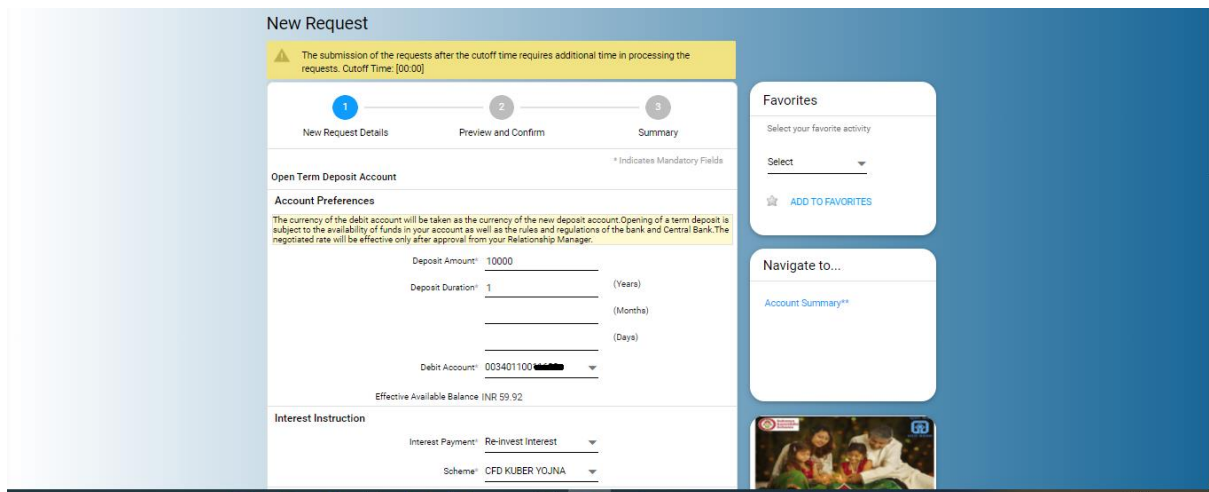
Deposit Accounts

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 'Interest Instruction' form on the UCO Bank website. The 'Interest Payment' dropdown is set to 'Re-Invest Interest'. The 'Scheme' dropdown is open, showing options: 'Select', 'Interest Payout', and 'Re-Invest Interest'. A yellow arrow points to the 'Re-Invest Interest' option. The 'Auto Renewal Required' section has radio buttons for 'Yes' and 'No'. The 'Nominee Details' section includes fields for Name, Relation, Address, City, State, PIN Code, and Country (INDIA). There are 'LOOKUP' buttons for City and State.

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

The screenshot shows the 'Interest Instruction' form on the UCO Bank website. The 'Interest Payment' dropdown is set to 'Re-Invest Interest'. The 'Scheme' dropdown is open, showing options: 'Select', 'CFD KUBER YOJNA', 'Gen Fixed Deposit Shortterm', and 'UCO TAX SAVER 2006 CFD'. A yellow arrow points to the 'CFD KUBER YOJNA' option. The 'Auto Renewal Required' section has radio buttons for 'Yes' and 'No'. The 'Nominee Details' section includes fields for Name, Relation, Address, City, State, PIN Code, and Country (INDIA). There are 'LOOKUP' buttons for City and State.

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: RAHUL

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 extant 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, 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, 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.

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 the UCO Bank online interface. At the top, there is a yellow header with the bank's logo and name in Hindi and English. Below the header, there is a form for submitting a request. The form includes the following fields and options:

- Address: KOLKATA
- City: KOLKATA (with a LOOKUP button)
- State: West Bengal (with a LOOKUP button)
- PIN Code: 700106
- Country: INDIA (dropdown menu)
- Is Nominee Minor: Yes No
- Date Of Birth (dd/MM/yyyy): [calendar icon]
- Remarks: Transaction Remarks
- Terms and conditions: 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.
- Footer: To Know about Deposit Schemes and Interest rates. [Click Here](#)
- Buttons: BACK and SUBMIT ONLINE

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 UCO Bank online interface for the 'New Request' preview confirmation page. The page has a yellow header with the bank's logo and name. Below the header, there is a navigation bar with 'General Services', 'Service Requests', and 'New Requests'. The main content area is titled 'New Request' and features a progress bar with three steps: 'New Request Details', 'Preview and Confirm', and 'Summary'. The 'Preview and Confirm' step is active, displaying the following details:

- Open Term Deposit Account
- Account Preferences: Deposit Amount: 10,000.00, Deposit Duration(Months): 18/02/2022, Account Opening Date: 18/02/2022, Debit Account: 003401100, Deposit Duration(Years): 1, Deposit Duration(Days):, Fixed Deposit Branch: KOLKATA - DD BLOCK SALT LAKE
- Nominee Details Required: Yes
- Interest Instruction: Interest Payment: Re-invest Interest, Scheme: CFD KUBER YOUNA
- Renewal Instructions: Auto Renewal Required: Yes
- Nominee Details: Nominee Name: RAHUL, Address: KOLKATA, State: West Bengal, Country: INDIA, Relation with you: BROTHER, City: KOLKATA, PIN Code: 700106, Is Nominee Minor: No

On the right side, there is a 'Favorites' section with a 'Select' dropdown and an 'ADD TO FAVORITES' button. Below that is a 'Navigate to...' section with a link to 'Account Summary**'. At the bottom right, there is a small image of a family.

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: RAHUL	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 Characteristics

Deposit Amount: 1,00,00	Deposit Duration (Months): 1
Deposit Duration (Months):	Deposit Duration (Days):
Account Opening Date: 02/12/2021	
Bank Name:	Fixed Deposit Branch: 1000
Nominee (Guardian) Name:	

Interest Information

Interest Payment: Reinvest Interest

Scheme: 12% (Fixed Deposit)

Renewal/Extension

Auto Renewal Requested: Yes

Nominee Details

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

Guardian Details

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

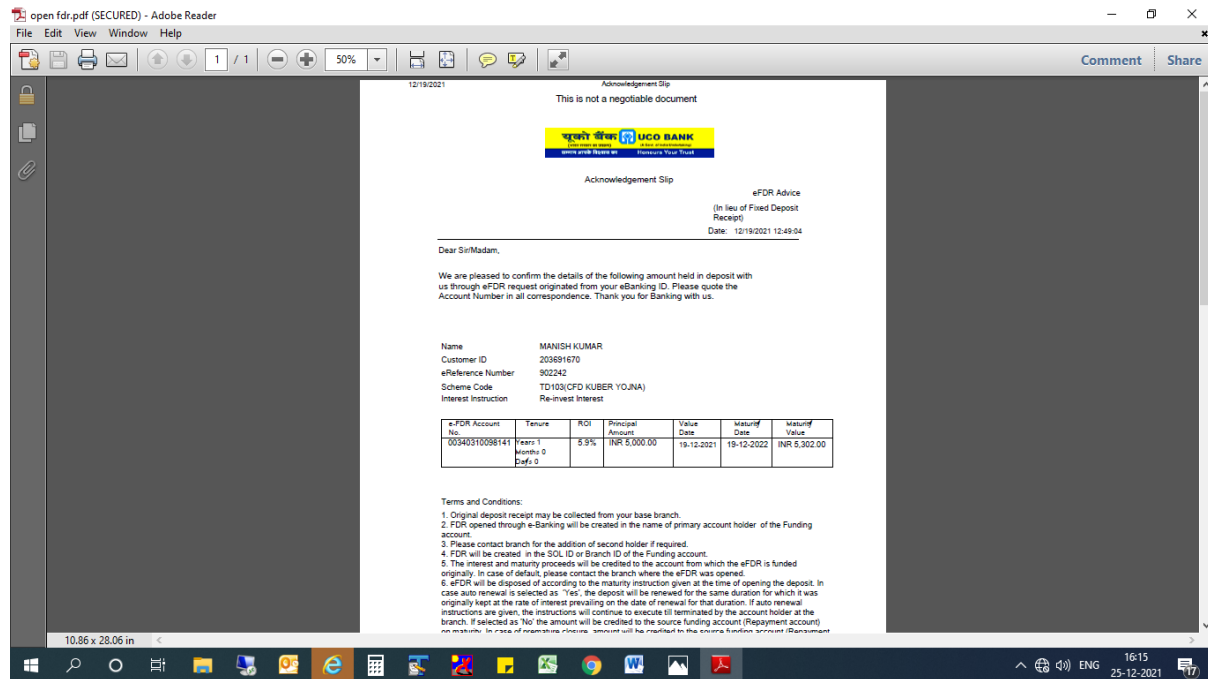
Remarks

Transaction Remarks:

Your Opened Account Details

Opened Account Name: RAHUL
Open Account Number: 1234567890
Open Account Name: RAHUL
Principal Amount: 1,00,00
Maturity Amount: 1,10,00
Maturity Date: 02/12/2022

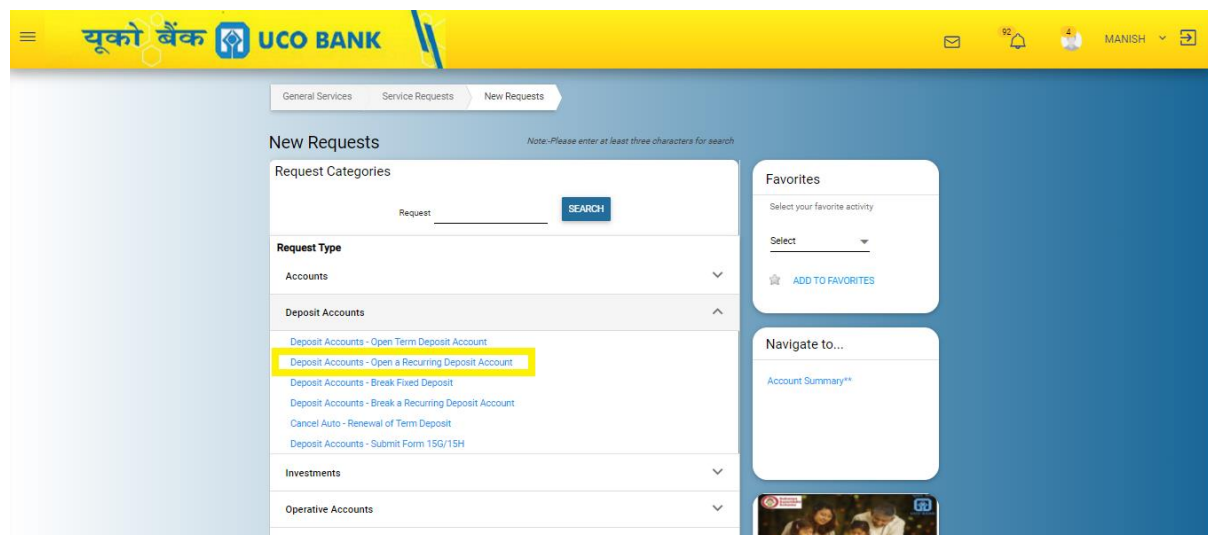
Download options is available for the user get the cyber receipt:



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: 00340110011683 [VIEW DETAILS](#)

Effective Available Balance (INR) 59,92

Deposit Amount: 500

Scheme: Select

Tenure: Select (Years) Months Days

Nominee Details Required

Is Nominee Required? Yes No

Nominee Details

Nominee Name: _____

Navigation: Favorites, Navigate to... Account Summary**

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

UCO BANK

Nominee Details Required

Is Nominee 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

Date of Birth (dd/MM/yyyy): _____

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](#)

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

UCO BANK

Menu icons: Mail, Home, Profile (MANISH)

Nominee Details

Nominee Name: RAHUL

Relation With You: Brother

Address: KOLKATA

City: KOLKATA

State: West Bengal

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 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](#)

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

City: KOLKATA

State: West Bengal

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 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](#)

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.

uccebanking.in/corp/custom_jsp/servicerequest/FormManagementFG/RDTermsAndConditions.html

Terms and Conditions

1. e-RD e-RDUSS opened through e-Banking will be created in the name of primary account holder of the Funding account.
2. Please contact branch for the addition of second holder if required.
3. e-RD e-RDUSS will be created in the SOL ID or Branch ID of the Funding account.
4. In case of RD, Standing Instruction will be created automatically, Please make sure that sufficient balance is available on due date in the respective source account or funding account.
5. In case of fund transfer to RDUSS, Recurring Instruction will be available in both online & offline mode.
6. Please contact the base Branch to add nominee to the e-RDUSS created in the UCO e-Banking application.
7. The interest and maturity proceeds will be credited to the account from which the e-RD is funded originally. In case of default, please contact the branch where the e-RD e-RDUSS was opened. In case of premature closure, amount will be credited to the source funding account (Repayment account) and can be done in both online and off line mode. For e-RDUSS, interest will be paid at maturity. For e-RDUSS, please visit branch for premature closure or closure on maturity.
8. Additional Rate of Interest for Sr. Citizen, Staff & Ex-Staff will be given on e-RD e-RDUSS on the basis of the data available in the CIF. In case of discrepancy please contact branch.
9. 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 e-RD e-RDUSS and at the beginning of each financial year through online or offline channel.
10. 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.
11. 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).
12. 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.
13. Rate of Interest of the e-RD e-RDUSS and the other Terms and Conditions will be as per Bank extant guidelines.
14. Please collect e-RD e-RDUSS Passbook from your base branch.

guidelines, I/We
mission

SUBMIT ONLINE

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.

New Request

1 2 3
New Request Details Preview and Confirm Summary

Open Recurring Deposit

Basic Account Details

Debit Account: 18700110
Deposit Amount: INR 500.00
Tenure Duration(years): 1
Tenure Duration(days):
Deposit Branch: KOLKATA - DD BLOCK SALT LAKE
Is Nominee Required: Yes

Account Opening Date: 18/02/2022
Scheme: Recurring Deposit Scheme
Tenure Duration(months):

Nominee Details

Nominee Name: RAHUL
Address: KOLKATA
State: West Bengal
Country: INDIA
Date Of Birth: (dd/MM/yyyy)

Relation With You: Brother
City: KOLKATA
PIN Code: 700106
Is Nominee Minor: NO

Remarks

Transaction Remarks:

Favorites

Select your favorite activity

Select

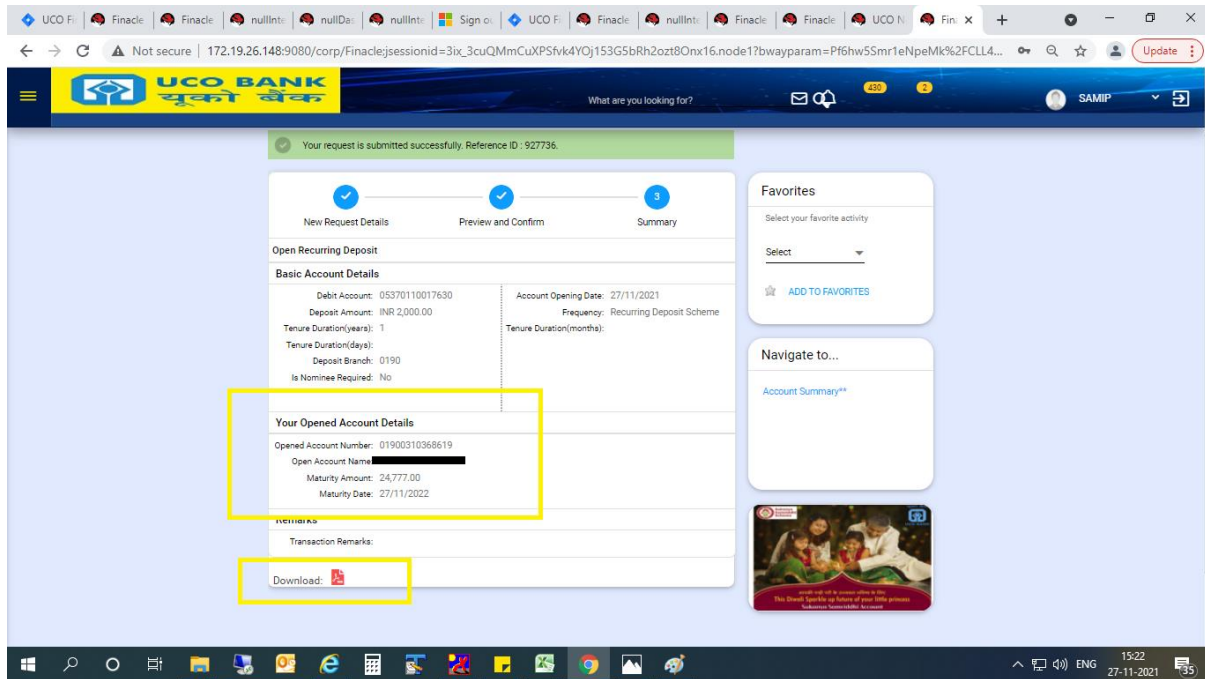
ADDED REMOVE?

Navigate to...

Account Summary**

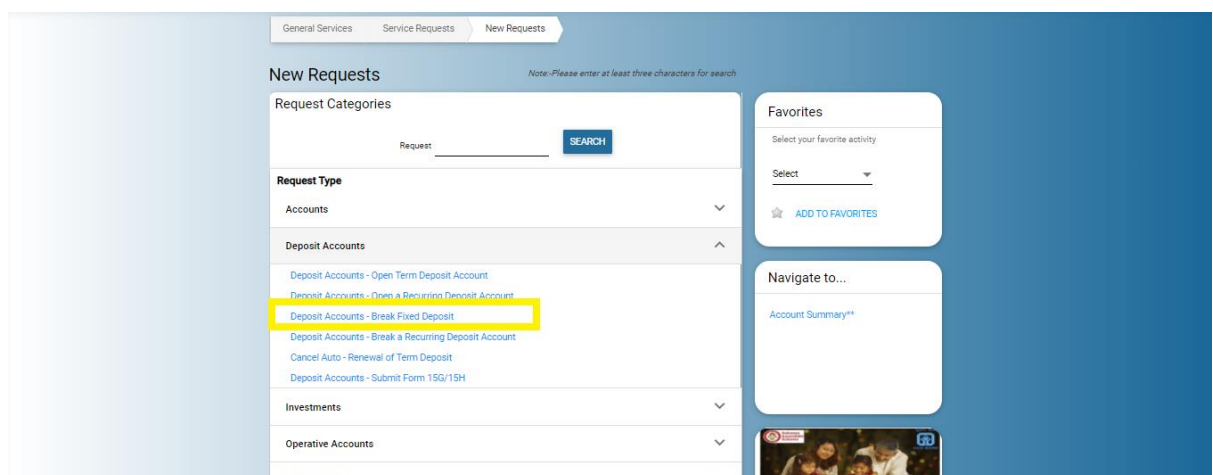
11:54

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.



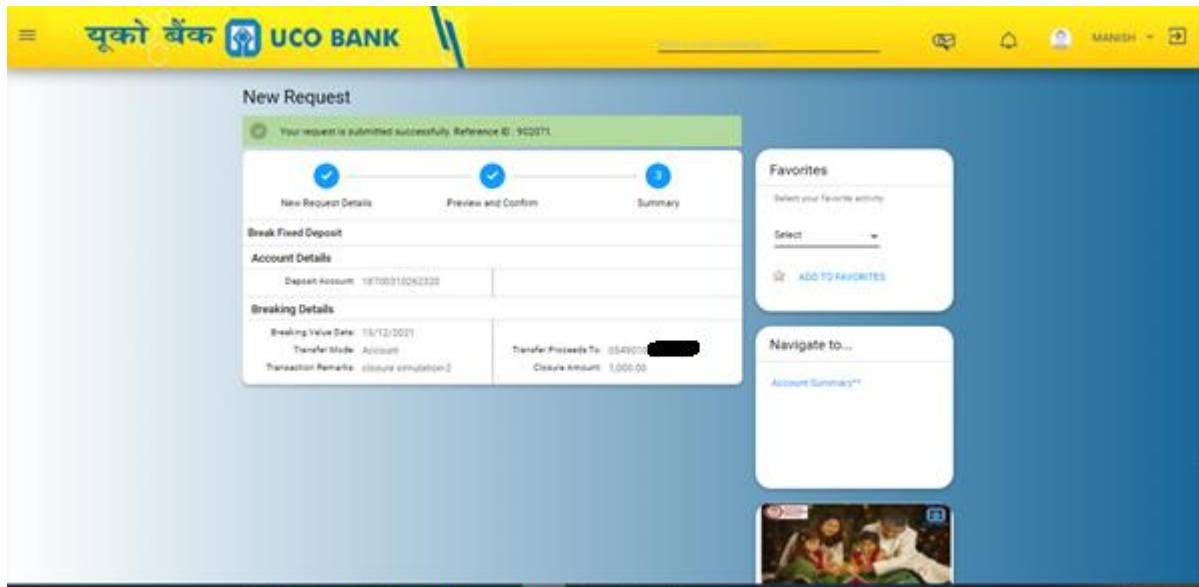
Account Details: user has to select the FDR from the deposit account list.

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.



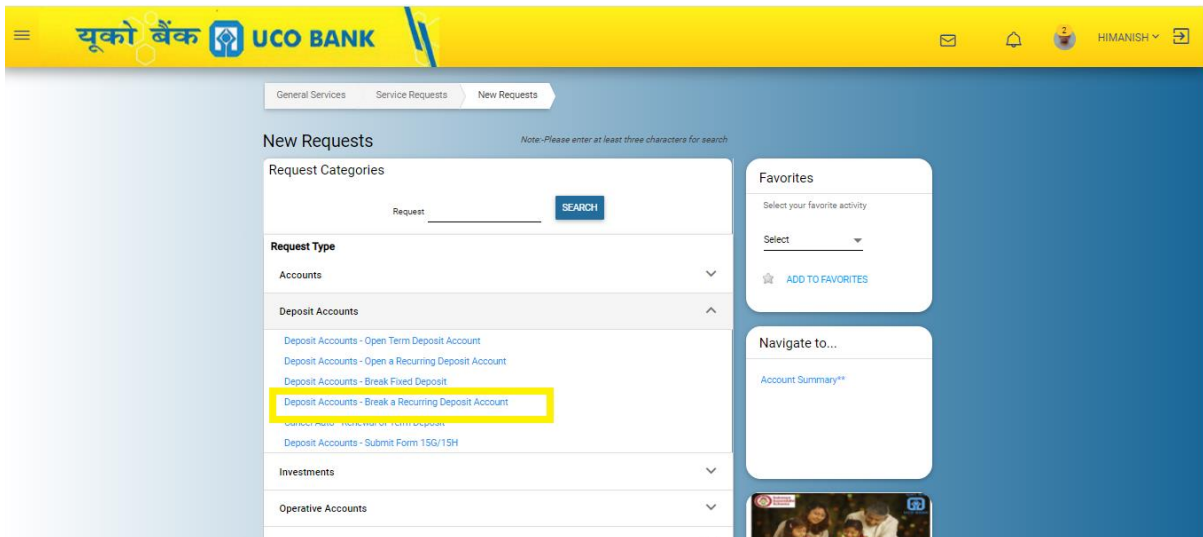
NOTE: FD and RD will be closed instantly and immediately reflected in the repayment account, however in case of premature closure or break RDUSS account, request is submitted to branch and branch has to close the RDUSS as they are doing in the earlier version.

Process of closure break RD is as similar as shared above

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

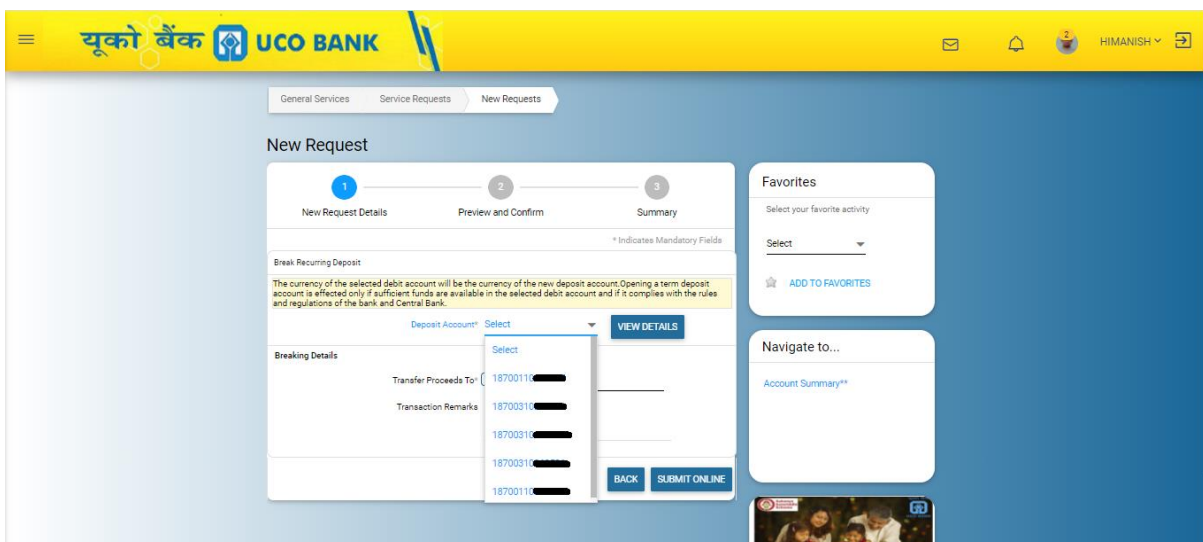
Screen:-1

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



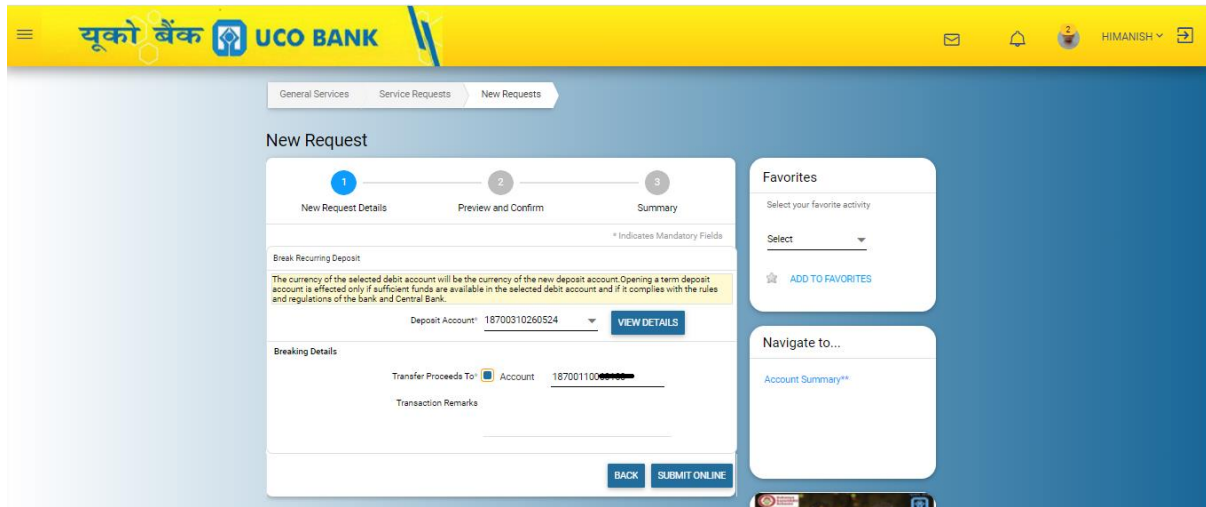
Screen:-2

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



Screen: 3

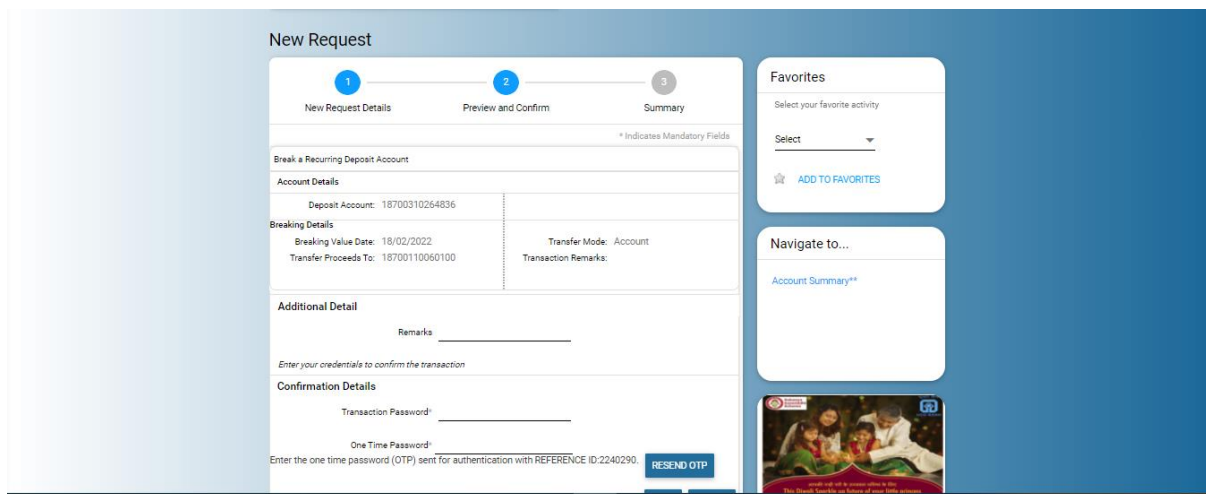
After selection of RD/RDUSS account from the list, repayment account automatically comes in the **Transfer Proceed To** field for the credit of premature closure amount.



The screenshot shows the 'New Request' form for a 'Break Recurring Deposit'. The form is in the 'New Request Details' step. It includes a 'Deposit Account' field with the value '18700310260524' and a 'Transfer Proceeds To' field with the value '18700110000000'. A 'SUBMIT ONLINE' button is visible at the bottom right.

Screen: 4

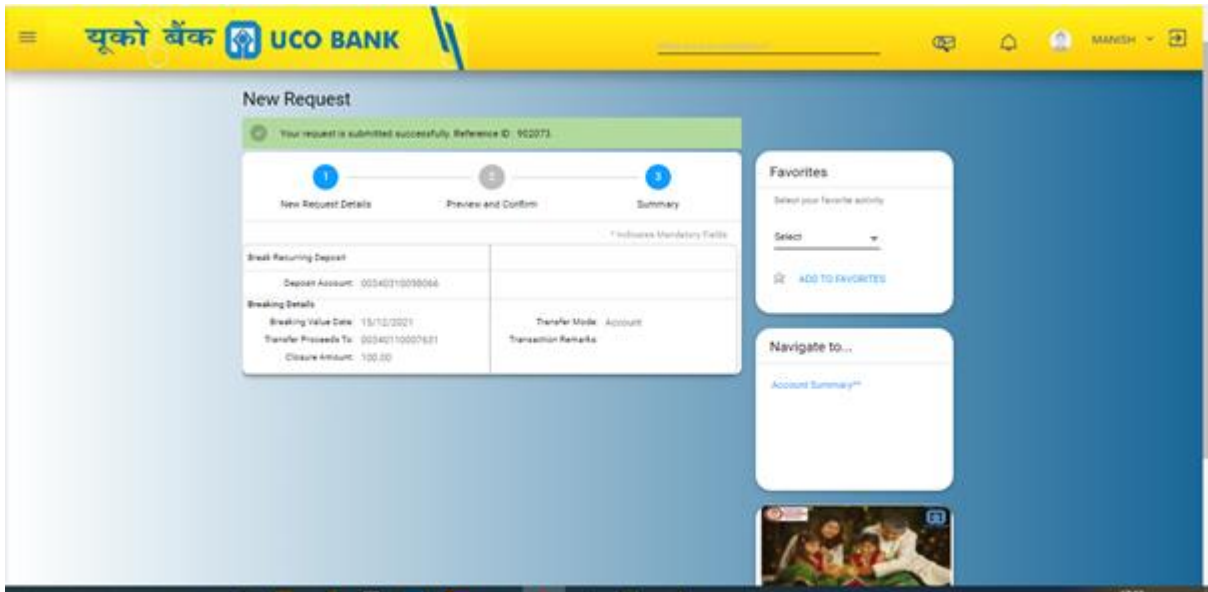
After click on **submit online** button, preview and confirmation page will show to the users to verify the details that user has entered in the new request details page



The screenshot shows the 'New Request' form for a 'Break Recurring Deposit' in the 'Preview and Confirm' step. It includes a 'Transaction Password' field and a 'One Time Password' field. A 'RESEND OTP' button is visible at the bottom right.

Screen: -5

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

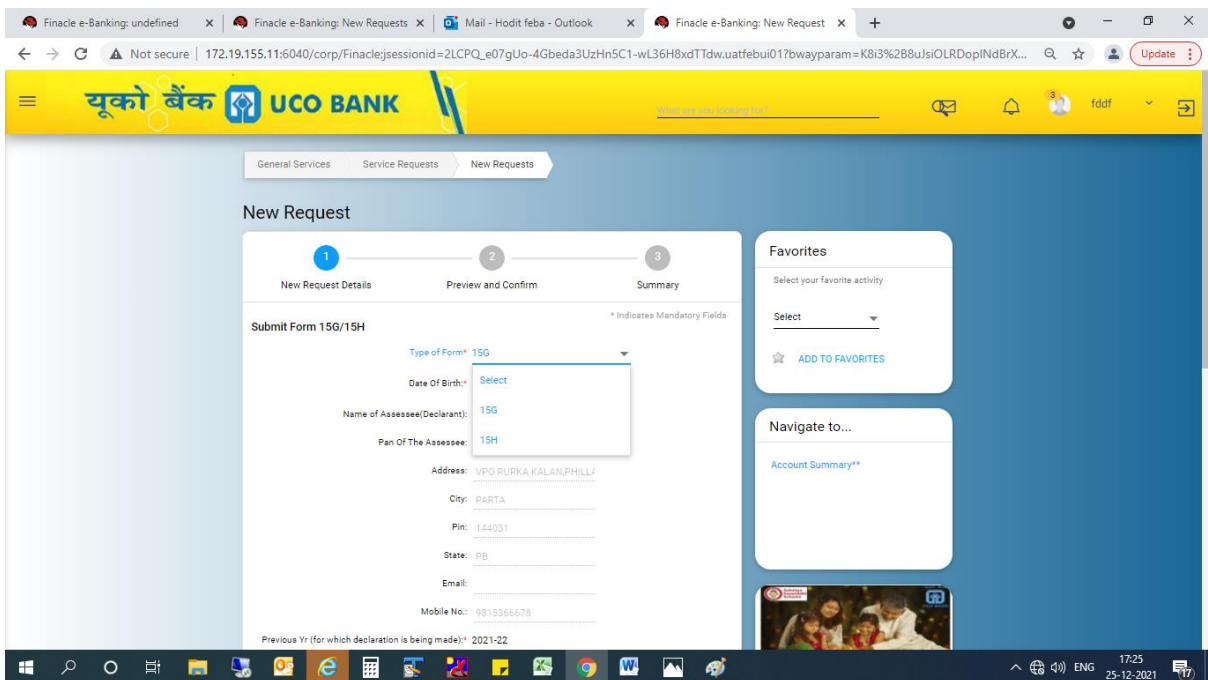


NOTE

- 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 a Form 15G or 15H declaration. The form fields are as follows:

- Email: _____
- Mobile No: 9815366678
- 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
- Terms and Conditions

Declaration:
I, RAJESH KUMAR GO 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. I declare that the income referred to in this form are not includible in the total income of any other person under sections 60 to 64 of the Income Tax act 1961. I further declare that the tax on my estimated total income including incomes as furnish and aggregate amount of income furnish above computed in accordance with the provision of Income Tax act 1961 for the previous year ending on 31 March 2022 relevant to the assessment year 2022-23 will be Nil. I also declared that my income and aggregate amount of income for the previous year ending on 31 March 2022 relevant to the assessment year 2022-23 will not exceed the maximum amount which is not chargeable to Income Tax.

Buttons: BACK, SUBMIT ONLINE

User has to accept the terms and conditions

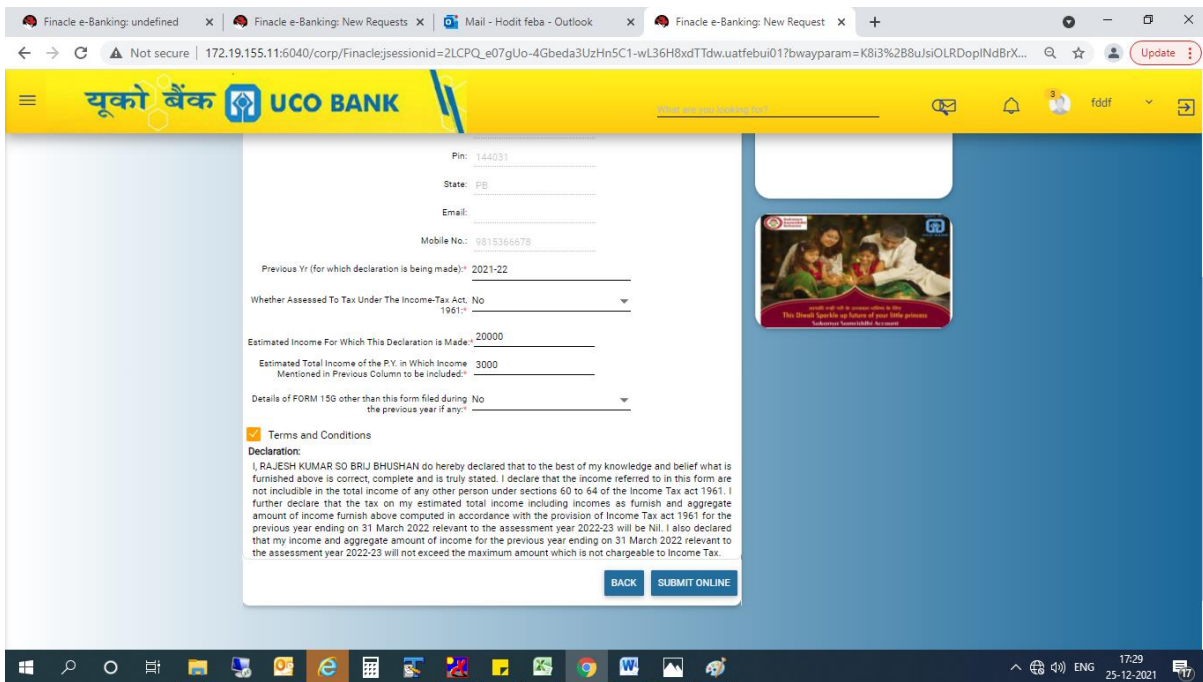
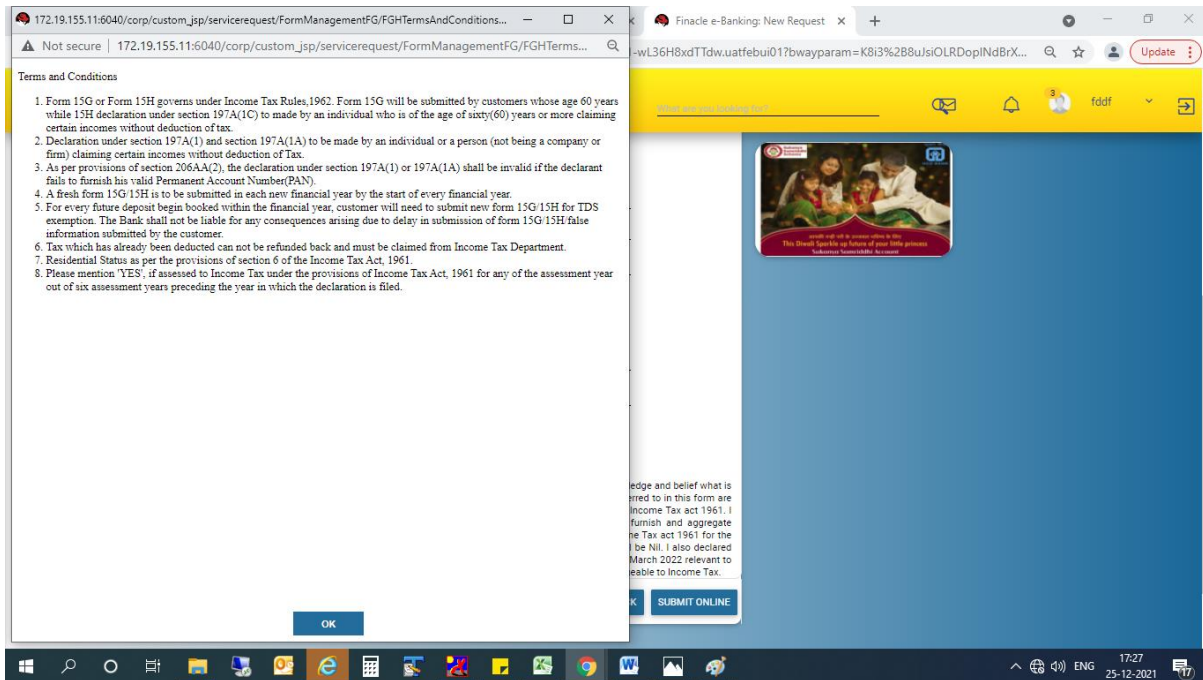
The screenshot shows the same UCO Bank website interface, but with the 'Terms and Conditions' checkbox checked, indicating that the user has accepted the terms and conditions.

- Terms and Conditions

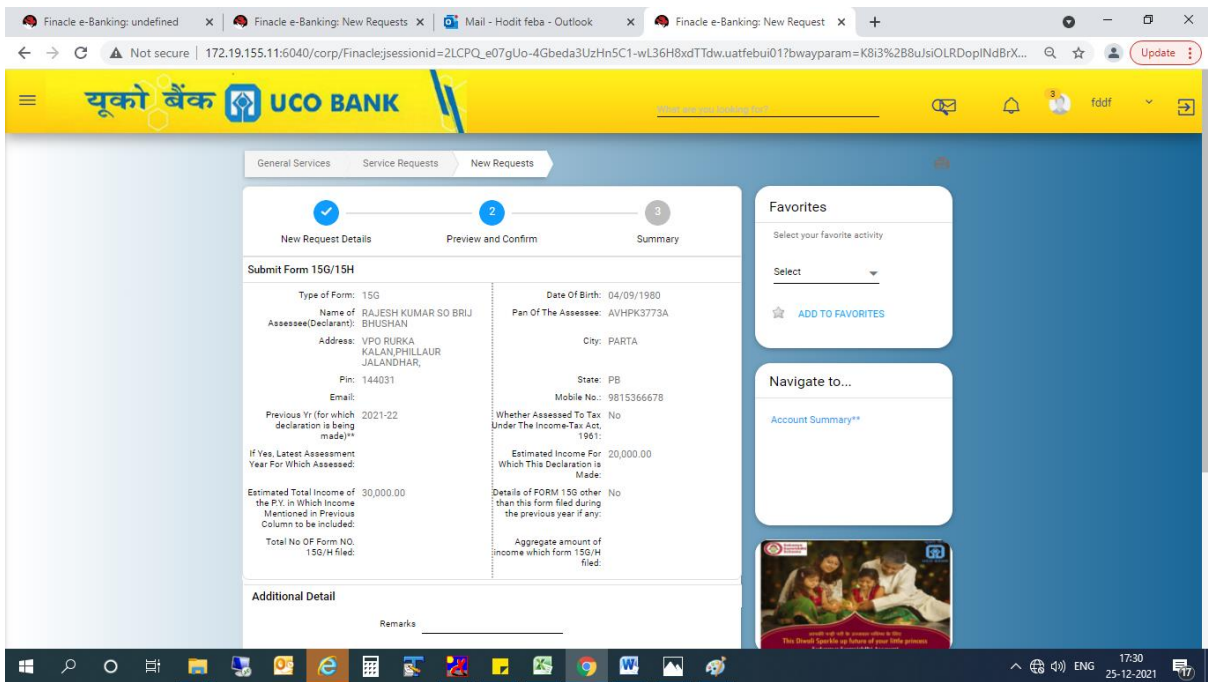
The rest of the form fields and declaration text remain the same as in the previous screenshot.

Buttons: BACK, SUBMIT ONLINE

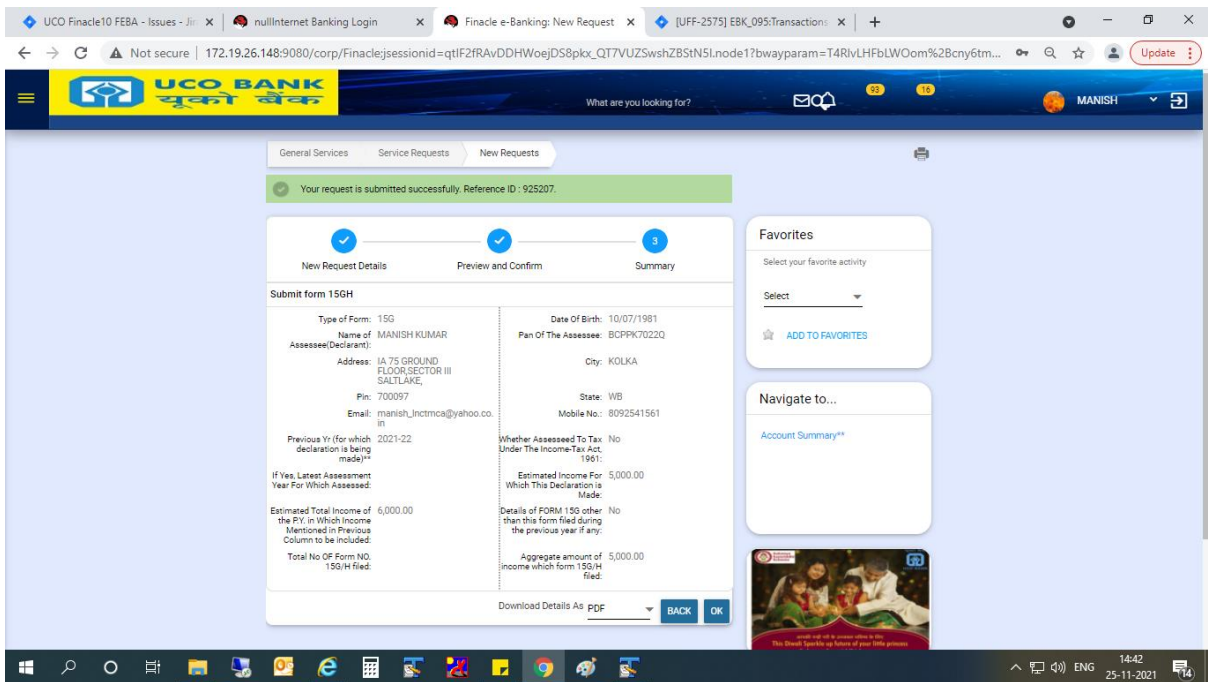
A pop up window will come up to accept the terms and condition, user has to click on ok button



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.