

## **STATEMENT REQUEST**

*Consolidated transactional history of an account can be viewed under a statement.*

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What are e-statements?

e-statements are simply your bank account statements in an electronic form. It is presented in Portable Document Format (PDF) that can be downloaded onto your own computer.

How do I request for e-statement?

The e-statements will be send to your registered email address on monthly basis.

I hold a Savings / Wallet and Partner Bank account will I get separate statement for each account?

No! You will get a composite statement for all your accounts held with ABPB- wallet and savings account.

Partner bank account statement would be provided as a separate attachment in the same email

How can I get physical statements?

You can place a statement request through any of the channels mentioned below

- ▶ Mobile Banking
- ▶ Net Banking
- ▶ Banking / Customer Service Point
- ▶ IVR
- ▶ Customer Care

Charges will be levied on your account for a Physical Statement. For more details please visit our website <http://www.adityabirla.bank/charges>. The same shall be sent to the customer's correspondence address.

What are the charges applicable for statement?

Charges applicable for requesting a statement are listed on the charges section <http://www.adityabirla.bank/charges> .

How do I opt for monthly email statements?

You will be receiving the statements monthly on your registered email id by default. You need not do a separate registration.

I am registered for receiving the e-statement. However, I haven't received the e-statement on my registered e-mail id?

We request you to check your spam/junk folders. If you have still not received the statement, please contact our customer care officer at 1800-209-2265, call from your registered mobile number or alternatively write to us at [Vcare4u@adityabirla.bank](mailto:Vcare4u@adityabirla.bank) from your registered email ID regarding the issue.

For instant requirement, you could download the statement from your Mobile Banking App/  
Internet Banking

How do I access my e-statement?

You can access your statement through mobile banking or net banking services. Alternatively, e-statements will be sent on your registered e-mail id every month free of cost.

I had requested to stop e-statements on my account. However, I am still receiving the e-statements?  
Please contact our customer care officer at 1800-209-2265 between 8 am to 9:30 pm from your registered mobile number or alternatively write to us at [Vcare4u@adityabirla.bank](mailto:Vcare4u@adityabirla.bank) from your registered email ID regarding the issue.

I have received the Physical statement in a torn/ripped/ tampered envelope?  
Please contact our customer care officer at 1800-209-2265 between 8 am to 9:30 pm from your registered mobile number or alternatively write to us at [Vcare4u@adityabirla.bank](mailto:Vcare4u@adityabirla.bank) from your registered email ID regarding the issue.