



# Setting up of INDIA POST PAYMENTS BANK (IPPB)

## Code of Bank's Commitment to Customers

Sep 09, 2016

This 'Code of Bank's Commitment to Customers' document is intended solely for the information and internal use of IPPB ('the Bank'), and is not intended to be and should not be used by any other person or entity.

The procedures performed are not an audit, or a compilation of the Company's financial statements or any part thereof, nor an examination of management's assertions concerning the effectiveness of the Company's internal control systems and detection of fraud, nor an examination of compliance with laws, regulations, or other matters. Accordingly, our performance of the procedures will not result in the expression of an opinion or any other form of assurance on the Company's financial statements or any part thereof, nor an opinion or any other form of assurance on the Company's internal control systems or its compliance with laws, regulations, or other matters.

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## 1. Introduction

The India Post Payments Bank (IPPB or the Bank) is committed to extend fair and equitable treatment to all its customers and with a view to achieve that objective it has defined the following Code of Bank’s Commitment to Customers (CBCC or the Code) to ensure acceptable minimum standards of banking for the Bank. The Code explains how the Bank is expected to deal with customers in their day-to-day operations.

The Code does not replace or supersede regulatory or supervisory instructions of the Reserve Bank of India (RBI) and the Bank shall comply with such instructions / directions issued by RBI from time to time. Provisions of the Code may have set higher standards than those prescribed in the regulatory instructions and such higher standards shall prevail as the Code represents best practices voluntarily agreed to by the Bank in its commitment to customers.

The Bank shall endeavor to adopt higher standards of banking practices to extend better customer service and achieve higher levels of customer satisfaction.

In the Code outlined herein, ‘you’ denotes the customer and ‘we’ / ‘us’, the Bank.

## 2. Objective and application

### 2.1. Objectives

- 2.1.1. To promote good and fair banking practices by setting minimum standards in our dealings with you
- 2.1.2. To increase transparency so that you can have a better understanding of what you can reasonably expect from us
- 2.1.3. To encourage market forces, through competition, to achieve higher operating standards
- 2.1.4. To promote a fair and cordial relationship between you and your bank
- 2.1.5. To foster confidence in the banking system

### 2.2. Application of the Code

- 2.2.1. This Code shall apply to all the products and services listed below, whether they are provided by our branches or agents acting on our behalf, whether across the counter, over the phone, by post, through interactive electronic devices, on the internet or by any other method. However, all products discussed here may or may not be offered by us.
  - Current accounts and savings accounts

- Payment services such as pension, payment orders, remittances by way of Demand Drafts, wire transfers and all electronic transactions e.g. RTGS, NEFT, IMPS, UPI, NACH, etc.
- Banking services related to Government transactions
- Indian currency notes / coins exchange facility
- Collection of cheques
- Foreign exchange services, as permitted
- Third party loan products, insurance and investment products marketed through our branches and / or our authorized representatives or agents
- Card products including debits cards, ATM cards and other services like mobile banking, internet banking, phone banking, bills payment, Aadhaar enabled services etc.

### **3. Key commitments**

#### **3.1. To act fairly and reasonably in all our dealings with you**

- 3.1.1. By providing minimum banking facilities of receipt and payment of cash / cheques, etc. at the Bank's counter (branches as well as CSPs) and receipt and payment of cash through doorstep services.
- 3.1.2. By meeting the commitments and standards set in this Code, for the products and services we offer, and in the procedures and practices we follow
- 3.1.3. By making sure our products and services meet relevant laws and regulations in letter and spirit and are appropriate to your needs
- 3.1.4. By ensuring that our dealings with you rest on ethical principles of integrity and transparency
- 3.1.5. By operating secure and reliable banking and payment systems

#### **3.2. To help you understand how our financial products and services work**

- 3.2.1. By giving you information about them in any one or more of the following languages - Hindi, English or the appropriate local language
- 3.2.2. By ensuring that our advertising and promotional literature is clear and not misleading
- 3.2.3. By ensuring that you are given clear information about our products and services, the terms and conditions and the interest rates / service charges, which apply to them

- 3.2.4. By giving you information on the facilities provided to you and how you can avail of these and whom and how you may contact for addressing your queries

### **3.3. To help you use your account or service**

- 3.3.1. By providing you regular appropriate updates
- 3.3.2. By keeping you informed about changes in the interest rates, charges or terms and conditions
- 3.3.3. By displaying in our branches and CSPs, for your information –
- Services we provide
  - Minimum balance requirement, if any, for savings accounts and current accounts and the charges for non-maintenance thereof
  - Name of the official at the branch and at CSP whom you may approach if you have a grievance
  - Name and address of the CSSO/ Circle Head / Nodal Officer (NO) whom you can approach if your grievance is not redressed at the branch / CSP
  - Name and contact details of the Banking Ombudsman under whose jurisdiction the branch falls
  - Information available in booklet form
- 3.3.4. By displaying on our website our policies on –
- Deposits
  - Cheque collection
  - Grievance redress
  - Compensation

### **3.4. To deal quickly and sympathetically with things that go wrong**

- 3.4.1. By correcting mistakes promptly and cancelling any bank charges that we apply by mistake and compensate you for any financial loss you may have incurred due to our mistake, in terms of our ‘Customer Compensation Policy’
- 3.4.2. By handling your complaints promptly
- 3.4.3. By telling you how to take your complaint forward if you are still not satisfied
- 3.4.4. By providing suitable alternative avenues to alleviate problems arising out of technological failures

### **3.5. To treat all your personal information as private and confidential**

- 3.5.1. We shall treat all your personal information as private and confidential subject to matters mentioned under ‘Privacy and confidentiality’.

### **3.6. To publicize the Code**

- 3.6.1. By providing you with a copy of the Code when you open an account with us and otherwise on request
- 3.6.2. By making available this Code at every branch / CSP, on our website and mobile application
- 3.6.3. By ensuring that our staff are trained to provide relevant information about the Code and to effectively put the Code into practice.
- 3.6.4. By taking other steps to increase awareness of the customers about the Code and its provisions.

### **3.7. To adopt and practice a non-discrimination policy**

- 3.7.1. We shall not discriminate you on the basis of age, race, gender, marital status, religion, disability or financial status.

## **4. Information transparency**

### **4.1. Information on interest rates, fees and charges**

- 4.1.1. Information may be obtained through any one or more of the following –
- Notice board in our branches / CSPs
  - Contacting our branches, CSPs or help-lines
  - Our website
  - Asking our designated staff (including agents) / help desk
  - Referring to the tariff schedule at our branches / on our website

### **4.2. General information**

- 4.2.1. We shall –
- 4.2.1.1. Give you information on the types of products and services we offer and those that may suit your needs
- 4.2.1.2. Prominently display in bilingual / trilingual at all our branches / CSPs the documents required for opening ‘Basic Savings Bank Deposit Accounts’ (BSBDA). We shall also display the relaxed requirements for opening ‘Small Accounts’ with limited KYC requirement as per RBI guidelines.

- 4.2.1.3. Give you clear information explaining the key features of the services and products you tell us you are interested in, including applicable interest rates, fees and charges
- 4.2.1.4. Tell you the different channels through which our products and services may be availed e.g. branches, CSPs, ATMs, mobile banking, phone banking, net banking and tell you how to find out more about them
- 4.2.1.5. Tell you what information we need from you to prove your identity and address, for us to comply with legal, regulatory and internal policy requirements
- 4.2.1.6. Give you information on your rights and responsibilities especially regarding availing of nomination facility offered on all deposit accounts

### 4.3. ‘Do Not Call’ service

- 4.3.1. We shall not transmit to you any unsolicited commercial information regarding our products and services, through telephone calls / SMS / emails, if you have registered with the ‘Do Not Call Registry’ of the Bank or with the ‘National Do Not Call Registry’ directly or through your service provider. However, this shall not apply to receipt of information regarding your account statements and other important advices and information including alerts relating to transactions on your account as also the products and services you are currently availing.

### 4.4. Interest rates

- 4.4.1. We shall give you information on –
  - The interest rates which apply to your deposit accounts
  - Periodicity at which we pay interest on your deposits
  - How we apply interest to your deposit accounts and how we calculate interest thereon

### 4.5. Tariff schedule

- 4.5.1. Fees and charges
  - 4.5.1.1. We shall ensure that our fees and service charges for various services are approved by the Bank's Board or any competent authority duly authorized by the Board to take decisions in this regard and that they would be reasonable and non-discriminatory for similar class of customers.
  - 4.5.1.2. We shall place our tariff schedule on our website and make a copy available at every branch / CSP for your perusal. We shall display in our branches / CSPs a notice about the availability of the tariff schedule at the branch / CSP.



4.5.1.3. We shall give you details in our tariff schedule of any charges applicable to the products and services chosen by you.

4.5.1.4. We shall also provide you information about the penalties leviable in case of non-observance / violation of any of the terms and conditions governing the product / services chosen by you.

#### **4.6. Changes in fees and charges**

4.6.1. If we increase any fee or charge or introduce a new fee or charge, it shall be notified through statements of accounts / email / SMS alerts / notice board at branches / CSPs, one month prior to the revised charges becoming effective. This information shall also be made available on our website.

#### **4.7. Terms and conditions**

4.7.1. We shall advise you the relevant terms and conditions for the products / services you have asked us to provide.

4.7.2. All terms and conditions shall be fair and shall set out the respective rights, liabilities and obligations clearly and as far as possible in plain and simple language.

#### **4.8. Changes to terms and conditions**

4.8.1. We shall tell you of changes in terms and conditions through any one or more of the following channels one month prior to the revised terms and conditions becoming effective –

- Letter
- Statements of accounts
- SMS
- Email

4.8.2. This information shall also be made available on the notice boards in our branches / CSPs and our website.

4.8.3. Normally, changes shall be made with prospective effect giving notice of one month.

4.8.4. If we have made any change without notice, we shall notify the change within 30 days. If such change is to your disadvantage, you may within 60 days of the notice, close your account or switch to any other eligible account without having to pay revised charge.

4.8.5. We shall immediately update, on our website, any changes in the terms and conditions. We shall give you, on request, a copy of the new terms and conditions.

## **5. Advertising, marketing and sales**

### **5.1. Standards for advertising and marketing material**

- 5.1.1. We shall make sure that all our advertising and promotional material is clear, and not misleading.
- 5.1.2. In any advertisement and promotional literature that draws attention to a banking service or product and includes a reference to an interest rate, we shall also indicate whether other fees and charges shall apply and full details of the relevant terms and conditions shall be made available on request.
- 5.1.3. If we avail of the services of third parties for providing support services or distribute financial products and services from third-party, we shall require that they handle your personal information (if available to such third parties) with the same degree of confidentiality and security as we would.
- 5.1.4. We may, from time to time, communicate to you various features of our products availed by you by email, SMS or over the telephone. Information about our other products or promotional offers in respect of our products / services shall be conveyed to you only if you have not registered for the ‘Do Not Call’ facility.
- 5.1.5. In the event of receipt of any complaint from you that our representative / Business Correspondent / agent / post office representative has engaged in any improper conduct or acted in violation of this Code, we shall take appropriate steps to investigate and to handle the complaint and to make good the loss as per our ‘Customer Compensation Policy’.
- 5.1.6. We shall ensure that any third party or agent acting on our behalf or selling our product discloses the fee or commission they are paid upon completion of the sale.

## **6. Privacy and confidentiality**

### **6.1. Privacy standards**

- 6.1.1. We shall treat all your personal information as private and confidential (even when you are no longer a customer), and shall be guided by the following principles and policies.
- 6.1.2. We shall not reveal information or data relating to your accounts, whether provided by you or otherwise, to anyone, including other companies / entities in our group, other than in the following exceptional cases –
  - 6.1.2.1. If we have to give the information by law or if required by the banking regulator
  - 6.1.2.2. If there is a duty towards the public to reveal the information

- 6.1.2.3. If our interests require us to give the information (for example, to prevent fraud) but we shall not use this as a reason for giving information about you or your accounts (including your name and address) to anyone else, including other companies in our group, for marketing purposes
- 6.1.2.4. If you authorize us to reveal the information
- 6.1.2.5. If we are asked to give a banker’s reference about you, we shall need your written permission before we give it
- 6.1.3. We shall not use your personal information for marketing purposes by anyone including ourselves unless you specifically authorize us to do so.

## **7. Complaints, grievances and feedback**

### **7.1. Internal procedures**

- 7.1.1. If you want to make a complaint, we shall tell you –
- How to do so
  - Where a complaint can be made
  - To whom a complaint can be made
  - When to expect a reply
  - Whom to approach for redressal
  - What to do if you are not satisfied about the outcome
- 7.1.2. Our staff and representative (including at branches and CSPs) shall help you with any questions you have.
- 7.1.3. We shall tell you where to find details of our procedure for handling complaints fairly and quickly.
- 7.1.4. We shall display the name of the official at the branch / CSP whom you may approach if you have a grievance. If your complaint is unresolved at the branch / CSP level, you may approach our Circle Head / Nodal Officer (NO)/CCSO at the address displayed at the branch.
- 7.1.5. If your complaint has been received in writing, we shall endeavor to send you an acknowledgement / response within a week. If your complaint is relayed over phone at our designated telephone helpdesk or customer service number, we shall provide you a complaint reference number and keep you informed of the progress within a reasonable period of time.
- 7.1.6. After examining the matter, we shall send you our final response or explain why we need more time to respond and shall endeavor to do so within 30 days of receipt of your complaint and shall tell you how to take your complaint further if you are still not satisfied.
- 7.1.7. Within 30 days of lodging a complaint with us, if you do not get a satisfactory response from us and you wish to pursue other avenues for

redress of your grievance, you may approach Banking Ombudsman appointed by RBI under the Banking Ombudsman Scheme. Our staff shall explain the procedure in this regard.

## **7.2. Banking ombudsman scheme**

- 7.2.1. We shall display the Banking Ombudsman Scheme on our website. A copy shall also be made available on request at a nominal charge. We shall display at our branches and CSPs the name and contact details of the Banking Ombudsman under whose jurisdiction the branch falls.

## **7.3. Customer’s meetings**

- 7.3.1. We shall endeavor to organize meetings of customers at periodic intervals as a regular channel for exchange of ideas and suggestions.

## **7.4. Branch / CSP Level Customer Service Committee meetings**

- 7.4.1. We shall display in our branches / CSPs the date of our monthly Branch / CSP Level Customer Service Committee meeting, which you may attend, if you so desire.

# **8. Products and services**

## **8.1. Deposit accounts**

### **8.1.1. Type of accounts**

- 8.1.1.1. You may open different types of savings and current accounts with us. You may open such accounts in the following styles:

- Single
- Joint
- Joint (Either or Survivor)
- Joint (Former or Survivor)
- Joint (Latter or Survivor)
- Or in any other style (as permissible)

- 8.1.1.2. We shall make available ‘Basic Savings Bank Deposit Account’ (BSBDA) to all customers, without the requirement of any minimum balance. We shall offer / provide minimum common facilities, without any charges. The relevant details shall be made known to you in a transparent manner at the time of opening of the account.

- 8.1.1.3. The above accounts may be opened by you with nomination facility, wherever permissible. We shall include, in the account opening form, the option for nomination as also the option for indicating the name of the nominee in account statements. We shall explain the implications of the foregoing accounts as also the nomination facilities at the time of opening of the account.
- 8.1.1.4. We shall acknowledge the receipt of your nomination details and record the fact of nomination on the account statement. At your request, we shall also indicate the name of the nominee thereon.
- 8.1.1.5. We shall also inform you about liquid deposit facility, sweep account and similar types of products offered by us (either directly or through third-party arrangement) and their implications and procedures involved, at the time of opening of account.
- 8.1.2. Account opening and operation of deposit accounts
- 8.1.2.1. Before opening any deposit account, we shall –
- Carry out due diligence as required under “Know Your Customer” (KYC) guidelines
  - Ask you to submit or provide necessary documents or proofs to do so
  - Obtain only such information to meet with our KYC, Prevention of Money Laundering (PML) or any other statutory requirements. In case any additional information is asked for, it shall be sought separately and we shall explain the reason for obtaining such additional information. Providing such information shall be voluntary, unless required by law. The information shall be kept confidential, unless required by law enforcing agency / banking regulator
  - Provide the account opening forms which shall contain details of essential information required to be furnished and documents to be produced for verification and / or for record for meeting the KYC requirements
  - Require you to submit documents in respect of KYC at periodic intervals to enable us to update our records as required
  - Explain the procedural formalities and provide necessary clarifications sought by you while opening a deposit account
  - Give you the Most Important Terms and Conditions (MITC) governing the deposit facility you have sought to avail
  - At the time of opening of the account, make available to you the details of the insurance cover in force under the insurance scheme, subject to certain limits and conditions offered by the Deposit Insurance and Credit Guarantee Corporation of India (DICGC)
- 8.1.3. Changing your account
- 8.1.3.1. If you are not happy about your choice of current / savings account, you may within 14 days of making your first payment into the account,

approach us to switch to any of our other accounts. Alternatively, you may ask for refund of the amount which shall be given back to you with any interest it may have earned. We shall ignore any notice period and any extra charges.

8.1.3.2. If you decide to close your current / savings account we shall do so within three working days of receiving your instructions, subject to your completing all formalities and submitting all required documents.

8.1.3.3. If you want to transfer your account to another branch / CSP of our Bank we shall do so. On receiving your request, we shall transfer the account to the transferee branch / CSP within 3 (three) working days without insisting on fresh proof of address and on the basis of a self-declaration from you giving your current address. You will have to submit documentary proof of this address within a period of six months. We shall intimate you as soon as the account is operationalized. The new branch / CSP shall be provided with information on your existing standing instructions / direct debits, if any.

8.1.4. Savings / current account

8.1.4.1. When you open a savings / current account we shall –

- Inform you about number of transactions (including those done at ATMs), cash withdrawals, etc. that can be done free of charge in a given period
- Inform you about the kind of charges, if any, in case of exceeding such limits. Details of the charges shall be included in the tariff schedule
- Inform you of the rate at which interest is paid on your savings deposits, how it is calculated and the periodicity of its payment

8.1.5. Minimum balance

8.1.5.1. The minimum balance to be maintained in the savings account shall be displayed in our branches

8.1.5.2. For deposit products like savings account and current account, we shall inform you –

- About the minimum balance to be maintained as part of terms and conditions governing operation of such accounts
- About charges which shall be levied in case of failure to maintain the minimum balance in the account by you. Details of the charges shall be included in the tariff schedule
- 30 days in advance, of any change in minimum balance to be maintained. During this notice period, we shall not charge you for non-maintenance of such higher minimum balance prescribed.

8.1.6. Charges

8.1.6.1. Specific charges for issue of cheque books, additional / duplicate statement of accounts, copies of paid cheques, folio charges, debit card,

verification of signature, return of cheque, change in mandate or style of account, closure of savings / current account, doorstep services, prepaid payment instrument, bill payments, remittances, etc., shall be included in our tariff schedule. Concessions or relief given shall not be withdrawn during the original validity period of the concession / relief.

8.1.7. Statements

8.1.7.1. To help you manage your account and check entries in it, we shall provide you with a quarterly statement (in printed format) or email statement (subject to your acceptance).

8.1.7.2. You can ask us to provide you with account statements more often than is normally available on your type of account, at a charge. This charge shall be indicated in the tariff schedule.

8.1.7.3. We shall indicate our MICR Code and IFS Code in statements of accounts

8.1.7.4. We shall make available the customer care number of the Bank / contact number of the branch / CSP in statements of accounts.

8.1.7.5. We shall ensure that entries in your statements are brief, informative and intelligible.

8.1.8. Upgradation of deposit accounts

8.1.8.1. In case your account meets the terms for upgradation, we shall upgrade your account only after obtaining your consent in writing or through any other mode or where your consent is obtained through authenticated electronic means after necessary validation.

8.1.9. Accounts of minors

8.1.9.1. We shall tell you, on request, how a deposit account can be opened in the name of a minor and how it can be operated.

8.1.9.2. We shall intimate the date on which the minor becomes major.

8.1.10. Inoperative / dormant accounts

8.1.10.1. We shall –

- Inform you when you open your account, the circumstances under which your account shall be classified as inoperative / dormant. You shall also be informed at least three months before your account is classified as inoperative / dormant and the consequences thereof
- Also endeavor to send an SMS / email advising that your account is being classified as inoperative / dormant
- Notify the joint holder(s) also before an account is classified as inoperative / dormant
- Inform you of the procedure to be followed if you want to activate the account
- Not levy any charge merely because an account is inoperative / dormant

- Not charge you for activation of the inoperative account

#### 8.1.11. Closing your account

- 8.1.11.1. Under normal circumstances, we shall not close your account without giving you at least 30 days’ notice indicating the reasons for such closure. In such cases, you shall be required to make alternate arrangements for cheques already issued by you and desist from issuing any fresh cheques on such account.

## 8.2. Clearing cycle / collection services

- 8.2.1. We may provide a drop box facility to enable you to deposit cheques to be sent for collection. Necessary precaution shall be taken to ensure that cheques deposited in the drop box are properly and promptly accounted for. However, you may, if you so desire, hand over cheques at the counter against acknowledgement instead of depositing in the drop box.
- 8.2.2. We shall inform you about the clearing cycle for local instruments and the outstation instruments including details such as cut-off time for lodging of instruments for same day clearing, when you can withdraw money after lodging instruments and when you shall be entitled to earn interest on delayed collection as per our ‘Cheque Collection Policy’.
- 8.2.3. We shall pay you compensation, as per our ‘Cheque Collection’ / ‘Customer Compensation’ Policy for any delay in collection of instruments, without waiting for a demand from you.
- 8.2.4. We shall inform you, immediately, by SMS / email when a cheque deposited by you for collection is returned unpaid.
- 8.2.5. We shall return a cheque unpaid / dishonored along with a duly signed return memo indicating the date of return as also the reason for return / refusal of payment within 24 hours.
- 8.2.6. If immediate credit for outstation cheques is offered, we shall provide relevant information including the applicable terms and conditions, such as the limit up to which instruments tendered by you can be credited, operating accounts satisfactorily, etc.
- 8.2.7. We shall proceed as per our ‘Cheque Collection Policy’ and provide all assistance for you to obtain a duplicate cheque / instrument in case a cheque / instrument tendered by you is lost in transit and compensate you as per our ‘Cheque Collection’ / ‘Customer Compensation’ Policy.
- 8.2.8. We shall give the above information when you open your account and whenever you ask for it. If there is any change in our ‘Cheque Collection Policy’, the revised policy shall be displayed on our website and shall be made available at all our branches.

## 8.3. Cash transactions



- 8.3.1. We shall accept cash and dispense cash at any of our branches and CSPs under core banking subject to any restrictions on type of transaction or charges, if any, applicable to such transactions.
- 8.3.2. We shall exchange soiled / mutilated notes and / or small coins and issue good quality, clean bank notes / coins at all our branches and select CSPs. We shall extend this facility, within prescribed limits to walk-in customers too.
- 8.3.3. For transactions above a specified amount we may require you to furnish your PAN.

#### **8.4. Direct debits and standing instructions**

- 8.4.1. We shall –
  - 8.4.1.1. At the time of opening the account tell you how direct debits / standing instructions work and how you may record / cancel them and the charges connected with them. Charges shall be levied as per the tariff schedule
  - 8.4.1.2. Act upon mandates given by you for direct debits (say Electronic Clearing Service or ECS) and other standing instructions. In case of any delay or failure in executing the mandate resulting in financial loss or additional cost, we shall compensate you as per the ‘Customer Compensation Policy’ of the Bank. If the mandate cannot be executed due to insufficient balance in your account, we shall levy charges as per the tariff schedule
  - 8.4.1.3. Credit your account along with interest as soon as it is determined that any amount has been unauthorizedly / erroneously debited from your account and compensate you as per the ‘Customer Compensation Policy’ of the Bank

#### **8.5. Stop payment facility**

- 8.5.1. We shall –
  - 8.5.1.1. Accept stop payment instructions from you in respect of cheques issued by you. Immediately on receipt of your instructions, we shall give an acknowledgement and take action provided these cheques have not already been cleared by us
  - 8.5.1.2. Levy charges, if any, as indicated in the tariff schedule
  - 8.5.1.3. Reimburse and compensate you as per the Customer Compensation Policy of the Bank in case a cheque is paid subsequent to the receipt of stop payment instructions by us

#### **8.6. Cheques / debit instructions issued by you**

- 8.6.1. We shall –

- 8.6.1.1. Keep original cheques / debit instructions paid from your account or copies or images of the cheques received from the presenting bank under CTS, for such periods as required by law
- 8.6.1.2. Give you the cheque / image of cheque / debit instruction or a copy thereof as evidence as long as records are available with us. If there is a dispute about a cheque paid / debit instructions from your account and in case the request for such cheque, etc. is made within a period of one year from the date of cheque / debit instruction, no charge shall be levied. In respect of requests received beyond this period, charges shall be levied as per the tariff schedule
- 8.6.1.3. Inform you how we shall deal with unpaid cheques and out-of-date (stale) cheques. The details of charges to be levied shall be included in the tariff schedule.

## **8.7. Settlement of claims in respect of deceased account holders**

- 8.7.1. We shall follow a simplified procedure for settlement of accounts of deceased account holders.
- 8.7.2. We shall provide claim forms for settlement of claims of the accounts of deceased persons, to those who approach us for the forms. We shall also place the claim forms on our website.
- 8.7.3. Accounts with survivor / nominee clause
  - 8.7.3.1. In the case of a deposit account of a deceased depositor, where the depositor had utilized the nomination facility and made a valid nomination or where the account was opened with the survivorship clause ('either or survivor' or 'anyone or survivor' or 'former or survivor' or 'latter or survivor'), payment of the balance in the deposit account to the survivor(s) / nominee of a deceased deposit account holder shall be made, provided –
    - The identity of the survivor(s) / nominee and the fact of the death of the account holder, is established through appropriate documentary evidence
    - There is no order from the competent court restraining the Bank from making the payment from the account of the deceased
  - 8.7.3.2. In such cases, payment to the survivor(s) / nominee of the deceased depositors shall be made without insisting on production of succession certificate, letter of administration or probate, etc. or obtaining any bond of indemnity or surety from the survivor(s) / nominee, irrespective of the amount standing to the credit of the deceased account holder.
  - 8.7.3.3. The survivor(s) / nominee would be receiving the payment from the bank as a trustee of the legal heirs of the deceased depositor, i.e., such payment shall not affect the right or claim which any person may have against the survivor(s)/nominee to whom the payment is made.

8.7.3.4. The payment made to the survivor(s) / nominee, subject to the foregoing conditions, would constitute a full discharge of the Bank’s liability.

8.7.4. Accounts without the survivor / nominee clause

8.7.4.1. In case where the deceased depositor had not made any nomination or for the accounts other than those styled as ‘either or survivor’ (such as single or jointly operated accounts), we shall adopt a simplified procedure for repayment to the legal heir(s) of the depositor, keeping in view the imperative need to avoid inconvenience and undue hardship to the common person.

8.7.4.2. Keeping in view our risk management policy, we shall fix a minimum threshold limit up to which claims in respect of the deceased depositors could be settled without insisting on production of any documentation other than a letter of indemnity.

8.7.5. Time limit for settlement

8.7.5.1. We shall settle the claims in respect of deceased depositors and release payments to survivor(s) / nominee within a period not exceeding 15 days from the date of receipt of the claim subject to the production of proof of death of the depositor and suitable identification of the claimant(s), to the Bank’s satisfaction.

8.7.6. Treatment of flows in the name of the deceased depositor

8.7.6.1. In order to avoid hardship to the survivor(s) / nominee of a deposit account, we shall obtain appropriate agreement / authorization from the survivor(s) / nominee with regard to the treatment of pipeline flows in the name of the deceased account holder. In this regard, we shall consider adopting either of the following two approaches –

- We could be authorized by the survivor(s) / nominee of a deceased account holder to open an account styled as ‘Estate of \_\_\_\_\_, the Deceased’ where all the pipeline flows in the name of the deceased account holder could be allowed to be credited, provided no withdrawals are made.

OR

- We could be authorized by the survivor(s) / nominee to return the pipeline flows to the remitter with the remark ‘Account holder deceased’ and to intimate the survivor(s) / nominee accordingly. The survivor(s) / nominee / legal heir(s) could then approach the remitter to effect payment through a negotiable instrument or through electronic transfer in the name of the appropriate beneficiary.

## 8.8. Foreign exchange services

8.8.1. If money is transferred to your bank account from abroad, we shall tell you the original amount received and charges if any levied. If the sender has

- agreed to pay all charges, we shall not take any charges when we credit the money into your account.
- 8.8.2. We shall guide you about the regulatory requirements or conditions relating to foreign exchange services offered by us as and when requested by you.
- 8.8.3. In case of delay beyond the day when the amount is due for credit, you will be compensated (a) for any loss on account of interest for due period beyond the due date and (b) also for adverse movement of forex rate as per the ‘Customer Compensation Policy’ of the Bank.
- 8.8.4. All certificates required to be issued under regulatory / statutory instructions shall be issued free of charge.

### **8.9. Remittances within India**

- 8.9.1. If you want to remit money within India we shall inform you how to effect it and shall –
- Give a description of our services and how to use them
  - Suggest to you the best way to send the money to suit your needs
  - Disclose the details of all applicable charges including commission that you shall have to pay for the service as per the tariff schedule
  - Send you an SMS / email informing you of the fate / status of the remittance made by you through mobile banking / NEFT / RTGS
  - Make available on our website updated contact details of our customer facilitation centers to handle your queries / complaints regarding NEFT / RTGS / IMPS / UPI transactions
- 8.9.2. In case of any delay we shall compensate you for the delay and any loss / additional expense incurred by you.
- 8.9.3. We shall extend remittance facilities within prescribed limits to walk-in customers too.

### **8.10. Electronic Banking**

- 8.10.1. PINs and passwords
- 8.10.1.1. We shall conform to internationally accepted standards for methods of generation, storage and terminal security relating to PINs and passwords to ensure their confidentiality and security for your protection.
- 8.10.1.2. We shall deliver your PIN to you at our branch or CSPs after due identification or deliver it at the address we have on record. You may, also at your convenience, generate PIN by using the Bank’s ATM.
- 8.10.1.3. In order to safeguard your account, simple PINs or passwords such as those listed below should be avoided –
- Birth dates, months or years

- Sequential numbers (e.g. 3456)
- Number combinations that may be easily guessed (e.g. 1111)
- Parts of your telephone number
- Parts of numbers in the order in which they are printed on any of your cards
- Other easily accessible personal data (e.g. driving license, or other numbers easily connected with you)
- Names of family members, pets or streets

8.10.1.4. You must safeguard your PIN or password.

8.10.1.5. Do not –

- Allow anyone else to use your card, PIN, password or other security information
- Write down or record your PIN, password or other security information
- Store your password(s) in your mobile / browser
- Give your account details, password / PIN or other security information to anyone, including those who claim to be authorized representatives of the Bank or its agencies
- Respond to any communication asking for bank account details for any purpose
- Fall prey to fictitious offers / lottery winnings / remittance of cheap funds in foreign currency from abroad by certain foreign entities / individuals, including Indian residents acting as representatives of such entities / individuals. These offers are generally made through letters, emails, mobile phones, SMSs, etc.

8.10.1.6. Always –

- Memorize your PIN, password and other security information and destroy the written communication, if any, received by you
- Choose your new PIN carefully, if you change your PIN
- Choose a “strong” password and change it regularly
- Take reasonable steps to keep your card safe in your personal custody and your PIN, password and other security information secret at all times
- Take care to ensure that no-one can see you enter your PIN when you use your card at ATMs or at Points of Sale (POS) counters
- Inform us of the disclosure or possible disclosure of your PIN or password as soon as you are aware or suspect your PIN or password has been disclosed. You should also change your password / PIN as soon as you are aware or suspect that someone else knows them

- Consider using a different PIN or password for different cards or equipment
  - Put in a power-on / access password in your PC / mobile, screensaver password on your PC, so that no one else can use your PC / mobile without your consent.
- 8.10.1.7. In case someone else knows your PIN or other security information, we shall, on your notifying us, take immediate steps to try and prevent these from being misused.

### **8.11. Internet Banking**

- 8.11.1. We shall take all necessary steps to put in place security systems to enable safe access to and transacting through internet banking.
- 8.11.2. We shall take appropriate measures to ensure that our internet banking system and technology are secure and are regularly reviewed and updated for this purpose.
- 8.11.3. We shall undertake various initiatives to educate you on online security by way of periodic emails, through our websites and at various customer touchpoints like ATMs, etc.
- 8.11.4. We shall never ask you in person or in writing (including by email) to confirm your internet banking security information or to disclose your password.
- 8.11.5. When we first give you access to our internet banking services, we shall tell you where to find the information you need to safeguard your online information and to protect yourself and your own computer from fraud, scams or unauthorized transactions. This information shall be updated from time to time.
- 8.11.6. We shall inform you of what procedures you must use to report unauthorized access to your information, accounts or disputed transactions using internet banking service and make available to you contact particulars so you can report the unauthorized activity as soon as you are aware of it.
- 8.11.7. When you have access to internet banking services, we shall also inform you of the applicable terms and conditions relating to such services. Detailed internet banking terms and conditions shall also be available on our website.
- 8.11.8. All internet banking related services and associated charges, if any, shall be displayed and available to you online. Charges associated with internet banking services shall also be available in the tariff schedule.
- 8.11.9. We shall carry out additional authentication process via second factor parameters for financial transactions, as prescribed by the regulator from time to time.

- 8.11.10. We shall send you SMS / email alerts for the financial transactions undertaken by you beyond the specified limit, at the contact details registered with us.
- 8.11.11. We shall send you a SMS / email on all payee / biller registration done on net banking.
- 8.11.12. We shall offer you the facility of fixing a cap on the value, mode of transactions and beneficiaries in electronic modes of transactions. We may require an additional authorization in the event of your changing the options. We shall send you an alert when a request for change in the options is received.
- 8.11.13. You may opt out of internet banking services at any point of time. However, you must keep us informed of your decision and ensure that you complete the requisite formalities.
- 8.11.14. You shall not be liable for losses caused by transactions before your access to internet banking facility is activated / made operational.
- 8.11.15. In any dispute about receipt of passwords or security information that are not issued to you in person, we shall not rely merely on proof of dispatch to your correct address as proof that they have been received by you.
- 8.11.16. In the event of any unauthorized transaction after you have received the means to access internet banking, your liability shall be the lesser of –
- The actual loss at the time of notification to us; or
  - The balance that would have been available for withdrawal from your account(s); or
  - The limit you may have set for such transactions;
  - Lower of the above or maximum of INR 10,000 (Rupees Ten thousand only).
- 8.11.17. If you advise us as promptly as is reasonably possible that your password or any other security information is or may be known to another person or there has been an unauthorized access to your internet banking information or accounts, you shall not be held responsible for any loss, from the time you have notified us, unless you have acted fraudulently or negligently or have contributed to such disclosure or unauthorized access.
- 8.11.18. If you incur a direct loss that is due to a security breach of our internet banking system as a result of our failure to take reasonable care and is not caused or contributed to by you, we shall reimburse / compensate you for that loss.
- 8.11.19. Online banking is safe and convenient as long as you take a number of simple precautions.
- 8.11.19.1. Please make sure you follow the advice given below –

- Visit our secure internet banking site directly. avoid accessing the site through a link from another site or an email and verify the domain name displayed to avoid spoof websites
- Ignore any email asking for your password or PIN and inform us of the same for us to investigate. Neither the police nor we shall ever contact you to ask you to reveal your online banking or payment card PINs, or your password information
- Log off from net banking when your session is complete. Use the ‘Log Out’ button to log out so that the session closes. Do not just close the window to log off
- Do not use cyber cafes / shared pcs to access our internet banking site
- Update your PC with latest anti-virus and spy ware software regularly
- Install security programs to protect against hackers, virus attacks or any malicious programs
- Install a suitable firewall to protect your PC and its contents from outsiders
- Disable the ‘File and Printing Sharing’ feature on your operating system
- Log off your PC when not in use
- Do not store your id / PIN in the internet browser
- Check your account and transaction history regularly
- Follow our advice - our websites are usually a good place to get help and guidance on how to stay safe online.

## 8.12. Mobile Banking

- 8.12.1. We shall take appropriate measures to ensure that our mobile applications are secure and regularly reviewed and updated for this purpose.
- 8.12.2. Apart from your obligations when using internet banking, when using a mobile application or any other form of social media to access banking services you shall need to take additional care to protect your device, by –
- Not leaving your device unattended and logged into a mobile banking service
  - Locking your device or taking other steps to stop unauthorized use of your mobile banking service
  - Notifying us as soon as practicable if your device is lost or stolen
- 8.12.3. If you opt for mobile banking services we shall, prior to your registration for the service, inform you of –
- The security procedure adopted by us for user authentication



- The applicability or otherwise of stop payment instructions and the terms and conditions for the acceptance, if any, for the same

### 8.13. ATM / Debit Cards

- 8.13.1. We shall offer you an ATM / debit card if it is normally issued with the type of account you have opted for. You may decline to accept the card if you do not want it.
- 8.13.2. Where cards are delivered to you personally, we must be satisfied about your identity before allowing cards to be delivered.
- 8.13.3. We shall send a service guide / member booklet giving detailed terms and conditions, losses on your account that you may be liable if your card is lost / misused and other relevant information with respect to usage of your card along with your first card.
- 8.13.4. We shall inform you which of your accounts your card can access. We shall also inform you whether the card issued to you has more than one function and if so, what those functions are.
- 8.13.5. We shall advise you of the current transaction limits that apply at POS counters, ATMs and forex transactions.
- 8.13.6. We shall advise you of the fees and charges that apply to your card.
- 8.13.7. We shall provide 'Online Alerts' to you for all card transactions, irrespective of the amount. While sending you an alert every time your card is used, we shall indicate the telephone number which you can contact to deactivate your card, if the transaction has not been initiated by you / your card has been misused.
- 8.13.8. We shall send you an SMS in the event of 3 consecutive incorrect attempts of log in on the same day.
- 8.13.9. You must always ensure that you have informed us of your current mobile number / email id so that you receive alerts promptly. Failure to keep your contact information with us updated may result in you being liable for any loss suffered as a result of misuse of your cards.
- 8.13.10. When we issue your card we shall inform you how best to safeguard your card.
  - 8.13.10.1. For example, you must –
    - Not leave your card in an unattended wallet, purse or vehicle; or anywhere from where it could be removed without being noticed
    - Sign your card as soon as you receive it
    - Not give your card to anyone or let anyone else use your card. Always remember to take your card back after using it
    - Inform us if you change your address, so a replacement card is sent to the correct place

- Report the loss or theft of your card as soon as you are aware of it
- 8.13.11. Reporting loss / theft / disputed transactions
- 8.13.11.1. We shall inform you of the procedure you must follow to report the loss, theft or unauthorized use of your card or PIN.
- 8.13.11.2. We shall include in the terms and conditions what your liability shall be in relation to the loss or theft of your card or disclosure of your PIN or password.
- 8.13.11.3. We shall make available to you telephone numbers / email ids that you can use to report loss, theft or unauthorized use of your card, PIN or password as soon as you are aware that any such event has occurred.
- 8.13.11.4. You should inform us as soon as you discover that your card has been lost or stolen or someone else knows your PIN, password or other security information apart from changing them immediately.
- 8.13.11.5. In case your ATM / debit card has been lost or stolen, we shall, on your notifying us, take immediate steps to try to prevent these from being misused.
- 8.13.11.6. You may be liable for misuse until the time that we have been notified
- 8.13.11.7. We shall block a lost or misused card immediately on being informed of the loss / misuse. You could tell us about the loss / misuse by phone at our 24 hour toll free number and send us a written confirmation to that effect immediately. You may also send us an email using the email id we have given you for this purpose. We shall send you a confirmation for having blocked usage of the card promptly.
- 8.13.11.8. Once you have advised us that your card has been lost or stolen, or your PIN or password disclosed, you shall not be responsible for any unauthorized use of your card after that time. This protection shall not apply if you have acted fraudulently or negligently.
- 8.13.11.9. In the case of a disputed transaction, we shall give you more details if you ask us to do so. In cases where we do not accept your contention, it shall be our responsibility to provide evidence of your having authorized the transaction in question.
- 8.13.11.10. If you notify us of an incorrect, invalid or unauthorized transaction, we shall investigate the matter. If the transaction is found to be incorrect, invalid or unauthorized we shall reverse the transaction as per the chargeback process.
- 8.13.11.11. You shall not be liable for losses before you receive your card or, if applicable, your PIN and password, provided you have notified us of your current address. In any dispute about receipt of a card, PIN or password that is not issued to you in person, we shall not rely on proof of dispatch to your correct address as proof that the card, PIN or password was received.
- 8.13.11.12. You shall not be liable for loss caused by –

- Fraudulent or negligent conduct by our employees or agents or parties involved in the provision of electronic banking services
  - Faults that occur in machines, cards or systems used, unless the faults are obvious or advised by message or notice on display
  - Unauthorized transactions before you have received your cards, pin or password
  - Any other unauthorized transaction where it is clear that you could not have contributed to the loss
- 8.13.11.13. You shall be liable to pay not more than INR 10,000/ (Rupees Ten thousand only) for any loss that occurs before you notify us. However, this limit shall not apply if –
- You have acted fraudulently or negligently
  - You have contributed to the unauthorized use of your card
- 8.13.11.14. In the event that the clause above applies, your maximum liability shall be the lesser of –
- The actual loss at time of notification
  - The maximum amount that you would have been entitled to withdraw from your account between the time your card was lost / stolen and the time you notified us
- 8.13.11.15. You shall have a limited time to dispute a transaction. We shall inform you of this time in the terms and conditions. Failure to report the incorrect, invalid or unauthorized transaction within that time shall mean that we cannot reverse the transaction and you shall have to pay for it. There are limited circumstances under which we can reverse a card transaction. For example, we cannot reverse a card transaction where there is a dispute with the merchant as to the quality of the goods and services, or you have changed your mind about the quality of the goods and services or an error has been made by you or the merchant on a debit card transaction.
- 8.13.11.16. We shall display the telephone numbers of the help desk / contact persons of the Bank at ATM locations to enable you to lodge a complaint / seek redressal.
- 8.13.11.17. We shall also display the name and telephone number of the officials with whom the complaint can be lodged.
- 8.13.11.18. We shall reimburse amounts wrongly debited in failed ATM transactions within the prescribed time limit. For any delay beyond the prescribed time limit, we shall pay compensation as prescribed, provided the claim is lodged with us, i.e., the ATM card issuing bank within 30 days of the transaction.
- 8.13.11.19. In case of disputed ATM transactions, we shall retain the relevant camera footage till the dispute is settled. Access to such footage shall be

available only if the dispute is raised within the prescribed preservation period of such records.

#### **8.14. Third party products**

- 8.14.1. We shall undertake to sell third party products like mutual funds, insurance, etc. only if we are authorized to do so. We shall have a Board approved policy regarding marketing and distribution of third party financial products.
- 8.14.2. We shall inform you if we, as agents of any investment / asset management company or insurance company, offer any type of investment product including mutual funds or insurance products.
- 8.14.3. We shall ensure that all investment and insurance products we are selling are in accordance with extant rules and regulations.
- 8.14.4. When you avail a banking service or product from us, we shall not compel you to purchase / subscribe to any third party product as a quid pro quo.
- 8.14.5. We shall, at regular intervals, educate you by way of advertisement / notice board / information on website / distribution of pamphlets etc. the benefit of the products being sold at our branches, unless you have opted not to receive such information.
- 8.14.6. We shall ensure that all investment and insurance products sold at the branches shall be explained to you by personnel who are duly qualified to sell the products.
- 8.14.7. We shall apply appropriate customer due diligence measures before selling investment / insurance products to you.
- 8.14.8. We shall sell a product to you if we believe it is suitable and appropriate for you.
- 8.14.9. We shall obtain the requisite application and documentation for a product offered only after you have consented to subscribe / avail of the product, in writing or through authenticated electronic means / after necessary validation.
- 8.14.10. We shall provide detailed terms and conditions of the product which is being offered to you.
- 8.14.11. We shall ensure that the charges for related service for selling of various products shall be displayed and made available to you.
- 8.14.12. We shall ensure that the statement / policy documents shall be delivered to you within 30 days from the completion of all the formalities (including medical examination) as per the scheme.
- 8.14.13. We shall arrange to provide maximum possible 'After Sales Service' like reminder of SIP, latest NAV, date of maturity, due date of payment of premium, etc.
- 8.14.14. We shall arrange for you to have at periodical intervals information on the performance of the scheme / products you have availed.

8.14.15. We shall disclose details of all commissions / other fees received, if any, from mutual fund / insurance / other financial companies for marketing their products.

### **8.15. Getting records**

8.15.1. We shall, on request, make available to you, at a cost, records pertaining to your transactions, provided this is within the prescribed preservation period of such record.

## **9. Branch closure / shifting**

### **9.1. Procedure to be followed if a designated branch is closed / shifted**

- 9.1.1. If we plan to close our branch or if we move our branch or we are not able to continue to provide banking services to you, we shall give you –
- Notice of two months if there is no branch of any bank functioning at that center
  - Notice of one month in all other cases
- 9.1.2. In case we shift the branch, we shall inform you of the complete address of the new location of our branch.
- 9.1.3. We shall inform you of any change in the timings of the working of the branch.

## **10. Financial inclusion**

### **10.1. Furtherance of promoting financial inclusion**

- 10.1.1. We shall make available ‘Basic Savings Bank Deposit Account’ (BSBDA) without the requirement of any minimum balance subject to compliance with the instructions on Know Your Customer (KYC) / Anti-Money Laundering (AML) for opening of bank accounts issued by RBI from time to time. We shall also offer / provide minimum common facilities as per RBI guidelines including the facility of ATM card or ATM-cum-Debit Card without any charges, which shall be made known to you. The relevant details shall be made known to you in a transparent manner at the time of opening of the account.
- 10.1.2. We shall also extend the facility of opening such accounts on the basis of simplified KYC norms. However, such accounts shall be additionally treated as “Small Accounts” and subjected to restrictions which shall be made known to you in an easy to understand manner and in the local language.

- 10.1.3. We shall also prominently display in all our branches in bilingual / trilingual the requirements for opening “Basic Savings Bank Deposit Account” and also the documentation required under simplified KYC norms for opening “Small Account”.
- 10.1.4. We shall also take steps, including training, to create awareness about the above among our staff, particularly the frontline staff. We shall make available, free of cost, basic banking facilities like maintaining of accounts with a specified number of withdrawals in a month and transfer of benefits from State and Central Governments through electronic platforms.
- 10.1.5. We shall provide value added services, if so desired, by you either free of cost or with low charges, to be notified upfront in the language known and understood by you.
- 10.1.6. If there are any changes in the services, transactions or the charges, these shall be made known at least one month prior to these becoming effective.
- 10.1.7. The changes, if any, shall be communicated through means appropriate to you, such as by display in the notice board of the branch / CSP, or through the Business Correspondent (BC) or through letters, etc.
- 10.1.8. We shall also endeavor to provide mobile banking facilities.
- 10.1.9. We shall also endeavor to provide other modes of remittance including mobile phones, electronic platforms like ECS, NEFT, etc.
- 10.1.10. We shall be responsible for all acts of omission and commission of the BC / BF and any complaint lodged against them shall be investigated.
- 10.1.11. We shall educate and guide the account holders the manner of operating bank accounts either under normal branch banking or through alternate channel including using devices under Information and Communication Technology (ICT) enabled platforms.
- 10.1.12. We shall undertake financial literacy activities to educate customers.
- 10.1.13. We shall organize camps, stalls and town hall events to promote the cause of financial inclusion in towns and villages with participation by the target group.
- 10.1.14. We shall introduce a mechanism in the Bank to educate our staff across levels about the financial inclusion efforts in the country in general and in the bank, in particular.
- 10.1.15. We shall put in place a system of regular / ongoing visits by the Bank’s officials to the unbanked areas where financial inclusion initiatives have been undertaken to ensure end-implementation of the Bank’s efforts.
- 10.1.16. We shall endeavor to attend promptly to your complaints, if any and resolve them at the earliest.
- 10.1.17. In case you have any grievance about the Bank or its BC / BF, we shall make known the manner of lodging complaints and the mechanism in the Bank for resolution of complaints, as also the Banking Ombudsman

- Scheme, in case your complaint is not resolved or resolved to your satisfaction by the bank.
- 10.1.18. We shall give wide publicity to the financial inclusion program and educate the customers about various products and services.

## **11. Senior citizens and differently abled persons**

### **11.1. Special care**

- 11.1.1. We shall make our best efforts to make it easy and convenient for our special customers like senior citizens, differently abled and illiterate persons to bank with us. This shall include making convenient policies, products and services for such applicants and customers.
- 11.1.2. We shall endeavor to develop systems and procedures to improve access to banking services by you.
- 11.1.3. We shall endeavor to make physical access to our branches and ATMs convenient for you.
- 11.1.4. We shall sensitize our staff interacting with you to assist you in carrying out your banking transactions.
- 11.1.5. In addition to all the other commitments made in this Code –
- 11.1.5.1. We shall accord due priority to you. We shall endeavor to provide you personalized services for banking transactions and redressal of grievances.
- 11.1.5.2. We shall endeavor to provide seating arrangements in the bank branches and CSPs.
- 11.1.5.3. We shall endeavor to provide you our services through a single window mechanism.
- 11.1.5.4. We shall permit withdrawal of your funds, up to limits set by you, by persons authorized by you on production of the authorization letter.
- 11.1.5.5. We shall endeavor to provide ‘Doorstep’ banking (pick up of cash / instruments for credit to the account or delivery of cash / demand drafts against issue of cheque / requisition in writing) in special circumstances like ill health, inability to come to the branch / CSPs, etc.
- 11.1.5.6. We shall issue a pension slip to you (pensioners) containing details of the pension credited to your account.
- 11.1.5.7. We shall endeavor to arrange to disburse the pension at the doorstep, in special circumstances.
- 11.1.5.8. We shall accept the Life Certificate that is required to be submitted by you (pensioners) at any branch / CSPs of our Bank.

- 11.1.5.9. We shall guide relatives / parents of disabled persons on how to appoint a legal guardian, under the National Trust Act, 1999, for disabled persons with autism, cerebral palsy, mental retardation and multiple disabilities who can then open and operate accounts for such persons.
- 11.1.5.10. We shall ensure that all the banking facilities such as cheque book facility, ATM facility, net banking facility, etc., are invariably offered to the visually challenged without any discrimination.
- 11.1.5.11. We shall render all possible assistance to the visually challenged for availing various banking facilities.
- 11.1.5.12. We shall endeavor to arrange regular meetings so that you may voice your concerns and benefit from collective experience.

## **12. Protecting your accounts**

### **12.1. Secure and reliable banking and payment systems**

- 12.1.1. We shall make best efforts to ensure that you enjoy secure and reliable banking and payment systems and which you can trust.
- 12.1.2. We shall install CCTV, wherever feasible, for close surveillance as part of security arrangements.

### **12.2. Keeping us up to date**

- 12.2.1. Please make sure you register your current address, phone number, mobile phone number and / or email id with us to enable us to send you necessary alerts.
- 12.2.2. Please make sure you let us know, promptly, when you change your name, address, phone numbers and email id so that we are able to contact you when required.

### **12.3. Checking your account**

- 12.3.1. We recommend that you check your statement regularly. If there is an entry, which seems to be wrong, you should tell us as soon as possible so that we can investigate the same. Regular checks on direct debits and standing orders shall help you ensure the money is going where you want it to.
- 12.3.2. If we need to investigate a transaction on your account, you should cooperate with us and with the police / other investigative agencies if we need to involve them.

### **12.4. Taking care**



- 12.4.1. Due care by you of your cheques, statement of account and other security information is essential to help prevent fraud and protect your accounts. Please make sure that you follow the advice given below –
- 12.4.2. Do not –
  - Keep your cheque book and cards together;
  - Keep the blank cheque leaves signed;
  - Give your account details, password or other security information to anyone.
- 12.4.3. We shall advise you what you can do to protect your card / cheque book from misuse.
- 12.4.4. In the event your cheque book, passbook or ATM / debit card has been lost or stolen, or that someone else knows your PIN or other security information, we shall, on your notifying us, take immediate steps to try to prevent these from being misused. You should also change your PIN / password if someone else knows them.
- 12.4.5. It is essential that you tell us as soon as you can if you suspect or discover that your cheque book, passbook, card has been lost or stolen or someone else knows your PIN, password or other security information.
- 12.4.6. You could tell us about the loss of the above by phone at our 24 hour toll free number given to you and send us a written confirmation to that effect immediately. Alternatively, you may advise us by email to the address we have given you for this purpose.
- 12.4.7. You may be liable for misuses until the time that we have been notified.

## **12.5. Cancelling payments**

- 12.5.1. To stop payment of a cheque or cancel standing instruction given, or cancel a direct debit instruction, you must tell us in writing.
- 12.5.2. We shall accept any instruction on withdrawal of mandate by you without necessitating you to obtain the prior concurrence / approval for withdrawal from the beneficiary / user institution.
- 12.5.3. It may not be possible to cancel payments if you do not give notice of your decision to cancel.

## **12.6. Liability for losses**

- 12.6.1. If you act fraudulently, you shall be responsible for all losses on your account. If you act without reasonable care, which results in losses, you may be responsible for them.

## **13. Policy revision**

- 13.1.1. This policy shall come into force w.e.f. 1st January 2017.
- 13.1.2. The Customer Service department shall be responsible to own, maintain and update this policy.
- 13.1.3. Any revisions to the policy may seek inputs from Operations, Sales and Marketing, Risk and Compliance departments of the Bank.
- 13.1.4. This policy shall undergo an annual review and approval process by the Board. If any change in this policy is subsequently approved, consequent upon any change in regulatory guidelines, market conditions, etc., such changes and approvals shall be deemed to be part of the policy until the policy and framework are comprehensively reviewed. All such interim changes shall be approved by the Board. The reviewed policy should be made available for information of all employees.

**Annexure I – Glossary**

Term	Description
IPPB	India Post Payments Bank
RBI	Reserve Bank of India
KYC	Know Your Customer
AML	Anti-Money Laundering
BSBDA	Basic Savings Bank Deposit Account
PAN	Permanent Account Number
DICGC	Deposit Insurance and Credit Guarantee Corporation of India
BCSBI	Banking Codes and Standards Board of India
CBCC	Code of Bank’s Commitment to Customers
CSP	Customer Service Point
RTGS	Real Time Gross Settlement System
NEFT	National Electronic Fund Transfer
IMPS	Immediate Payment Services
UPI	Unified Payment Interface
NACH	National Automated Clearing House
ATM	Automated Teller Machine
PNO	Principal Nodal officer
SMS	Short Message Service
PML	Prevention of Money Laundering
MITC	Most Important Terms and Conditions
MICR	Magnetic Ink Character Recognition
IFS	Indian Financial System
ECS	Electronic Clearing Service
CTS	Cheque Truncation System
PIN	Personal Identification Number
POS	Point of Sale
PC	Personal Computer
SIP	Systematic Investment Plan
NAV	Net Asset Value
BC	Business Correspondent
BF	Business Facilitator
ICT	Information and Communications Technology

CCTV	Closed Circuit Television
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## Annexure II – Reference

Sr. No.	Reference	Description
1	Banking Codes and standards Board of India: Code of Bank’s Commitment to Customers	The code sets a minimum standards of banking practices member banks have to follow while they deal with individual customers and explains how banks are expected to deal with customers in their day-to-day operations.