

POLICY DOCUMENT  
ON  
BANK DEPOSITS

## INDEX

<i>Sr. No.</i>	<i>Particulars</i>	<i>Page Nos.</i>
1.	Preamble	3
2.	Types of Deposit Accounts	3
3.	Account Opening & Operation of Deposit Accounts	4
4.	Interest Payments	7
5.	Use of Electronic mode of Payment for large value transactions	8
6.	Minor's Account	8
7.	Accounts of Illiterate Persons	9
8.	Operation of Bank Accounts by old / sick / incapacitated customers	9
9.	Opening / Operation of Bank Accounts by persons with autism, cerebral palsy, mental retardation & multiple disabilities	9
10.	Premature Withdrawal of Term Deposit	9
11.	Premature Withdrawal of Term Deposit for the purpose of reinvestment for a longer term	10
12.	Advances against deposits	10
13.	Renewal of Term Deposits	10
14.	Settlement of dues in deceased deposit accounts	10
15.	Premature termination of term deposit accounts of a deceased person	10
16.	Treatment of flows in the name of the deceased depositor	11
17.	Settlement of claims in respect of missing persons	11
18.	Stop Payment Facility	11
19.	Unclaimed Deposits and Inoperative / Dormant Accounts	11
20.	Insurance Cover for deposits	12
21.	Know Your Customer (KYC) Guidelines & Anti Money Laundering (AML) Standards	12
22.	Customer Information and Secrecy of Customer Accounts	12
23.	Safe Deposit Lockers	12
24.	Redressal of Complaints & Grievances	13

## 1. PREAMBLE

One of the important functions of the Bank is to accept deposits from the public for the purpose of lending. In fact, depositors are the major stakeholders of the Banking System. This policy document on Bank deposits outlines the guiding principles in respect of formulation of various deposit products offered by the Bank and terms and conditions governing the conduct of the account. The document recognizes the rights of depositors and aims at dissemination of information with regard to various aspects of acceptance of deposits from the members of the public, conduct and operations of various deposit accounts, payment of interest on various deposit accounts, closure of deposit accounts, method of disposal of deposits of deceased depositors, etc. for the benefit of customers. It is expected that this document will impart greater transparency in dealing with individual customers and create awareness among customers of their rights. The ultimate objective is that the customer will get services they are rightfully entitled to receive without demand.

While adopting this policy, the Bank reiterates its commitments to individual customers outlined in the code of Bank's Commitment to Customers adopted by the Bank. This document is a broad framework under which the rights of common depositors are recognized. Detailed operational instructions on various deposit schemes and related services will be issued from time to time.

## 2. TYPES OF DEPOSIT ACCOUNTS

While various deposit products offered by the Bank are assigned different names, the deposit products can be categorized broadly into the following types. Definition of major deposits schemes is as under:

- "Demand deposit" means a deposit received by the Bank which is withdrawable on demand.
- "Savings deposit" means a form of interest bearing demand deposit which is a deposit account whether designated as "Savings Account", "Savings Bank Account", "Savings Deposit Account", "Basic Savings Bank Deposit Account (BSBDA)" or other account by whatever name called which is subject to the restrictions as to the number of withdrawals as also the amounts of withdrawals permitted by the bank during any specified period.
- "Term deposit" means a deposit received by the Bank for a fixed period withdrawable only after the expiry of the fixed period and includes deposits such as Recurring Deposits / Fixed Deposits (FD) / Monthly Income Plan (MIP) / Quarterly Interest Reinvestment Plan (QIRP) / Rapid Accrual Plan (30 days / 90 days) (RAP 30 / RAP 90), Fixed Deposit for (365 days / 500 days), etc.
- "Notice Deposit" means term deposit for specific period which is withdrawal on giving at least one complete banking day's notice.
- "Bulk Deposit" means Single Rupee term deposits of Rupees one crore and above.
- "Current Account" means a form of non-interest bearing demand deposit where from withdrawals are allowed any number of times depending upon the balance in the account or up to a particular agreed amount. and shall also be deemed to include other deposit accounts which are neither Savings Deposit nor Term Deposit;
- "Daily product" means the interest applied on the end of day balance.
- "Domestic Rupee Deposits" mean rupee deposits maintained in India in the form of current account, savings deposits or term deposit.
- "NRE account" means a Non-resident External deposit account referred to in Foreign Exchange Management (Deposit) Regulations, 2000, as amended from time to time.

### **3.ACCOUNT OPENING & OPERATION OF DEPOSIT ACCOUNTS**

#### **A) Opening of Accounts**

The Bank before opening any deposit account will carry out due diligence as required under "Know Your Customer" (KYC) guidelines issued by RBI, Anti Money Laundering rules and regulations and or such other norms or procedures as per the Customer Acceptance Policy of the Bank . If the decision to open an account of a prospective depositor requires clearance at a higher level, reasons for any delay in opening of the account will be informed to him and the final decision of the Bank will be conveyed at the earliest to him.

The account opening forms and other material would be provided to the prospective depositor by the Bank. The same will contain details of information to be furnished and documents to be produced for verification and or for record, it is expected of the Bank official opening the account to explain the procedural formalities and provide necessary clarification sought by the prospective depositor when he approaches for opening a deposit account.

Account opening forms along with documents duly attested are to be sent to CPD -AOU unit for opening of the account wherein AOU will ensure that all new accounts & existing customer IDs attached to new accounts are KYC compliant as per Bank's KYC Policy & in conformity with RBI guidelines as issued from time to time. The same will be monitored by Internal Inspection dept during their periodic quarterly. With implementation of document-based verification of identity, as laid down in PML Act/Rules, Introduction for an account is now not mandatory for opening accounts. Therefore the Bank will not insist on introduction for opening bank accounts of customers.

The regulatory guidelines require banks to categorize customers based on risk perception and prepare profiles of customers for the purpose of transaction monitoring. Inability or unwillingness of a prospective customer to provide necessary information / details could result in the Bank not opening an account. Inability of an existing customer to furnish details required by the Bank to fulfill statutory obligations could also result in closure of the account after due notice(s) is provided to the customer.

The Bank is committed to providing basic banking services to disadvantaged sections of the society. Banking services will be offered to them through (Basic Savings Bank Deposit Account) BSBDA - Small Accounts also known as no-frill accounts. These accounts will be opened with relaxed customer acceptance norms as per regulatory guidelines. Holders of 'Basic Savings Bank Deposit Account' will not be eligible for opening any other savings bank deposit account in that Bank. If a depositor has any other existing savings bank deposit account in that Bank, he [she will be required to close it within 30 days from the date of opening a 'Basic Savings Bank Deposit Account'.

Savings Bank Accounts can be opened for eligible person / persons and certain organizations / agencies (as advised by Reserve Bank of India from time to time). The Bank normally stipulates certain minimum balances to be maintained as part of terms and conditions governing operation of such accounts. Failure to maintain minimum balance in the account will attract levy of charges as specified by the Bank from time to time. For Saving Bank Account the Bank may also place restrictions on number of transactions, cash withdrawals, etc. for given period. Similarly, the Bank has to specify charges for issue of cheque books, additional statement of accounts, duplicate passbook, folio charges, etc. All such details, regarding terms and conditions for operation of the account and schedule of charges for various services provided to be communicated to the prospective depositor while opening the account.

The Bank at its discretion can introduce new products for individuals as per norms without maintenance of minimum balance in such accounts having facility of NIL balance in the account.

Current and Term Deposit Accounts can be opened by individuals / partnership firms / Private and Public Limited Companies /HUFs/ Associations / Societies / Trusts / Limited Liability Companies, etc. In addition to the due diligence requirements, under KYC norms the Bank is required by law to obtain Permanent Account Number (PAN) or alternatively declaration in Form No. 60 or 61 as specified under the Income Tax Act / Rules.

#### B) Customer Profile & Risk Categorization:

The customer Profile will contain information relating to customer's identity, social/ financial status, nature of business activity, information about its clients' business and their location etc. The Account Opening Form has a Customer Identification Form (CIF) which will enable Customer profiling & Risk Categorization into High-Medium- low Category. A Customer Information Form (CIF) along with self attested KYC documents and photograph will be taken from the customer for creating a customer Id (Individual for persons and Non individual for Corporates/ HUFs/ Association/Society/ Trust/ limited Co). A single customer will be allotted a single customer ID in the Bank.

#### C) Photographs of Account Holders and their Specimen Signatures

- Depositors should submit 2 recent passport size photographs at the time of opening of new accounts.
- Illiterate Depositors will have to submit 3 photographs.
- All depositors will have to submit their specimen signatures at the time of opening of accounts.

#### D) Address of Account Holders

Depositors should give their full and complete address for the Bank's records along with proof of identity and address as per the KYC policy of the Bank. An independent confirmation of the address of the account holder will be obtained by the Bank in all cases. Address verification of the depositor should be confirmed by way of sending letters to their address.

#### E) Additional Precautionary measures — Account Opening

- The Bank will obtain PAN/GIR from Depositors while opening an account with an initial deposit of Rs.50000/- and above with the Bank.
- The opening of new accounts will be authorized only by the Branch Head or by the Officer-in-Charge.
- The Bank will ensure that all account opening formalities are undertaken at the Bank's premises and no document is allowed to be taken out for execution. Where it is absolutely necessary to make exception of the above rule, the bank may take precaution such as deputing an officer to verify the particulars or any other necessary verification before any operations are conducted in the accounts.

#### F) Accounts of Proprietary Concerns

In the case of proprietary concerns, at the time of opening of the account, the Bank will have to verify, in addition to the identity of the individual proprietors, the identity of the proprietary concern also. Accordingly, the Bank will call for and verify the following documents same in the case of Companies, Partnership accounts.

#### G) NRE Accounts

- The Bank maintains NRE Accounts. Indian rupees cannot be deposited in such accounts.
- The Bank may also maintain NRO accounts arising from their redesignation as such, upon the existing resident account holders becoming non-resident and in such accounts *only* periodical credit of interest will be permitted.

## H) Nomination

- The Bank recommends that all depositors avail nomination facility. The nominee, in the event of death of the depositor/s, would receive the balance outstanding in the account as a trustee of legal heirs. The depositor will be informed of the advantages of the nomination facility while opening a deposit account.
- Nomination facility is available on all deposit accounts opened by individuals. Nomination is also available to an account opened by a sole proprietor.
- Nomination can be made in favour of one individual only.
- Nomination so made can be cancelled or changed by the account holder/s at any time. Nomination can be modified by the consent of the account holder/s.
- Nomination can be made in favour of a minor also. However, a major has to be appointed to receive the amount of the deposit of the nominee in the event of death of the account holder during the minority of the nominee.
- In the case of nomination made by an illiterate or blind account holder, the thumb impression of the account holder shall be attested by two witnesses.
- In case a depositor opening the account does not want to nominate, a specific letter to the effect that he does not want to make nomination shall be submitted to the Bank. In case the person opening the account declines to give such a letter, the bank shall record the fact on the account opening form and proceed with opening of the account if otherwise found eligible.
- The Bank shall acknowledge in writing, to the depositor or depositors concerned the filing of the relevant duly completed Form of nomination or cancellation of nomination or variation of nomination, as the case may be, in respect of a deposit.
- The Bank shall, in addition to the legend "Nomination Registered", also indicate the name of the Nominee in the Pass Books / Statement of Accounts / Fixed Deposit Receipts, if the customer so desires.
- In case of joint deposits, after the death of one of the depositors, the Banks may allow variation/cancellation of a subsisting nomination by other surviving depositor (s) acting together. This is also applicable to deposits having operating instructions "either or survivor". It may be noted that in the case of a joint deposit account, the nominee's right arises only after the death of all the depositors.

## I) Mode of Operation

- Deposit accounts can be opened by an individual in his own name (status: known as account in single name) or by more than one individual in their own names (status: known as Joint Account).
- Operation of Joint Account — The Joint Account opened by more than one individual can be operated by single individual or by more than one individual jointly. The mandate for operating the account can be modified with the consent of all account holders. The Savings Bank Account opened by minor jointly with natural guardian / guardian can be operated by such guardian only.
- The joint account holders can give any of the following mandates for operation of the account and in the event of the death of any of the account holders, the balance in the credit of the account will be payable to the survivor:
  - i. Former or Survivor: If the account is held by two individuals say, A & B, the account will be operated by the former only. The final balance along with interest, if applicable, will be paid to the former or survivor on death of anyone of the account holders.
  - ii. Either or Survivor: If the account is held by two individuals say, A & B, the account may be operated by either of the account holders. The final balance along with interest, if applicable, will be paid to the survivor on death of anyone of the account holders.
  - iii. Anyone or Survivor/s: If the account is held by more than two individuals say, A, B and C, the account may be operated by any of the account holders. The final balance along with interest, if applicable, will be paid to the survivor on death of any two account holders.
  - iv. Jointly by or Survivor: If the account is held by two individuals say, A & B, the account has to be operated by both the account holders jointly at all times. The final balance along with interest, if applicable, will be paid to the survivor on death of anyone of the account holders.

- In case of term deposits, the above mandates will be applicable to or become operational only on or after the date of maturity of term deposits. This mandate can be modified by the consent of all the account holders.
- At the request of the depositor, the Bank will register mandate / power of attorney given by him authorizing another person to operate the account on his behalf.
- The term deposit account holders at the time of placing their deposits can give instructions with regard to closure of deposit account or renewal of deposit for further period on the date of maturity. In case of absence of any instructions, deposits will be treated as an auto renewal deposit and will be renewed for a similar period at the prevailing rates.
- The deposit accounts may be transferred to any other branch of the Bank at the request of the depositor.

#### J) Addition/Deletion of Name/s of Joint Account Holders.

A primary (urban) co-operative bank may, at its discretion and at the request of the joint account holders of a deposit, if any,

- Allow the addition or deletion of name(s) of joint account holders, if the circumstances so warrant; or
- Allow an individual account holders to add the name of another person as a account holder.

#### K) Pass Book / Statement of Accounts

A Pass Book will be issued to all Savings Bank Account Holders at the time of opening the account while a statement of account will be provided by the Bank to Current Deposit Account Holders periodically as per terms and conditions of opening the account. The monthly statement will be made available on the depositor's registered email ID if the customer opts for it and for all new accounts unless specified otherwise.

#### L) Issue of Cheque Books

The Bank will issue cheque books with required number of leaves as per the type of accounts. Fresh cheque books will be issued only against production of duly signed requisition slips from previous cheque book issued to the party. In case the cheque book is issued against a requisition letter, the drawer/authorized person would be required to come personally to the bank to collect the cheque book or the cheque book would be sent to him under registered post directly in case the same is not collected within reasonable time frame.

#### M) Charges

For Deposit products like Savings Bank Account and Current Deposit Account, the Bank will normally stipulate certain minimum balances to be maintained as part of terms and conditions governing operation of such accounts. Failure to maintain minimum balance in the account will attract levy of charges as specified by the Bank from time to time. For Saving Bank account the Bank may also place restrictions on number of transactions, cash withdrawals, etc., for a given period. Similarly, the Bank may specify charges for issue of cheque books, additional statement of accounts, duplicate passbooks, folio charges, etc. All such details, regarding terms and conditions for operation of the account and schedule of charges for various services provided are displayed on the Banks website as well as at Branches.

### 4. **INTEREST PAYMENTS (Ref Policy: Interest Rates on Deposit)**

The Bank shall pay interest on deposits of money (other than current account deposits) accepted or renewed in their Domestic Rupee Deposits and Non-Resident (External) Accounts (NRE)

- The rates shall be uniform across all branches and for all customers and there shall be no discrimination in the matter of interest paid on the deposits, between one deposit and another of similar amount, accepted on the same date, at any of its offices.

- Interest rates payable on deposits shall be strictly as per the schedule of interest rates disclosed in advance.
  - The rates shall not be subject to negotiation between the depositors and the bank.
  - The interest rates offered shall be reasonable, consistent, transparent and available for supervisory review/scrutiny as and when required.
  - All transactions, involving payment of interest on deposits shall be rounded off to the nearest rupee for rupee deposits.
- Deposits maturing on a Sunday / holiday / non-business working day
    - i. If a term deposit is maturing for payment on a Sunday / holiday / non-business working day, the Bank shall pay interest at the originally contracted rate on the original principal deposit amount for the Sunday / holiday / non-business working day, intervening between the date of the maturity of the specified term of the deposit and the date of payment of the proceeds of the deposit on the succeeding working day.
    - ii. In case of reinvestment deposits and recurring deposits, the Bank shall pay interest for the intervening non-business working day on the maturity value.
  - The rate of interest on deposits will be prominently displayed in the branch premises and website. Changes, if any, with regard to the deposit schemes and other related services shall also be communicated upfront and shall be prominently displayed.
  - The Bank has statutory obligation to deduct tax at source if the total interest paid / payable on all term deposits held by a person exceeds the amount specified under the Income Tax Act. The Bank will issue a tax deduction certificate (TDS Certificate) for the amount of tax deducted. The depositor, if entitled to exemption from TDS can submit declaration in the prescribed format at the beginning of every financial year.

## **5. USE OF ELECTRONIC MODE OF PAYMENT**

- The Reserve Bank of India has put in place electronic modes of Payments namely, Real Time Gross Settlement (RTGS) System, National Electronic Fund Transfer (NEFT) System and National Automated Clearing House (NACH). Value payments of any amount may be routed through NEFT while value payments above Rs. 2 lakhs may be routed through RTGS.
- RUPAY Debit Cards
- IMPS Facility

## **6. MINOR ACCOUNTS**

- Savings Bank Account can be opened by a minor jointly with natural guardian or with mother as the guardian (Status: known as Minor's Account). Savings account can also be opened by a minor represented by guardian or jointly with a major, where minor is represented by natural guardian.
- Accounts in the names of 2 minors are not permissible. Similarly, Joint account in the names of 2 minors jointly with parent/s is not permissible.
- No overdrafts will be granted to minors. A minor cannot open a current deposit account.
- The minor can open Saving Bank Account and the same can be operated by the natural guardian or by the minor himself/herself, if he/she is above the age of 10 years provided a declaration allowing the minor to operate the account solely is taken from the guardian along with their KYC documents. The account can also be opened jointly.
- In an account opened by a guardian (i.e. Savings or Term Deposit) in the name of a minor, the guardian's authority to operate on the account is automatically terminated as soon as the minor attains majority. From that date onwards the erstwhile minor, now a major, alone can operate the account.
- On attaining majority, the erstwhile minor should confirm the balance in his / her account and if the account is operated by the natural guardian / guardian, fresh specimen signature of erstwhile minor duly verified by the natural guardian would be obtained and kept on record for all operational purposes. A new account should be obtained after the minor attains majority.



## **7. ACCOUNTS OF ILLITERATE PERSONS**

- The Bank may at its discretion open deposit accounts other than Current Accounts of an illiterate person. The account of such person may be opened provided he / she calls on the Bank personally along with a witness who should be an existing account holder who has a well maintained account with the Bank for at least a year.
- Normally, no cheque book facility is provided for such Savings Bank Account.
- At the time of withdrawal / repayment of deposit amount and / or interest, the account holder should affix his / her thumb impression or mark in the presence of the authorized officer who should verify the identity of the person. In the case of a male, the left hand thumb impression is required while in the case of a female, the right hand thumb impression is required.
- The Bank will explain the need for proper care and safe keeping of the passbook, etc. given to the account holder. The Bank official shall explain the terms and conditions governing the account to the illiterate person.

## **8. OPERATION OF BANK ACCOUNTS BY OLD / SICK / INCAPACITATED CUSTOMERS**

The cases of sick / old / incapacitated account holders fall into the following categories:

- An account holder who is too ill to sign a cheque / cannot be physically present in the bank to withdraw money from his bank account but can put his / her thumb impression on the cheque / withdrawal form.
- An account holder who is not only unable to be physically present in the bank but is also not even able to put his / her thumb impression on the cheque / withdrawal form due to certain physical defect / incapacity.

In order to facilitate old / sick / incapacitated bank customers to operate their bank accounts, the Bank may follow the below given procedure:

- Wherever thumb or toe impression of the sick / old / incapacitated account holder is obtained, it would have to be identified by two independent witnesses known to the bank, one of whom would be a responsible bank official.
- Where the customer cannot even put his / her thumb impression and also would not be able to be physically present in the bank, a mark obtained on the cheque / withdrawal form which would have to be identified by two independent witnesses, one of whom would be a responsible bank official.

In such cases, the customer may be asked to indicate to the bank as to who would withdraw the amount from the bank on the basis of cheque / withdrawal form as obtained above and that person would be identified by two independent witnesses. The person who would be actually drawing the money from the bank would be asked to furnish his signature to the bank.

## **9. OPENING / OPERATION OF BANK ACCOUNTS BY PERSONS WITH AUTISM CEREBRAL PALSY MENTAL RETARDATION AND MULTIPLE DISABILITIES**

- Branches are advised to accept Guardianship Certificate in regard to persons with disabilities issued by the Local Level Committees set up under the National Trust for the Welfare of Persons with Autism, Cerebral palsy, Mental retardation and Multiple Disabilities Act, 1999 and rely upon them for the purposes of opening / operating bank accounts.
- Branches are also advised to give proper guidance so that the parents / relatives of the disabled persons do not face any difficulty in this regard.

## **10 PREMATURE WITHDRAWAL OF TERM DEPOSIT**

- The Bank on request from the depositor, at its discretion may allow withdrawal of term deposit before completion of the period of the deposit agreed upon at the time of placing the deposit.
- The Bank shall declare their penal interest rates policy for premature withdrawal of term deposit. The Bank shall make depositors aware of the applicable rate along with the deposit rate.

## **11 PREMATURE WITHDRAWAL OF TERM DEPOSIT FOR THE PURPOSE OF REINVESTMENT FOR A LONGER TERM**

Incase the depositor desires to renew the deposit by seeking premature closure of an existing term deposit account, the Bank will permit the renewal at the applicable rate on the date of renewal, provided the deposit is renewed for a period longer than the balance period of the original deposit. While prematurely closing a deposit for the purpose of renewal, interest on the deposit for the period it has remained with the Bank will be paid at the rate applicable on the date of deposit to the period for which the deposit remained with the Bank and not at the contracted rate. Further, the Bank shall not levy penalty for premature closure of an existing deposit for the purpose of reinvestment for a longer term.

## **12 ADVANCES AGAINST DEPOSITS**

The Bank may consider request of the depositor/s for loan / overdraft facility against term deposits duly discharged by the depositor/s on execution of necessary security documents. The Bank may also consider loan against deposit standing in the name of the minor, however, a suitable declaration stating that loan is for the benefit of the minor, is to be furnished by the depositor — applicant.

## **13 RENEWAL OF TERM DEPOSITS**

When a term deposit is renewed on maturity, on renewed deposit interest rate for the period specified by the depositor as applicable on the date of maturity would be applied. If request for renewal is received after the of maturity, such overdue deposits will be renewed with effect from the date of maturity at interest rate applicable as on the due date, provided such request is received within 14 days from the date of maturity. In respect of overdue deposits renewed after 14 days from the date of maturity, interest for the overdue period will be paid at the Saving Bank rate or at such rates decided by the Bank from time to time.

## **14 SETTLEMENT OF DUES IN DECEASED DEPOSIT ACCOUNTS**

- If the depositor has registered nomination with the Bank — the balance outstanding in the account of the deceased depositor will be transferred to the account of / paid to the nominee after the Bank satisfies about the identity of the nominee, etc.
- The above procedure will be followed even in respect of a joint account where nomination is registered with the Bank.
- In a joint deposit account, when one of the joint account holders dies, the Bank is required to make payment jointly to the legal heirs of the deceased person and the surviving depositor(S). However, if the joint account holders had given mandate for disposal of the balance in the account in the forms such as "either or survivor, former / latter or survivor, anyone of survivors or survivor, etc., the payment will be made as per the mandate to avoid delays in production of legal papers by the heirs of the deceased.
- In the absence of nomination and when there are no disputes among the claimants, the Bank will pay the amount outstanding in the account of the deceased person against joint application and indemnity by all legal heirs or the person mandated by the legal heirs to receive the payment on their behalf without insisting on legal documents up to the limit approved by the Bank's board. This is to ensure that the common depositors are not put to hardship on account of delays in completing legal formalities.

## **15 PREMATURE TERMINATION OF TERM DEPOSIT ACCOUNTS OF A DECEASED PERSON**

In the event of the death of the depositor, premature termination of term deposits would be allowed. Such premature withdrawal would not attract any penal charge.

## **16 TREATMENT OF FLOWS IN THE NAME OF THE DECEASED DEPOSITOR**

In order to avoid hardship to the survivor(s) / nominee of a deposit account, the Bank will 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, the Bank could consider adopting either of the following two approaches:

The Bank could be authorized by the survivor(s) / nominee of a deceased account holder to open an account styled as 'Estate of Shrithe 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**

The Bank 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 ECS transfer in the name of the appropriate beneficiary.

## **17.SETTLEMENT OF CLAIMS IN RESPECT OF MISSING PERSONS**

The settlement of claims in respect of missing persons would be governed by the provisions of Section 107 / 108 of the Indian Evidence Act, 1872. Section 107 deals with presumption of continuance and Section 108 deals with presumption of death. As per the provisions of Section 108 of the Indian Evidence Act, presumption of death can be raised only after a lapse of seven years from the date of his/her being reported missing. As such, the nominee / legal heirs have to raise an express presumption of death of the subscriber under Section 107/108 of the Indian Evidence Act before a competent court. If the court presumes that he/she is dead, then the claim in respect of a missing person can be settled on the basis of the same.

The Bank may after considering legal opinion and taking into account the facts and circumstances of the case and keeping in view the imperative need to avoid inconvenience and undue hardship to the common person may fix upto a certain threshold limit to settle claims in respect of missing person without insisting on production of any documentation other than

- FIR and non-traceable report issued by police authorities.
- Letter of Indemnity stamped

## **18 STOP PAYMENT FACILITY**

The Bank will accept stop payment instruction duly authenticated from the depositors in respect of cheques issued by them. Charges, as specified, will be recovered.

## **19. UNCLAIMED AND INOPERATIVE / DORMANT ACCOUNTS**

Branches should make an annual review of accounts in which there are no operations (i.e. no credit or debit other than crediting of periodic interest or debiting of service charges) for more than one year. The branches may approach the customers and inform them in writing that there has been no operation in their accounts and ascertain reasons for the same. In case the non-operation in the account is due to shifting of the customers from the locality, they may be asked to provide details of the new bank accounts to which the balance in the existing account could be transferred.If the letters are returned undelivered, they may immediately be put on enquiry to find out the whereabouts of customers or their legal heirs in case they are deceased.

In case the whereabouts of the customers are not traceable, branches should contact the persons who had introduced the account holder. They could also consider contacting the employer / or any other person whose details are available with them. They could also consider contacting the account holder telephonically in case his telephone number / cell number has been furnished to the Bank. In case of non resident accounts, the Bank may also contact the account holders through email and obtain their confirmation of the details of

the account. The segregation of the inoperative accounts is from the point of view of reducing risk of frauds, etc. However, the customer should not be inconvenienced in any way, just because his account has been rendered inoperative

Operation in such accounts may be allowed after due diligence as per the risk category of the customer. Due diligence would mean ensuring the genuineness of the transaction, verification of the signature and identity, etc. However, it has to be ensured that the customer is not inconvenienced as a result of extra care taken by the Bank.

As per RBI directives, the amount to the credit of any account in India with any bank which has not been operated upon for a period of ten years or any deposit or any amount remaining unclaimed for more than ten years has to be credited to the Depositor Education and Awareness Fund (DEA Fund), within a period of three months from the expiry of the said period of ten years.

## **20. INSURANCE COVER FOR DEPOSITS**

All bank deposits are covered under the insurance scheme offered by Deposit Insurance and Credit Guarantee Corporation of India (DICGC) subject to certain limits and conditions. The details of the insurance cover in force should be made available to the depositor.

## **21 'KNOW YOUR CUSTOMER' (KYC) GUIDELINES AND ANTI MONEY LAUNDERING (AML) STANDARDS**

The Bank will follow the KYC guidelines as laid down in the Bank's KYC and AML Policy issued under the directives of the Reserve Bank of India relating to identification of depositors to prevent financial frauds, identify money laundering and suspicious activities, and for scrutiny / monitoring of large value cash transactions.

KYC details to be regularly updated by branches as it is mandated by RBI. This will also ensure that the account does not become Inoperative/Dormant and the customer is able to transact in his/her account without any hassle. Updating KYC details on the account will ensure that the customer can be contacted by the branch/bank if required and doesn't miss out on any of the Bank's notification or alerts including transaction alerts through SMS.

## **22. CUSTOMER INFORMATION AND SECRECY OF CUSTOMER ACCOUNTS**

The customer information collected from the customers shall not be used for cross selling of services or products by the Bank, their subsidiaries and affiliates. If the Bank proposes to use such information, it should be strictly with the consent of the account holder.

The Bank shall not disclose details / particulars of the customer's account to a third person or party without the expressed or implied consent from the customer. However, there are some exceptions, viz. disclosure of information under compulsion of law, where there is a duty to public to disclose and where interest of the Bank requires disclosure.

## **23. SAFE DEPOSIT LOCKERS (Ref Policy : Customer Service )**

Allotment of Safe deposit lockers vault will be subject to availability and compliance with terms and conditions in the Safe Deposit Lockers Manual of the Bank. Safe deposit lockers may be hired by an individual (excluding minor) singly or jointly with another individual(s) HUFs, Firms, Limited Companies etc. Nomination facility is available to individual(s) holding lockers singly or jointly.

## 24. REDRESSAL OF COMPLAINTS & GRIEVANCES (Ref Policy : Grievance Redressal )

- Depositors having any complaint / grievance with regard to services rendered by the Bank has a right to approach authority/ies designated by the Bank for handling customer complaints / grievances. The details of the internal set up for redressal of complaints / grievances will be displayed in the branch premises.
- Customers should be advised to approach the Branch Manager for any grievances / complaints in writing. If the complaint is not resolved at the branch level, the customer may approach the AGM Operations at the Registered Office of the Bank at "CITIZEN CREDIT CENTRE", Opp. Our Lady of Lourdes Church, Marve Road, Orlem, Malad West Mumbai-400 064 or call the Grievance Cell on the Toll Free Number-1800 123 0209. Email Id: [customercare@citizencreditbank.com](mailto:customercare@citizencreditbank.com)
- In case the depositor does not get response from the Bank within 30 days from date of complaint or he is not satisfied with the response received from the Bank, he has a right to approach Banking Ombudsman appointed by the Reserve Bank of India at:

Centre	Name & Address of the Office of Banking Ombudsman	Area of Operation
Mumbai (I)	Smt. Ranjana Sahajwala C/o Reserve Bank of India 4th Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008 STD Code: 022 Tel No. 23022028 Fax : 23022024 Email : <a href="mailto:bomumbai@rbi.org.in">bomumbai@rbi.org.in</a>	Districts of Mumbai, Mumbai Suburban and Thane
Mumbai (II)	Shri P K Jena C/o Reserve Bank of India, 4th Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008 STD Code: 022 Telephone: 23028140 Fax : 23022024 Email : <a href="mailto:bomumbai2@rbi.org.in">bomumbai2@rbi.org.in</a>	Goa and Maharashtra, (except the districts of Mumbai, Mumbai Suburban and Thane)
Ahmedabad	Shri G J Raju C/o Reserve Bank of India La Gajjar Chambers, Ashram Road Ahmedabad-380 009 STD Code: 079 Tel. No. 26582357/26586718 Fax No. 26583325 Email : <a href="mailto:boahmedabad@rbi.org.in">boahmedabad@rbi.org.in</a>	Gujarat, Union Territories of Dadra and Nagar Haveli, Daman and Diu

Branches should forward a copy of the complaint, if it is not redressed within one month to the Nodal Officer at the Central Office under the Banking Ombudsman scheme and keep him/her updated about the status of the complaint.