

Basic Savings Bank Deposit Account (BSBDA)



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Key Things You Should Know

- HSBC Basic Savings Bank Deposit Account (BSBDA) makes it convenient for you to avail of basic banking services without any fees or charges, and without maintaining any minimum balance in the account
- Services offered under this account include:
 - Debit cards with no annual charges, having a daily cash withdrawal limit of ₹25,000 and a daily purchase limit of ₹10,000
 - Simple and convenient banking from the comfort of your home through free access to Internet Banking and PhoneBanking
 - Cheque books on the account
 - Unlimited free deposits in the account
 - Upto 4 free withdrawals per month across demand drafts, pay orders, cheque issuances, electronic transfers (including RTGS and NEFT), ATM withdrawals and cash withdrawal requests placed through any of our branches.
 - Monthly bank statements
- As a BSBDA holder, you are not eligible to have or open any other savings bank account with HSBC in India. If you have any other existing savings account with HSBC in India, you are required to close the same within 30 days from the date of opening the HSBC Basic Savings Bank Deposit Account, or else we will be constrained to close such other savings accounts that you hold with HSBC India
- HSBC will notify you of any changes in the terms and conditions of this account with a prior notice of one month

HSBC India Debit Card for Personal Banking or Basic Savings Bank Deposit Account (BSBDA) Service Guide

HSBC India Debit Card (BSBDA) Service Guide

- Knowing your HSBC India Debit Card
- Important points
- Getting started with your HSBC India Debit Card
- Benefits of HSBC India Debit Card
- Safeguarding your HSBC India Debit Card
- Guidelines for international usage
- Tariff

HSBC India Debit Card Service Guide

Dear Customer,

Welcome to the world of The Hongkong and Shanghai Banking Corporation Limited, India (HSBC India). You will be pleased to know that you now have an HSBC India Debit Card (hereinafter referred to as 'Debit Card') that brings you convenience and privileges.

The Debit Card gives you electronic access to your Personal Banking savings or current account or Basic Savings Bank Deposit Account (BSBDA) with HSBC India. As part of HSBC India's constant endeavour to offer its customers enhanced value, the Debit Card from HSBC India offers the added protection of Chip technology – a global security standard in cards. Debit Cards from HSBC India are classified as 'Chip and PIN' Debit Cards.

Your HSBC India Debit Card can be used¹ at HSBC Group ATMs of Visa network and at Visa merchant outlets.

The HSBC India Debit Card offers you the best possible alternative to carrying cash and allows you extensive access to your savings or current account, anywhere and anytime.

To learn more about the services you can enjoy and the usage of your HSBC India Debit Card, please read this service guide and Cardholder's agreement thoroughly.

Thank you for giving us the opportunity to serve you. We look forward to being of service to you and hope you will enjoy using your HSBC India Debit Card.

Yours sincerely,



Animesh Raizada
Head - Customer Value Management,
Retail Banking and Wealth Management

¹ Subject to you opting for International usage on your Debit Card. Please refer to terms and conditions to know more about international usage.

Knowing your HSBC India Debit Card

Front

1. **Chip:** The embedded Chip provides the latest in security features. The Chip protects your card from fraudulent usage – especially counterfeiting and skimming card frauds.
2. **Debit card number:** This is your exclusive 16-digit card number. Please quote this number in all communication/correspondence with the Bank.
3. **Your name:** Only you are authorised to use your Debit Card. Please check to see that your name has been correctly printed.
4. **Electronic usage sign:** In case of purchase transactions, the Debit Card can only be used at merchant outlets with Point of Sale (POS) swipe terminals. Please do not use your Debit Card at merchants with 'paper imprinters' or for Mail Order/Telephone Order (MOTO) transactions.
5. **Valid From - Expires On (mm/yy):** Your Debit Card is valid until the last day of the month of the year indicated on the Debit Card.
6. **Visa Electron/Visa logo and hologram:** Any merchant establishment displaying this logo accepts your HSBC India Debit Card.



Back

7. **Magnetic stripe:** Important information pertaining to your debit card is encoded here. Please protect your debit card from scratching and exposure to magnets and magnetic fields as they can damage the stripe.
8. **Signature panel:** Please sign on this panel immediately on receipt of your debit card with a non-erasable ballpoint pen (preferably in black ink). The signature you will use to sign charge slips at merchant outlets needs to be the same as this signature.



9. **Personal Identification Number (PIN):** You will receive a confidential PIN for use of your debit card at ATMs and Point of Sale (POS) terminals.

Important Points

- Please check the name on your HSBC India Debit Card and sign on the signature panel on the reverse of your HSBC India Debit Card
- Do remember to begin using this Debit Card only from its 'Valid From' date
- To know more on your Debit Card usage, please refer to the Frequently Asked Questions (FAQs) hosted in www.hsbc.co.in or call HSBC PhoneBanking for further details. For all Debit Cards issued on or after 1 December 2013, customers who have opted for domestic usage will not be able to make any overseas transaction ATM and Point of Sale (POS) including online transactions on international* websites
- Please note in absence of usage preference, bank shall issue a Debit Card with domestic usage only
- To convert the card from domestic usage to international or vice versa, you can call HSBC PhoneBanking numbers or submit a *Domestic/International Card Usage Form at the nearest HSBC India branch
- You will be required to authenticate your purchases at merchant outlets in India using your 6-digit ATM PIN at the Point of Sale (POS) terminal, in addition to your signing the charge slip to complete the payment. Please contact us in case you need a new ATM PIN to be issued
- Since PIN/signature verification is essential for Debit Card transactions, you need to be physically present along with your HSBC India Debit Card at the time of purchase i.e. the HSBC India Debit Card cannot be used for Mail Order/Telephone Order (MOTO) transactions
- For your safety, the HSBC India Debit Card sent to you is inactive, for use at merchant establishments (Please refer to the section, 'Getting started with your HSBC India Debit Card' on page 5, for details on how to activate your card)
- A Personal Identification Number (ATM PIN) will be issued to you separately for using your HSBC India Debit Card at ATMs and POS terminals
- By using your Debit Card you accept the terms and conditions stated in the Cardholder's agreement enclosed with this service guide and amended from time to time. The terms and conditions are also uploaded on the HSBC India website for Cardholders information
- In case you use your HSBC India Debit Card as a Power of Attorney (POA) holder [on behalf of the accountholder(s)], we require you to state 'POA Holder' or 'Constituted Attorney' below your signature at the time of executing payments at merchant establishments on the charge slip
- We request you to intimate HSBC India in case of change of residency status as per Foreign Exchange Management Act, 1999 (FEMA). Please surrender your Debit Card before proceeding overseas on permanent employment and/

or emigrating and/or changing your nationality. Please note that the usage of your card has to be in accordance with FEMA and any violation may hold you liable for action as per guidelines of the Act

- If you are receiving an HSBC India Debit Card on renewal of your existing Debit Card, then a new ATM PIN will not be issued. Please use your existing ATM PIN for activation of your card
- If you have an existing/earlier issued HSBC India Debit Card linked to any of the accounts which is linked to this HSBC India Debit Card, it will be deactivated 30 days from the date of this letter. To prevent any misuse, please remember to destroy your earlier Debit Card by cutting it across the magnetic stripe once you have used your HSBC India Debit Card
- You will be able to access your primary account at merchant establishments whilst transacting on this Debit Card
- You can use your HSBC India Debit Card at HSBC India Group ATMs and ATMs of Visa network and at Visa merchant outlets worldwide

Please note:

HSBC India Debit Cards linked to Non-Resident Ordinary (NRO) account or Power of Attorney (POA) Debit Card linked to HSBC India NRE account will have access only to HSBC India ATMs, ATMs affiliated to the Visa network and Visa merchant outlets in India.

Getting started with your HSBC India Debit Card

Activating your HSBC India Debit Card

For security reasons, we send you an inactive card. You need to activate your card first before using the card at any merchant establishment or for online transactions.

To activate your card:

1. The Debit Card can be activated through IVR. Kindly call us on 1800 103 4015.

or

2. Use your HSBC India Debit Card at any Visa ATM worldwide, by entering the ATM PIN. This is applicable only to Debit Cards linked to HSBC India Resident and/or Non-Resident External (NRE) account.

or

2. Use your debit card at POS terminal that supports Chip and PIN capability. You will need to enter your 6-digit ATM PIN after the merchant dips the Debit Card at the POS terminal.

A Personal Identification Number (PIN) will be issued to you separately for using your Debit Card at ATMs and POS terminals.

Please note:

In case your HSBC India Debit Card is linked to Non-Resident Ordinary (NRO) account or is a Power of Attorney Debit Card linked to HSBC India NRE account you are requested to use the Debit Card at any Visa ATM/merchant outlet in India, by entering the ATM PIN issued by HSBC India.

Using your HSBC India Debit Card

Your Debit Card from HSBC India is extremely versatile and simple to use, being valid both in India and Overseas.

It works in the same way as a credit card does for purchase transactions at merchant outlets, with the only difference being that the transaction amount is directly debited to your bank account.

The Debit Card doubles up as an ATM card, thus saving you the need to carry a separate ATM card.

Your bank account linked to the Debit Card should have appropriate balance to carry out any transactions on your Debit Card.

At ATMs

At any HSBC ATM in India you can:

1. Withdraw cash
2. Obtain a mini account statement for your last 8 transactions
3. Get your available account balance
4. Request account statements
5. Transfer funds between HSBC Accounts
6. Change PIN
7. Request a cheque book
8. Deposit cash/cheque

Please note:

Cash withdrawals at HSBC ATMs and other banks' Visa ATMs in India will be free of cost. At other banks' Visa ATMs in India and HSBC ATMs overseas, you can perform cash withdrawal and balance enquiry transactions only. All international transactions* will continue to be charged.

The Bank will charge (w.e.f. 20 July 2009) a cross currency conversion mark-up of 3.5% of the INR value of the transaction (plus applicable taxes) on all international transactions* (ATM and POS) using the HSBC India Debit Card.

Daily ATM cash withdrawal limits will apply. As a savings/current account/BSBDA holder you can withdraw upto ₹25,000 per day.

Note: Cardholders who have opted for international use*, will be able to perform the above transactions at international HSBC ATMs.

At merchant establishments

Follow these simple steps to ensure total shopping satisfaction.

Please note that since ATM PIN/signature verification is essential for Debit Card transactions, you need to be physically present along with your card at the time of purchase, i.e. the Debit Card cannot be used for Mail Order/ Telephone Order or internet transactions.

1. Look for Visa/Visa Electron sign at the Point of Sale (POS) merchant establishment. The merchant must have an POS card swiping terminal.
2. Present your Debit Card after making your purchase.
3. The Debit Card will be swiped by the merchant for authorisation.
4. At the PIN enabled POS outlets, you will be required to enter your HSBC India Debit Card ATM PIN on the POS machine.

5. A charge slip will be generated.
6. Check and sign the charge slip. Your signature must match the one on the reverse of the Debit Card.
7. Ensure your Debit Card is returned to you.
8. After a successful authorisation, a hold for the transaction amount will first be placed on your account. Your account will subsequently be debited for the transacted amount.
9. Please refer to the section titled Guidelines for international usage* for details on usage of your HSBC Debit Card at merchant establishments located outside India.

As a savings/current accountholder, you will be able to purchase items worth upto ₹40,000 per day on your debit card and have a cash withdrawal limit of ₹25,000. For BSBDA holders purchase limit is ₹10,000. and the cash withdrawal limit will be ₹25,000.

When using the Debit Card at a merchant establishment, the purchase amount will always be debited to the designated primary account of the Debit Card.

International usage*

Your Debit Card is valid in India and overseas. However, it is not valid for making transactions in currencies other than the local currency of India, Nepal and Bhutan when travelling in Nepal and Bhutan.

All of your Debit Card transactions (purchases as well as cash withdrawals) overseas must be made in strict accordance with the Exchange Control Regulations of the Reserve Bank of India prevailing from time to time.

In the event of your failure to do so, you will be liable for action under the Foreign Exchange Management Act, 1999.

Detailed instructions as to the use of your Debit Card overseas can be found in the section 'Guidelines for international usage' on page 11.

*Applicable to Debit Cards issued on Resident and NRE accounts.

Online usage

- Your HSBC India Debit Card can be used for shopping online at websites where Visa cards are accepted. Whether it is travel or movie tickets, hotel reservations, shopping for luxuries, paying utility bills or making investments – you can do it safely from the comfort of your home. Your online transactions are secured by 3-D Secure (3DS) technology, which is an added layer of security for online credit and Debit Card transactions. 3DS was developed to improve the security of online transactions and is offered to customers as the Verified by Visa (VbV) service
- Please note that, you will not be able to transact online other than Verified by Visa (VbV) sites

- To shop online with your HSBC India Debit Card, you would be required to authenticate the transaction using an OTP One -Time Password (OTP). The OTP will be automatically sent by our system to your registered mobile number via SMS when you initiate the online transaction. At the VbV authentication screen, you will be required to enter the 6-digit OTP to complete the online transaction
- Please ensure, you have registered your mobile number with the Bank to receive the OTP and authenticate the online transaction
- All merchants in India offering online transaction option on their websites are required to implement two factor authentication as per RBI mandate. Therefore, in case an Indian website does not provide VbV service, the transaction will be declined
- If the website is based abroad and does not provide VbV service, the online transaction will be selectively approved based on the type of purchase transaction and as per HSBC India's policy
- You are requested to adhere to the terms of usage of your HSBC India Debit Card while undertaking such online transactions

Benefits of HSBC India Debit Card

Global customer assistance

Debit Cardholders from HSBC India can receive global assistance, 24 hours a day, 7 days a week when they travel overseas, from Visa global customer assistance services. These services can be used for lost/stolen card reporting or miscellaneous information that you may require overseas regarding medical, legal or other matters.

These services are available to you at the following toll-free numbers:

Australia: 1-800-450346 Hong Kong: 800-900-782

Canada: 866-639-1911 United Kingdom: 0800-169-5189

Singapore: 800-4481-250 United States: 866-765-9644

In case you are travelling in any other part of the world, you may avail of these services by making a collect call to 1410-581-79-31 or the Visa Global Assistance Centre in Singapore to 0065-6345-1345.

Please note that the services are charged as follows:

Miscellaneous customer service enquiries: USD 5 per call. Lost/stolen card reporting: USD 35 per card. The charges are subject to change and you are requested to verify the same with the service providers.

Additional cards

Additional cards will be issued to joint accountholders of the account, provided the operating instructions for the account are 'anyone or survivor'. Annual fees would apply for each of the additional cards applied for.

Account statement

Transactions on your Debit Card including those of additional cards will reflect along with relevant details on your regular bank account statement sent periodically. Additional Debit Cardholders will not receive a separate account statement.

In case you require the frequency of the statement to be changed, please contact the Bank. Charges will apply. Please refer to the tariff sheet.

Safeguarding your HSBC India Debit Card

Following these simple guidelines will ensure that using your Debit Card from HSBC India is a pleasant experience:

1. Treat your Debit Card in the same way you treat cash. Keep it with you at all times and never leave it unattended.
2. Your Debit Card is for your exclusive use only. It should never be surrendered to anyone other than a designated Bank Officer at the HSBC India branch only after cutting it into several pieces across the magnetic stripe.
3. Never reveal or surrender your Personal Identification Number (PIN) to anyone. Please destroy all evidence of the PIN after memorising it and never keep a written copy of it in close proximity to your Debit Card. It is also recommended that you change the PIN to a number of your choice as soon as possible and at regular intervals (at least once in three months thereafter).
4. If your Debit Card is lost/stolen, or if you suspect that your Debit Card has been used fraudulently, call the HSBC India PhoneBanking/customer service representatives immediately to report the loss.
5. In case you need your Debit Card re-issued or terminated, please send in your request in writing to the HSBC branch where you have your account. Upon card expiry or closure of your account, please cut your Debit Card in several pieces across the magnetic stripe.
6. Always ensure that the Debit Card is used in your presence when transacting at merchant establishments. Never sign an incomplete charge slip.
7. Do not attempt to use your Debit Card at merchant establishments that do not possess Point of Sale (POS) swipe terminals.
8. Please promptly notify HSBC India, in writing, of any change in your telephone numbers or mailing address.

If you require any assistance or are not satisfied with our services, please call HSBC India PhoneBanking or write to your Branch Manager. Details are available on HSBC India website www.hsbc.co.in

Guidelines for international usage

(Applicable to Debit Cards issued on Resident and NRE accounts if opted for international usage)

1. All expenses including cash withdrawals incurred overseas must be strictly in accordance with the Exchange Control Regulations of the Reserve Bank of India (RBI). Please note that the aggregate expenses you incur overseas (i.e. through cash/traveller's cheques/your bank account/Debit Card/credit card) should not exceed the limit set by the RBI, as prevailing from time to time

Foreign Exchange Entitlement (as per RBI regulations existing on date of print)

- Basic Travel Quota (BTQ): Resident Indians are allowed a BTQ entitlement not exceeding USD 10,000 or its equivalent per person in one calendar year for one or more private visits to any country (except Nepal and Bhutan)
- To enhance security on your transactions, Debit Cards issued on or after 1 December 2013 will have an option of international or domestic usage facility. Cardholders who choose domestic usage facility will not be able to carry out the following kinds of transactions:
 - POS (Point of Sale) transactions outside India
 - E-commerce transactions on international websites
 - Transactions at ATMs located outside India
- All Chip Debit Cards issued on or after 1 December 2013 will be enabled for domestic or international usage as per the preference of the Cardholder at the time of Debit Card application
- In case you use your HSBC Debit Card internationally where the merchant does not have a Chip enabled POS terminal, the magnetic stripe on your Debit Card is then utilised for that international transaction. A limit of USD 500 per transaction will apply, subject to the 'purchase transaction limit' (as defined in the Tariff schedule) and available balance on your linked HSBC account
- Cardholders have the option to change the status of their Debit Cards either to domestic usage or international usage during the life of the card. To convert the card you can call HSBC PhoneBanking numbers or submit a 'Domestic/International Card Usage Form' at the nearest HSBC India branch
- Business Travel and Entertainment Allowance Exchange not exceeding USD 25,000 per trip, irrespective of the period of stay, for business purposes or for participating in conferences or seminars
- In case the Debit Card is used for both business and personal expenses, the two must be tracked separately to ensure that you comply with both the Basic Travel Quota and Basic Travel Allowance permissible limits

2. Please note that your account statement reflects both domestic and international Debit Card transactions. Each international transaction will show the amount in the transaction currency together with the corresponding Rupee equivalent.
3. To track your overseas spends in order to ensure that they are within permissible RBI limits, you will have to convert the equivalent Rupee amount shown on your statement for each overseas transaction to USD, using the day's telegraphic transfer selling rate, which can be obtained from your authorised dealer.
4. All transactions (domestic and international) incurred by your additional Debit Cardholders will also be reflected on your account statement. Additional Debit Cardholders also must ensure that the expenses they incur overseas are strictly in accordance with the Exchange Control Regulations of the RBI.
5. We request you to intimate the Bank in case of change of residency status as per Foreign Exchange Management Act, 1999 (FEMA). Please surrender your Debit Card before proceeding overseas on permanent employment and/or emigrating and/or changing your nationality. Please ensure that use of your Debit Card is in accordance with the relevant Exchange Control Regulations issued and amended by Reserve Bank of India from time to time and adheres with the provisions under the Foreign Exchange Management Act, 1999 (FEMA). Any violation may hold you liable for action as per the guidelines of the Act.

Tariff

i) Personal Banking Customers

Service	Deposit accounts
Annual fee (p.a.)	₹150 (including senior citizens)
Additional card (p.a.)	₹150 per card
HSBC ATM cash withdrawal/balance enquiries (India)	Free
Number of free [^] cash withdrawal transactions at other banks' ATMs in India	5 cash withdrawal transactions per calendar month. ([^] Subsequent transactions will be charged ₹20 per transaction*)
ATM cash withdrawal (outside India)	₹120 per transaction
ATM balance enquiry (outside India)	₹15 per enquiry
Card replacement fee (within India)	₹150
Card replacement fee (outside India)	₹150 plus international courier charges
PIN replacement fee	Nil
Charge slip retrieval/charge back processing fee	₹225
ATM cash withdrawal limit (per day)	₹25,000
Purchase transaction limit (per day)	₹40,000
Transfer limits (to accounts linked to or not linked to card)	₹50,000
Per transaction limit for cash withdrawal at other banks' ATMs in India	₹10,000
Transaction declined due to insufficient funds at an ATM	₹25 per transaction

*Will be recovered from the linked savings/current accounts in the subsequent calendar month.

Please note that basis Goods and Services Tax (GST) regulations and notified GST rates, Central GST and State/Union Territory GST or Inter-State GST, as applicable, would apply on our fees and charges with effect from 01 July 2017.

ii) Basic Savings Deposit Accounts

Service	Fees applicable
Debit Cards Annual Fees	Nil
Debit Card Daily Withdrawal Limits	Cash withdrawal ₹25,000 Purchase ₹10,000
Withdrawal from Account	4 free withdrawals per month across demand drafts, pay orders, cheque issuances, electronic transfers, ATM withdrawals and cash withdrawal requests placed through any of our branches

Note:

1. Tariff structure is subject to change from time to time. Changes will be made with prospective effect giving notice of one month.
2. Use of Debit Card at petrol pumps would invite a surcharge of 2.5% of the petrol purchase value or ₹10 (whichever is higher).
3. The Bank will charge (w.e.f. 20 July 2009) a cross currency conversion mark-up of 3.5% of the INR value of the transaction (plus applicable taxes) on all international transactions (ATM and POS) using the HSBC India Debit Card.

Basic Savings Bank Deposit Account Terms and Conditions

The customer agrees to be bound by the following terms and conditions:

1 Your use of Accounts and Services; your Instructions

- 1.1 If you wish to use any services or open any accounts, you have to give us instruction and complete such forms and procedures (including supplying us with such information and documents) as we may specify from time to time. We have the right to set or vary from time to time the cut-off time on a business day for receiving instructions. We have no obligation to process any instruction received after the cut-off time on the same day.
- 1.2 We may act on an instruction at our discretion if we believe in good faith that it is given or authorised by you without being liable in any circumstance and you will be bound by that instruction even if it is incorrect, false or unclear or if it was not given or authorised by you.
- 1.3 You are required to comply with all applicable regulations in using the services and accounts or conducting transactions or activities under these terms and conditions.

2 Services

- 2.1 You may, subject to such procedures (including 'Know Your Customer' or KYC procedures, which shall entail identification of the customer and verifying his/her/its identity by using reliable, independent source documents, data or information) as we may specify from time to time, utilise any one or more of the services or open any one or more accounts at anytime by issuing an instruction in such form as may be acceptable to us.
- 2.2
 - (a) Unless otherwise specified by us, all services are provided by The Hongkong and Shanghai Banking Corporation Limited in India. Similarly, unless otherwise specified, all accounts, whether savings, current or time deposits or any other accounts whatsoever, whether offered to residents or non-residents, whether offered in INR or foreign currency, are with us and are payable only at the branch where such deposits are made. Where any services are to be provided by or maintained with any third party, you may be required to accept specific terms and conditions and the provisions of any mandate(s) applicable thereto as required by the third party.
 - (b) We have the right to cancel, withdraw, suspend, vary, change, add to, supplement or otherwise these terms and conditions (including fees and charges) and any other terms and conditions governing any services, features, tiers, from time to time by giving an advance notice of 30 days and/or intimation to you by way of display at our premises or in any manner we consider appropriate. You will be bound by a variation if we do not receive

notice from you to close the account with effect before the date on which that variation takes effect.

- 2.3 We reserve the right to reject any application for any service without assigning any reason whatsoever.
- 2.4 The Bank and other members of the HSBC Group are required to and may take any action to meet Compliance Obligations relating to or in connection with the detection, investigation and prevention of Financial Crime ('Financial Crime Risk Management Activity') and act in accordance with the laws, regulations and requests of public and regulatory authorities operating in various jurisdictions which relate to Financial Crime. The Bank may take, and may instruct (or be instructed by) any other member of the HSBC Group to take, any action which it or such other member, in its sole and absolute discretion, considers appropriate to take in accordance with all such laws, regulations and requests.

Such action may include but is not limited to (a) screening, intercepting and investigating any instruction, communication, drawdown request, application for services, or any payment sent to or by you, or on your behalf, (b) investigating the source of or intended recipient of funds (c) combining customer information with other related information in the possession of the HSBC Group, and/or (d) making further enquiries as to the status of a person or entity, whether they are subject to a sanctions regime, or confirming your identity and status (e) share information on a confidential basis with such HSBC Group offices whether located in India or overseas in relation to prevention of Financial Crime.

Exceptionally, our Financial Crime Risk Management Activity may lead to us delaying, blocking or refusing the making or clearing of any payment, the processing of your instructions or application for services or the provision of all or part of the services. To the extent permissible by law, neither we nor any other member of HSBC Group shall be liable to you or any third party in respect of any loss (whether direct or consequential and including, without limitation, loss of profit or interest, however it arose) that was suffered or incurred by you or a third party, caused in whole or in part in connection with the undertaking of Financial Crime Risk Management Activity.

In certain circumstances, the action which the Bank may take may prevent or cause a delay in the processing of certain information. Therefore, neither the Bank nor any member of the HSBC Group warrants that any information on the Bank's systems relating to any payment messages or other information and communications which are the subject of any action taken pursuant to this clause is accurate, current or up-to-date at the time it is accessed, whilst such action is being taken.

For the purpose of the present clause:

'Compliance Obligations' means obligations of the HSBC Group to comply with: (a) laws or international guidance and internal

policies or procedures, (b) any demand or request from authorities or reporting, disclosure or other obligations under laws, and (c) laws requiring us to verify the identity of our customers.

'Financial Crime' includes money laundering, terrorist financing, bribery, corruption, tax evasion, fraud, evasion of economic or trade sanctions, and/or any acts or attempts to circumvent or violate any laws relating to these matters.

- 2.5 We have the right to cancel, withdraw, suspend, vary, change, add to, supplement or otherwise these terms and conditions (including fees and charges) and any other terms and conditions governing any services, features, tiers, from time to time by notice or intimation to you by way of display at our premises or in any manner we consider appropriate. You will be bound by a variation if we do not receive notice from you to close the account with effect before the date on which that variation takes effect.
- 2.6 For certain services such as wealth management services, loans etc., we may have other terms and conditions which will be as specified upon you opting for such services and such terms and conditions shall be in addition to and not in derogation to these terms and conditions, in the event of any conflict between these terms and conditions and those provided with the specified services, the terms and conditions of the specified services shall prevail. In addition to the applicable terms and conditions, all services are governed by the guidelines of the RBI or any industry standards adopted by us as well as Banking practices prevalent in India. The products or services mentioned herein are not available to any person, if the same is not allowed in certain jurisdiction or requires any regulatory approvals for making available such products or services in the given jurisdiction. You should ensure that by availing of any products or services through HSBC India you are not in contravention of any applicable laws or regulations governing such recipient and shall further ensure compliance with the laws and regulations governing such recipient in the applicable jurisdiction as a condition precedent.

3 Bank-Customer Relationship

- 3.1 In respect of a deposit placed by you with us, we are the debtor and you are the creditor. In respect of an item held by us for you in safe custody, we are the bailor and you are the bailee. Other types of relationship may arise between us depending on the services provided.
- 3.2 You confirm that you are acting as principal in relation to the services and the account(s).
- 3.3 Customer Identification Number. We allocate a unique customer number to each customer called as Customer ID (identification) number and you are requested to quote this number for every additional account opened with any of our branches.

4 Tier

- 4.1 We may from time to time designate one or more tier(s) with different features, which may include enhanced services, preferential terms, and/or special promotions on other accounts. We may allocate (but without any obligations to do so) a tier to you holding an account either at your request or at our sole discretion. Where we allocate a tier to you, we may at anytime and from time to time vary or entirely withdraw the tier, again, either at your request or at our sole discretion. The allocation or withdrawal of a tier to or from you or the variation of a tier so allocated, whether at your request or at our sole discretion, will be made by reference to pre-designated criteria, subject always to the final decision of the Bank. These criteria may include, without limitation, the value of assets deposited by you with us and/or the amount of credit facilities granted by us to you from time to time and are subject to changes at the Bank's decision. The most updated criteria and other details concerning the tiers are available from us upon request.
- 4.2 We have the right to introduce new tiers, vary or withdraw any existing tier, or vary the features of a tier from time to time without prior notice.
- 4.3 We are not required but may allocate a tier to you at your request or at our discretion. We may also withdraw or vary a tier allocated to you from time to time at your request or at our discretion. We have the right to set or vary the criteria for allocating, varying or withdrawing a tier from time to time.
- 4.4 The features available to you and the fees and charges payable by you in relation to the account may vary by reference to the tier allocated to you. They may also vary within the same tier whether you satisfy the criteria for that tier or not.
- 4.5 We have the right to set or vary the criteria that you have to fulfil in order to remain in a tier or to enjoy the features associated with that tier. The criteria may include the value of assets deposited by you with us or the amount of credit facilities granted by us to you. The updated criteria and other details about the tiers are available from us upon request. Your use or enjoyment of a feature may also be governed by further terms and conditions applicable to that feature. You are solely responsible for fulfilling all the prevailing criteria throughout the period in which a tier is allocated to you if you wish to remain in that tier or enjoy the features associated with that tier. Whether or not you fulfil all the prevailing criteria at anytime does not in anyway limit our right to allocate a tier to you or vary or withdraw a tier allocated to you. Our decision relating to allocating to, varying or withdrawing a tier from you is final.
- 4.6 We will notify you of an allocation, variation or withdrawal of a tier using such means as we consider reasonable. The features associated with a tier will automatically be available, varied or withdrawn accordingly without further notice unless we decide otherwise. Upon allocation of a new or varied tier by us, you

become bound by all the terms and conditions governing the use or enjoyment of the features associated with that tier (whether set out in these terms and conditions or not). Even after the variation or withdrawal of a tier by us, you remain bound by the terms and conditions governing the use or enjoyment of 3 the features associated with that tier (whether set out in these terms and conditions or not) until all obligations and liabilities owing by you to us with respect to such features have been fully repaid and satisfied.

- 4.7 Following a variation of the tier allocated to you, the applicable provisions of these terms and conditions and other terms and conditions governing the use of any features terminated as a result of the variation of the tier shall continue to bind you until all obligations and liabilities owing by the customer to us with respect to such features have been fully repaid and satisfied. All applicable provisions of these terms and conditions and other terms and conditions governing the use of any new or additional features that you shall enjoy as a result of the variation of the tier shall immediately become binding on you.
- 4.8 We are not responsible for any loss or inconvenience suffered by you arising from or in connection with any allocation, variation or withdrawal of a tier by us, including any loss or inconvenience relating to the availability, variation or withdrawal of any features associated with a tier.
- 4.9 We may issue a card or identification to you to reflect the tier allocated to you. That is intended to facilitate identification of your tier only and our records are conclusive as to the tier allocated to you at anytime.
- 4.10 The withdrawal of a tier does not affect your use or operation of the accounts unless we specify otherwise.
- 4.11 The terms and conditions relating to a feature or tier prevail over the provisions of these terms and conditions if there is any inconsistency between them concerning that feature or tier.

5 Customer's Information

- 5.1 To enable us to consider whether to provide you with any service, you are required to supply personal data to us from time to time and failure to do so may result in the Bank's inability to provide such service.
- 5.2 The personal data will be used for considering your request and subject to our agreeing to provide such service, the personal data and all other details and information relating to your transactions or dealings with us will be used in connection with the provision of such service to you. We may need to share or transfer your data or information to any service provider, whether located in India or overseas and whether an HSBC Group entity or a third party, which provides outsourced services to us in connection with the operation of the Bank's business, in accordance with the applicable guidelines of the Reserve Bank of India (RBI). We will also use, store, disclose,

transfer (whether within or outside India), obtain and/or exchange such personal data and such other details and information to, from or with all such persons as we may consider necessary (including without limitation any member of the HSBC Group or any service provider) for any and all purposes:

- (a) in connection with matching for whatever purpose (whether or not with a view to taking any adverse action against you) any such personal data with other personal data in our possession;
 - (b) in connection with the provision of our reference about you to other financial institutions or other parties;
 - (c) in connection with conducting checks with any credit reference agency or other persons (including without limitation upon an application of any credit facility or upon periodic review of such facility); we acknowledge and agrees that any such sharing or transfer of customer data or information will be on a confidential basis and we will impose on the service provider confidentiality undertakings similar to those applicable to us. However, we or such service providers, whether located in India or overseas, may disclose information if required or permitted by any law, rule or regulation or at the request of any public or regulatory authority or if such disclosure is required for the purposes of preventing fraud.
- 5.3 If the personal data includes information or data of any third party, you confirm and warrant that you have obtained the consent of such third party to the provision of such information or data to us for the foregoing purposes and for disclosure to such persons as stipulated above.
- 5.4 You warrant that all personal data and information you provide to us is, to the best of your knowledge, complete, accurate and up-to-date. You agree to notify us as soon as reasonably practicable of any material change to your personal data or information.

6 Bank's Right of Lien and Set-Off

- 6.1 Without prejudice and in addition to any general lien, right of set-off or other right by way of security which we may have on any account whatsoever, the customer agrees that we may at anytime and without prior notice:
- (a) to debit any amount payable by you to us (including any fees or expenses) from any account or any other account maintained by you with us. If any debit causes the relevant account to be overdrawn, you are liable to repay the outstanding amount to us on demand together with interest accruing on the outstanding amount at such rate as we may specify;
 - (b) to withhold, combine or consolidate the balance on any or all of your accounts maintained with us (including any account) and set-off or transfer any moneys (in the form of credit balance or credit facility) standing to the credit of any such account in or

towards settlement of any amount whether actual or contingent, present or future (including any fees or expenses) owing by you (and whether owing by you solely or jointly with any other person) to us in connection with the services or otherwise under these terms and conditions;

- (c) to refuse to repay you any moneys in any currency standing to the credit of any or all of your accounts maintained with us (including any account) when due or on demand by you if and to the extent that such moneys are less than such amount owing by you to us; and
- (d) to apply (even if such application requires breaking of any deposit before its maturity date) any moneys held in any currency to the credit of any account in the name of the customer, whether held singly or jointly with other persons, (the said 'moneys') against any indebtedness of any type whether actual, contingent, present or future and whether owed by the customer solely or jointly with any other person (the said 'indebtedness').

6.2 Our rights under Clause 1.9.1 will not be limited or reduced by your death or legal incapacity.

7 Joint Accounts

7.1 Individuals may hold a joint account that can be operated either jointly or severally as agreed with the Bank and this will also hold for survivors. If the customer comprises of more than one individuals:

- (a) You are jointly and severally liable with each other for the obligations and liabilities in connection with the account, the service or otherwise under these terms and conditions.
- (b) We are authorised to:
 - (i) honour and comply with all cheques, promissory notes, orders, bills, directions or receipts which are signed, sealed or chopped by any of you, whether the account is in credit or overdrawn;
 - (ii) comply with any instruction or other directions given by any of you for or in connection with the account, including an instruction to close the account (unless we agree or decide otherwise); and
 - (iii) accept and act on any receipts given by any of you for moneys deposited with or owing by us on the account.
- (c) The authorisation in paragraph (b) above may be revoked
 - (i) in writing by any of you; or
 - (ii) if we receive notice that any of you loses mental capacity.
- (d) We are authorised to make any advance by way of overdraft or in any other manner with or without security at the request of any of you.

- (e) Acceptance of any terms and conditions governing the account or any service by any of you will be considered as acceptance by each of you and such terms and conditions will be binding on each of you.
- (f) Upon the death of any of you, we will transfer any credit balance on any applicable account to the order of the survivor(s), but this will not limit or reduce any right which we may have arising from any lien, mortgage, charge, pledge, set-off, counter-claim or in any other manner. Each of you will indemnify us for any claim which may be made by or against us in connection with processing any request and authorisation of the survivor(s).
- (g) Each of you are bound by these terms and conditions even though
 - (i) any of you or any other person intended to be bound is not bound; or
 - (ii) any of these terms and conditions may be invalid or unenforceable against any one or more of you due to fraud, forgery or any other reason (whether or not the deficiency is known or ought reasonably to have been known to us).
- (h) We have the right to deal separately with any of you (without limiting or reducing our rights, powers and remedies against the others) on any matter including
 - (i) varying or discharging any liability to any extent; or
 - (ii) the granting of time or other indulgence to or making other arrangements with any such person without prejudicing or affecting our rights, powers and remedies against any other such persons.
- (i) Items payable to any of you may be credited to the account.
- (j) Any notice under these terms and conditions to any of you will be considered as effective notification to all of you.
- (k) Any change in the signing instructions will be required to be authorised by all joint accountholders.
- (l) Words herein denoting the singular only will be deemed to include the plural.
- (m) In respect of a forward date transaction, we are authorised to take the instruction given by any of you and last received by us before we effect the transaction in our normal course of business as the final instruction.

8 Non-Resident Accounts and Services

- 8.1 Accounts for non-residents are subject to the Foreign Exchange Management Act, 1999 and rules and regulations made thereunder (FEMA), as amended from time to time and are only available to persons who fulfil the definition of non-residents under FEMA. Certain categories of accounts are only open for persons who fall

within the definition of 'Non-Resident Indians' as per FEMA. The conduct of these accounts should be strictly in accordance with the provisions of FEMA, which you should fully understand before opening and/or operating such accounts.

- 8.2 Foreign currency accounts will be offered in currencies that we may determine from time to time, in accordance with extant regulations.
- 8.3 The foreign currency equivalent of the principal and interest on repatriable deposit accounts designated in INR, may increase or decrease depending upon foreign exchange fluctuations and you shall bear any foreign exchange risk that may arise thereon.
- 8.4 We may, at its sole discretion, restrict provision of services to residents/nationals of some countries, on account of regulatory restrictions in such countries in the provision of services.
- 8.5 Customers holding non-resident accounts should advise the Bank immediately upon return to India if they become 'resident' in India as per FEMA, so that their accounts may be re-designated as resident accounts.

9 Foreign Currency Accounts for Residents

- 9.1 Foreign currency accounts for residents are subject to the FEMA, as amended from time to time and are available to persons who fulfil the definition of resident under FEMA. The conduct of these accounts should be strictly in accordance with the provisions of FEMA, which you should fully understand before opening and/or operating such accounts.

10 Savings Accounts

- 10.1 Savings accounts will be opened by individuals. Balances in savings accounts may be withdrawable on demand either by cheque or any other means provided by the Bank.
- 10.2 With effect from 1st April 2010, interest on the savings bank accounts will be calculated on daily product basis. The interest will be credited to your account on a quarterly basis as per RBI Master Direction on Interest on Deposits dated March 03, 2016 with effect from 01 July 2016 . Customers are obligated to repay the principal and interest on their overdraft accounts which the bank may grant them from time to time. This should not be construed as an agreement, either expressed or implied, that the Bank is bound to grant any overdraft facility whatsoever. In the absence of any special arrangements, the Bank is not required to honour any cheques drawn by the account holder(s) if in doing so the account would become overdrawn and in these circumstances the Bank reserves the right to debit the account with the charge for each returned cheque.
- 10.3 Where a savings account is closed during an interest period whether by you or by us for any reason, interest is payable only up to the last calendar day before closure.

10.4 Savings account withdrawals and deposits

- (a) You may make withdrawals from your savings account at our counter during business hours of our branch.
- (b) Before a withdrawal, you have to produce satisfactory evidence of your identity and, if requested by us, evidence of your authority.

10.5 Payment to third party Payment by us to a person producing satisfactory evidence of his identity and, if requested by us, a withdrawal form which appears to be signed or chopped by you or according to your authorisation has the same effect as if made to you personally. By making that payment, we discharge all our liabilities to you or any other person with respect to the amount paid.

11 Term Deposits (also referred to as Fixed Deposits)

11.1 Placement of Term Deposits

- (a) A term deposit account will be opened upon you first placing a term deposit and all subsequent term deposits will be placed with similar signing instructions as the first term deposit or the associated savings/current account under the same Customer ID. A term deposit may only be placed in such currencies and with such minimum initial deposit with respect to a range of maturity tenures as determined by us from time to time and this in turn is subject to RBI guidelines.
- (b) Information with regard to the various types of term deposit accounts, the currencies in which these deposits can be maintained, the tenures for which such deposits can be maintained etc. are publicised on our website and is also available upon request at our branches.

11.2 Term Deposit Interest

- (a) We reserves the right to vary the interest rate offered from time to time at our sole discretion as displayed in our premises and/or published on our website and/or advertised in the media.
- (b) Where we receives an instruction to establish a term deposit by clearance of a cheque deposited by you, we may, at our sole discretion, value date the term deposit to the date on which funds are received by us after clearance of the cheque.
- (c) Interest on a term deposit will accrue to the day prior to maturity of the term deposits. In case of resident term deposit accounts in INR, interest is paid/accrued quarterly at the applicable rate (Interest shall be paid out quarterly in case of non-cumulative or ordinary term deposits and shall accrue quarterly in case of cumulative term deposits). In case of any other type of term deposit accounts, interest shall be payable in accordance with extant RBI guidelines in this regard. Details of accrued interest and the amount of tax deducted (if applicable) will be advised each time a term deposit is withdrawn or renewed.

11.3 Withdrawal and Renewal of Term Deposits

- (a) At your request, we may at its discretion repay a term deposit before the due date subject to the following:
 - (i) In the case of jointly held term deposits (whether on an 'Either or Survivor' basis or otherwise), premature withdrawal of deposits will require authorisation by all customers;
 - (ii) We, on request from a depositor, may at its discretion allow withdrawal of a term deposit before completion of the period of the deposit agreed upon at the time of placement of the deposit. For term deposits that are prematurely encashed, penal interest @ 1% will be levied. The interest paid will be 1% lower than the rate prevailing on the date of placement of the deposit for the period for which the deposit remained with us or the contractual rate, whichever is lower. No interest will be paid on premature withdrawals of deposit which has remained with us for less than the minimum period for which deposits were being accepted for the said currency and deposit type, as on the date of placement of deposit.
- (b) Where the maturity date of a term deposit falls on a day other than a business day in India, the term deposit shall be payable on the next business day.
- (c) All placements, renewals and withdrawals of term deposits are accepted subject to the business days and hours set by us from time to time.
- (d) You should give instruction (including any amending instruction) on how to handle the principal amount and interest of a time deposit at maturity at least one business day before its maturity date. You may give that instruction by letter, authenticated instructions through Internet Banking or PhoneBanking as per the mode of operation of the account or other means as may be accepted by us.
- (e) If you give an instruction to renew automatically a time deposit, our prevailing interest rate on the maturity date will be the interest rate for the renewed term.
- (f) If we do not receive maturity disposal instructions in relation to your term deposit by its maturity date, the term deposit will be renewed automatically on maturity for the same duration as the maturing term deposit. In case of cumulative term deposits, the accumulated interest will be added to the principal and renewed along with the principal, subject to extant regulations in this regard.

12 Cheque Books

12.1 Withdrawals by cash or cheque: We have the right to pay any amount you withdraw from an account by any one or more of the

following methods:

- (a) by cash payment in the currency of the account subject to prevailing regulations;
- (b) by issuing to you a cheque drawn by us on any bank payable in the currency of the account; or
- (c) by cash payment in INR, converting (if necessary) the equivalent amount from the relevant foreign currency at our prevailing buying rate for our customers at the time of conversion.

12.2 Cheque books are generally issued on transactional savings maintained in INR and may be subject to charges as specified in our tariff.

12.3 You are responsible for keeping your cheque books and cheques safe from loss, theft or unauthorised access or use, under lock and key or taking other safeguards as appropriate.

12.4 Applications for a new cheque book may be made by presenting a duly completed and signed cheque book requisition slip to us or by any other means of written instructions duly signed by all holder(s) or thorough authenticated instructions through Internet Banking or PhoneBanking if the same is allowed as per the mode of operation of the account. We may also, at its sole discretion, issue cheque books to you, without any request from you, if as per its records, you have substantially utilised the cheque leaves previously issued to you. New cheque books will be dispatched to you by post according to the address record kept by us (or by such other means as determined by us). We assume no responsibility for any delay or loss caused by any mode of dispatch.

12.5 We may, at our sole discretion, refuse to issue a cheque book on any account, which is not maintained satisfactorily (such as excessive cheque returns etc.) or when an excessive number of cheques from the previous cheque book remain unused.

12.6 Upon receipt of a cheque book or before use, you should check the cheque serial number, account number and your name printed on the cheques and the number of cheques, and report any irregularity to us as soon as reasonably practicable.

12.7 You cannot print cheque books or other payment instruments without our prior written approval.

12.8 Cheques

- (a) Cheques should be drawn in INR.
- (b) When a signed cheque or a cheque book is lost or stolen, you must immediately report such loss to us, either in writing or through PhoneBanking services or by issuing an instruction in such form as may be acceptable to us.
- (c) You should delete the words 'OR BEARER' and cross a cheque if you intend to deliver it other than in person.

- (d) You should be careful in drawing a cheque to ensure that it is correct. You should not draw a cheque by any means or in any manner that may allow it to be altered or may facilitate fraud or forgery. In particular:
 - (i) you should write the amount, both in words and figures as close to each other and to the left hand margin as possible, in the spaces provided on the cheque so as to leave no space for adding other words or figures;
 - (ii) the word 'only' should be added after the amount stated in words;
 - (iii) all cheques must be written in dark colour non-erasable ink or ball-point pen and be signed in conformity with the specimen signature registered with us; and
 - (iv) you should comply with the conditions printed on the inside cover of a cheque book.
- (e) Any alteration on a cheque must be confirmed by full signature of the drawer, failing which we may refuse payment of the cheque upon presentment. You acknowledge that we will not be held responsible for losses arising from alterations which cannot be readily detected. Cheques drawn on/cleared at locations which process cheques through Cheque Truncation System (CTS) for clearing of cheques, no changes/corrections can be carried out on the cheques (other than for date validation purposes, if required). For any change in the payee's name, courtesy amount (amount in figures) or legal amount (amount in words), fresh cheque leaves should be used by you.
- (f)
 - (i) You agree that we may record a cheque drawn by you in electronic or other form as we consider appropriate, and the cheque after payment may be retained by the collecting bank for a period specified in the rules relating to the operation of the clearing house for the related currency and may be destroyed by the collecting bank after that period.
 - (ii) You authorise us to contract with collecting banks and other persons in relation to the arrangements and matters set out in paragraph (i) above.

12.9 Return Cheques

The Bank reserves the right to return cheques with insufficient funds in account, technical error or any other reasons and to impose a service charge in respect of returned cheques.

12.10 Stop Payment Order

- (a) You may only cancel payment of a cheque by giving written instructions or other duly authenticated instructions (the authenticity of which we must be able to verify) clearly identifying the cheque in question by reference to its cheque number before the cheque has been paid. For clarification:
 - (i) You should clearly identify the cheque in your instruction by

quoting the cheque number. If you quote any other detail instead of the cheque number, we have no obligation to but may act on your instruction at our discretion without being liable. If you quote any other detail in addition to the cheque number, we are not responsible for checking whether that detail conforms with the corresponding detail on the cheque in question.

- (b) We have no obligation to act on an instruction to stop payment if we are unable to verify its authenticity, unless we have made any special arrangement with you. Notwithstanding that, we may act on an instruction at our discretion if we believe in good faith that it is given or authorised by you without being liable in any circumstance and you will be bound by that instruction even if it is incorrect, false or unclear or if it was not given or authorised by you. You should confirm an instruction as soon as reasonably practicable in a manner accepted by us.
- (c) Charges as per the Bank's tariff will be applicable for effecting stop payment instructions and the same will be debited to any of the savings or held by you.

13 Account Transactions

- 13.1 You will maintain sufficient funds in the account to meet any debit instructions issued by you and any fees/charges/interest applicable as per our tariff and you shall not be entitled to overdraw the account or withdraw funds in excess of any overdraft limit agreed with us. If you draw an amount in excess of the balance available or overdraft limit permitted by us, you will pay us promptly and unconditionally, the entire amount overdrawn with interest and penalties, according to the unauthorised overdraft interest rate of 35% per annum or as applicable at the time and updated on our website. However, this should not be construed as an agreement, either expressed or implied that we are bound to grant any overdraft facility whatsoever.
- 13.2 Cash withdrawals from an account may be only through such means as may be permitted by us from time to time. For large cash withdrawals at the branch, advance notice should be given at the branch. Details of the thresholds for such large cash withdrawals and the advance notice required may differ from branch to branch and information regarding the same may be obtained at the relevant branch. From time to time, we shall be entitled to impose reasonable restrictions with regard to acceptance of cash deposits or withdrawal of cash, as part of its Anti-Money Laundering programme.
- 13.3 All cheques and other monetary instruments accepted for deposit into an account are credited subject to final payment and proceeds will not be available until they have been cleared. We reserve the right to reverse from the account the amount relating to any such cheques/instruments, which are subsequently returned unpaid.
- 13.4 Cheques, dividend warrants and other instruments in your name will be collected but those in favour of payees other than you shall not

be accepted for collection. Collection of such instruments shall be in accordance with our Cheque Collection Policy, as amended from time to time.

- 13.5 An inward remittance (in any currency) to an account may not be credited to the account on the same day if the related payment advice is not received by us before the relevant cut-off times set by us from time to time. No interest will accrue on any inward remittance before the funds are actually credited into the account.
- 13.6 For Standing Instructions, we accept no responsibility for any loss or delay which may occur in the transfer, transmission and/or application of funds or (in the case of remittance by telegraphic transfers) for any error, omission or mutilation which may occur in the transmission of any message or for its misinterpretation when received and we stand indemnified against any actions, proceedings, claims and/or demands that may arise in connection with such loss, delay, error, omission, mutilation or misinterpretation. Where you have set-up a Standing Instruction on an account and no transaction is performed under such instruction for a continuous period, as determined by us from time to time or where such Standing Instructions fail on account of insufficient balance consecutively for a certain number of times, as determined by us from time to time, we reserve the right to cancel the Standing Instruction without prior notice to you, even though the authorisation has not expired or there is no expiry date for the Standing Instruction.
- 13.7 Withdrawals from savings may be made on demand at our branch by you during business hours on production of satisfactory identification and/or appropriate authority, subject to any restrictions imposed under these terms and conditions.
- 13.8 Any payments from the account, made by us to a person producing satisfactory identification and/or a withdrawal form purporting to be signed as authorised by us shall have the same effect as if made to you personally and will absolve us from all liabilities to you or to any other party.
- 13.9 There may be risks involved in accepting foreign currency cheques as payment or settlement of transactions. Some jurisdictions have Applicable Regulations dealing with the handling of cheques sent for clearing or collection that require return of a cheque and the amount paid even after clearing and payment. For example, the paying bank of a cheque drawn on a US bank has the right to seek refund of a cheque that is subsequently found to be fraudulently drawn, fraudulently endorsed or fraudulently altered within a period of up to 6 years. This refund period may be indefinite for a US Treasury cheque. We have the right to seek repayment from you of any cheque paid to you that is required to be repaid or refunded, regardless of whether the cheque is sent for collection or accepted for deposit by us. Our right remains throughout the period in which the Applicable Regulations may require refund of the cheque. We accept the deposit of any foreign currency cheques on the following terms:
- (a) In accepting cheques drawn on banks abroad, we reserve the

right to decide which cheques to purchase and which to send for collection. Where we purchase the cheques, we shall credit the account (using the Bank's prevailing buying rate) with the proceeds immediately, under advice to you, and subject to having recourse to you in the event of dishonour. The purchase of cheques may be subject to the condition that the proceeds credited to the account cannot be withdrawn for a period as determined by us taking into account the required clearing time for cheques in question and which will be intimated to you.

- (b) Where we send a cheque for collection, this will be done subject to the rules set out in International Chamber of Commerce (ICC) Publication No. 522 (Uniform Rules for Collections) (or any up-to-date equivalent in force) and the proceeds of the cheque will only be credited to your account after we actually receive payment from the other banks.
- (c) In the event that cheques purchased are dishonoured or cheques collected are subsequently liable to be repaid or refunded by applicable laws and regulations, we will debit the account with the value of the cheque as calculated using our prevailing selling rate or the original buying rate, whichever is higher, plus any charges.
- (d) Overseas charges (if any) will be debited to the account under advice to you. Such advice may be by way of an entry in the statement of account.
- (e) Cheques received after the relevant cut-off times set by us from time to time will be processed in the next business day.

14 Statements of Accounts

- 14.1 We will provide you with monthly statement of account (or such other intervals as we may determine), unless you request otherwise. We do not have to provide a statement of account if there is no transaction, no account balance and no accrual interest in the account during the period covered by that statement of account and no notice will be given in that regard. Interim statements or statements at a higher frequency than the pre-specified interval, may be requested and these will be provided, at our sole discretion, subject to charges as stipulated in the Bank's tariff.
- 14.2 The statement of account may, in addition to information on the services availed by you and your tier, include such information (as determined by us at its sole discretion) of any other services of the type selected by or relating to you which are maintained with or provided by us (or any of our subsidiaries) from time to time under the same identification documents as the account (regardless of the related correspondence address).
- 14.3 Review of Statements

You should examine each statement provided by us to check its accuracy and to see if there is any error, omission, discrepancy, unauthorised debit or irregularity in its contents arising from any

cause, including forged signature or other forgery, fraud, lack of authority or negligence of any person. You should notify us of any alleged error, omission, discrepancy, unauthorised debit or irregularity in a statement within 30 days after we issue it by the means set out in Clause 1.6.3. If we do not receive any such notice from you within the specified period, the statement will be considered as correct and accepted by you and you will be considered to have waived any right to raise any objection or pursue any remedies against us in relation to that statement.

- 14.4 Duplicate copies of past statements of account may be provided by you, at its sole discretion, against payment of charges as per the Bank's tariff.
- 14.5 A statement will be considered as having been received by you:
- (a) on the day of personal delivery to you;
 - (b) on the day we post it to you;
 - (c) on the day we e-mail it to you; or
 - (d) on the day we place it in your Personal Internet Banking profile if it is made available there.

15 Communication Address and Change of Customer's Particulars

- 15.1 You agree that we may make use of any contact information provided by you and kept on our records (including address, telephone number and e-mail address) from time to time to communicate with you (whether through letters, telephone calls, SMS, fax, e-mail or other means).
- 15.2 You warrant that all particulars given to us are, to the best of your knowledge, accurate. You undertake to notify us immediately, in writing, of any change of address, employment or other pertinent particulars recorded with us. You may at its sole discretion require that such request for change of information be accompanied by documents evidencing such change.
- 15.3 Unless we specify otherwise, any communication from us to you will be considered as having been received by you:
- (a) at the time of personal delivery or leaving it at the address last notified in writing by you (if delivered personally);
 - (b) 48 hours after we have posted it to the above address if that address is in India or seven days after posting if that address is outside India (if sent by post);
 - (c) immediately after we have faxed it to the fax number last notified in writing by you (if sent by fax);
 - (d) immediately after we have e-mailed it to the e-mail address last notified in writing by you (if sent by e-mail);
 - (e) immediately after we have made it available in the Personal Internet Banking profile maintained by you with us (if made

available there); or

- (f) immediately after we have displayed it at our premises (if communicated by display).

15.4 Communications sent by you to us will be considered as having been received by us on the day of actual receipt.

15.5 This Clause does not limit or reduce the effect of any provisions in these terms and conditions that apply to the issuing of account statements, transaction advice or confirmation by us to you or the giving of instructions by you to us.

16 Drop Box Services

16.1 You must ensure and hereby undertakes that all documents and items submitted under the drop box services are complete, accurate and duly signed where applicable.

16.2 The scope of the drop box services shall be as determined by us from time to time and may include, but not necessarily and among other things, deposit of cheques, bills of exchange, warrants, payment warrants and other payment instruments. The drop boxes shall not be used for dropping cash and/or post dated cheques and/or high value cheques and/or bearer cheques and the Bank will not be responsible/liable for such items deposits. All high value cheques which exceed ₹1 lakh should be deposited at our counters only.

16.3 You will utilise the drop box services in accordance with its governing terms and conditions and such other instructions, guidelines and directions that we shall issue from time to time.

16.4 We shall accept responsibility for the documents/instruments deposited after we have received, checked and verified the same, in accordance with its practice, and this shall be final, conclusive and binding on you.

16.5 Any collections instruments deposited in any drop box will be sent by us for clearing within the period as indicated on the drop box but not later than 2 business days.

16.6 In case of cheque deposit machines, if there is a discrepancy between the amount specified while depositing cheque(s)/warrant(s) and the actual amount of cheque(s) or warrant(s) deposited or if such cheque(s)/warrant(s) submitted are not accepted by us for any reason including, suspected as being counterfeit, we are only required to credit the amount of cheque(s)/warrant(s) as checked, verified and accepted by us to the designated account(s) and which shall be final, conclusive and binding on you.

16.7 You will indemnify us against all loss, damages, claims, proceedings, liabilities, costs (including legal costs on a full indemnity basis) and expenses as shall be reasonably incurred or suffered by us arising out of or in connection with the provision of the drop box services by us and/or the use thereof by you.

16.8 We shall not be liable for any loss, damages or expenses suffered by

you in relation to the drop box services arising from:

- (a) our failure or delay in providing the drop box services;
- (b) use of the drop box services by you;
- (c) any delay with respect to processing of the documents and items submitted under the drop box services;
- (d) any delay in the checking, verification and acceptance of the cheque(s), warrant(s), etc., submitted under the drop box services or the crediting thereof to the designated account(s);
- (e) any partial completion of or failure or inability to act on any of the customr's instructions or directions in respect of the cheque(s), warrant(s), etc., submitted under the drop box services for reasons outside our reasonable control and which is not due to our gross negligence or wilfull default.

17 ATM Card, Debit Card and Credit Card

17.1 ATM Card

- (a) For the purposes of this Clause 2.5, all references to accounts include all other accounts accessible by the use of your ATM card.
- (b) Your ATM card remains our property and you should return it to us upon our request.
- (c) We may offer, vary, suspend or withdraw the ATM card or any service relating to the ATM card at any time after providing a prospective notice of 30 days. Some services relating to the ATM card (such as use of the ATM card at an ATM) may only be made available to you upon separate application or subject to further terms and conditions (such as the ATM card terms and conditions) as we may specify from time to time.
- (d) You are responsible for all transactions effected by the use of your ATM card (including all related fees and charges). However, in case of any loss, theft, disclosure or unauthorised use of your ATM card, you should report to us immediately followed by a written confirmation as soon as reasonably practicable, and you will be responsible for all transactions effected whether voluntarily or not by the use of your ATM card until we receive your report. We have no obligation but may issue a replacement ATM card to you and may debit a handling fee from any account.
- (e) Transactions on ATMs (such as cash withdrawals, transfers etc.) shall be subject to maximum daily/transaction limits, as prescribed by us from time to time.
- (f) Liabilities for ATM Card Transactions
 - (i) Subject to provisions concerning loss or theft of the ATM card in this section, you will be responsible for all transactions, including funds transfers to third party

beneficiaries, effected by use of the ATM card, whether authorised by you or not.

- (ii) We will debit the amount withdrawn, transferred or otherwise disposed of by the use of your ATM card from the related account. You will be unable to effect a transaction if there are insufficient funds in the related account. If you effect a transaction in a currency other than INR, we will debit that transaction from the related account after conversion into INR at our prevailing exchange rate at the relevant time of conversion.
- (g) You should keep your PIN strictly confidential and should not allow any other person to access or use your PIN whether voluntarily or not. You should not write down or keep the PIN on or close to your ATM card or in any way that may enable another person to use your ATM card.
 - (i) We accept cash or cheque deposited into an ATM using your ATM card subject to subsequent verification in our normal course of business. The statement issued by the ATM at the time of the deposit only represents what you purport to have deposited and is not binding on us. Further, a cheque is accepted subject to final payment or clearing. You are not entitled to use or withdraw the proceeds of a cheque until they have been cleared.
 - (ii) We will not be liable for any consequential or indirect damages arising from or related to the use of the ATM card.
 - (iii) You authorise us to disclose, in strict confidence, to other institutions (whether in or outside India) personal data and information about you, your ATM card and accounts as may be required or appropriate in connection with any electronic fund transfer network or to enable us to provide the services relating to your ATM card.
 - (iv) For the purposes of this section, all references to Accounts shall include all other accounts accessible by the ATM card.

17.2 Use of Credit Card and Liabilities

- (a) Where a debit card or a credit card is issued to the customer, the customer shall be bound by the relevant Cardholder terms and conditions as amended from time to time.
- (b) Where your credit card may be used at an ATM, that use is subject to the terms and conditions governing the use of ATM cards from time to time.

18 PhoneBanking Services

- 18.1 Scope of PhoneBanking service and telephone instructions: We may specify or vary the scope and features of the PhoneBanking service from and modify, expand or reduce the same at any time and from time-to-time with notice. Where such notice shall, in our sole

discretion, be given, such notice may be made in such manner and by such means of communication as we shall deem fit, including, without limitation, the use of direct mailing material, advertisement or branch display. You may use the PhoneBanking service and give us telephone instructions on your accounts and cards.

- 18.2 We are authorised to act on your telephone instructions. You agree that:
- (a) You authorise us to act on telephone instructions using your PhoneBanking PIN. You agree and confirm that each accountholder agrees that we are not liable for acting in good faith on a telephone instruction using your PhoneBanking PIN even if that telephone instruction was not authorised by you, and you and each accountholder will be bound by it. We have no duty to verify the identity of the person using your PhoneBanking PIN to give telephone instructions.
 - (b) We may also, at our sole discretion, permit restricted access, as determined by us, to PhoneBanking services, after successful verbal verification of you and without use of the PIN. In such cases, we shall not be liable for acting in good faith on telephone instructions which we believes to emanate from you but which emanate from unauthorised individuals.
 - (c) Our record of the transactions processed by the use of PhoneBanking shall be conclusive proof and binding for all purposes.
 - (d) You should keep your PhoneBanking PIN strictly confidential. You should not disclose your PhoneBanking PIN or allow any other person to use your PhoneBanking PIN (whether voluntarily or not). You should not keep a written record of your PhoneBanking PIN in any way that may enable another person to use it. You should promptly report to us any loss, theft, disclosure or unauthorised use of your PhoneBanking PIN.
 - (e) You shall report to us immediately upon losing the PIN or realising it has fallen into the hands of any unauthorised party and we will also not be liable for receipt of the transaction details by a third party on account of any negligence or omissions and commissions not attributable to us.
 - (f) You and each accountholder should ensure that there are sufficient funds or available credit facilities in the relevant account to effect a telephone instruction. We have no obligation but may, without giving prior notice to you or any accountholder, act on a telephone instruction where there are no sufficient funds or available credit facilities. If we decide not to act on that telephone instruction, we are not liable for any consequence arising from not acting. If we decide to act on that telephone instruction, you and each accountholder will be liable to repay and indemnify us for the resulting overdraft, advance or credit created by effecting that telephone instruction.

- (g) Any exchange rate or interest rate quoted by us in response to a telephone instruction is for reference only, unless the rate is confirmed by us for a transaction. A rate confirmed by us and accepted by you for a transaction through the PhoneBanking service will be binding on you even though we may have quoted a different rate at any time through telephone or other means of communication.
 - (h) We shall not be liable to you for any failure to carry out any telephone instruction which is attributable, wholly or in part, to any cause beyond our control including any equipment malfunction or failure and under no circumstances shall we be responsible to you for any indirect or consequential losses arising out of or in connection with the carrying out or otherwise of any telephone instructions; and
 - (i) We may at its sole discretion deactivate the PIN issued to you, in case of non-usage of the same for a continuous period of time and shall notify you of the same.
 - (ii) You and each accountholder jointly and severally will indemnify and reimburse us and our officers and employees for all actions, proceedings and claims which may be brought by or against us or them, and all losses, damages and reasonable amounts of costs and expenses which we or they may incur or suffer as a result of or in connection with our providing the PhoneBanking service or acting or not acting on telephone instructions, unless due to the negligence or wilful default on our part or that of our officers or employees and only to the extent of direct and reasonably foreseeable loss and damage (if any) arising directly and solely from it. This indemnity shall continue after the termination of the account, an ATM card, a credit card, the variation or withdrawal of a tier, the termination of the PhoneBanking service or any service accessible through the PhoneBanking service or these terms and conditions.
- 18.3 You should notify an accountholder or the holder of a credit account or any other person with whom you effect a transaction or fund transfer using the PhoneBanking service of the details of that transaction. We are not responsible for giving such notice to you or any other person.
- 18.4 We may not process telephone instructions immediately or on the same day on which the telephone instructions are received by us due to system constraint or other reasons (whether or not beyond our control) including equipment malfunction or failure. We are not liable for any delay or failure in effecting a telephone instruction and our decision on whether or not to effect or the timing of effecting a telephone instruction will be final and binding on you and each debit accountholder.
- 18.5 In the event you decide to terminate the use of PhoneBanking services for whatever reason, you shall be required to give us 7 days

prior notice in writing, duly acknowledged by us. Such termination shall be deemed a termination of the PhoneBanking facility accorded by us to you. In an emergency, we will endeavour to stop the facility if the instructions are received over the phone or in writing, to safeguard your interests. We however shall not be liable if your request is not carried out immediately due to reasons beyond our control.

- 18.6 We shall terminate the PhoneBanking facility with immediate effect on occurrence of the following events:
- (a) Failure to comply with these terms and conditions applicable in respect of the PhoneBanking services; or
 - (b) An event of default under any agreement or commitment (contingent or otherwise) entered into with us; or
 - (c) You becoming the subject of bankruptcy, insolvency proceedings or proceedings of a similar nature; or
 - (d) Demise of the customer; or
 - (e) Any other cause arising out of operation of law.

19 Mobile Alerts

19.1 Definitions: 'Alerts' means the customised messages sent as Short Messaging Service (SMS) to the customer over his/her mobile phone; 'CSP' means the Cellular Service Provider with whom the Bank has an arrangement for providing the facility; 'Facility' means the facility of receiving alerts.

19.2 Availability

- (a) The facility is made available to you at your request, at our sole discretion and may be discontinued by us at any time, without notice. The facility is currently available only to Resident Indian customers with accounts with our branches in India;
- (b) The facility is available in certain specific regions and to subscribers of mobile phones of certain specific CSPs in India. You understand that unless he/she is a subscriber of the specific CSPs, the facility will not be available;
- (c) The alerts will be sent to you only if you are within the cellular circles of the CSPs or in circles forming part of the roaming network of such CSPs;
- (d) We may, if feasible, extend the facilities to other cellular circles as well as to subscribers of other cellular telephone service providers, as may be notified by us, from time to time.

19.3 Process

You acknowledge the Bank may, from time to time, add/change/discontinue any alert.

19.4 Joint Accounts

The facility will be available only in relation to accounts held in sole name or in case of joint account with 'either/survivor' signing instructions, only to the primary or first named signatory.

19.5 Receiving Alerts

- (a) We shall transmit the alerts to your mobile phone number as registered by you with us and/or as may be updated from time to time by you and you acknowledge that any such information disclosed shall be deemed to have been made solely to you. We shall not be under any duty to verify the authenticity of the person receiving the alerts/information. You are responsible for the accuracy of his mobile phone number registered with us and shall be solely responsible for intimating to the Bank any change in his phone number. You shall immediately inform us, in writing, if his mobile is lost or has been allotted to another person. We shall endeavour to record any changes informed by you regarding your personal details and mobile number, within a reasonable period of time and you agrees that we cannot be held liable for any delay or error in this regard.
- (b) You acknowledge that to receive alerts, your mobile phone must be in an 'on' mode. If your mobile phone is kept 'off' for a continuous period 48 hours from the time of release of an alert message by us, that particular message would not be received by you.
- (c) You acknowledge that the facility is dependent on the infrastructure, connectivity and services provided by the CSPs and other service providers engaged by us. You accept that timeliness, accuracy and readability of alerts sent by us will depend on factors affecting the CSPs and other service providers. We shall not be liable for non-delivery or delayed delivery of alerts, error, loss or distortion in transmission of alerts to you. In case you observe any error in the information provided by us through this facility, you shall immediately inform us and we in turn will make the best possible efforts to rectify the error as soon as possible.
- (d) We shall endeavour to provide the facility on a best effort basis and you shall not hold us liable for non-availability of the facility or non-performance by any CSPs or other service providers or any loss or damage caused to you as a result of use of the facility (including relying on the alerts for your investment or business purposes) for causes which are not attributable to us. We shall not be liable in any manner to you in connection with the use of the facility.
- (e) You accept that an alert may contain certain account information relating to you. You authorise us to send account related information, though not specifically requested, if we deems that the same is relevant.

- (f) You authorise us to send any message such as promotional, greeting or any other message that we may consider appropriate, to you.

19.6 Withdrawal or Termination

We may, in its discretion, withdraw temporarily or terminate the facility, either wholly or in part, at any time. We may, without prior notice, suspend the facility at any time during which any maintenance work or repair is required to be carried out or in case of any emergency or for security reasons, which require the suspension of the facility.

19.7 Fees

We may at its sole discretion revise the charges/fees for use of any or all of the facility, by notice to you. You may at any time discontinue or unsubscribe to the said facility after providing a 30 days notice period to us. You shall be liable for payment of such airtime or other charges which may be levied by the CSP in connection with the receiving of the alerts, as per the terms and conditions of the CSP and we are in no way concerned with the same.

19.8 Disclaimer

- (a) We shall make all reasonable efforts to ensure that your personal/account information is kept confidential. We does not warrant the confidentiality or security of the messages whether personal information or account information or otherwise, transmitted through the facility. The transmission of the messages, however, cannot be guaranteed to be completely secure and we will not be liable for loss of any information/instructions/alerts in transmission nor be responsible for security of the transmission.
- (b) No information provided through alerts shall be regarded as an offer or invitation by us to buy or sell any goods, products, services or securities nor are such information intended to directly or indirectly offer investment, legal, accounting, tax or financial advice to any party.
- (c) We will not be concerned with any dispute between you and the CSP and makes no representation or gives no warranty with respect to the quality of the service provided by the CSP or guarantee for timely delivery or accuracy of the contents of each alert.

19.9 Disclosure

You accepts that all information will be transmitted to and/or stored at various locations and be accessed by our personnel. We are authorised to provide any information or details relating to you or your account to the CSPs or any service providers so as to enable them to provide services connected with alerts to you.

19.10 Liability and Indemnity

You shall not interfere with or misuse in any manner whatsoever the facility and in the event of any damage due to improper or fraudulent use by you, you shall be liable in damages to us. In consideration of us providing the facility, you agree to indemnify us and keep us safe, harmless and indemnified from and against all actions, claims, demands, proceedings, loss, damages, costs, charges and expenses whatsoever which we may at any time incur, sustain, suffer or be put to as a consequence of or arising out of acting in good faith acting on omitting or refusing to act on any instructions given by use of the facility. You shall indemnify us for unauthorised access by any other person to any information given by you or breach of confidentiality.

20 HSBC's Internet Banking Services

20.1 This is a service offered by us through which a registered customer may conduct enquiries or perform transactions on our website. For the scope of service, registration process and detailed terms and conditions, please visit the internet and self service banking page on our website www.hsbc.co.in

21 Tariff

21.1 We may impose service fees, facility fees and/or other charges from time to time as we at our sole discretion thinks fit. Such fees and charges shall be as per our prevailing tariff, which is available upon request at any branch of ours and on our website. We reserves the right to effect change in the tariff with prior notice of 30 days.

21.2 You agree that we may use one or more members of the HSBC Group or other third parties to assist us in providing services to you or fulfilling your requirements. These companies may receive remuneration of whatever nature (whether fees, commissions, rebates or other payments) for the services they provide to us. Remuneration may also be payable by us to members of the HSBC Group or other third parties where you have been introduced to us by them. Any such payment will not affect the amount of fees and charges payable by you with respect to services provided by us.

21.3 You shall comply with all applicable laws and regulations in force from time to time in relation to all services contemplated by these terms and conditions. You shall indemnify us from and against all liabilities, losses, costs, expenses and charges (whether on account of taxes, duties, imposts or otherwise) which we may incur as a result of:

- (a) providing services to or transacting with you; and/or
- (b) a breach of any of these terms and conditions or any applicable laws and regulations by you.

22 Termination of Account; Variation of Terms

- 22.1 We have the right to suspend or terminate all or any part of the services, any one or more accounts if we are of the opinion that any of the following events occurs or continues, with immediate effect by giving notice to you at any time (except that no notice need be given in the case described in paragraph (f) below):
- (a) you fail to pay any amount due and payable by you or perform any other obligations in relation to the services, the account, or if you breach any of the provisions of these terms and conditions or the applicable regulations;
 - (b) a petition in bankruptcy, winding up or commencement of any analogous proceedings is filed against you;
 - (c) a legal order or request is binding on the account, any account or any other account or assets maintained or deposited by you with us;
 - (d) there is any dispute or proceedings between you with respect to the services, the account or the account; (where any services, any account is provided to two or more persons);
 - (e) the account is terminated for any reason; or
 - (f) any other event (including any applicable regulations) which, in our opinion, renders suspension or termination of the services, any account necessary or advisable.
- 22.2 If all or any part of the services, or any account are suspended or terminated for any reason whether by you or by us, whilst you shall be required to return to the Bank, the ATM card/debit card issued on the account as well as all the unused cheques, we have the right to do any of the following:
- (a) cancel any instruction that we have not executed at the time of suspension or termination;
 - (b) complete any transaction that we have effected on your behalf before suspension or termination; or
 - (c) exercise any of our rights under Clause 1.9.
- 22.3 These terms and conditions may, at our sole discretion, be changed from time to time upon giving you prior notice of 30 days by way of display in our premises or by such other method such as letter, statement of accounts, SMS, e-mail, notice board website. If you do not close the account prior to the expiry of the notice period, you shall be deemed to have agreed to such change.
- 22.4 The termination of an account shall for all purposes terminate the tier and all the features that you enjoy under or in connection with that account as a result of the tier allocation.
- 22.5 When an account is closed either by you or by us, you shall be required to return to us, the ATM card/Debit card/ATM cum debit card issued on the account as well as all the unused cheques.

- 22.6 Any request for termination of an account by you shall be required to be signed by all joint accountholders.
- 22.7 Even after the suspension or termination of all or any part of the services or the account, you remain responsible for performing and discharging any of your obligations or liabilities created or accrued before suspension or termination.

23 Miscellaneous General Provisions

23.1 Interest

The payment of interest on accounts and the rate of interest thereon is subject to the directives of the RBI from time to time.

23.2 Statutory Deductions

We shall effect any statutory deductions (such as taxes etc.) by debit to the accounts, without any authorisation from you, from such date and at such rates as may be required as per applicable statutes.

23.3 Collection and recovering of debts:

We have the right to employ any person to assist us in collecting and recovering any outstanding or overdue amount owing by you to us, including collection agent or any other service provider.

23.4 Recording

In the course of providing the services, we (or any of our agents) may need to (but shall not be obliged to) record any instructions or verbal communications with you by tape, video or other means. We have the right to destroy these recording after such period of time as we consider appropriate.

23.5 Microfilming/Scanning

We may destroy any documents relating to the account or the tier or any of the services after microfilming/scanning the same and destroy any microfilm/scanned records after such period of time as it considers prudent.

23.6 Waivers and Remedies

No failure or delay by us in exercising any right, power or remedy will operate as a waiver of that right, power or remedy. Nor will any single or partial exercise preclude any other or further exercise of a right, power or remedy. Any right, power or remedy under these terms and conditions is intended to be cumulative and in addition to any other right, power or remedy we have at law or in equity.

23.7 Partial Invalidity

If any provision hereof shall be declared or adjudged to be illegal, invalid or unenforceable under any applicable law, such illegality, invalidity or unenforceability shall not affect any of the other provisions hereof, which shall remain in full force, validity and effect.

23.8 Failure beyond Bank's Control

We shall not be liable for any delay or failure in providing any of our equipment or other facilities or services to you to the extent that it is attributable to any cause beyond our reasonable control including any equipment malfunction or failure and under no circumstances shall we be responsible to you or any third party for any indirect or consequential losses arising out of or in connection with such delay or failure.

23.9 Outsourcing and Appointment of Agents

We may appoint any agent, service provider or sub-contractor to perform any of its obligations hereunder. We remains entitled to assign/outsource any activities to any agency, whether third party or HSBC Group entities, at its sole discretion, in accordance with RBI guidelines.

23.10 Assignment by us or by you

We may at any time assign or transfer any or all of our rights and obligations to any person without your agreement. You are not allowed to assign or transfer any of your rights or obligations to any person unless with our prior written agreement.

23.11 Loss of seal etc.

If you lose any identity document, seal or chop used for giving instructions to us in relation to the services or the accounts, you must immediately notify us in writing. We are not liable to you for effecting any payment or transaction before we actually receive such written notice.

23.12 Mandate

We shall be entitled to regard any mandate we hold as being suspended in the event of any dispute between customers or authorised signatories. In addition, we reserve the right to suspend the operation of all or any of your accounts until such time as we consider appropriate if we are of the opinion or has reason to suspect that:

- (a) it holds no valid account mandate; or
- (b) you (other than acting in the capacity of a trustee) are not the true owner of the credit balances or other assets held in the account(s).

23.13 Minor Accounts

An account exclusively in the name of a literate minor may be opened and operated upon by such minor if he/she has completed the age of 10 years. An account may be opened on behalf of a minor of any age, by his/her natural guardian or by a guardian appointed by a court of competent jurisdiction. Upon the minor attaining majority, the right of the guardian to operate the account shall cease and any balance in the account will be deemed to belong exclusively to the hitherto minor who has attained majority, and unless he/she confirms

in writing his/her intention to continue the account, further operation of the account shall not be allowed. The Bank may, at its sole discretion, impose reasonable restriction concerning the operation of minor accounts and such restriction may also include non-provision of certain facilities such as ATM cards, debit cards, PhoneBanking, Internet Banking etc.

23.14 Business Hours

Every branch of the Bank shall indicate the timings on any given business day, during which the branch will undertake banking transactions. Transactions as indicated by us from time to time including transactions such as deposits, withdrawals, transfers, instrument purchases (for example those relating to cash, cheques, pay orders, demand drafts, telegraphic and other transfers, opening of accounts, changes to account title, mode of operation, mandate, replacement of ATM cards), sought after such timings on any business day, may, at our sole discretion, be accepted for execution on the next Business day. We shall not be responsible or liable in any manner for and/or on account of so processing and giving effect to the transactions and shall not be responsible for any losses including loss of interest, or for any liability incurred/suffered by you including but not limited to, for return of cheques, arising out of a transaction not being shown as of the actual day of acceptance of the instructions/ investments. Instruments, as indicated by us from time to time (for example cheques, demand drafts, pay orders), deposited after the time of clearing on any other day for the day by us in the ordinary course of business, shall be sent for clearing only on the next business day.

23.15 Dormant and Unclaimed Account

We have the right to designate the account as 'dormant' and restrict or impose conditions for accessing an account if it has been inactive for a period of time set by us. Please refer to us for the applicable periods in respect of the different account types. The applicable periods may vary depending on the account types and we will provide further information upon request. We may designate the account as 'dormant' and restrict or impose conditions for accessing the account. Further, current accounts and savings accounts, which have not been operated for a period of two years will be classified as 'unclaimed' and will be levied a charge as per our current tariff. Accountholders will be required to be present in person at our branch, with suitable identification to reactivate such unclaimed accounts or to close such account.

23.16 Deposit Insurance

Accounts held with us are covered under the deposit insurance scheme offered by Deposit Insurance and Credit Guarantee Corporation of India (DICGC) upto an aggregate value of `1 lakh per depositor.

23.17 Attachment Orders

Accounts upon which an attachment order or other legal notice prohibiting operations of the accounts have been received will be blocked and no further operation will be allowed till such time as the prohibition order is removed.

23.18 Nomination Facility

- (a) Succession to the amount lying to the credit of the account and/or operation thereof on the death of the person authorised to operate upon the account shall be in accordance with the rules for the purpose prescribed by us from time to time and effective at the date of the claim;
- (b) Nomination facility is available for all types of accounts of individuals, single or joint as well as proprietorship concern as per the nomination rules framed under the relevant Act. You are advised to make use of this facility in your own interest.

23.19 Governing law

These terms and conditions shall be governed by and construed in accordance with the laws of India and courts of Mumbai shall have the exclusive jurisdiction to try and entertain any disputes regarding the aforesaid terms and conditions.

23.20 Tax Representation

- (a) Individual Accounts: You are responsible for fulfilling any obligation that you may have with respect to the filing of returns or other required documentation in respect of and the payment of all relevant taxes, including, without limitation, all income, capital gains, wealth and estate duties, stamp duties, Goods and services tax (GST) and any other applicable taxes. The creation and continued operation of your account and/or the acquisition, holding or disposal of investments or assets in such account, as well as any income, distributions or losses realised in relation to the operation of the account may expose you to tax consequences depending on a number of factors including, but not limited to, your applicable domicile, your place of residence, your citizenship or the type of assets you hold in your account. Certain countries may have tax legislation with extraterritorial effect regardless of your place of domicile, residence or citizenship. The Bank does not provide any legal or tax advice and you should seek legal and/or tax advice from an independent legal and/or tax adviser. You acknowledge and agree that the Bank has no liability in respect of any of your tax obligations and/or any legal and/or tax advice provided to you by third parties.
- (b) Non Individual Accounts: Customer (and each Connected Persons) is responsible for fulfilling its own obligations with respect to the filing of returns or other required documentation in respect of reporting and payment of all relevant taxes, including, without limitation, all income, capital gains, wealth and estate taxes. The creation and continued operation of the account and/

or the acquisition, holding or disposal of investments or assets in such account, as well as any income, distributions or losses realised in relation to the operation of the account may expose you (or any Connected Person) to tax consequences depending on a number of factors including, but not limited to, applicable domicile, place of residence, citizenship, place of incorporation or the type of assets held in the account. Certain countries may have tax legislation with extra-territorial effect regardless of place of domicile, residence, citizenship or incorporation. The Bank does not provide any legal or tax advice and you (and each Connected Person) should seek legal and/or tax advice from an independent legal and/or tax adviser. You acknowledge and agree that the Bank has no liability in respect of any of your tax obligations (or those of any Connected Persons) and/or any legal and/or tax advice provided to you by third parties.

23.21 Documents/Correspondence

- a) Know Your Customer/Due Diligence requirement: In line with the requirements of the Bank's policy, the Know Your Customer (KYC) documents along with other documentation need to be submitted at the time of opening a new account or as and when requested by the Bank. The Bank reserves a right to allow/restrict operations in a newly opened/existing accounts maintained with the Bank, if the customer is not able to satisfy the Due Diligence requirements in line with the Bank's policy.
- b) Undelivered Correspondence: The Bank reserves a right to block transactions/allow operations in a newly opened/existing accounts maintained with the Bank, if the account deliverables/welcome letter/welcome pack/bank correspondences not limited to account statements, etc., are returned undelivered and bank is unable to contact the accountholder at the address/contact number provided by them at the time of account opening/updated in bank records.

24 Direct Debit Authorisation

- 24.1 Where you have set-up a direct debit authorisation on an account, we have the right to cancel the direct debit arrangement without prior notice to you if no debit is made pursuant to that authorisation for a continuous period of at least 30 months, even though that authorisation has not expired (or is not subject to an expiry date) or terminated.

25 Our Right to Decline or Delay Instructions

- 25.1 For security reasons, we have the right to at any time without notice delay or not process any instruction that is not submitted by you in person.

Banking Codes and Standards Board of India

January 2018

Introduction

This is a Code of Customer Rights, which sets minimum standards of banking practices we will follow as a member of BCSBI while dealing with individual customers. It provides protection to customers and explains how a member bank is required to deal with customers in its day-to-day operations.

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

We will endeavour to adopt higher standards of banking practices to extend better customer service and achieve higher levels of customer satisfaction.

In the Code, 'you' denotes the customer and 'we'/'us', the Bank, the customer deals with. Branch includes Banking Outlet/Part-time Banking Outlet.

1.1 Objectives of the Code

The Code has been developed to:

- a. promote good and fair banking practices by setting minimum standards in our dealings with you;
- b. increase transparency so that you can have a better understanding of what you can reasonably expect from us;
- c. encourage market forces, through competition, to achieve higher operating standards;
- d. promote a fair and cordial relationship between you and your bank;
- e. foster confidence in the banking system;
- f. promote safe and fair customer dealing in case of banking in a digitised environment;
- g. increase awareness of customers and to enhance customer protection.

The standards of the Code are covered by the Key Commitments in Chapter 2.

1.2 Application of the Code

This Code applies to all the products and services listed below, whether they are provided by our branch 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.

- a. **Current accounts**, savings accounts, term deposits, recurring deposits, PPF accounts and all other **deposit accounts**;

- b. 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**;
- c. Banking services related to Government transactions;
- d. **Demat accounts, Equity, Government bonds**;
- e. Indian currency notes/coins exchange facility;
- f. Collection of cheques, safe custody services, safe deposit locker facility;
- g. Loans, overdrafts and **guarantees**;
- h. Foreign exchange services including money changing;
- i. Third party insurance and investment products marketed through our branch and/or our authorised representatives or agents;
- j. **Card** products including **credit cards**, debit cards, **ATM** cards, **smart cards** and **POS** services (including credit cards offered by our subsidiaries/companies promoted by us);
- k. Digital Products such as e-wallet, Mobile Banking, Internet Banking, **UPI, BHIM, Aadhaar Pay**.

The meanings of keywords appearing in **bold black** have been given in the Glossary.

2 Key Commitments

2.1 Our Key Commitments to you

2.1.1 Right to Fair Treatment

Act fairly and reasonably in all our dealings with you by:

- a. Providing minimum banking facilities of receipt and payment of cash/ cheques, remittances, exchange of soiled notes, etc. at the Bank's counter and also providing cashless transactions through alternate delivery channels.
- b. Meeting the commitments and standards set in this Code, for the products and services we offer, and in the procedures and practices we follow.
- c. Making sure our products and services meet relevant laws and regulations in letter and spirit and are appropriate to your needs and in line with the banking scenario, including digital banking.
- d. Ensuring that our dealings with you rest on ethical principles of integrity and transparency.
- e. Offering digital banking and payment systems in a secure, convenient and robust technological environment.
- f. Not discriminating against you on the basis of age, race, gender, marital status, religion, disability or financial status when offering and delivering our products and services.
- g. Promoting good and fair banking practices by setting minimum standards in all dealings with you.

- h. Promoting a fair and equitable relationship with you.
- i. Training our staff attending to you adequately and appropriately and ensuring that our staff attends to you promptly and courteously and to deal quickly and sympathetically with things that may go wrong by correcting mistakes and handling your complaints expeditiously.

2.1.2 Right to Transparency, Fair and Honest Dealing

We will help you to understand how our financial products and services work by:

- a. Giving you timely and adequate information about them and the necessary safeguards in any one or more of the following languages - Hindi, English or the appropriate local language.
- b. Ensuring that our advertising and promotional literature is clear and not misleading. We will make every effort to ensure that the contracts or agreements we frame are transparent, easily understood by and well communicated to you. The product's price, the associated risks, the terms and conditions that govern use over the product's lifecycle and mutual responsibilities will be clearly disclosed. We will ensure that you are not subjected to unfair business or marketing practices, coercive contractual terms, negative confirmations or misleading representations.

For achieving this, we will be following the practices and procedures given in Chapter 3 on Information Transparency and Chapter 4 on Advertising, Marketing and Sales.

- c. Ensuring that you are given complete information about our products and services, minimum balance requirements, the interest rates and service charges, besides the terms and conditions applicable to them in a transparent manner through the following methods as per your preference.
 - i. By sending SMS or e-mails.
 - ii. Through electronic or print media.
 - iii. Display on our website.
 - iv. Display on branch notice board.

[Display on website and branch notice board will be in addition to the other modes of information dissemination mentioned above.]

- d. 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.
- e. Displaying in our branch, for your information
 - i. Services we provide.
 - ii. Minimum balance requirement, if any, for Savings Bank Accounts and Current Accounts and the charges for non-maintenance thereof.
 - iii. Information available in booklet form.
- f. Displaying on our website our policies on
 - i. Deposits.
 - ii. Cheque collection.

- iii. Grievance Redressal.
 - iv. Compensation.
 - v. Collection of Dues and Security Repossession.
 - vi. Charter of Customer Rights.
 - vii. Customer Protection Policy (including protection from cyber fraud).
 - viii. Limited Liability in respect of unauthorised electronic banking transactions.
 - ix. Facilities for senior citizens and differently abled persons.
- g. To increase awareness of the Code among customers, we will
- i. provide you with a copy of the Code when you open an account with us and otherwise on request.
 - ii. make available this Code at our every branch and on our website.
 - iii. ensure that our staff are trained to provide relevant information about the Code and to effectively put the Code into practice.
 - iv. hold customer meetings on provisions of the Code periodically.

2.1.3 Right to Suitability

We will offer you products appropriate to your needs and based on an assessment of your financial circumstances and understanding as detailed in Chapter 4 on Advertising, Marketing and Sales and Clause 8.18 on Third Party Products.

2.1.4 Right to Privacy

We will treat all your personal information as private and confidential subject to matters mentioned in Chapter 5 on Privacy and Confidentiality.

2.1.5 Right to Grievance Redressal and Compensation

We will deal quickly and sympathetically with things that go wrong by:

- a. Correcting our 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 compensation policy.
- b. Handling your complaints promptly.
- c. Telling you how to take your complaint forward if you are still not satisfied.
- d. Providing suitable alternative avenues to alleviate problems arising out of technological failures.
- e. We will display in our branch for your information
 - i. Name of the official at the branch whom you may approach if you have a grievance.
 - ii. Name and address of the Regional/Zonal Manager /Principal Nodal Officer (PNO) whom you can approach if your grievance is not redressed at the branch.
 - iii. Name and contact details of the Banking Ombudsman under whose jurisdiction the branch falls.

We will advise you the internal procedures for redressing your complaints

including details of the Banking Ombudsman Scheme as explained in Chapter 6 of the Code.

3 Information Transparency

We will display the information on products, services, Most Important Terms and Conditions (MITC) in our premises on a Comprehensive Notice Board (CNB) as prescribed in bilingual/trilingual language as applicable (Annexure 1) and we will update the information on CNB on realtime basis along with effective date of change.

You can get information on interest rates, fees and charges through various modes mentioned below.

- a. Notice Board in our branch.
- b. Contacting our branch or helplines.
- c. Our website.
- d. Asking our designated staff/help desk.
- e. Referring to the **Tariff Schedule** at our branch/on our website.

3.1 General Information

We will:

- a. give you information on the types of products and services we offer and those that may suit your needs.
- b. prominently display in bilingual/trilingual language at all our branches the documents required for opening Basic Savings Bank Deposit (BSBD) Accounts. We will also display the relaxed requirements for opening 'Small Accounts'.
- c. give you clear information explaining the key features of the services and products you are interested in, including applicable interest rates, fees and charges.
- d. tell you the different channels through which our products and services may be availed e.g. Branches, Banking Outlets, Business Correspondents, Business Facilitators, ATMs, Micro ATMs, Phone Banking, Mobile Banking, Net Banking and tell you how to find out more about them.
- e. tell you the information needed from you to prove your identity and address, for us to comply with legal, regulatory and internal policy requirements.
- f. give you information on your rights and responsibilities especially regarding availing of **nomination facility** offered on all deposit accounts, articles in safe custody and safe deposit lockers.
- g. provide you Most Important Terms and Conditions (MITC) for your record in respect of Savings Bank (SB)/Current Account (CA) and all other deposit accounts before opening the account.

3.2 'Do Not Call' service

We will not transmit to you any unsolicited commercial information regarding our products and services, through telephone calls/SMS if you have registered

with the 'Do Not Call Registry' of our bank or with the 'National Do Not Call Registry' directly or through your Service Provider. However, this will not apply to receipt of information regarding your account statements and other important advices and information including SMS alerts relating to transactions in your account as also the products and services you are currently availing.

3.3 Interest Rates

We will give you information on:

- a. the interest rates which apply to your deposit and loan accounts.
- b. in case of loans at **fixed rate of interest**, details of interest reset clause, if any, in the loan agreement and the effective date thereof.
- c. in case of loans at **floating rate of interest**, the **reference rate** to which your floating rate will be linked and the premium or discount applied to the reference rate for determining the actual rate of interest on your loan.
- d. whether you have the option for converting your loan from fixed rate to floating rate and vice versa and, if so, one time applicable charges thereof.
- e. periodicity at which we pay interest on your deposits or charge interest on your loan accounts.
- f. how we apply interest to your deposit and loan accounts and how we calculate interest thereon.

3.3.1 Changes in Interest Rates

We will inform you of changes in interest rates on our loan products and changes in the reference rate periodically by any of the following means at the last updated customer contact details available with us:

- a. Letter
- b. E-mail
- c. SMS
- d. Media

We will also display this information on the Notice Board in our branch as also on our website.

3.4 Tariff Schedule

3.4.1 Fees and Charges

- a. We will ensure that our fees and service charges for various services are approved by our Board or any competent authority duly authorised by the Board to take decisions in this regard and that they would be reasonable and non-discriminatory for similar class of customers.
- b. We will place our Tariff Schedule on our website and make a copy available at every branch for your perusal. We will display in our branches a notice about the availability of the Tariff Schedule at the branch.

- c. We will give you details in our Tariff Schedule of any charges applicable to the products and services chosen by you.
- d. We will 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.

3.4.2 Changes in Fees and Charges

If we increase any fee or charge or introduce a new fee or charge, it will be notified through statements of accounts/ e-mail/SMS alerts/Notice Board at our branch one month prior to the revised charges becoming effective. This information will also be made available on our website prominently.

3.5 Terms and Conditions

- a. We will advise you the relevant terms and conditions for the products/ services you have asked us to provide.
- b. All terms and conditions will be fair and will set out the respective rights, liabilities and obligations clearly and as far as possible in plain and simple language.

3.5.1 Changes in Terms and Conditions

- a. We will 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:
 - i. Letter
 - ii. Statement of account
 - iii. SMS
 - iv. E-mail

This information will also be made available on the Notice Boards in our branch and our website.

- b. Normally, changes will be made with prospective effect after giving notice of one month.
- c. If we have made any change without notice, we will 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 or interest.
- d. We will immediately update, on our website, any changes in the terms and conditions. We will give you, on request, a copy of the new terms and conditions.

4 Advertising, Marketing and Sales

- a. We will make sure that all our advertising and promotional material is clear and not misleading.

- b. In any advertisement and promotional literature that draws attention to a banking service or product or includes a reference to an interest rate, we will also indicate whether other fees and charges will apply and full details of the relevant terms and conditions will be made available on request.
- c. If we avail of the services of third parties for providing support services, we will ensure that they handle your personal information (if available to such third parties) with the same degree of confidentiality and security as we would.
- d. We may, from time to time, communicate to you various features of our products availed by you by e-mail, SMS or over the telephone. Information about our other products or promotional offers in respect of our products/ services will be conveyed to you only if you have **not** registered for the 'Do Not Call' facility. As regards the information shared through e-mail, you have the option to unsubscribe from such future communications.
- e. We have prescribed a code of conduct for our Direct Selling Agencies (DSAs) whose services we may avail to market our products/services which, amongst other matters, requires them to identify themselves as only selling agents of our bank when they approach you for selling our products personally or through phone. We will ensure that any third party or agent acting on our behalf or selling our product complies with the code of conduct.
- f. In the event of receipt of any complaint from you that our representative/ courier or DSA 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 compensation policy.
- g. We will 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.
- h. We will ensure that our advertisements will also include all relevant messages which require to be conveyed for enhancing awareness against unscrupulous/fictitious offers.

5 Privacy and Confidentiality

We will treat all your personal information as private and confidential (even when you are no longer our customer), and shall be guided by the following principles and policies:

- a. We will 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:
 - i. Providing information to the Credit Information Companies (CICs) as per Credit Information Companies (Regulation) Act (CICA) about the loans, unsecured loans, credit card, etc.
 - ii. Giving the information required by law or by the banking regulator.
 - iii. Fulfilling a duty towards the public to reveal the information.
 - iv. Our interests require us to give the information (for example, to prevent fraud) but we will 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.

- v. You authorise us to reveal the information.
 - vi. When required to give a banker's reference about you, we will need, unless provided earlier, your written permission before we give it.
- b. We will not use your personal information for marketing purposes by anyone including ourselves unless you specifically authorise us to do so.
 - c. If we collect any information from you other than KYC requirement, we will collect it separately and not as a part of account opening form. In case we collect any additional information, we will explain the purpose for which we are collecting this information and take your specific consent for the same.

5.1 Credit Information Companies

When you apply for a credit facility:

- a. We will explain to you the role of Credit Information Companies (CICs) as also the checks we may make with them and the effect that the information they provide can have on your ability to get credit.
- b. We will, on request and on payment of the prescribed fee, furnish you a copy of the credit information report obtained by us from the CICs.
- c. We will provide correct information about credit availed by you from us to the CICs at periodic intervals.
- d. Information reported to CICs will also include personal debts you owe us when
 - i. You have fallen behind with your payments.
 - ii. The amount owed is in dispute.
- e. We will update the credit status immediately but not later than 30 days on repayment of overdues. We will report closure of loan to CICs within 30 days of the event. If your loan account has been in default, but thereafter regularised, we will update this information with the CICs in the next report. If there is partial/delayed/any settlement of credit dues, it will impact your credit score.
- f. In case of dispute about the information provided to the CICs, we will resolve the matter by satisfactorily explaining the reasons for reporting to CICs.
- g. We will, on request, inform you of the details of the CIC(s) to whom we submit information regarding the credit/loan facility you have availed from us.
- h. We will identify and declare the names of wilful defaulters of ₹25 lakh* and above and names of such wilful defaulters will be furnished to Credit Information Companies, strictly as per the guidelines of RBI.
- i. We will furnish the names of defaulters of ₹1.00 crore* and above whose accounts have been classified as doubtful or loss assets to Credit Information Companies strictly as per the guidelines of RBI.

*(or as amended from time to time.)

6 Complaints, Grievances and Feedback

6.1 Internal Procedures

- a. If you want to make a complaint, we will tell you:
 - i. How to do so.
 - ii. Where a complaint can be made.
 - iii. To whom a complaint can be made.
 - iv. When to expect a reply.
 - v. Whom to approach for redressal.
 - vi. What to do if you are not satisfied about the outcome.
- b. Our staff will help you with any questions you have.
- c. We will tell you where to find details of our procedure for handling complaints fairly and quickly.
- d. We will display the name of the official at the branch whom you may approach if you have a grievance. If your complaint is unresolved at the branch level, we will ensure to escalate it to the topmost level of grievance redressal authority within the Bank and give you a final response within 30 days. You may approach our Regional/Zonal Manager/Principal Nodal Officer (PNO) at the address displayed at the branch, if you so desire.
- e. If your written complaint is hand delivered, we shall immediately provide an acknowledgement and a 'complaint reference number' will be separately sent by SMS on the registered mobile number. 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.
- f. After examining the matter, we will send you our final response or explain why we need more time to respond and shall endeavour to do so within 30 days of receipt of your complaint and will tell you how to take your complaint further, if you are still not satisfied.
- g. Within 30 days of lodging a complaint with us, if you do not get response/satisfactory response from us and you wish to pursue other avenues for redressal of grievances, you may approach Banking Ombudsman appointed by RBI under the Banking Ombudsman Scheme. Our staff would explain the procedure in this regard.

6.2 Banking Ombudsman Scheme

We will display the Banking Ombudsman Scheme on our website. A copy will be made available on request at a nominal charge. We will display at our branch the name and contact details of the Banking Ombudsman under whose jurisdiction the branch falls. In case the Banking Ombudsman passes an award and we do not have any ground to appeal against the award, we will comply with the award within 30 days from the date of receipt of the acceptance in writing of the award by the complainant.

6.3 Customers' Meetings

We shall endeavour to organise meetings of customers at periodic intervals as a regular channel for exchange of ideas and suggestions.

6.4 Branch Level Customer Service Committee Meetings

We will display in our branch, the date of our monthly Branch Level Customer Service Committee meeting, which you may attend, if you so desire.

7 Collection of Dues

- a. Whenever we give loans, we will explain to you the repayment schedule viz. amount, tenure and periodicity of repayment. However, if you do not adhere to the repayment schedule, a defined process in accordance with the laws of the land will be followed for recovery of dues.
- b. We will have a Board approved policy for Collection of Dues and Security Repossession as also appointment of Recovery Agents.
- c. All relevant laws, regulations, guidelines and conditions of approval, licensing or registration will be taken into account while appointing Recovery Agents.
- d. We will ensure that our Recovery Agents are properly trained to handle their responsibilities with care and sensitivity. We will also ensure that they do not exceed their brief.
- e. Our collection policy is built on courtesy, fair treatment and persuasion. We believe in fostering customer confidence and long-term relationship.
- f. We will provide you with all the information regarding your dues and will endeavour to give sufficient notice for payment of dues.
- g. We will have a system of checks before passing on a default case to recovery agencies so that you are not inconvenienced on account of lapses on our part.
- h. We will write to you when we initiate recovery proceedings against you and will inform you of the name of the recovery agency/agent, to whom your case has been assigned as also their address and telephone numbers.
- i. We will provide details of the recovery agency firms/companies engaged by us on our website.
- j. We will also make available, on request, details of the recovery agency firms/companies relevant to you at our branch.
- k. Our staff or any person authorised to represent us in collection of dues and/or security repossession will identify himself/herself and produce the authority letter issued by us and upon request show you his/her identity card issued by the Bank or under authority of the Bank.
- l. All the members of our staff or any person authorised to represent us in collection and/or security repossession would follow the guidelines set out below:
 - i. You would be contacted ordinarily at the place of your choice and in the absence of any specified place at the place of your residence

- and if unavailable at your residence, at the place of business/ occupation.
- ii. Their identity and authority to represent us would be made known to you.
 - iii. Your privacy would be respected.
 - iv. Interaction with you would be in a civil manner.
 - v. Normally our representatives will contact you between 07:00 hrs and 19:00 hrs, unless the special circumstances of your business or occupation require otherwise.
 - vi. Your requests to avoid calls at a particular time or at a particular place would be honoured as far as possible.
 - vii. Time and number of calls and contents of conversation would be documented.
 - viii. All assistance would be given to resolve disputes or differences regarding dues in a mutually acceptable and in an orderly manner.
 - ix. During visits to your place for dues collection, decency and decorum would be maintained. Our officials/agents will not resort to intimidation or harassment of any kind, either verbal or physical against any person, including acts intended to humiliate publicly or intrude the privacy of your family members, referees and friends, making threatening and anonymous calls or making false and misleading representations. However, it is your responsibility to keep updating your contact details. In case the Bank is unable to contact you at the details provided, the Bank will access information available from public sources and approach your friends/relatives to trace you.
 - x. Inappropriate occasions such as bereavement in the family or other important family functions like marriages would be avoided for making calls/ visits to collect dues.
 - xi. We will investigate any complaint from you about unfair practices of our recovery agents.

7.1 Collection of Dues and Security Repossession Policy

We will follow collection of dues and security repossession policy in consonance with the law. The policy will be displayed on our website and a copy of the same will be made available at our branch for perusal.

8 Products and Services

8.1 Deposit Accounts

- a. You may open different types of accounts with us such as, savings accounts, term deposits, current accounts, etc. You may open such accounts in the following styles:
 - i. Single
 - ii. Joint
 - iii. Joint (Either or Survivor)

- iv. Joint (Former or Survivor)
 - v. Joint (Latter or Survivor);
or
 - vi. In any other style
- b. We will make available 'Basic Savings Bank Deposit Account' (BSBD Account) to you without the requirement of any minimum balance. We will offer/provide minimum common facilities, including passbooks* without any charges. The relevant details will be made known to you in a transparent manner at the time of opening of the account.
- *For Payment Banks and Small Finance Banks, the norms relating to passbook/statement of account shall be as per Operating Guidelines applicable. Payment Banks and Small Finance Banks are allowed to provide statement of account in paper form/electronic form instead of a passbook.
- c. The above accounts may be opened by you with nomination facility, wherever permissible. We will include, in the account opening form, the option for nomination as also the option for indicating the name of the nominee in passbooks/account statements/Fixed Deposit Receipts (FDRs). We will explain the implications of the foregoing accounts as also the nomination facilities at the time of opening of the account.
- d. We will acknowledge the receipt of your nomination details and record the fact of nomination on the passbook/account statement/FDRs. At your written request, we will also indicate the name of the nominee thereon.
- e. We will provide information about deposit insurance cover in the passbooks.
- f. We will provide sufficient details of all transactions in the passbooks.
- g. We will also inform you about liquid deposit facility, sweep account and similar types of products offered by us and their implications and procedures involved, at the time of opening of account.

8.1.1 Account Opening and Operation of Deposit Accounts

Before opening any deposit account, we will:

- a. carry out due diligence as required under 'Know Your Customer' (KYC) guidelines.
- b. ask you to submit or provide necessary documents or proofs to do so.
- c. obtain only such information to meet with our KYC, Prevention of Money Laundering or any other statutory requirements. In case any additional information is asked for, it will be sought separately and we will explain the reason for obtaining such additional information. Providing such information will be voluntary, unless required by law. The information will be kept confidential, unless required by law enforcing agency/banking regulator.

- d. provide the account opening forms which will 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.
- e. require you to submit documents in respect of KYC at periodic intervals to enable us to update our records as required.
- f. explain the procedural formalities and provide necessary clarifications sought by you while opening a deposit account.
- g. give you the Most Important Terms and Conditions (MITC) governing the deposit facility you have sought to avail.
- h. at the time of opening of the account, make available to you as part of MITC, the details of the deposit insurance scheme, offered by the Deposit Insurance and Credit Guarantee Corporation of India (DICGC) and the terms and conditions thereof.

8.1.2 Changing Your Account

- a. If you are not happy about your choice of current/savings account, you may within 14 days of opening the account, approach us to switch to any of our other account/products offered by us. Alternatively, you may ask for closure of the account along with any interest it may have earned. No penal charges will be applied in such cases.
- b. If you decide to close your current/savings account we will do so within 3 (three) working days of receiving your instructions, subject to your completing all formalities and submitting all required documents.
- c. If you want to transfer your active and operative account to another branch of our bank, we will do so. On receiving your request, we will transfer the account to the transferee branch 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 will intimate you as soon as the account is operationalised. The transferee branch will be provided with information on your existing standing instructions/direct debits, if any.

8.1.3 Savings/Current Accounts

When you open a Deposit Account, we will:

- a. inform you about number of transactions, cash/ATM withdrawals, etc. that can be done free of charge in a given period.
- b. inform you about the kind of charges, if any, in case of exceeding such limits. Details of the charges will be included in our Tariff Schedule.
- c. inform you of the rate at which interest is paid on your savings deposits, how it is calculated and the periodicity of its payment.

8.1.3.1 Minimum Balance

- a. The minimum balance to be maintained in the Savings Bank Account will be displayed in our branch.

- b. We will inform you in respect of deposit products like Savings Bank Account and Current Account or any other type of Deposit Account:
 - i. the minimum balance to be maintained as part of terms and conditions governing operation of such accounts.
 - ii. the charges which will be levied in case of failure to maintain the minimum balance in the account by you. Details of the charges will be included in the Tariff Schedule.
 - iii. 30 days in advance, of any change in minimum balance to be maintained. During this notice period, we will not levy any charge for non-maintenance of such higher minimum balance prescribed. Further, there will be an option to switch to BSBD Account for which we will notify you before levying any charges.
 - iv. we will ensure that the balance in the Savings Account does not turn negative solely on account of levy of charges for non-maintenance of minimum balance. In case the account is to be closed or revived, we will not seek payment of unpaid charges levied due to non-maintenance of minimum balance.
 - v. the charges for non-maintenance of minimum balance to be maintained by you will be proportionate to the extent of shortfall observed.

8.1.3.2 Charges

Specific charges for issue of cheque books, additional/duplicate statement of accounts, duplicate passbook, copies of paid cheques, folio charges, debit card, ATM card, verification of signature, return of cheque, change in mandate or style of account, closure of Savings Bank/Current accounts, withdrawal/deposit of cash at home/non-home branches, cash/noncash transactions at the Bank's own/other bank's ATMs/Micro ATMs, etc., will be included in our Tariff Schedule. Concessions or relief given will not be withdrawn during the original validity period of the concession/relief.

8.1.3.3 Passbook/Statements*

- a. To help you manage your account and check entries in it, we will provide you with a monthly statement/e-mail statement (subject to your acceptance) of account unless you have opted for a passbook. This can be available through digital channels also.
- b. You can ask us to provide you with account statements more often than is normally available for your type of account, at a charge. This charge will be indicated in our Tariff Schedule.
- c. We will indicate our MICR Code and IFS Code in cheque books, passbooks and statements of accounts.
- d. We will make available the Customer Care number of the Bank/contact number of the branch in passbooks and statements of accounts.
- e. We will provide a detailed 'Statement of Loan Account' free of charge once in a financial year. The statement shall be made available by providing the facility of online access or by e-mail and in absence of these channels, by post. In case you need duplicate or more copies of the statement of loan

account, charges will be payable, which will be disclosed in the Tariff Schedule on our website and in the loan related documents.

*For Payment Banks and Small Finance Banks, the norms relating to passbook/statement of account shall be as per Operating Guidelines applicable. Payment Banks and Small Finance Banks are allowed to provide statement of account in paper form/electronic form instead of a passbook.

8.1.3.4 Upgradation of Deposit Accounts and Addition of Value Added Services

In case your account meets the terms for upgradation or value added services, we will do it 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.

8.1.3.5 Downgrading of Deposit Accounts

We will intimate you once the account gets downgraded from higher product version to a lower product version. We will downgrade the account after giving 30 (thirty) days notice.

8.1.4 Accounts of Minors

- a. We will tell you, on request, how a Deposit Account can be opened in the name of a minor and how it can be operated.
- b. We will intimate the date on which the minor becomes major.

8.1.5 Inoperative/Dormant Accounts

We will:

- a. inform you when you open your account, the circumstances under which your account will be classified as inoperative/dormant. You will also be informed at least 3 (three) months before your account is classified as inoperative/dormant and the consequences thereof at your last recorded address and/or e-mail.
- b. also endeavour to send an SMS/e-mail advising that your account is being classified as inoperative/dormant.
- c. notify the joint holder(s) also before an account is classified as inoperative/dormant.
- d. inform you of the procedure to be followed if you want to activate the account.
- e. not levy any charge merely because an account is inoperative /dormant.
- f. not charge you for activation of the inoperative account.
- g. intimate you upon activation of Dormant Account at your request through various channels including SMS/ e-mail or letter.

8.1.6 Closing Your Account

Under normal circumstances, we will not close your account without giving you at least 30 days' notice indicating the reasons for such closure. In such cases,

you will 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

- a. We may provide a drop box facility to enable you to deposit cheques to be sent for collection. Necessary precaution will 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 them in the drop box.
- b. We will inform you about the clearing cycle for local and 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 will be entitled to earn interest on delayed collection as per our **Cheque Collection Policy**.
- c. We will pay you compensation, as per our Cheque Collection/Compensation Policy for any delay in collection of instruments, without waiting for a demand from you.
- d. We will inform you immediately by SMS/e-mail when a cheque deposited by you for collection is returned unpaid.
- e. We will return a cheque unpaid/dishonoured along with a duly signed return memo indicating the date of return as also the reason for return/refusal of payment within 24 hours.
- f. If immediate credit for outstation cheques is offered, we will provide relevant information including the applicable terms and conditions, such as the limit upto which instruments tendered by you can be credited in satisfactorily operated accounts.
- g. We will 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/Compensation Policy.
- h. We will 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 will be displayed on our website and will be made available at all our branches.

8.3 Cash Transactions

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

8.4 Direct Debits and Standing Instructions

We will:

- a. 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 will be levied as per our Tariff Schedule.
- b. act upon mandates given by you for direct debits [**Under National Electronic Clearing Service (NECS)**] /**National Automated Clearing House (NACH)** and other standing instructions. In case of any delay or failure in executing the mandate resulting in financial loss or additional cost, we will compensate you as per the compensation policy of the Bank. If the mandate cannot be executed due to insufficient balance in your account, we will levy charges as per our Tariff Schedule.
- c. credit your account along with interest as soon as it is determined that any amount has been unauthorisedly/ erroneously debited from your account and compensate you as per our Compensation Policy.

8.5 Stop Payment Facility

We will:

- a. accept stop payment instructions from you in respect of cheques issued by you. Immediately on receipt of your instructions, we will give an acknowledgement and take action provided these cheques have not already been cleared by us.
- b. levy charges, if any, as indicated in our Tariff Schedule.
- c. reimburse and compensate you as per our Compensation Policy in case a cheque is paid subsequent to the receipt of stop payment instructions by us.

8.6 Cheques/Debit Instructions Issued by You

We will:

- a. keep original cheques/debit instructions acted upon from your account or copies or images of the cheques received from the presenting bank under Cheque Truncation System (CTS), for such periods as required by law.
- b. give you the cheque/image of cheque/debit instruction acted upon 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 will be levied. In respect of requests received beyond this period, charges will be levied as per the Tariff Schedule.
- c. inform you how we will deal with unpaid cheques and out-of-date [stale] cheques. The details of charges to be levied will be included in our Tariff Schedule.

8.7 Term Deposits

- a. When you place a term deposit with us, we will obtain instructions from you in the account opening form for the disposal of your deposit at maturity.
- b. Where there are no instructions for disposal of the deposit at maturity, we will inform you well in advance through letter/e-mail/SMS about its impending date of maturity.
- c. In case we still do not receive any instruction from you, we will renew the deposit, excluding deposits like tax savings deposits, etc., for the same period as the matured deposit at the prevailing rate of interest.
- d. We will inform you the procedure for withdrawal of term deposits before maturity. This information will also be made available in the account opening form/MITC/ reverse of the FDR.
- e. We will inform you of the interest rates applicable and charges for premature withdrawal of term deposits.
- f. We will permit premature withdrawals of term deposits in accordance with the mandate 'Former or Survivor/ Either or Survivor', provided a specific joint mandate from all the depositors has been given for the purpose. We will provide for such a mandate in the account opening form.
- g. We will inform you, at the time of acceptance of the deposit, the terms and conditions and interest rate applicable in case you renew the deposits on a date after the date of maturity. This information will also be made available in the account opening form/MITC/reverse of the FDR.
- h. We will advise you of provisions of Income Tax Act applicable to the interest income accruing to you on your deposits, our obligations under the Act and provisions available to you for seeking exemption from Tax Deduction at Source.
- i. We will accept Form 15G or 15H as applicable from you at the time of application if you are not liable to pay tax on your interest income. You may submit to us such form as required, at the beginning of the financial year, if you are not liable to pay tax on your interest income. We will acknowledge receipt of such forms.
- j. We will issue the requisite certificate within the stipulated period if we deduct tax from interest paid/accrued on your deposits.

8.7.1 Advances Against Term Deposits

We will explain the facility of loan/overdraft available against term deposits.

8.8 Settlement of Claims in Respect of Deceased Accountholders

- a. The operational procedure for settlement of claims of deceased depositors is available in our branch and on our website as a part of our Deposits Policy.
- b. We will provide claim forms for settlement of claims of the accounts of deceased persons, to those who approach us for the forms. We will also place the claim forms on our website.

8.8.1 Accounts with Survivor/Nominee Clause

- a. In the case of a deposit account of a deceased depositor, where the depositor had utilised 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 accountholder will be made, provided:
 - i. the identity of the survivor(s)/nominee and the fact of the death of the accountholder, is established through appropriate documentary evidence.
 - ii. there is no order from the competent court restraining the Bank from making the payment from the account of the deceased.

In such cases, payment to the survivor(s)/nominee of the deceased depositors will 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 accountholder.

- b. 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.
- c. The payment made to the survivor(s)/nominee, subject to the foregoing conditions, would constitute a full discharge of the Bank's liability.
- d. In case of term deposits with 'Either or Survivor' or 'Former or Survivor' mandate, premature withdrawal of the deposit, on death of one of the depositors, by the surviving joint depositor will be permitted only if there is a mandate from all the depositors to this effect. The premature withdrawal will be allowed at the rate of interest applicable on the date of deposit for the period the deposit remained with us and without penalty.
- e. It may be noted that in case of a joint deposit account, nominee's right arises only after the unfortunate event of death of all the depositors.
- f. At the time of registration of nomination, you will have the option to indicate or not to indicate the name of the nominee in the passbook/statement of account/FDR.

8.8.2 Accounts Without the Survivor/Nominee Clause

In case 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 will 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. In conformity with our risk management policy, we will fix a minimum threshold limit (which will be made known on demand at our branch) upto which claims in respect of the deceased depositor(s) will be settled without insisting on production of any documents other than a letter of indemnity.

8.8.3 Time Limit for Settlement of Claims

We will settle the claims in respect of deceased depositors and release payments to survivor(s)/nominee within a period not exceeding 15 (fifteen) 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.

8.8.4 Premature Termination of Term Deposit Accounts

In the case of term deposits, we will incorporate a clause in the account opening form itself to the effect that in the event of the death of the depositor, premature termination of term deposits would be allowed. The conditions subject to which such premature withdrawal would be permitted would also be specified in the account opening form. Such premature withdrawal would not attract any penal charge.

8.8.5 Treatment of Flows in the Name of the Deceased Depositor

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

- i. We could be authorised by the survivor(s)/nominee of a deceased accountholder to open an account styled as 'Estate of _____, the Deceased' where all the pipeline flows in the name of the deceased accountholder could be allowed to be credited, provided no withdrawals are made.

OR

- ii. We could be authorised 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.

8.8.5.1 Pension Accounts*

- i. We will inform you that Nomination facility is available for Savings Bank Account opened for credit of pension.
- ii. We will inform you that Banking Companies (Nomination) Rules, 1985 are distinct from the Arrears of Pension (Nomination) Rules, 1983.
- iii. We will inform you that nomination exercised by you under Arrears of Pension (Nomination) Rules for receipt of arrears of pension will not be valid for the purpose of deposit accounts held by you with us. For this a separate nomination is necessary in terms of the Banking Companies (Nomination) Rules, 1985 in case you desire to avail of nomination facility.

* [Note: Provisions of 8.8.5 of the Code does not apply in case of deposit account held with us by pensioners].

8.9 Safe Deposit Lockers

- a. We will give you the complete details of the rules and the procedures applicable for allotment of the safe deposit lockers and also safe deposit of valuables, in case we offer the service and will explain the differences between the same and also the charges and unique features of these services. We will allot lockers without linking it to placement of fixed deposits. However, to ensure prompt payment of locker rent, we may at the time of allotment, obtain a Fixed Deposit which would cover 3 years' rent and the charges for breaking open the locker in case of an eventuality. We will send reminders for the overdue rent of your safe deposit locker at the last recorded address and/or e-mail. We would have the right to restrict operations of the locker till the rent due is paid as per the locker agreement. We will include this clause in the agreement.
- b. We will advise you that hiring of a safe deposit locker creates relation of a lessor and lessee and the lessee has the right for free access to safe deposit locker in a safe and secure environment.

8.10 Foreign Exchange Services

- a. When you buy or sell foreign exchange, we will give you information on the services, details of the exchange rate and other charges which apply to foreign exchange transactions. If this is not possible, we will tell you how these will be worked out.
- b. If you want to transfer money abroad, we will inform you how to do this and will give you:
 - i. a description of the services and how to use them.
 - ii. details of when the money you have sent abroad should get there and the reasons for delays, if any.
 - iii. the exchange rate applied for conversion of the foreign currency (if this is not possible at the time of the transaction, we will let you know later what the rate was).
 - iv. details of any commission or charges, which you will have to pay and a caution that the person receiving the money may also have to pay the correspondent bank's charges.
- c. We will tell you if the information provided by you for making a payment abroad is adequate or not. In case of any discrepancies or incomplete documentation, we will advise you immediately and assist you to rectify/ complete the same.
- d. If money is transferred to your bank account from abroad, we will tell you the original amount received and charges, if any, levied. Even if the sender has agreed to pay all charges, we shall still deduct our charges/ statutory taxes from the proceeds at the time of crediting the money into your account.
- e. We will guide you about the regulatory requirements or conditions relating to foreign exchange services offered by us as and when requested by you.
- f. In case of delay beyond the day when the amount is due for credit, you will be compensated: (i) for any loss on account of interest for due period

beyond the due date and (ii) also for adverse movement of forex rate as per the Compensation Policy of the Bank.

- g. All certificates required to be issued under regulatory/ statutory instructions will be issued at nominal charges which will be displayed on our website except the certificates which are statutory and to be issued free of charge.

8.11 Remittances Within India

If you want to remit money within India we will inform you how to effect it and will:

- a. give a description of our services and how to use them.
- b. suggest to you the best way to send the money to suit your needs.
- c. disclose the details of all charges including commission that you will have to pay for the service as per the Tariff Schedule.
- d. send you an SMS/e-mail informing you of the fate/ status of the remittance made by you through Mobile Banking/NEFT/RTGS.
- e. make available on our website updated contact details of our Customer Facilitation Centres to handle your queries/complaints regarding NEFT/ RTGS transactions/ digital banking.
- f. In case of any delay we will compensate you for the delay and any loss/ additional expense incurred by you as per our Compensation Policy.
- g. We will extend remittance facilities within prescribed limits to walk-in customers too.

8.12 Lending

- a. We will have a Board approved policy on Loans and Advances.
- b. We will base our lending decisions on a careful and prudent assessment of your financial position and capacity to repay.
- c. We will not discriminate on grounds of sex, caste and religion in the matter of lending. However, this does not preclude us from instituting or participating in schemes framed for specified sections of the society.

8.12.1 Loans

8.12.1.1 General Information

We will:

- a. give you the Most Important Terms and Conditions (MITC) governing the loan/credit facility you have sought to avail.
- b. give you information explaining the key features of our loan and credit card products including applicable fees and charges while sourcing the application and at the time of communicating the sanction of the loan/ credit card.
- c. advise you about the information/documentation we need from you to enable you to apply. We will also advise you what documentation we need

from you with respect to your identity, address, employment, etc. and any other document that may be stipulated by statutory authorities (e.g. PAN details), in order to comply with legal and regulatory requirements.

- d. verify the details mentioned by you in the loan/credit card application by contacting you at your residence and/or on business telephone numbers and/or through any alternative channels and/or physically visiting your residence and/or business addresses through agencies appointed by us for this purpose, if deemed necessary by us.
- e. if we offer you an overdraft, or an increase in your existing overdraft limit, we will tell you if your overdraft is repayable on demand or otherwise. We will, if required, also advise about the method of calculation of overdrawn amount and also the computation of interest as well as penal interest.
- f. in case we offer/approve a credit facility over the telephone, we will credit your account with the amount only after receiving your acceptance in writing or through any other mode such as SMS/e-mail and where your consent is obtained through authenticated electronic means, after necessary validation.
- g. not offer any unsolicited pre-approved credit facility in any form, including enhancement of credit card limit and top-up of Personal Loan limits, etc.

8.12.1.2 Applications for Loans and their Processing

- a. At the time of sourcing a loan product, we will provide as part of the loan application form, information about the interest rates along with the annualised rates of interest, whether floating or fixed, as also the fees/charges payable for processing, the amount of such fees refundable if loan is not sanctioned/disbursed, pre-payment options and charges, if any, penal rate of interest for delayed repayments, if any, conversion charges for switching your loan from fixed to floating rates or vice-versa, existence of any interest reset clause and any other matter which affects the interest of the borrower, so that a meaningful comparison with those of other banks can be made and an informed decision can be taken by you.
- b. We will provide you with a checklist of the documents to be submitted (compliant with legal and regulatory requirements) along with the loan application form to enable you to submit the application complete in all respects. If required, we will assist you in filling up your loan application form.
- c. We shall invariably provide you with an acknowledgement of your loan application, whether submitted online or manually, indicating therein the time frame within which the application will be processed.
- d. We will convey our decision on your loan application as per our prevailing policy, which is available on the website, provided your application is complete in all respects and is submitted along with all the documents as per 'check list' provided.
- e. Normally all particulars required for processing the loan application will be collected by us at the time of application. In case we need any additional information, we will contact you immediately.

- f. We will communicate, in writing, the reason(s) for rejection of your loan application. We may communicate this through letter or e-mail stating the reason(s) for such rejection of the loan application.
- g. We will provide you the sanction letter detailing particulars of amount sanctioned and the terms and conditions.
- h. We will provide you an amortisation schedule (schedule of repayment of principal and interest for the duration of the loan).
- i. We will also inform you whether you have an option to let equated monthly instalments stay constant and change tenure or vice-versa when the interest rate changes.
- j. We will, at your request, supply authenticated copies of all the loan documents executed by you at our cost along with a copy each of all enclosures quoted in the loan document as part of disbursement welcome kit. However, reasonable charges will be levied for additional authenticated copies as per our tariff.
- k. We will give written receipt for all documents to title taken as security/ collateral for any loan.
- l. We will endeavour to send you a communication through letter/e-mail or SMS about the status of your account before it becomes a Non Performing Asset (NPA).
- m. We will give you notice, sufficiently in advance, if we decide to recall/ accelerate payment or performance under the agreement or seek additional securities.
- n. We will provide you with an annual statement of account of your term/ demand loans.
- o. We will provide you with the loan statement, more often, if required, at a cost which will be indicated in the Tariff Schedule.
- p. We will return to you all the securities/documents/title deeds to mortgaged property within 15 (Fifteen) working days of the repayment of all dues agreed to or contracted and report to Central Registry for Securitisation, Asset Reconstruction and Security Interest (CERSAI) about satisfaction of our charge. If any right to set off is to be exercised for any other claim, we will give due notice with full particulars about the other claims and retain the securities/documents/title to mortgaged property till the relevant claim is settled/ paid.
- q. We will compensate you for any delay in return of securities/documents/ title deeds to mortgaged property beyond 15 (Fifteen) working days of the repayment of all dues agreed to or contracted or in reporting to CERSAI about satisfaction of our charge in line with our Compensation Policy.
- r. In the event of our losing the securities/documents/ title deeds you have provided to us when you availed a loan, we will compensate you for the loss. We will issue a certificate indicating the securities/documents/ title deeds lost and extend all assistance to you for obtaining duplicate documents, etc. at our cost.

- s. We will process a request for transfer of borrowal account, either from you or from a bank/financial institution, along with your explicit consent in the normal course and convey our concurrence or otherwise within two weeks of receipt of request.
- t. We will not levy foreclosure charges/pre-payment penalties on all floating rate term loans sanctioned to you (in your individual capacity) irrespective of whether paid from own funds or takeover by other banks.
- u. Where a loan is eligible to be covered under any subsidy schemes or subvention scheme in force we will explain to you features of such scheme and any requirement you will need to fulfil.

8.13 Guarantee

- a. If you want us to accept a guarantee or other security from a third party for your liabilities, we may ask you for your permission to give confidential information about your finances to the person giving the guarantee or other security, or to their legal adviser.
- b. We will also:
 - i. encourage them to take independent legal advice to make sure that they understand their commitment and the possible consequences of their decision (where appropriate, the documents we ask them to sign will contain this recommendation as a clear and obvious notice).
 - ii. inform them that by giving the guarantee or other security they may become liable instead of, or as well as, you.
 - iii. inform them what their liability will be.
 - iv. give a copy of the terms and conditions of the loan sanctioned/ loan agreement, free of cost, to the guarantor(s) of the credit facility availed by you.
- c. When you are considering to be a guarantor to a loan, we will tell you:
 - i. your liability as guarantor;
 - ii. the amount of liability you will be committing yourself to the Bank;
 - iii. circumstances in which we will call on you to pay up your liability;
 - iv. whether we have recourse to your other monies in the Bank if you fail to pay up as a guarantor;
 - v. whether your liabilities as a guarantor are limited to a specific quantum or they are unlimited;
 - vi. time and circumstances in which your liabilities as a guarantor will be discharged as also the manner in which we will notify you about this;
 - vii. of any material or adverse change in the financial position of the borrower to whom you stand as a guarantor.
- d. We will return to you all the securities/documents/title deeds to mortgaged property within 15 (Fifteen) days of the repayment of all dues agreed to or contracted.

- e. We will compensate you for any delay in return of securities/documents/ title deeds to mortgaged property beyond 15 (Fifteen) days of the repayment of all dues agreed to or contracted.
- f. In the event of our losing the securities/documents, we will compensate you for the loss. We will issue a certificate indicating the securities/ documents lost and extend all assistance to you for obtaining duplicate documents, etc.

8.14 Central Registry of Securitisation, Asset Reconstruction and Security Interest of India (CERSAI)

When you avail of a loan facility involving immovable property and/or movables as primary or collateral security, we will advise you the functioning of the CERSAI and the fact that their records will be available for search by any lender or any other person desirous of dealing with the property/assets. We will notify our charge to CERSAI.

8.15 Settlement of Dues

- a. You should let us know, as soon as possible, if you are not able to make your payments in time.
- b. We will consider all cases of genuine financial difficulties sympathetically and positively, in consonance with regulatory guidelines and our policy.
- c. We will try to help you overcome your difficulties.
- d. In case we offer you a One Time Settlement (OTS) for repayment of dues, we will explain to you the details of the offer.
- e. We will spell out, in writing, the terms and conditions of the OTS offered to you.
- f. If the dues are settled under OTS, we will explain to you the implications of such settlement on your credit history maintained by the CICs.

8.16 Securitisation of Loans/Card Dues

- a. In case we securitise (sell) your loans/dues on your card to another entity, we will advise you the name and contact details of such entity along with the amount of your loan/dues transferred to them. In the normal course, loans/credit card dues, which are Non Performing Assets (NPAs) are considered for sale to Asset Reconstruction Company (ARC) through assignments. Where dues are settled through compromise, assigning such assets to ARC does not arise.
- b. You will then be liable to pay the amount due to the entity to which the loan/dues have been transferred.
- c. The entity to which the loan/dues have been transferred will continue to report your credit information to the CICs.
- d. We will endeavour to assist you in case you have a grievance against the entity to which your loan/dues have been transferred by us.
- e. For all complaints against the entity to which your loan/dues have been transferred by us, we will remain the Nodal Authority for resolution. We

will treat these complaints as if they are against us and ensure that these are resolved promptly.

8.17 Electronic and Digital Banking

8.17.1 Internet and Mobile Banking

We will take appropriate measures to provide safe and secure Internet and Mobile Banking. We will ensure that our systems and technology are safe and secure and review and update them periodically.

- a. We will implement robust and dynamic fraud prevention and detection mechanisms to mitigate risks and protect customers from liabilities arising from unauthorized transactions.
- b. We will undertake various initiatives to educate you on Internet/Mobile Banking security and on prevention from payment related frauds, by way of:
 - i. Displaying relevant information on our website.
 - ii. Displaying information at customer touchpoints like ATMs and branches.
 - iii. Periodic educational e-mails.
- c. When you have access to Internet/Mobile Banking services, we will also inform you of the applicable terms and conditions relating to such services. All Internet/Mobile Banking related services and associated charges, if any, will be displayed on our website and made available to you.
- d. We will also inform you where to find the information you need to safeguard your online information and to protect yourself while using computer/mobile handset from fraud, scams or unauthorised transactions. This information will be updated from time to time.
- e. We will carry out adequate authentication processes for financial transactions, as prescribed by the regulator from time to time.
- f. We will send you SMS/online e-mail alerts for all types of transactions, irrespective of the amount, undertaken by you. These alerts will be sent to the contact details registered with us.
- g. We will ask you for additional factor authentication/validation based on information not visible on the cards for all online card present transactions as well as IVR transactions.
- h. We will send you an SMS/e-mail on all payee/biller registration done on Net Banking.
 - i. In case we offer you the facility of fixing a daily cap on the value, mode of transactions, number of transactions and beneficiaries for electronic modes of transactions, we will require an additional authorisation in the event of your changing the options. We will send you an alert when a request for change in the option is received.
- j. Mobile Banking service is network independent, i.e. customers having mobile phones of any network of operator can transfer funds from account in one bank to any other account in the same bank or any other bank.

- k. If you opt for Mobile Banking services we will, prior to your registration for the service, inform you of:
 - i. the security procedure adopted by us for user authentication;
 - ii. time taken between registration of customers and activation of services;
 - iii. the applicability or otherwise of stop payment instructions and the terms and conditions for the acceptance, if any, for the same.
- l. You can apply for registration of Mobile Banking services through multiple channels such as ATMs, Websites, PhoneBanking, IVR, SMS, etc. You need not come to branches for the same.
- m. Mobile Banking transactions are completely instantaneous and are incapable of being reversed. Thus stop payment privileges are very limited.
- n. You may opt out of Internet/Mobile Banking Services at any point of time. However, you must keep us informed of your decision and ensure that you complete the requisite formalities.
- o. In any dispute about receipt of Passwords or security information that are not issued to you in person, we will not rely merely on proof of dispatch to your correct registered address as proof that they have been received by you.
- p. Online banking is safe and convenient as long as you take adequate and simple precautions. Please make sure you follow the advice given below:
 - i. Visit our secure Internet Banking site directly. Avoid accessing the site through a link from another site or an e-mail and verify the domain name displayed to avoid spoof websites.
 - ii. Log out of Internet 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.
 - iii. Log off your PC when not in use.
 - iv. Avoid using Internet Banking on unsecured networks like airports, railway stations, cyber-cafes or any other public network/Wi-Fi, etc.
 - v. Update your computer/laptop with the latest version of your browser (Internet Explorer, Google Chrome, etc.).
 - vi. Install security programmes to protect against hackers, virus attacks or any malicious programmes. Update your security programme or antivirus on regular basis.
 - vii. Install a suitable firewall to protect your device /laptop/mobile, etc. and its contents from outsiders.
 - viii. Disable the 'File and Printing Sharing' feature on your operating system.
 - ix. Preferably use virtual keypad while conducting electronic financial transactions/internet banking.
- q. Apart from your obligations when using Internet Banking, you will need to take additional care to protect your device when using a mobile application or any other form of social media to access banking services:
 - i. Do not leave your device unattended and logged into a Mobile

- Banking service.
- ii. Lock your device to prevent unauthorised use of your Mobile Banking service.
 - iii. Notify us as soon as possible if your device is lost or stolen.
 - iv. Update your Mobile Banking App as and when a new version/ upgrade is released.
 - v. Update your mobile operating system to ensure that the latest security patches are available on your mobile.
 - vi. Purchase your mobile phone from an authorised dealer.
 - vii. Ensure to check the authenticity of all apps downloaded on your mobile. Do not download apps from untrusted sources.
- r. Log out of Mobile Banking application once you are done using it. Check your account and transaction history regularly.
 - s. Do not share your internet/Mobile Banking security information or disclose your password as response to any e-mail (even if it appears to have been sent from our bank). Please inform us of the same for us to investigate. Neither the police nor we will ever contact you to ask you to reveal your online banking or payment card **PINs**, or your password information.
 - t. Customer complaints/grievances arising out of Mobile Banking facility are covered under Banking Ombudsman (BO) Scheme.

8.17.2.1 PINs and Passwords

- a. A password is a string of characters used to verify the identity of a user during the authentication process. Passwords are important so that sensitive data or a critical information does not fall into wrong hands.
- b. We will 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.
- c. We will deliver your PIN in a sealed cover to you at the registered address we have on record or at our branch after due identification. You may, also at your convenience, generate PIN online/via IVRS or at ATMs.
- d. We will ensure that your recent contact details (mobile number, e-mail ID and landline number) are registered and updated with the Bank.
- e. In order to safeguard your account, you must choose a strong PIN/ password and change it regularly.

8.17.2.2 You Should Also Adopt the Following Safe Practices / Precautions to Protect Your PIN or Password

For creating **PIN/Password**:

- a. Use the following guidelines to create a strong password:
 - i. Do not use familiar names which are easily discoverable (self, spouse, children, parents, pets, etc.).
 - ii. Avoid using commonly known facts about yourself (hobbies, birthdays, favourite sports, etc.).
 - iii. Do not use words found in the dictionary as software programmes

can search for probable words and guess the password. Instead combine misspelt words to prevent a dictionary attack.

- iv. Use at least six or more characters. More the characters in a password, the more secure it is.
 - v. Utilise a combination of letters and numbers to make it more difficult for a person/software programme to guess your password.
 - vi. Use special characters (@, #, %, \$, etc.) to make the password more difficult to crack.
 - vii. Use a combination of upper- and lower-case letters which helps to create a more secure password.
- b. **Do not use the following to create a *PIN:**
- i. birth dates, months or years;
 - ii. sequential numbers (e.g. 3456);
 - iii. number combinations that may be easily guessed (e.g. 1111);
 - iv. parts of your telephone number;
 - v. parts of numbers in the order in which they are printed on any of your cards;
 - vi. other easily accessible personal data (e.g. driving licence, your vehicle number or other numbers easily connected with you).

***This is only an illustrative and not exhaustive list.**

Precautions for preventing unauthorised transactions in your account:

Do not:

- i. Allow anyone else to use your card, PIN, password or other security information.
- ii. Write down or record your PIN, password or other security information.
- iii. Store your password(s) in your Browsers (such as Internet Explorer, Google Chrome, Firefox, etc.) or on e-Commerce sites or in mobile handset.
- iv. Save your Mobile Banking login and password on your phone.
- v. Give your account details, password/PIN/OTP or other security information to anyone, including those who claim to be authorised representatives of the Bank.
- vi. Respond to any communication asking for your Bank account credentials (Internet Banking password, ATM PIN, CVV, card expiry date, etc.).
- vii. Respond even if any message threatens discontinuation of facility or makes an exciting offer or mentions any other reason. All such communication through letters, e-mails, mobile phones, SMSes, etc. should be ignored.
- viii. Fall prey to fictitious offers/lottery winnings/remittance of cheap funds in foreign currency from abroad by certain foreign entities/individuals. These could include Indian residents acting as representatives of such entities/individuals.

These messages often appear to be from a friend, bank or other legitimate

source directing you to certain websites designed to trick you into providing personal information such as your user name and password or credit card information.

- ix Click a link in any suspicious e-mails/SMS, and don't provide your information unless you trust the source e-mail/SMS.
- x Allow anyone else to see you enter your password in a PC/mobile handset or to see the PIN when you use your card at ATMs or at Points of Sale (POS) counters.

Always:

- i. Change your PIN/Password at regular intervals – at least every 3 to 6 months. Do not repeat your previous passwords.
- ii. Memorise your PIN, password and other security information and destroy the written communication, if any, received by you.
- iii. Take reasonable steps to keep your card safe in your personal custody and your PIN, password and other security information secret at all times.
- iv. Use different PINs or Passwords for different cards or devices.
- v. Use a power-on/access password for your computer/laptop/mobile and a screensaver password on your computer/laptop/mobile so that no one else can use it without your consent.

Immediately inform (through authorised officials of bank or authorised channel) your bank on change of your e-mail ID or mobile number.

8.17.3 ATM/Debit and Credit Cards

- a. We will offer you an ATM/Debit Card if it is normally issued with the type of account you have opted for.
- b. New cards/Replacement cards (debit as well as credit cards) will be essentially EMV Chip and PIN enabled card only. You may decline to accept the card if you do not want it.
- c. Where cards are delivered to you personally, we must be satisfied about your identity before allowing cards to be delivered.
- d. We will 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.
- e. We will inform you which of your accounts your card can access. We will also inform you whether the card issued to you has more than one function and if so, what those functions are.
- f. We will advise you of the current transaction limits that apply at POS counters, ATMs and forex transactions.
- g. We will advise you of the fees and charges that apply to your card.
- h. Please safeguard your card by taking the following measures:
 - i. Sign your card as soon as you receive it.
 - ii. Do not leave your card unattended (in a wallet/purse) or in a location

(e.g. your vehicle) from where it could be removed without being noticed.

- iii. Do not give your card to anyone or let anyone else use your card including at merchant establishments (e.g. restaurants, petrol pump, etc.).
- iv. Always remember to take your card back after using it.
- v. Inform us if you change your address with documentary proof so that, whenever required, a replacement card is sent to your correct address.
- vi. Complaints relating to disputed/failed ATM transactions are to be lodged with card issuing bank (through authorised officials or channel).

8.17.4.1 Reporting Loss/Theft/Disputed Transactions

- a. We will inform you of the procedure you must follow to report the loss, theft or unauthorised use of your card or PIN.
- b. We will include in the terms and conditions what your liability will be in relation to the loss or theft of your card or disclosure of your PIN or password.
- c. We will provide the capability to register your mobile number and wherever available, e-mail ID, before activating any electronic transaction facility.
- d. We will provide multiple channels for enabling you to report an unauthorised transaction on 24x7 basis. These channels would be helplines, SMS, e-mail, IVR, website, etc. You can also report such transactions to your home branch during the working hours. Further, we will also provide you the details of our channels through which you can block your card. We will promptly send a confirmation for having blocked usage of the card.
- e. We will provide, if possible, inbuilt reply facility to SMS. However, all our SMS alerts will include alternate number/mobile number/e-mail ID to contact us immediately.
- f. We will provide a direct link for lodging the complaints, on home page of our website with specific option to report unauthorised electronic transactions.
- g. We will provide a loss/fraud reporting system that sends an immediate response (including auto response) to you acknowledging the complaint along with the registered complaint number.
- h. 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. On your notifying us, we will take immediate steps (such as blocking of your card or resetting the PIN, as the case may be) to prevent the misuse.
- i. Once you have advised us that your card has been lost or stolen or your PIN or password disclosed, you will not be responsible for any unauthorised use of your card after that time.

- j. On receipt of your complaint of an unauthorised transaction, we will take immediate steps to prevent further unauthorised transactions in your account.
- k. The liability for the losses due to an unauthorised transaction will be based on the regulations from the regulator that are in force at that time.
- l. You will 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.
- m. We will display the telephone/Toll Free numbers of the help desk/contact persons of the ATM owning bank at ATM locations for lodging complaints and/or for reporting/blocking lost/compromised cards. Please ensure to lodge complaints only to your card issuing bank for redressal.
- n. ATM ID has been displayed on all the ATMs. You should quote the same while making a complaint/suggestion. Forms are available within ATM premises for lodging ATM complaints.
- o. We will reimburse amounts wrongly debited in failed ATM transactions within the prescribed time limit. For any delay beyond the prescribed time limit, we will pay compensation as prescribed, provided the claim is lodged with us, (i.e. the ATM card issuing bank) within 30 (Thirty) days of the transaction.
- p. In case of disputed ATM transactions, we will retain the relevant camera footage till the dispute is settled. Access to such footage will be available only if the dispute is raised within the prescribed preservation period of such records.

8.17.4.2 Limited Liability in Respect of Unauthorized Electronic Banking Transactions

- a. You will be entitled for **Zero liability** where the unauthorised transaction occurs in the following events:
 - i. Contributory fraud/negligence/deficiency on our part.
 - ii. Third party breach where the deficiency lies elsewhere in the system and you notify us within 3 (three) working days of receiving the communication from us regarding the unauthorised transaction.
- b. You shall be liable for the loss occurring due to unauthorised transactions in the following cases:
 - i. In cases where the loss is due to your negligence such as where you have shared the payment credentials, you will bear the entire loss until you report the unauthorised transaction to us. Any loss occurring after the reporting of the unauthorised transaction shall be borne by us.
 - ii. In cases where the responsibility for the unauthorised electronic banking transaction lies neither with us nor you, but lies elsewhere in the system and when there is a delay (of four to seven working days after receiving the communication from us) on your part in notifying us of such a transaction, your per transaction liability shall be limited to that transaction value or the amount whichever is lower as mentioned in RBI guidelines issued from time to time on

the subject.

- iii. Further, if the delay in reporting by you is beyond seven working days, your liability shall be determined as per our Board approved policy which will be available in public domain/our website. We shall provide the details of our policy in regard to your liability formulated in pursuance of the RBI directions on the subject at the time of opening the accounts. We will inform all the customers individually also about our policy on the subject.

8.17.4.3 Reversal Timeline for Zero Liability/Limited Liability

On being notified by you, we shall credit (shadow reversal) the amount involved in the unauthorised electronic transaction to your account within 10 (ten) working days from the date of such notification by you (without waiting for settlement of insurance claim, if any). The credit shall be value dated to be as of the date of the unauthorised transaction.

Further, we will ensure that:

- i. your complaint is resolved and liability, if any, established within such time, as may be specified in our Board approved policy, but not exceeding 90 days from the date of receipt of the complaint and you will be compensated as per RBI guidelines on the subject.
- ii. where we are unable to resolve the complaint or determine your liability, if any, within 90 days, the compensation as per RBI guidelines will be paid; and
- iii. in case of debit card/bank account, you will not suffer loss of interest, and in case of credit card, you do not bear any additional burden of interest.

8.17.5 Credit Card

- a. When you apply for a credit card, we will explain the relevant terms and conditions such as fees, interest and other charges, billing and payment, method of computation of overdues, financial implications of paying only 'the minimum amount due', renewal and termination procedures, and any other information that you may require to operate the card.
- b. We will disclose the Most Important Terms and Conditions (MITC) in a font of ten as below:
 - i. During marketing-MITCs on 'Fees and Charges'
 - ii. At application/Welcome kit-All MITCs, including, inter-alia,*
 - iii. On credit card billing-MITCs on Fees and Charges, drawing limits.
 - iv. On an ongoing basis, any change of the terms and conditions.

* Your liability in case of third party fraud or where you have not contributed to the fraud.
- c. We will advise you of our targeted turnaround time while you are availing/ applying for a credit card. We will quote annual fee and Annualised Percentage Rates (APR) on card products (separately for retail purchase and for cash advance, (if different) with equal prominence). The method of calculation of APR, late payment charges, and calculation of interest will be explained clearly with examples. These aspects will be shown in

the welcome kit in addition to being shown in the monthly statement. A notice to the effect making only the minimum payment every month would result in the repayment stretching with consequent interest payment on your outstanding balance will be prominently displayed in all the monthly statements. We will also mention the rate of interest that will be charged on the unpaid amount and other charges if you choose to pay only the 'minimum amount due' as mentioned in the monthly credit card statement.

In MITC, we would specifically explain that the 'free credit period' is lost if any balance of the previous month's bill is outstanding.

- d. We may also issue a deactivated (not ready to use) credit card if we consider your profile appropriate for issuing credit card and such deactivated card will become active only after you convey your acceptance of the card and take steps for its activation as required and subject to such other conditions as may be specified.
- e. In case we activate the card without your consent or bill you for the card for which you have not given your consent, we will not only reverse the charges forthwith but will also pay a penalty amounting to twice the value of the charges reversed.
- f. We will extend a loan/credit facility or enhance the credit limit on your card only with your consent in writing. Consent received through electronic means where you specifically validate the transaction and having read the MITC and where digital records of such consent can be retrieved as a proof of consent, will also be treated as consent.
- g. We may issue an add-on card(s) to the person(s) nominated by you. We will, at your request, set a credit limit (within the overall limit) for the add-on card(s) issued to you. You will be liable for all transactions made by such additional cardholders.
- h. If the limit on your credit card is proposed to be reduced, we will give you 30 (thirty) days notice unless at your request and also inform you the reason therefor, by SMS/e-mail/letter.
- i. We will ensure that we comply with your request for cancellation/reduction of limit and confirm cancellation /reduction of limit / closure of the credit card to you within 7 (seven) working days of the request being received in writing or through an e-mail ID registered with us, provided that the outstanding amount, if any, is settled/paid.
- j. We will have right to place a lien and right to set off on all monies belonging to you, being the cardholder, standing to your credit, in the same capacity, in any account whatsoever with the Bank or in the possession or custody of the Bank if you are in default to us in payment of our dues. We will send you intimation to this effect by e-mail on your registered e-mail ID/registered mobile number or letter within 3 (three) days from placing lien/hold on your deposit account.
- k. In case we are offering any insurance cover to our credit cardholders, in tie-up with insurance companies, we will obtain in writing from you the details of nominees for the insurance cover in respect of accidental death and disablement benefits. We will ensure that the relevant nomination

details are recorded by the insurance company which will handle the claims relating to the insurance cover.

- I. To facilitate low value online Card Not Present (CNP) transactions, the requirement of Additional Factor Authentication (AFA) has been relaxed. Accordingly, we (card issuing bank) will offer the 'payment authentication solutions' to you on an optional basis. To seek your consent and to activate your option, we shall provide a one-time registration process facility. The relaxation for AFA under such solutions shall be applicable for CNP transactions for a maximum value of ₹2,000/- per transaction (or as decided by regulator from time to time). We will also facilitate you to set lower per transaction limits.
- m. We will bear the liability of any unauthorised electronic transaction as per Clause 8.17.4.2 of this Code.

8.17.5.1 Credit Card Statements

- a. To help you manage your credit card account and check details of purchases/cash withdrawals, we will send you a monthly statement, free of cost, with details of the transactions made with/using your credit card. The credit card statement will be dispatched on a predetermined date every month, by post/courier to your mailing address or, if you so desire, by e-mail to the address registered with us. The statement will also be made available for viewing on Internet Banking.

We will ensure that wrong bills are not raised and issued nor will we levy charges which have not been notified by us. In case, a complaint is raised against any bill, we will provide explanation and, if necessary, documentary evidence will also be provided to you within a maximum period of 60 (sixty) days with a spirit to amicably redress the grievances. In case erroneous charges are reversed, the reversal will not be deemed as settlement of dues.

- b. In the event of non-receipt of this statement, we expect you to get in touch with us so that we can arrange to resend the details to enable you to make the payment and highlight exception, if any, in a timely manner.
- c. We will let you know/notify changes in the schedule of fees and charges and terms and conditions. Normally, changes (other than interest rates and those which are a result of regulatory requirements) will be made with prospective effect after giving notice of at least one month. The changes will be notified along with the monthly statement of account or copy thereof. In case of a default, the same will be reported to Credit Information Companies (CICs).
- d. Before reporting to Credit Information Companies about default status of a credit card holder, we will adhere to a procedure approved by the Board, including issuing of sufficient notice to the card holder. Notwithstanding the reversal of a wrong billing, unnotified charges will not be the cause of reporting to CICs. In case we treat the reversal of charges as SETTLED, we will inform CIC about the settlement and inform you of the same being reported to CIC.

8.18 Third Party Products

We distribute third party products like pension funds, mutual funds and insurance, etc. under corporate agency arrangements in terms of Certificate of Registration issued by respective regulators viz. SEBI (mutual fund) and IRDAI (insurance products). We have Board approved policy for sale of insurance products in line with IRDAI (Registration of Corporate Agents) Regulations 2015.

- a. We will inform you if we, as agents of any investment/asset management company or insurance company, offer any type of investment products including mutual funds or insurance products. We are responsible for any person using our premises for selling or marketing third party products on our behalf.
- b. We will ensure that all investment and insurance products we sell are in accordance with extant rules and regulations.
- c. When you avail a banking service or product from us, we will not compel you to purchase/subscribe to any third party product as a quid pro quo.
- d. In the case of securities provided by you for loans availed from us, we will not insist on your obtaining insurance cover from any particular provider/ same organisation. Obtention of insurance products, if any, offered by us will be purely on voluntary basis. You will be free to obtain insurance cover from a service provider of your choice.
- e. We will, 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 branch, and also through e-mails and SMS, unless you have opted not to receive such information.
- f. We will ensure that all investment and insurance products sold at the branch will be explained to you by personnel who are duly qualified and trained to sell the products.
- g. We will provide detailed terms and conditions of the product which is being offered to you (Key Information Memorandum in case of mutual fund and product brochure, sales illustration in case of insurance products).
- h. We will apply appropriate customer due diligence measures before selling investment/insurance products to you.
- i. We will sell a product to you only if we believe it is suitable and appropriate for you.
- j. We will 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.
- k. We will ensure that the statement/policy documents will be delivered to you within 30 days from the completion of all the formalities (including medical examination) as per the scheme.
- l. We will arrange to provide maximum possible 'After Sales Service' like reminder of SIP, latest NAV, date of maturity, due date of payment of

premium, etc.

- m. The service providers will be providing you periodical information on the performance of the scheme/ products you have availed from them. In case you require any specific service, we will facilitate the same on receiving specific request from you.
- n. We will disclose details of all commissions/other fees received, if any, from mutual fund/insurance/ other financial companies on the Bank's website for distributing their products.
- o. We will adhere to RBI guidelines on para banking activities like sale of insurance/mutual fund/other third party investment products.
- p. We will ensure that the charges for related services for selling of various products will be displayed and made available to you.

8.19 Credit Counselling Facility

We will endeavour to provide credit counselling facility. Wherever such facility is available, we will display, at our branch in a particular centre, the address, timings, etc. of the counselling centres set up by any bank at that centre to enable you to avail of the service.

8.20 Getting Records

We will, 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

- a. 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 will give you:
 - i. Notice of 2 (two) months if there is no branch of any bank functioning at that centre;
 - ii. Notice of 1 (one) month in all other cases.
- b. In case we shift the branch, we will inform you of the complete address of the new location of our branch.
- c. We will inform you of any change in the timings of the working of the branch.

10 Financial Inclusion

- a. We will make available 'Basic Savings Bank Deposit Account' (BSBD Account)/Small Account and Jan-dhan Account 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/Government of India(GOI) from time to time. We will also offer/provide minimum common facilities including the facility of ATM card or ATM-cum-Debit Card without any charges, which will be made known to you. The relevant details will be made known to you in a transparent manner at the time of opening of the account.
- b. We will also extend the facility of opening such accounts on the basis of simplified KYC norms. However, such accounts will be additionally treated

- as 'Small Accounts' and subjected to restrictions which will be made known to you in an easy to understand manner and in the local language.
- c. We will also prominently display at 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'/Jan-dhan account.
 - d. We will also take steps, including training, to create awareness about the above among our staff, particularly the frontline staff.
 - e. We will make available, free of cost, basic banking facilities like maintaining of accounts with a specified number of withdrawals in a month, General Credit Card and transfer of benefits from State and Central Governments through electronic platforms.
 - f. We will 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.
 - g. If there are any changes in the services, transactions or the charges, these will be made known at least one month prior to these becoming effective.
 - h. The changes, if any, will be communicated through means appropriate to you such as by display on the Notice Board of the branch, or through the Business Correspondent or through letters, etc.
 - i. Where we do not have a branch, we will endeavour to have a Business Correspondent (BC)/Business Facilitator (BF) in unbanked areas as per guidelines and roadmap agreed to, if any, with RBI to enable the opening of accounts, deposit and withdrawal of money, subject to amount and number of transactions, balance enquiry, etc., as also to facilitate transfer of money from one place to another.
 - j. We will also endeavour to provide Mobile Banking facilities.
 - k. We will also endeavour to provide other modes of remittance including mobile phones, electronic platforms like NECS, NEFT, etc.
 - l. We will be responsible for all acts of omission and commission of Banking Outlet/BC/BF and any complaint lodged against them will be investigated.
 - m. We will offer, in case of need, a credit facility at affordable cost, subject to terms and conditions which will be made known to you at the time of applying for the credit facility.
 - n. We will explain to you the various credit plans available, including minimum information which the Bank may need for processing your loan application, the most important terms and conditions applicable to such loans, the security which may be charged to the Bank, the manner and periodicity of application of interest, repayment procedure, etc.
 - o. We will not insist on collateral security for credit limits up to ₹100,000 for Government sponsored schemes under Priority Sector Lending except loans to MSE customers where higher collateral free limit of ₹1,000,000 is applicable. We will not insist on collateral security for education loans, upto ₹400,000 or as revised from time to time under Education Loan Scheme.

- p. In case you face any financial difficulty in relation to the credit facility availed by you, we will consider such cases sympathetically and positively.
- q. You may keep us informed of any financial difficulty you may face, as above, to help us assist you overcome your difficulties. While processing your loan application we will not insist on obtaining 'No Dues' Certificate from you (individual borrowers and Self Help Groups (SHGs) and Joint Liability Groups (JLGs) for all types of loans unless a particular Government sponsored scheme itself provides for obtention of "No Dues" Certificate.
- r. We will endeavour to help you to overcome your difficulties by, where desirable, drawing up a revival package, if such package is considered desirable in the interest of both of us.
- s. We will educate and guide the accountholders the manner of operating bank accounts either under normal branch or through alternate channel including using devices under Information and Communication Technology (ICT) enabled platforms.
- t. We will undertake financial literacy activities to educate customers.
- u. We will organise camps, stalls and town hall events to promote the cause of financial inclusion in towns and villages with participation by the target group.
- v. We will 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.
- w. We will 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.
- x. We will endeavour to attend promptly to your complaints, if any, and resolve them at the earliest.
- y. In case you have any grievance about the Bank or its Banking Outlet/ BC/BF, we will 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.
- z. We will give wide publicity to the financial inclusion programme and educate the customers about various products and services.

11 Senior Citizens and Differently Abled Persons

- a. We will 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 will include making convenient policies, products and services for such applicants and customers.
- b. We will endeavour to develop systems and procedures to improve access to banking services by you.
- c. We will endeavour to make physical access to our branches and ATMs convenient to you. We will endeavour to provide ramps and hand railings at bank branches and ATMs to make it easier for senior citizens and

differently abled persons to access various banking facilities.

- d. We will sensitise our staff interacting with you to assist you in carrying out your banking transactions.
- e. In addition to all the other commitments made in this Code:
 - i. We will accord due priority to you. We will endeavour to provide you personalised services for banking transactions and redressal of grievances.
 - ii. We will endeavour to provide seating arrangements in the banking hall.
 - iii. We will endeavour to provide you our services through a Single Window mechanism.
 - iv. We will permit withdrawal of your funds, upto limits set by you, by persons authorised by you on production of the authorisation letter and passbook.
 - v. We will endeavour 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, etc.
For senior citizens more than 70 years of age and differently abled or infirm persons (having medically certified chronic illness or disability) including those who are visually impaired, we will make concerted effort to provide doorstep banking for basic banking facilities such as pick up of cash and instruments against receipt, delivery of demand drafts, submission of KYC documents and Life Certificate at the premises/ residence of such customers.
 - vi. We will issue a pension slip to you (pensioners) containing details of the pension credited to your account.
 - vii. We will endeavour to arrange to disburse the pension at the doorstep, in special circumstances.
 - viii. We will accept the Life Certificate that is required to be submitted by you (pensioners) at any branch of our bank by maintaining centralised data for the same.
 - ix. We will 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.
 - x. We will ensure that all the banking facilities such as cheque book facility, ATM facility, Net Banking facility, locker facility, retail loans, credit cards etc., are invariably offered to the visually challenged without any discrimination.
 - xi. We will render all possible assistance to the visually challenged for availing various banking facilities.
 - xii. We will endeavour 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

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

12.2 Keeping Us Up-To-Date

- a. Please make sure you register your current address, phone number, mobile phone number and/or e-mail ID with us to enable us to send you necessary alerts.
- b. Please make sure you let us know, promptly, when you change your name, address with supporting documents of change of name and address proof as required, phone numbers and e-mail ID so that we are able to contact you when required.

12.3 Checking Your Account

- a. We recommend that you check your statement or passbook 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 will help you ensure the money is going where you want it to.
- b. If we need to investigate a transaction on your account, you should co-operate with us and with the police/other investigative agencies if we need to involve them.

12.4 Taking Care

Taking care of your cheques, passbook and other security information is essential to help prevent fraud and protect your accounts. Please make sure that you follow the advice given below:

- a. **Don'ts:**
 - i. Do not keep your cheque book and cards together.
 - ii. Do not keep the blank cheque leaves signed.
 - iii. Do not give your account details, password or other security information to anyone.
- b. We will advise you what you can do to protect your card /cheque book from misuse.
- c. 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 will, 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.
- d. 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.

- e. 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 e-mail to the address we have given you for this purpose.
- f. You may be liable for misuses until the time that we have been notified.

12.5 Cancelling Payments

- a. To stop payment of a cheque or cancel standing instruction given, or cancel a direct debit instruction, you must tell us in writing.
- b. We will 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.
- c. It may not be possible to cancel payments if you do not give notice of your decision to cancel.
- d. Cancellation of credit card payments will be subject to other terms and conditions as may be stipulated.

12.6 Liability for Losses

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

Annexure – Glossary

These definitions explain the meaning of words and terms used in the Code. They are not precise legal or technical definitions.

Aadhaar Pay

A mobile app which enables digital payments using biometric card.

App

App is an abbreviated form of the word ‘application’. An application is a software programme that is designed to perform a specific function directly for the user.

ATM

An Automated Teller Machine [ATM] is a machine in which a customer can use his card along with PIN to get cash, information and other services.

Banking Ombudsman

An independent dispute resolution authority set up by the Reserve Bank of India to deal with disputes that individuals and small businesses have with their banks.

Banking Outlet

A fixed point service delivery unit, manned by either the Bank’s staff or it’s business correspondent where services of acceptance of deposits, encashment of cheques / cash withdrawal or lending of money are provided for a minimum of four hours per day for at least five days a week.

BHIM

Bharat Interface for Money is a mobile app developed by National Payments Corporation of India (NPCI) based on the Unified Payments Interface (UPI).

Card

A general term for any plastic card, which a customer may use to pay for goods and services or to withdraw cash. In this Code, it includes debit, credit, smart and ATM cards.

Credit Card

A Credit Card is a plastic card with a credit facility, which allows you to pay for goods and services or to withdraw cash.

Cheque Collection Policy

Cheque Collection Policy refers to the policy followed by a bank in respect of the various local and outstation cheques and instruments deposited with the Bank for credit to an account. The policy inter alia deals with

- cheque purchase requests
- timeframe for credit of cheques
- payment of interest in case of delay in collection of cheques
- instant credit of local and outstation cheques
- cheques/instruments lost in transit and charges for such collection

Customer

A person who has an account [including a joint account with another person or an account held as an executor or trustee or as a 'Karta' of an HUF, but not including the accounts of sole traders/proprietorships, partnerships, companies, clubs and societies or who avails of other products/services from a bank.

Current Account

A form of demand deposit wherefrom withdrawals are allowed any number of times depending upon the balance in the account or up to a particular agreed amount.

Deceased Account

A Deceased account is a deposit account in which case either the single account holder has deceased or in case of joint accounts one or more of joint account holders has/have deceased.

Demat Account

A Demat account refers to dematerialised account and is an account in which the stocks of investors are held in electronic form.

Deposit Accounts

- 'Savings deposit' means a form of demand deposit which is subject to 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/Double Benefit Deposits/Short Deposits/Fixed Deposits/Monthly Income Certificate/Quarterly Income Certificate, etc.

- 'Notice Deposit' means term deposit for specific period but withdrawable on giving at least one complete banking day's notice

Equity

Equity means a part of capital of a corporate entity which is represented by the shares of the company whether in physical or in dematerialised form.

Electronic Clearing Service

It is a mode of electronic funds transfer from one bank account to another bank account using the services of a Clearing House.

Fixed rate of interest

Fixed rate of interest on a loan means that interest rate is fixed for the entire period of the loan or it may be revised after the first few years depending upon the terms and conditions of loan.

Floating rate of interest

Floating rate of interest on a loan means that interest rate is not fixed but is linked to Reference Rate and would vary with changes in the latter.

Guarantee

An undertaking in writing to assure the payment or performance of another person's debt or obligations in the event of a default by the person primarily responsible for it.

Government Bond

Government bond means a security created and issued by the Government for the purpose of raising a public loan.

Inoperative/Dormant Account

An inoperative/dormant account is a savings bank or current account in which there are no transactions for over a period of two years.

IMPS

Immediate Payment Service is an interbank electronic instant mobile money transfer service through mobile phones.

National Electronic Clearing Service

It is a system introduced by Reserve Bank of India (RBI) for electronic fund transfer within India.

National Automated Clearing House

It is a web based platform to facilitate interbank, high volume electronic transactions for bank, financial institutions, corporate and government.

NEFT

National Electronic Funds Transfer (NEFT) system is a nationwide funds transfer system to facilitate transfer of funds from one bank branch to any other bank branch in the country.

Nomination facility

The nomination facility enables the Bank to: make payment to the nominee of a deceased depositor, of the amount standing to the credit of the depositor; return to the nominee the articles left by a deceased person in the Bank's safe custody; release to the nominee of the hirer, the contents of a safe deposit locker, in the event of the death of the hirer.

Out-of-date [stale] cheque

A cheque, presented for collection, three months after the date of issue of the cheque.

PAN (Permanent Account Number)

The Permanent Account Number is an all India unique number having ten alphanumeric characters allotted by the Income Tax Department, Government of India. It is issued in the form of a laminated card. It is permanent and will not change with change of address of the assessee or change of Assessing Officer.

Part time Banking Outlet

A Banking Outlet which provides delivery of service for a minimum of four hours per day and for at least five days a week.

Password

A word or numbers or a combination on an access Code, which the customer has chosen, to allow him to use a phone or Internet Banking service. It is also used for identification.

PIN [Personal Identification Number]

A confidential number, use of which along with a card allows customers to pay for articles/services, withdraw cash and use other electronic services offered by the Bank.

POS (Point of Sales)

PoS or Swipe Machine as it is popularly known is a technological instrument provided to a Merchant Establishment (ME) to carry out the sale of goods or services to customers in a cashless environment. All the customer has to do is swipe his/her debit, credit or prepaid card.

RTGS

The acronym 'RTGS' stands for Real Time Gross Settlement. RTGS system offers the fastest means of transfer of funds through banking channel. Settlement of transactions under RTGS takes place on one-to-one basis, which is termed as 'Gross' settlement and in 'real time', i.e. without any waiting period.

Reference rate

It is the benchmark rate of interest of a bank to which interest on loans sanctioned under floating rate of interest is linked. The Reference Rate of interest is determined/modified by individual banks in accordance with their policies.

Senior Citizen

Senior Citizen is a person of over sixty years of age.

Settled account

A loan account which is settled under 'One Time Settlement' (OTS) scheme offered by a bank for repayment of overdues. This suggests that while the borrower paid some amount it probably was not the full amount originally agreed to. Such settled accounts are reported to CICs for updating the credit history of the borrower.

Smart Card

A smart card is a plastic card about the size of a credit card, with an embedded microchip which can process data. It provides a secure way of identification, authentication and storage of data. It can be used for telephone calling, electronic cash payments, and other applications.

Tariff Schedule

A schedule detailing charges levied by a bank on the products and services offered by it to its customers.

Unified Payments Interface (UPI)

A payment system that allows money transfer by using predefined e-mail ID, between any two bank accounts by using a smart phone.

Unpaid Cheque

This is a cheque, which is returned 'unpaid' [bounced] by the Bank.

Annexure 1

Format of Comprehensive Notice Board

(Updated upto -----)

A. CUSTOMER SERVICE INFORMATION:

We have displayed the services we provide

- i. We have separately displayed the key interest rates on deposits and forex rates in the branch.
- ii. Nomination facility is available on all deposit accounts, articles in safe custody and safe deposit vaults.
- iii. We exchange soiled notes and mutilated notes.
- iv. We accept/exchange coins of all denominations.
- v. Please refer to our cheque collection policy for the applicable timeframe for collection of local and outstation cheques.
- vi. For satisfactory accounts, we offer immediate credit of outstation cheque upto ₹ _____ (Please refer cheque collection policy).
- vii. Bank's BPLR (Benchmark Prime Lending Rate)/MCLR (Marginal Cost of Lending Rate) and its effective date.

B. GRIEVANCE REDRESSAL:

- i. If you have any grievances/complaints, please approach:
- ii. If your complaint is unresolved at the branch level, you may approach our Regional/Zonal Manager at: (Address).
- iii. If you are not satisfied with our grievance redressal, you may approach the Banking Ombudsman at: (Name, address, telephone numbers and e-mail address should be given).

C. OTHER SERVICES PROVIDED:

- i. We also offer digital payments and services.
- ii. We open 'Basic Savings Bank Deposit Accounts'.
- iii. We accept direct tax collection. (Please quote PAN/TAN on Challan. Do not drop the Challans in the Drop Boxes)(if operated by the Bank).
- iv. We open Public Provident Fund accounts (if operated by the Bank).
- v. The Senior Citizens Savings Scheme, 2004 is operated here (if operated by the Bank).
- vi. Prime Minister's Rozgar Yojana/other schemes sponsored by Government of India and State Government are operated here (if operated by the Bank).
- vii. We offer MSME loans/products/Mudra loans.
- viii. We issue Kisan Credit Cards (if operated by the Bank).
- ix. Donations for PM's relief fund are accepted here.

D. INFORMATION AVAILABLE IN BOOKLET FORM

(Please approach 'MAY I HELP YOU' Counter)

- i. All the items mentioned in (A) to (D) above.
- ii. The Citizen's Charter for Currency Exchange facilities.
- iii. Time norms for common transactions.
- iv. Design and security features of all the Bank notes.
- v. Policy documents relating to Deposits, Cheque Collection, Grievance Redressal Mechanism, Compensation, Collection of Dues and Security Repossession, Customer Rights Policy and Customer Protection Policy.
- vi. The complete service charges, including services rendered free of charge.
- vii. Fair Practices Code/Fair Practices Code for Credit Card Operations/The Code of Bank's Commitment to Customers/The Code of Commitment to Micro and Small Enterprises.

Information to be provided outside the premises:

- Name of the Bank/Branch:
- Weekly Holiday on:
- Weekly Branch Non-Banking Day:
- Branch Working Hours:

The Code has been evolved by the Banking Codes and Standards Board of India (BCSBI) in collaboration with the Reserve Bank of India, Indian Banks' Association and member banks. The central objective of the Code is promoting good and fair banking practices, setting minimum standards, increasing transparency, achieving higher operating standards and above all, promoting cordial banker-customer relationship which would foster confidence of the common man in the banking system.

BCSBI was set up in February 2006 as an autonomous institution "to monitor and ensure that the Banking Codes and Standards adopted by the Banks are adhered to in true spirit while delivering their services".

BCSBI has evolved two sets of Codes – **Code of Bank's Commitment to Customers** and the **Code of Bank's Commitment to Micro and Small Enterprises**. These Codes have been adopted by member banks of BCSBI which include scheduled commercial banks, urban cooperative banks and regional rural banks.

BCSBI by its design and mandate is not a grievance redressal forum. However, BCSBI looks at complaints with a view to identifying systemic deficiencies, if any, in terms of gaps in policies, procedures and practices at the Banks and initiates action for their rectification.

For further information about BCSBI please log on to the website www.bcsbi.org.in

Telephone banking Personal Identification Number (PIN):

At HSBC, we are dedicated towards making everyday banking simpler and more convenient for our valued customers. Our PhoneBanking services satisfy your banking needs, as you enjoy convenience from the comfort of your home or even when you're traveling abroad. It's quick, secure and at your fingertips.

To bank over the phone, you will require your HSBC PhoneBanking Personal Identification Number (PIN). You can instantly generate your PhoneBanking PIN using a combination of your debit/credit card number and associated PIN by following the steps below.

Steps to Generate PhoneBanking PIN	Banking	Credit Cards
Step 1	Call HSBC PhoneBanking and select the language of your choice. Enter your bank account number followed by symbol #.	Call HSBC PhoneBanking, and select the language of your choice. Enter your credit card number followed by symbol #.
Step 2	To confirm that you do not have a PhoneBanking PIN press # and to set your PhoneBanking PIN select 1.	To confirm that you do not have a PhoneBanking PIN press # and to set your PhoneBanking PIN select 1.
Step 3	Enter your debit card number followed by symbol #.	Enter your credit card number followed by symbol #.
Step 4	Select 2 and enter your debit card PIN.	Select 1 and enter your credit card PIN.
Step 5	Enter a new 6 digit PhoneBanking PIN of your own choice and re-enter the same to confirm. Your PhoneBanking PIN will be successfully generated.	Enter a new 6 digit PhoneBanking PIN of your own choice and re-enter the same to confirm. Your PhoneBanking PIN will be successfully generated.

Usage of your Phonebanking Personal Identification Number (PIN) and Personal Banking number or Credit Card Number for accessing PhoneBanking service will be construed as acceptance of PhoneBanking terms and conditions. The terms and conditions for PhoneBanking service are available on the HSBC website (<https://www.hsbc.co.in/accounts/terms/>).

PhoneBanking numbers

To activate your debit card or for any queries regarding your debit card, or for lost/stolen card reporting, you can call the HSBC India PhoneBanking:

HSBC PhoneBanking numbers in India

1860 500 2255 or 1860 266 2667

NRI PhoneBanking numbers in India

Calls to India from overseas	+91 - 22 - 4042 2427
Australia	1300 787 414 (Local Rates)
Canada	1877 NRI HSBC (1877 674 4722) (Toll Free)
Hong Kong	852 2822 3986/852 2822 2767 (Free from landline)
India	1800 102 2209 or 1800 209 0100 (Toll Free)
Middle East	Bahrain 973 1756 9645 (Local Rates) Kuwait 965 2223 0727 (Local Rates) Oman 968 2476 2727 (Local Rates) Qatar 974 4432 8325 (Local Rates) Saudi Arabia 9661 276 4163 (Local Rates - Riyadh, Alkhobar, Dammam and Jeddah) United Arab Emirates 800 4393 (Toll Free - Dubai, Sharjah, Ajman, Fujairah, Al Ain, Ras Al Khaimah, Umm Al Quwain)
Singapore	65 6533 5462 (Local Rates)
United Kingdom	080 03285902/080 00851264/ 080 03893587 (Local Rates)
United States of America	1877 NRI HSBC/1877 674 4722 (Toll Free)

Calls to toll-free numbers from a mobile phone are chargeable.

