

A close-up photograph of a watercolor palette. The palette is dark grey or black and contains several white rectangular wells filled with vibrant colors: light green, blue, teal, green, olive, yellow, tan, orange, and red. A paintbrush with a silver ferrule and an orange handle is positioned vertically in the center of the palette. The background is a light, neutral color.

A palette of services to  
meet your banking needs

## Your HSBC Savings Account

One decision. A complete solution.

With your HSBC Savings Account, you can get it all:

- Greater choice
- Greater financial expertise
- Greater convenience



Together we thrive

## Key Things You Should Know

- HSBC Savings Account brings to you a range of features that include:
  - Personalised payable-at-par cheque book
  - An international debit card which offers unlimited free ATM transactions at HSBC ATMs in India and 5 free transactions\* at non-HSBC Visa ATMs in India with a daily transaction limit of ₹100,000 and daily purchase limit of ₹100,000
  - Personal Internet Banking that allows you the convenience of transacting and paying your bills online
- You can enjoy the host of benefits/features of this account if you:
  - Maintain an Average Quarterly Balance (AQB) of ₹150,000 or more in a combination of savings account, current account and fixed deposit balances OR
  - Hold a Corporate Salary Account under the Corporate Employee Programme (CEP) with monthly salary credits into this account OR
  - Have a mortgage relationship with HSBC, with Equated Monthly Instalments (EMI) being debited from this account towards the mortgage loan repayment with HSBC
- Customers need to fulfil the HSBC Savings Account AQB, failing which a quarterly Service Charge of 1% (plus applicable taxes\*\*) of the shortfall of the AQB will be levied for the quarters in which the eligibility criteria is not met. A notification will be sent to customers in the month immediately following the end of the quarter in case the account has had a shortfall. In the event the AQB is restored to the required level in the following quarter, there will be no charge. If there remains a shortfall, the Service Charge will be levied on the lower of the shortfalls in the two relevant quarters
- For detailed information on HSBC Savings Account, eligibility criteria, account rules, service charges as well as applicable terms and conditions, please visit the 'Savings Account' under 'Personal Banking' section on our website [www.hsbc.co.in](http://www.hsbc.co.in)
- HSBC will notify you of any changes in the terms and conditions of this product with prior notice of one month

\*Unlimited ATM transactions at HSBC and other bank VISA ATMs in India for CEP customers

\*\*Please note that basis Goods and Services Tax (GST) regulations and notified GST rates, Central GST, State/Union Territory GST, or Inter-State GST, as applicable, and Cess as applicable would apply on our fees and charges.

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# Eligibility Criteria

## Eligibility Criteria w.e.f. 1 July 2019

- Maintain an Average Quarterly Balance (AQB) of ₹150,000 or more in a combination of savings account, current account and fixed deposit balances **OR**
- Hold a Corporate Salary Account under the Corporate Employee Programme (CEP) with monthly salary credits into this account **OR**
- Have a mortgage relationship with HSBC, with Equated Monthly Instalments (EMI) being debited from this account towards the mortgage loan repayment with HSBC

Senior Citizens are required to maintain an AQB of ₹10,000 in a combination of savings account, current account and fixed deposit balances. Please note that there will be no service charge levied on senior citizen accounts in case the eligibility criteria is not met.

Customers need to fulfil the HSBC Savings Account AQB, failing which a quarterly Service Charge of 1%, subject to a maximum of ₹1,200 (plus applicable taxes\*\*) of the shortfall of the AQB will be levied for the quarters in which the eligibility criteria is not met. A notification will be sent to customers in the month immediately following the end of the quarter in case the account has had a shortfall. In the event the AQB is restored to the required level in the following quarter, there will be no charge. If there remains a shortfall, the Service Charge will be levied on the lower of the shortfalls in the two relevant quarters.

\*\*Please note that basis Goods and Services Tax (GST) regulations and notified GST rates, Central GST, State/Union Territory GST, or Inter-State GST, as applicable, and Cess as applicable would apply on our fees and charges.

## Clubbing of Relationships

The eligibility criteria for HSBC Savings/Current Account needs to be maintained as per the combination and order of accountholders, and the Customer ID\* of the accounts. For customers holding multiple accounts with the Bank and maintaining separate combination and/or order of holders, the eligibility criteria needs to be maintained separately. For example, if a customer holds two accounts in his single name, the balances of both accounts (provided they are linked under the same Customer ID\*) will be considered for the calculation of AQB. However, if the same customer maintains one account in his sole name and another one in joint names, then the eligibility criteria will need to be maintained separately in both sets of accounts. Similarly, if the customer is a primary accountholder in one account and the secondary accountholder in another account, with the same set of accountholders, the eligibility criteria will need to be maintained separately under both sets of accounts.

\*Please approach the nearest HSBC branch or call HSBC PhoneBanking for more details on your Customer ID.

# HSBC Savings Account

HSBC brings to you a comprehensive banking solution, which offers wide array of products to choose from, enhanced security features, and easy-to-use self-banking channels.

- [Greater Choice](#)
- [Greater Convenience](#)
- [Important Information](#)
- [Your privacy is important to us](#)
- [Some Frequently Asked Questions about the HSBC Savings/Current Account](#)
- [HSBC Savings/Current Account Tariff Schedule](#)

## Greater Choice

We recognise that customer needs are diverse and yet, unique. We therefore offer you a suite of products that cater to different needs.

- **Deposit accounts**

SmartMoney - The SmartMoney Account facility is a combination of a savings account and fixed deposit(s), which enables you to enjoy higher returns of a fixed deposit and yet retain the liquidity and flexibility to meet your needs.

- **Home Loans and Loans Against Property**

We bring to you Home Loans, Smart Home, Loan Against Property (LAP) and Smart Loan Against Property (SmartLAP) to help you buy a new home or take a loan against your existing home.

- **Personal Loans and Credit Cards**

Get more freedom. Freedom to buy something special with a Personal Loan or flexible spending power with the HSBC Credit Cards available. HSBC Credit Cards are accepted at millions of outlets worldwide for everyday purchases and that special gift or occasion.

## Greater Convenience

We have a wide range of self-service banking channels that help you bank with ease.

- **Internet Banking**

HSBC's Internet Banking is quick, easy and secure, allowing you access to a wide range of services such as utility bill payments, fund transfers, online statements, etc.

The Security Device, one of the technological innovations from HSBC, provides you an enhanced level of security, as access to your Internet Banking account is now based on a 2-step authentication process.

Since the Security Device is in your possession and the username and password is known only to you, only you can access your account online. Simple to use and easy to carry, the Security Device ensures that you can access your financial information online, in a completely secure environment.

- **PhoneBanking**

Make your banking experience quick, efficient, secure and easy by using HSBC PhoneBanking. To avail of the HSBC PhoneBanking service, all you need is your account number/Personal Banking Number (PBN)/credit card number and your 6-digit PhoneBanking Personal Identification Number (PIN). Our automated service (IVR) and officer assisted emergency services such as reporting loss of card, stop cheque instructions, etc., are available 24 hours a day, 7 days a week.

- **ATMs**

Cash withdrawals, balance enquiry, HSBC Credit Card payments and much more.

- **Mobile Alerts**

HSBC introduces Mobile Alerts - a service that allows you to stay updated on your banking transactions. Just register for our free Mobile Alerts service to receive SMS alerts for select banking transactions, SMS reminders for your payment due dates and fixed deposit maturity dates, and even your mini-statement! All this is free.

## Important Information

The information provided above is intended as a general guide for reference. Benefits and features may be subject to local country regulatory restrictions and applicable terms and conditions. We request you to visit [www.hsbc.co.in](http://www.hsbc.co.in) for details and terms and conditions on the product and services mentioned herein. Should you require further information on the same, please feel free to call us on our HSBC PhoneBanking numbers or e-mail us at [info@hsbc.co.in](mailto:info@hsbc.co.in)

All loans are at the sole discretion of The Hongkong and Shanghai Banking Corporation Limited, India (HSBC).

Personal Loans are available in the cities of Mumbai, New Delhi (NCR), Pune, Kolkata, Bengaluru, Hyderabad, Ahmedabad, Jaipur, Chandigarh and Chennai only and are subject to change from time to time.

Home Loans and Loan Against Property are available for applicant and properties in and around the city limits of Mumbai, Pune, New Delhi (NCR), Bengaluru, Chennai, Ahmedabad, Chandigarh, Jaipur and Hyderabad; and are subject to change from time to time.

\*A senior citizen is defined as a person above the age of 60 years.

# Some Frequently Asked Questions about the HSBC Savings/Current Account

- **What is the Average Quarterly Balance requirement for the HSBC Savings/Current Account?**

HSBC Savings/Current Account requires an Average Quarterly Balance (AOB) of ₹150,000 in a combination of savings/current accounts and fixed deposits.

Senior citizen customers are required to maintain an AOB of ₹10,000 in a combination of savings/current accounts and fixed deposits.

- **Is there a charge for non-maintenance of the required balance?**

Senior Citizens are required to maintain an AOB of ₹10,000 in a combination of savings account, current account and fixed deposit balances. Please note that there will be no service charge levied on senior citizen accounts in case the eligibility criteria is not met.

Customers need to fulfil the HSBC Savings Account AOB, failing which a quarterly Service Charge of 1% (plus applicable taxes\*\*) of the shortfall of the AOB will be levied for the quarters in which the eligibility criteria is not met. A notification will be sent to customers in the month immediately following the end of the quarter in case the account has had a shortfall. In the event the AOB is restored to the required level in the following quarter, there will be no charge. If there remains a shortfall, the Service Charge will be levied on the lower of the shortfalls in the two relevant quarters.

- **What is the rate of interest that I can earn on HSBC Savings/Current Account?**

Currently, you earn interest at 2.00% p.a. (paid quarterly) for balances up to ₹10 Cr and 2.50% p.a. (paid quarterly) for balances of ₹10 Cr and above on HSBC Savings Account balances. No interest is paid on current account balances.

- **Can I access the account when I am out of town/travelling within India?**

Yes, you can check both, the balances in the account as well as the transaction history at any HSBC branch/HSBC ATM. You can also apply for the Internet Banking or HSBC PhoneBanking facility, which will provide access to the account balances and other services.

- **Can I withdraw cash in any other city where I do not have an HSBC Savings Account?**

It is possible to withdraw cash using the HSBC Debit Card at any HSBC or non-HSBC Visa ATM in India or overseas, subject to a daily transaction limit of ₹1 lakh for Personal Banking.

You can avail of unlimited ATM transactions from HSBC ATMs in India and 5 transactions from other bank ATMs in India in a calendar month, beyond which a charge of ₹20 per transaction is applicable. For overseas ATM transactions (at HSBC or non-HSBC ATMs), a transaction fee (₹120 for withdrawal and ₹15 for balance enquiry) is applicable.

The information provided is intended as a general guide for reference. Benefits, features and charges are subject to change.

Please refer to [www.hsbco.in](http://www.hsbco.in) for detailed information.

# HSBC Savings/Current Account Tariff Schedule

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

With effect from: 5 September 2014

	<b>HSBC Savings/Current Account</b>	<b>HSBC Savings/Current Account Senior Citizens</b>
<b>Account Statements</b>		
Issue of pass book or statement	No charges applicable	No charges applicable
Issue of duplicate statement	₹200 per statement cycle	₹100 per statement cycle
Issue of duplicate pass book	₹100	₹100
Issue of duplicate TDS certificate	₹100	₹50
Statement on hold as returned undelivered (Annual fees)	₹100	₹100
<b>Cheque Book</b>		
Re-order of cheque book	No charges applicable	No charges applicable
Re-order of cheque book - Urgently issued at branch	₹100	₹100
Urgent cheque leaf issued over the counter	₹50	₹50
<b>Local Currency Cheque Collections and Payments</b>		
In-house cheque/cheque based transfer within accounts of HSBC India	No charges applicable	No charges applicable
Stop payment	₹100	₹50
ECS return (per instrument)	₹275	₹140
Cheque return – Outward and inward for insufficient funds and technical reasons (per instrument). Charges will be levied each month for the previous month's transaction	₹275	₹140

	HSBC Savings/Current Account	HSBC Savings/Current Account Senior Citizens
<b>Local Currency Cheque Collections and Payments</b>		
Upcountry cheque collection - Savings account	₹25 per instrument (upto and including ₹5,000)	₹25 per instrument (upto and including ₹5,000)
Upcountry cheque collection - Savings account	₹50 per instrument (above ₹5,000 and upto and including ₹10,000)	₹50 per instrument (above ₹5,000 and upto and including ₹10,000)
	₹100 per instrument (above ₹10,000 and upto and including ₹1 lakh)	₹100 per instrument (above ₹10,000 and upto and including ₹1 lakh)
	₹150 per instrument (greater than ₹1 lakh)	₹150 per instrument (greater than ₹1 lakh)
Upcountry cheque collection - Current account	₹50 per instrument (upto ₹10,000)	₹50 per instrument (upto ₹10,000)
	₹100 per instrument (₹10,001 - ₹1 lakh)	₹100 per instrument (₹10,001 - ₹1 lakh)
	₹150 per instrument (greater than ₹1 lakh)	₹150 per instrument (greater than ₹1 lakh)
Service charges for cheque collection under speed clearing for savings account	Upto ₹1 lakh - Nil	Upto ₹1 lakh - Nil
	Above ₹1 lakh - ₹100 per instrument	Above ₹1 lakh - ₹100 per instrument
<b>Miscellaneous Services</b>		
Balance confirmation	₹50	₹50
Interest and cheque issuance certificate	₹50	₹50
Photo and address attestation	₹50	₹50
Signature verification	₹50	₹50
Cash deposit/withdrawal at branch	No charges applicable for first 12 transactions per month, post which ₹50 per transaction	No charges applicable for first 12 transactions per month, post which ₹50 per transaction

	<b>HSBC Savings/Current Account</b>	<b>HSBC Savings/Current Account Senior Citizens</b>
<b>Security Device</b>		
First time issuance for Security Device (OTP)	No charges applicable	No charges applicable
Security Device (OTP) replacement	No charges applicable	No charges applicable
Urgent Security Device replacement at branches	No charges applicable	No charges applicable

<b>Account Maintenance</b>		
Conversion from joint account to sole account OR sole account to joint account	No charges applicable	No charges applicable
Account closure	Nil for account closure within 14 days, ₹1,000 for closure within 6 months	Nil for account closure within 14 days, ₹500 for closure within 6 months
Account not operated for more than 2 years	No charges applicable	No charges applicable
Collect at branch deliverables	₹100	₹100

<b>Direct Channels</b>		
Internet Banking and PhoneBanking facility	No charges applicable	No charges applicable
Re-issue of PhoneBanking/ Internet user ID and password	No charges applicable	No charges applicable

<b>Standing Instructions</b>		
Transfers between HSBC Accounts in India	₹50 per instruction set-up	₹50 per instruction set- up
Transfers between non-HSBC Accounts in India	₹100 per instruction set-up	₹100 per instruction set-up
Standing Instruction amendment	₹25 per instruction amendment	₹25 per instruction amendment

### RTGS/NEFT Transfer

Charges applicable to outward NEFT transactions conducted through Internet Banking will be levied each month for the previous month's transactions. Subject to Internet Banking limits as designated on customer's HSBC Account. On registering for Internet Banking service, the customer will be provided with third party pre-designated and non-designated limits. Pre-designated limits can be set upto ₹15 lakh per customer per day and non-designated limits can be set upto ₹15 lakh per customer per day. Customers will have the option to increase/reduce limits as per the maximum limits provided by the Bank by using the Internet Banking facility. Customers are requested to visit the nearest HSBC branch for executing outward RTGS/NEFT transactions above ₹15 lakh.

<b>Outward RTGS Transfers</b>	<b>Revised charges effective 1 July 2019</b>	
₹2 lakh to ₹5 lakh	₹19 per transaction	₹19 per transaction
Above ₹5 lakh	₹44 per transaction	₹44 per transaction

Effective 1 February 2020, no charges applicable if the RTGS transactions done through Personal Internet and Mobile Banking.

<b>Outward NEFT Transfers</b>	<b>Revised charges effective 1 July 2019</b>	
Upto ₹10,000	₹1.5 per transaction	₹1.5 per transaction
₹10,001 to ₹1 lakh	₹4 per transaction	₹4 per transaction
Above ₹1 lakh to ₹2 lakh	₹14 per transaction	₹14 per transaction
Above ₹2 lakh	₹24 per transaction	₹24 per transaction

Effective 1 January 2020, no charges applicable if the NEFT transactions done through Personal Internet and Mobile Banking.

<b>Demand Draft/Cashier's Order Issuance</b>		
Demand draft/cashier's order payable at HSBC branch locations	0.1% of the value of demand draft/ cashier's order subject to a minimum of ₹100 and a maximum of ₹2,500; No charges applicable on requests placed through Internet Banking and 25% of branch charges for requests placed through HSBC PhoneBanking	0.1% of the value of demand draft/cashier's order subject to a minimum of ₹100 and a maximum of ₹2,500; No charges applicable on requests placed through Internet Banking and 25% of branch charges for requests placed through HSBC PhoneBanking

	<b>HSBC Savings/Current Account</b>	<b>HSBC Savings/Current Account Senior Citizens</b>
<b>Demand Draft/Cashier's Order Issuance</b>		
Demand draft/cashier's order payable at non-HSBC branch locations	0.3% of the value of demand draft/cashier's order subject to a minimum of ₹100; No charges applicable on requests placed through Internet Banking and 25% of branch charges for requests placed through HSBC PhoneBanking	0.3% of the value of demand draft/cashier's order subject to a minimum of ₹100; No charges applicable on requests placed through Internet Banking and 25% of branch charges for requests placed through HSBC PhoneBanking
Demand draft cancellation for payable at HSBC/ non-HSBC branch locations	No charges applicable	No charges applicable
Demand draft duplicate issuance for both payable at our branches and non-branch location	No charges applicable	No charges applicable

<b>Foreign Currency Cheque Collections and Payments</b>		
Foreign currency cheque return and cancellation (per instrument)	₹200 + ₹1,000 as cover charges for correspondent banks	₹200 + ₹1,000 as cover charges for correspondent banks
Foreign currency cheque clearance	0.56% of the value of the cheque or ₹337 whichever is higher	0.56% of the value of the cheque or ₹337 whichever is higher
Issuing a cheque in a country/location where HSBC has branches	0.35% of the value of the cheque or ₹50 whichever is higher	0.35% of the value of the cheque or ₹50 whichever is higher
Issuing a cheque in a country/location where HSBC has no branches	0.40% of the value of the cheque or ₹100 whichever is higher	0.40% of the value of the cheque or ₹100 whichever is higher
Foreign currency cheques sent for collection outside India	0.50% of ₹ value + applicable taxes**	0.50% of ₹ value + applicable taxes**

	<b>HSBC Savings/Current Account</b>	<b>HSBC Savings/Current Account Senior Citizens</b>
<b>Telegraphic Transfers (TT) and Foreign Currency Demand Drafts</b>		
Local telegraphic transfers	0.3% of value (Min. ₹100, Max. ₹1,500) + cable charge of ₹100	0.3% of value (Min. ₹100, Max. ₹1,500) + cable charge of ₹100
Foreign currency telegraphic transfers (other than FCNR(B) Accounts)	0.3% of value (Min. ₹100, Max. ₹1,500) + cable charge of ₹200 for same currency TT and ₹400 for cross currency TT	0.3% of value (Min. ₹100, Max. ₹1,500) + cable charge of ₹200 for same currency TT and ₹400 for cross currency TT
Foreign currency demand drafts (other than FCNR (B) Accounts)	0.3% of value (Min. ₹100, Max. ₹1,500) additional ₹250 for cross currency drafts	0.3% of value (Min. ₹100, Max. ₹1,500) additional ₹250 for cross currency drafts
Issue of duplicate instrument	₹300 + ₹1,000 as cover charges for correspondent banks	₹300 + ₹1,000 as cover charges for correspondent banks
Demand draft cancellation	₹200 + ₹1,000 as cover charges for correspondent banks	₹200 + ₹1,000 as cover charges for correspondent banks
Telegraphic transfer - Inward processing fee (including FIRC charges)	₹300 No charges applicable for non-resident customers	₹300 No charges applicable for non-resident customers

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

The transaction value for forex conversion services is calculated based on the slabs given below:

<b>Amount of currency exchanged</b>	<b>Value of Supply</b>
Up to ₹100,000	1% of gross amount exchanged, subject to minimum amount of ₹250
From ₹100,001 to ₹10,00,000	₹1,000 plus 0.5% of gross amount exchanged
Above ₹10,00,000	₹5,500 plus 0.1% of gross amount exchanged, subject to maximum of ₹60,000

	<b>HSBC Savings/Current Account</b>	<b>HSBC Savings/Current Account Senior Citizens</b>
<b>SmartMoney Account (Minimum Fixed Deposit of ₹25,000)</b>		
Overdraft interest rate	Interest on amount overdrawn will be charged at the rate of 2% over the weighted average of the interest rates applicable to the linked fixed deposits, subject to a maximum of the Bank's Prime Lending Rate as may be declared by the Bank from time to time	Interest on amount overdrawn will be charged at the rate of 2% over the weighted average of the interest rates applicable to the linked fixed deposits, subject to a maximum of the Bank's Prime Lending Rate as may be declared by the Bank from time to time

<b>SmartMoney International Account (Minimum Fixed Deposit as specified for the available Foreign/Local Currency Deposit)</b>		
Overdraft interest rate	2% over the weighted average of the interest rates applicable to the linked NRE/NRO fixed deposits OR At the Bank's Prime Lending Rates as may be declared by the Bank from time to time for overdraft against FCNR(B) deposits	2% over the weighted average of the interest rates applicable to the linked NRE/NRO fixed deposits OR At the Bank's Prime Lending Rates as may be declared by the Bank from time to time for overdraft against FCNR(B) deposits

<b>Safe Deposit Lockers</b> (rental charges per annum effective 1.1.2019)		
A/Y. (11.75 x 15.88 x 46.99)	₹3,500	₹3,500
B/Z. (15.56 x 19.69 x 46.99)	₹5,500	₹5,500
C. (11.75 x 34.29 x 46.99)	₹9,000	₹9,000
D. (18.42 x 24.77 x 46.99)	₹10,000	₹10,000
E. (15.56 x 41.28 x 46.99)	₹13,500	₹13,500
F. (26.67 x 34.29 x 46.99)	₹20,500	₹20,500
G. (18.42 x 52.39 x 46.99)	₹21,500	₹21,500
H. (31.12 x 41.28 x 46.99)	₹28,500	₹28,500
K. (40.00 x 52.39 x 46.99)	₹45,000	₹45,000
Charge for loss of Key	₹1,000	₹1,000
Change in locker holders name/nomination	₹100	₹100
Blocking lockers as a result of an attachment by IT authorities	₹500	₹500

	<b>HSBC Savings/ Current Account</b>	<b>HSBC Savings/Current Account Senior Citizens</b>
<b>Fixed Deposit</b>		
Interest penalty on premature withdrawals (including re-booking)	1.00%	1.00%

<b>Debit Card Charges</b>		
Annual fee (First year)	No annual charges applicable	No annual charges applicable
Annual fee (Second year onwards)	₹150	₹150
Cash withdrawal and balance enquiry at HSBC ATMs in India	No charges applicable	No charges applicable
Cash withdrawal/balance enquiry at other bank ATMs in India	No charges applicable for first 5 transactions per month. Subsequent transactions will be charged ₹20 per transaction	No charges applicable for first 5 transactions per month. Subsequent transactions will be charged ₹20 per transaction
Other bank ATM cash withdrawals/balance enquiries (outside India)	Cash withdrawal - ₹120 per withdrawal	Cash withdrawal - ₹120 per withdrawal
	Balance enquiry - ₹15 per enquiry	Balance enquiry - ₹15 per enquiry

<b>Debit Card Charges</b>		
HSBC Group ATM transactions (outside India)	Cash withdrawal - ₹120 per withdrawal	Cash withdrawal - ₹120 per withdrawal
	Balance enquiry - ₹15 per enquiry	Balance enquiry - ₹15 per enquiry
Card replacement fee (outside India/within India)	₹150 plus International/National courier charges as applicable.	₹150 plus International/National courier charges as applicable.
Charge slip retrieval/charge back processing fee	₹225	₹225
Duplicate PIN issue for ATM and debit cards	No charges applicable	No charges applicable
Transactions declined due to insufficient funds at ATM	₹25 per transaction	No charges applicable
Currency conversion mark-up (international transactions)	3.5% of transaction value	3.5% of transaction value

	<b>HSBC Savings/Current Account</b>	<b>HSBC Savings/Current Account Senior Citizens</b>
<b>Debit Card Charges</b>		
Per transaction limit for cash withdrawal at other bank ATMs in India	₹10,000	₹10,000
ATM cash withdrawal limit (per day)	₹100,000	₹100,000
Purchase transaction limit (per day)	₹100,000	₹100,000
Transfer limits (to accounts linked to or not linked to card) (per day)	₹50,000	₹50,000

**List of abbreviations:**

1. FCNR(B) : Foreign Currency (Non-Resident) Accounts (Banks)
2. NRE : Non-Resident External
3. NRO : Non-Resident Ordinary
4. NEFT : National Electronic Funds Transfer
5. RTGS : Real Time Gross Settlement



# Service Guide/Security enhancement and Terms and Conditions of the HSBC India Debit Card

## **HSBC India Debit Card 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

## **Security enhancement on HSBC India Debit Card**

- A secure debit card
- Secure transactions at merchant establishments
- How do I use my HSBC India Debit Card at merchant establishments?
- Secure transactions online

## **Terms and Conditions of the HSBC India Debit Card**

# 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 savings or current account 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 used 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 Cardholders 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,

A handwritten signature in black ink, appearing to read 'Raizada', with a horizontal line underneath it.

Animesh Raizada  
Head - Customer Value Management,  
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# 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](http://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 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 25, 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 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:

- 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**
- 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
- or**
- Make a PhoneBanking PIN verified call to HSBC India PhoneBanking/ Customer Service Representative in your city to confirm receipt and they will activate your debit card. The debit card can also be activated through PIN verified call on the IVR

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:

- Withdraw cash
- Obtain a mini account statement for your last 8 transactions
- Get your available account balance
- Request account statements
- Transfer funds between HSBC Accounts
- Change PIN
- Request a cheque book
- 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 holder you can withdraw upto ₹100,000 per day.

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

\*\*Please note that basis Goods and Services Tax (GST) regulations and notified GST rates, Central GST, State/Union Territory GST, or Inter-State GST, as applicable, and Cess as applicable would apply on our fees and charges.

## **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.

- Look for Visa/Visa Electron sign at the Point of Sale (POS) merchant establishment. The merchant must have an POS card swiping terminal
- Present your debit card after making your purchase
- The debit card will be swiped by the merchant for authorisation

- At the PIN enabled POS outlets, you will be required to enter your HSBC India Debit Card ATM PIN on the POS machine
- A charge slip will be generated
- Check and sign the charge slip. Your signature must match the one on the reverse of the debit card
- Ensure your debit card is returned to you
- 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
- Please refer to the section titled 'Important guidelines on 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 ₹100,000 per day on your debit card.

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 31.

\*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 require 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.

## **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:

- Treat your debit card in the same way you treat cash. Keep it with you at all times and never leave it unattended
- 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
- 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)
- 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
- 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
- Always ensure that the debit card is used in your presence when transacting at merchant establishments. Never sign an incomplete charge slip
- Do not attempt to use your debit card at merchant establishments that do not possess Point of Sale (POS) swipe terminals
- 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](http://www.hsbc.co.in)

# Guidelines for international usage

[Applicable to debit cards issued on Resident and NRE accounts if opted for international usage]

- 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)

1. 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).
2. 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 –
  - a. POS (Point of Sale) transactions outside India.
  - b. E-commerce transactions on international websites.
  - c. Transactions at ATMs located outside India.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.

- 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
- 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
- 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
- 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

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 <sup>^</sup> cash withdrawal transactions at other banks' ATMs in India	5 cash withdrawal transactions per calendar month. ( <sup>^</sup> 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	₹50 per request
Charge slip retrieval/charge back processing fee	₹225
ATM cash withdrawal limit (per day)	₹100,000
Purchase transaction limit (per day)	₹100,000
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 account in the subsequent calendar month.

\*\*Please note that basis Goods and Services Tax (GST) regulations and notified GST rates, Central GST, State/Union Territory GST, or Inter-State GST, as applicable, and Cess as applicable would apply on our fees and charges.

## Note:

- Tariff structure is subject to change from time to time. Changes will be made with prospective effect giving notice of one month
- Use of debit card at petrol pumps would invite a surcharge of 2.5% of the petrol purchase value or ₹10 (whichever is higher)
- 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

# Security enhancement on HSBC India Debit Card

## A Secure Debit Card

HSBC India Debit Cards are now even more secure as they are enabled with the 'Chip and PIN' technology. In addition to this, you can restrict usage of the debit card to domestic or international transactions.

You can use your debit card at Point of Sale (POS) terminals that support Chip and PIN capability, by entering your 6-digit ATM PIN after the merchant dips the debit card on the POS terminal.

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

### **What is a Chip enabled debit card?**

A Chip enabled debit card is a more secure debit card with a global security standard in card technology. The embedded smart Chip better protects your card against fraudulent usage.

### **How does this security feature impact the usage of HSBC India Debit Cards?**

At HSBC India, it is our endeavour to offer you secure ways to transact by adopting the latest technology.

Chip cards offer a global security standard in card technology. They contain a micro processor Chip that uses encryption to prevent their contents from being replicated.

The Chip cards from HSBC India are classified as 'Chip and PIN' debit cards. These cards offer the safety of Chip cards and incorporate another layer of security in the form of PIN validation. You will be required to authenticate your purchases at merchant establishments in India using your 6-digit ATM PIN at the Point of Sale (POS) terminal.

### **Do I have to pay for my new HSBC India Debit Card?**

No fees will be levied for the HSBC India Debit Card that has been replaced by the Bank. For replacements due to stolen/lost/damaged cards, and new debit card issued, charges will be applicable as per the existing tariff applicable to your debit card.

### **How does this impact my existing HSBC India Debit Card?**

In order to offer this enhanced security to our debit Cardholders, HSBC India is in the process of replacing existing debit cards and issuing new debit cards with the Chip facility in the following manner:

- If the magnetic stripe debit card has been used at an ATM or for e-commerce and/or purchase transactions overseas, the card will be replaced
- On expiry of the existing debit card

- On replacement of an existing debit card that has been reported as lost/ stolen or damaged
- Debit card replacement request received through any of our channels

### **Do I have to ask for a new PIN for the replaced debit card?**

No, the ATM PIN currently valid on your existing HSBC India Debit Card will also be valid for the new debit card issued by HSBC India. In case you don't know the PIN of your existing debit card, you can call HSBC India PhoneBanking or visit the nearest branch in India and request for a new ATM PIN.

### **Can I continue to use my existing HSBC India Debit Card in case I do not use my new debit card for purchase transactions?**

No, if you have an existing/earlier HSBC India Debit Card linked to any of your HSBC India Savings/Current Account, it will be deactivated within 30 days from the date of the letter dispatched with your debit card. To prevent any misuse, please remember to destroy your earlier debit card across the magnetic stripe once you have used your new HSBC India Debit Card.

### **How do I activate the new or replaced HSBC India Debit Card?**

The debit card is in an inactive status for security reasons.

To activate your card, use your Chip card at:

- 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

- Use your debit card at a 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 on a POS terminal

#### **Please note:**

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

OR

- Make a Telephone Banking PIN verified call to HSBC India PhoneBanking/ Customer Service Representative in your city to confirm receipt and they will activate your debit card. The debit card can also be activated through PIN verified call on the IVR

### **Can I use the HSBC India Debit Card for online transactions as well as at ATMs in India?**

Yes, you can use the HSBC India Debit Card for ATM transactions. You can also use it for online transactions at websites in India that accept Visa debit cards.

### **Can I use the HSBC India Debit Card overseas?**

Yes, depending on the debit card usage preference (domestic/international)

and also depending on the capability of the overseas POS terminal, you may be required to validate your purchases using your 6-digit ATM PIN and sign on the charge slip OR you will be asked to directly sign the charge slip without ATM PIN validation.

- All Chip debit cards issued on or after 1 December 2013 will be by enabled for domestic or international usage as per the preference stated by the Cardholder at the time of debit card application
- In case a Chip debit card is used as a magnetic stripe card internationally (by swiping it at a POS machine) it will be treated as a magnetic stripe card transaction and a limit of USD 750 per transaction for HSBC India Premier Platinum Debit Card and USD 500 per transaction for all other HSBC India Debit Cards will thereby apply for international transactions
- Cardholders can choose to allow international transactions also on their debit card or vice versa. For this the customer can call HSBC PhoneBanking OR submit a 'Local/International Card Usage Form' at the nearest HSBC Branch

Also please note that, in some countries Chip cards are not prevalent and not all POS terminals can accept Chip cards. Your card transactions in these countries will revert to using magnetic stripe instead. Such transactions are categorised as 'fallback transactions'. Fallback transactions may also be initiated by the merchant in case the POS terminal is unable to read information from the Chip.

#### **Would the HSBC India Debit Card be accepted by all merchants?**

Yes, the debit card also has a magnetic stripe to ensure acceptance even at merchants whose POS terminals do not have Chip card capability. Hence the HSBC India Debit Card can be used at most card accepting merchants in the same way as the magnetic stripe cards are used.

#### **I have received a replacement HSBC India Debit Card. Do I need to ask for a new PIN as well?**

Your current ATM PIN will continue to work with your replacement HSBC India Debit Card for ATM and Purchase transactions. Please contact us in case you need a new ATM PIN to be issued.

# Secure transactions at merchant establishments

## **What is the enhanced security feature on my HSBC India Debit Card?**

We have added another layer of security for your purchase transactions upon usage of your HSBC India Debit Card at electronic Point of Sale (POS) swipe machines, which are kept at merchant establishments. The POS swipe machine at merchant establishments in India will be enabled to accept debit card transactions with ATM PIN. This is in addition to the requirement to sign the charge slip.

If you enter an incorrect ATM PIN, your purchase transaction will be declined. In that case, you may need to provide another card for payment or any other alternative method of payment.

Accordingly it will be mandatory for you to enter the ATM PIN of your HSBC India Debit Card for purchase transactions at POS terminals at merchant establishments in India.

## **What do I need to do as a HSBC India Debit Cardholder?**

To continue to use your HSBC India Debit Card at Merchant POS terminals, please ensure that you know your ATM PIN, as the same ATM PIN will be required to validate your purchase transactions at POS terminals. If you have forgotten/do not hold your ATM PIN, please place a request with HSBC PhoneBanking for issuance of new ATM PIN.

## **What are the safety measures I should take while entering my ATM PIN at the POS terminals?**

Please remember your ATM PIN and enter it yourself at the POS terminal. Do not reveal the same to merchants or anyone else so as to avoid any misuse of your card.

## **Is this security feature valid for all international transactions also?**

No, this security feature is only valid for domestic purchases.

In case of usage of your debit card for POS transactions abroad, you are not required to enter the ATM PIN unless the POS terminal specifically prompts for ATM PIN entry.

## **Will I need to use my PIN at every merchant establishment?**

Effective 1 December 2013, every POS transaction done with your HSBC India Debit Card at a merchant establishment in India will require PIN validation. If the POS terminal does not ask for PIN entry and subsequently the transaction is received by the Bank without ATM PIN, the Bank may decline such transaction since they do not meet the RBI mandate of PIN validation.

## How do I use my HSBC India Debit Card at merchant establishments?



1. The merchant will dip the debit card into the card reader in the POS terminal and enter the amount to be paid by you.



2. The POS terminal will ask for your PIN, which will be your 6-digit debit card ATM PIN.



3. You will be required to enter your ATM PIN on the Point of Sale (POS) machine in addition to signing the charge slip for the purchase transaction to successfully go through.



4. The merchant hands over the charge slip along with the Chip card.

### **Please note:**

Dip your Chip card at Chip enabled terminals and swipe your Chip card at non-Chip enabled terminals.

## Secure transactions online

Your HSBC India Debit Card can be used for shopping online at websites which accept Visa debit cards. 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 HSBC Verified by Visa (VbV) service.

You are requested to adhere to the terms of usage of your HSBC India Debit Card specified in the 'Terms and Conditions' section of the service guide while undertaking such online transactions.

### **How do I shop online using my HSBC India Debit Card?**

Shopping online with HSBC India Debit Card is simple.

You will first need to ensure that your debit card is activated (activation options are listed separately in the FAQ).

When you visit a website to make a purchase online or make a bill payment, please check if the website accepts Visa debit cards for online transaction. We request you to visit the terms and conditions towards the usage of the website prior to undertaking any online transaction. Usually this information is given on the home page or the payment page.

To initiate the online transaction, you will be required to enter the following details on the payment page:

- Card number
- Card expiry date
- Amount
- CVV2 (the 3-digit number printed on the signature panel at the back of the card)

In addition to the above, some websites may ask you to enter the Cardholder's name.

Next, you will be required to authenticate the transaction by entering the 6-digit OTP (One Time Password).

Please refer the steps below:

- The OTP will be automatically sent by our system to your registered mobile number via SMS, when you complete entry of the card details on the payment page
- The website will open a new window and display a HSBC VbV authentication screen
- At the VbV authentication screen, the transaction details (merchant name, amount, last 4-digit of the card number) will be displayed. Please confirm that the details are accurate that the details are accurate

- Please enter the 6-digit OTP sent to your registered mobile number to initiate the authentication process
- The card details and the authentication results will be processed by our system and subject to correct card details and OTP being entered and account having adequate balance, the transaction will be approved
- On transaction approval, the website will display a payment received acknowledgement
- A transaction alert will be sent to your registered mobile number confirming the successful transaction

### **Why is there need for a One Time Password (OTP) to complete an online transaction with the HSBC India Debit Card?**

The OTP helps to protect against online fraud. It is a secure way to authenticate that the customer making the online transaction is the rightful owner of the card being used.

### **Will every website require the OTP to be entered for authentication?**

No, you will be asked to enter the OTP only if the website supports Visa debit cards for online transactions and supports the VbV authentication protocol. Support for VbV is usually indicated by the following image on the website:



Please note that, two factor authentication is compulsory for online transactions originating from websites/internet merchants in India. The authentication is done using the VbV authentication service as explained above.

In case you initiate an online transaction from an Indian website without VbV authentication, the transaction will be declined.

### **I am using my HSBC India Debit Card at an overseas website, do I need to enter the OTP for authentication?**

As explained above, if the website supports the VbV authentication protocol, our system will automatically send you the OTP for authentication at the payment page.

However, if the overseas website does not support VbV authentication, the online transaction will be processed based on the card details without requiring the OTP for authentication. However, please note that not all such transactions will be approved. If the online transaction is prohibited as per Indian regulations or is considered as high risk by HSBC, such transactions will not be approved.

### **Can I use the same One Time Password (OTP) for multiple transactions?**

No, your One Time Password (OTP) can be used for single transaction only.

### **What happens if I enter wrong OTP multiple times?**

In case of three successive wrong password attempts, your transaction will be declined.

### **If I do not have my mobile phone registered with HSBC India, can I still make an online transaction with my HSBC India Debit Card?**

Online transaction requires a One Time Password (OTP) to authenticate your transaction on website which supports VbV authentication protocol. HSBC provides the OTP on your registered mobile number and therefore, absence of a registered mobile number will not allow you to complete the online transaction.

We suggest that you register your mobile number with the Bank so that you are able to receive the OTP for online transaction authentication and also to receive transaction alerts.

You can call the HSBC PhoneBanking numbers for immediate updation of the mobile number subject to successful verifications.

### **Can the Bank resend the OTP to me due to non-receipt?**

The OTP will be sent to your registered mobile number as soon as the online transaction request is received by the Bank from the website. However, due to network issues there could be a delay in receipt of the OTP via SMS. To factor this, the OTP sent to your registered mobile number is valid for 5 minutes. In the event that you do not receive the OTP in 5 minutes, there will be an option provided in the HSBC VbV authentication screen to generate another OTP, which again would be valid for 5 minutes.

### **What should I do if I change my mobile phone number?**

As your mobile phone number will be the primary contact for your Bank to send you an OTP or SMS alert, you will need to ensure your new mobile phone number is updated with the Bank at the earliest. Please call PhoneBanking or use Internet Banking to get your mobile number updated on the Banks records.

### **Can I opt out of the OTP authentication service for online transactions?**

No, the OTP is mandatory for authentication at websites that accept Visa debit cards and support the VbV protocol.

### **I have a joint account and both accountholders have a HSBC India Debit Card. Can any of the debit cards be used for online transactions?**

Yes, however, please ensure you have updated your mobile number against each of your individual debit card to receive the OTP for completion of VbV authentication during the online transaction.

### **Is there any limit on the number of online transactions on my debit card?**

There is no limit on the number of online transactions, provided you have adequate balance in your account. Please note that cumulative value of your online transactions in a day cannot exceed the daily purchase limit on your debit card.

### **Do I have to pay for this service?**

No, you do not need to pay for this service.

# Terms and Conditions of the HSBC India Debit Card

The terms and conditions for use of the debit card issued on savings or current accounts held by individuals are as specified in this document and as amended by HSBC India from time to time. The accountholder(s) shall be deemed to have unconditionally agreed to and accepted these terms and conditions by signing the card application form, or acknowledging receipt of the card in writing, or by signing on the reverse of the card, or by performing a transaction with the card or after 10 days have elapsed, since the card was dispatched to the address on record. The accountholder(s) will also continue to remain bound by the terms and conditions of operation of their current/savings accounts with HSBC India.

## Definitions

- 1) **'HSBC India'** means the branches, in India, of The Hongkong and Shanghai Banking Corporation Limited, a company incorporated under the Companies Ordinance of the Hong Kong Special Administrative Region (HKSAR), having its registered office at 1, Queen's Road Central, Hong Kong Special Administrative Region and its corporate office in India at 52/60, Mahatma Gandhi Road, Mumbai - 400 001. ('HSBC India' or 'the Bank' and includes its successors and assignees.)
- 2) **'Debit card'** means as appropriate, the internationally valid debit card issued by HSBC India to a customer.
- 3) **'Cardholder'** refers to a person to whom a debit card has been issued by HSBC India on an account held with HSBC India. The Cardholder should be either the sole accountholder or in case of joint accounts, the sole signatory or authorised to act alone.
- 4) **'Authentication'** means validation of an online transaction using the OTP.
- 5) **'Accountholder'** refers to the individual(s) who hold(s) an account with HSBC India, whether in the sole capacity or as a joint holder.
- 6) **'Chip'** means, Chip embedded in internationally valid HSBC India Debit Card issued by HSBC India to a Cardholder. The embedded Chip provides the latest in security features. In addition to this, Chip card also has a magnetic stripe (magstripe card) to support fall back transactions on the Chip card.
- 7) **'Account(s)'** refers to the savings or current accounts held by individuals and which have been designated by HSBC India to be eligible for the valid operation of the debit card.
- 8) **'ATM'** refers to Automated Teller Machine.
- 9) **'Dip'** refers to inserting the debit card at the POS terminal slot/Chip reader for initiating the card payment transaction by processing the information in the Chip.
- 10) **'Fallback'** refers to the payment transaction effected on the debit card by swiping the card on a Point of Sale (POS) terminal which is not enabled on

Chip cards. Such POS transactions are processed based on the information contained in the magnetic stripe of the card, instead of information on the Chip and will be treated as a magnetic stripe card transaction and USD 500 per transaction limit will thereby apply on international transactions.

- 11) **'OneTime Password (OTP)'** means any password(s) or other means of authentication as we may specify from time to time, which will facilitate Cardholder making debit card payments through the internet in a secured manner at merchant establishment.
- 12) **'Online transaction'** means purchase or payment transaction at websites.
- 13) **'Swipe'** refers to the act of swiping the card in the Points of Sale (POS) terminal slot/reader for initiating the card payment transaction by processing the information in the magnetic stripe at the back of the card.
- 14) **'Statement'** means a periodic statement of account(s) sent by HSBC India to an accountholder listing transactions (including debit card transactions) carried out on the account during the given period and the balance in such account. It may also include any other information that HSBC India may deem fit to include.
- 15) **'Transaction'** means any permissible instruction given by a Cardholder using the debit card, directly or indirectly, to HSBC India to effect permissible actions in relation to the account. (Examples of transactions would be cash withdrawals, payments at Points of Sale, cash/cheque deposits, etc.)
- 16) **'Merchant Establishment'** shall mean establishments wherever located which honour the debit card and shall include amongst others: stores, shops, restaurants, airline organisation, etc., advertised by HSBC India or Visa International.
- 17) **'POS'** refers to Point of Sale (POS) swipe terminals that permit the debiting of the demand deposit accounts for purchase transactions at merchant establishments.
- 18) **'Primary account'** shall mean, the account from which purchase transactions, charges and fees related to the debit card are debited; in case of multiple accounts linked to the debit card, it refers to the account that has been designated as being the main/first account of operation.
- 19) **'International transaction'** refers to all transactions effected by the Cardholder from HSBC India outside of India, Nepal and Bhutan.
- 20) **'Visa'** shall mean a trademark owned by Visa International.
- 21) **'Visa ATM network'** shall mean ATMs that honour the debit card and that display the Visa or Electron symbols.
- 22) **'PIN'** means a Personal Identification Number used in conjunction with a card.
- 23) **'SMS'** refers to Short Message Service which allows the Cardholder to receive text messages sent through a mobile service network.
- 24) Local/Domestic usage means the debit card is valid for usage only in India.
- 25) International usage means the debit card is valid for usage internationally (including India).

## **Issue of HSBC India Debit Card**

- 1) The issue and use of the debit card shall be subject to RBI regulations and also subject to HSBC India terms and conditions, in force from time to time.
- 2) The debit card and the related PIN will be issued in the name of the Cardholder, who will be responsible to keep the said debit card under his/her custody.
- 3) The Cardholder or in case of joint account, all the accountholders jointly and severally, shall be responsible for all transactions effected by the use of the debit card, whether or not the transaction were/are authorised by the Cardholder/acountholder(s) and shall indemnify HSBC India for the loss or damage caused by any unauthorised use of the debit card or related PIN, including any penal action arising on account of violation of any RBI guidelines, FEMA or any other law, rules and regulations for the time being in force.
- 4) The account shall be debited with the amount of any withdrawal, transfer and/or any other transactions effected by use of the debit card. The Cardholder shall maintain sufficient funds in the account to meet any transactions. The Cardholder shall not be entitled to overdraw the account with HSBC India or withdraw funds by use of the card in excess of the overdraft limit, if any, agreed to with HSBC India.

## **Cardholder obligations and card validity**

- 1) The Cardholder must sign the debit card immediately upon receipt. The Cardholder must not permit any other person to use it and should safeguard the debit card from misuse by retaining the debit card under his/her personal control at all times.
- 2) The Personal Identification Number (PIN) issued to the Cardholder for use with the debit card or any numbers chosen by the Cardholder as PIN, are for the use of the Cardholder and are non-transferable and strictly confidential. A written record of the PIN number should not be kept in any form, place or manner that may facilitate its use by another party. The PIN should not be disclosed to any third party under any circumstances or by any means whether voluntary or otherwise.
- 3) The debit card is valid upto the last date of the month/year indicated on the face of the card. The Cardholder undertakes to destroy the debit card when it expires by cutting it into several pieces. HSBC India reserves the sole right of renewing the debit card on expiry, subject to satisfactory evaluation of the conduct of the account(s). The debit card will be sent to the Cardholder before the expiry of the debit card.

## **ATM usage of HSBC India Debit Card**

- 1) Depending on the usage validity (Domestic/International) as opted for by the Cardholder at the time of application, the debit cards issued on Resident and NRE accounts are accepted at the HSBC Group ATMs and ATMs of other banks worldwide, which are members of the Visa ATM network.
- 2) Please note in absence of usage preference, bank shall issue a debit card with domestic usage only.

- 3) 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 and ATMs affiliated to the Visa network in India.
- 4) Cash and/or cheques deposited in any ATM by the use of debit card will only be credited to the account after verification by HSBC India which shall be conclusive and binding for all purposes. The ATM transaction slip issued by the ATM at the time of deposit only represents what the Cardholder purports to have deposited. The deposit amount mentioned on the ATM transaction slip will not be binding on HSBC India. Cheques will be accepted for collection only and proceeds will not be available, until these cheques are cleared. Similarly, for all cash withdrawals, at an HSBC India ATM, any statements issued by the ATM at the time of withdrawal shall be conclusive, unless verified otherwise by HSBC India. Any such verification shall likewise be final and conclusive and this verified amount will be binding on the Cardholder.
- 5) The availability of ATM service in a country other than that in which the debit card was issued, is governed by the local regulations in force in such other country. HSBC India shall not be liable if these services are withdrawn without notice thereof.

#### **Merchant establishment usage**

- 1) The debit card is for electronic use only and will be accepted only at merchant establishments which have an electronic POS swipe terminal. Any usage of the card for purchases at merchant establishments other than through a Point of Sale swipe terminal will be deemed unauthorised and the Cardholder shall be responsible for such transactions.
- 2) As a security feature, the debit card issued will be initially inactive for use at merchant establishments. In order to activate the debit card for transactions at merchant establishments, the Cardholder will be required to:
  - a) Use the debit card at any Visa ATM for a balance enquiry or cash withdrawal transaction.

OR
  - b) Use the debit card at any POS terminal that supports Chip and PIN capability. Cardholder will need to enter 6-digit ATM PIN after the merchant dips the debit card at the POS terminal.

OR
  - c) Make a Telephone Banking PIN verified call to HSBC India PhoneBanking in the Cardholder's city to confirm receipt and they will activate the Chip. The debit card can also be activated through PIN verified call on the IVR.
- 3) For making payments at merchant establishments, the Cardholder has to enter his 6-digit HSBC ATM PIN in the POS terminal, must sign the charge slip and retain the Cardholder copy. Copies of the charge slip may be furnished by HSBC India at an additional charge. A charge slip with the signature of the Cardholder together with proof of successful PIN validation, and the debit card number noted thereon shall be conclusive evidence

between HSBC India and the Cardholder as to the extent of liability incurred by the Cardholder. HSBC India shall not be required to ensure that the Cardholder has received/availed the goods/service to his/her satisfaction.

Any charge slip not personally signed by the Cardholder, but which can be proven as being authorised by the Cardholder will also be deemed to be the Cardholder's liability.

- 4) Duplicate copies of the charge slip may be furnished by HSBC India upon Cardholder's request, at an additional charge.
- 5) The debit card is accepted at all electronic merchant establishments in India and overseas which display the Visa Electron logo. HSBC India does not accept any responsibility for any dealings the merchant establishment may have with the Cardholder, including but not limited to the supply of goods and services. HSBC India makes no representations about the quality of the goods and services offered by third parties providing benefits such as discounts to Cardholder. HSBC India will not be responsible, if the service is in any way deficient or otherwise unsatisfactory. Should the Cardholder have any complaint relating to any merchant establishment, the matter should be resolved with the merchant establishment and failure to do so will not relieve the Cardholder from any obligation to HSBC India. HSBC India may, however, try and assist the Cardholder wherever possible. For this, the Cardholder should inform HSBC India of the complaint immediately along with any supporting documents.
- 6) The Cardholder will be liable for all costs associated with the collection of dues, legal expenses (should it become necessary to refer the matter to any agent), or where legal resources have been utilised in resolution of a dispute.
- 7) HSBC India accepts no responsibility for refusal of any merchant establishment to honour the debit card.
- 8) HSBC India accepts no responsibility for any surcharge levied by any merchant establishment and debited to the account with the transaction amount.
- 9) A purchase and a subsequent credit for cancellation of goods/services like air/rail tickets are two separate transactions. The refund will only be credited to the Cardholder's savings/current account (less cancellation charges) as and when it is received from the merchant establishment. If the credit is not posted to the account within 30 days from the day of refund, the Cardholder should notify HSBC India, along with a copy of the credit note from the merchant establishment.
- 10) In case of debit cards linked to multiple accounts, transactions at merchant establishments will be effected by debit to the primary account. In case this account has insufficient funds to honour such transactions, HSBC India will not honour the transactions even if the necessary funds are available cumulatively or severally in the other accounts linked to the debit card.
- 11) Any usage of the card other than electronic use will be considered as unauthorised and the Cardholder will be solely responsible for such transactions unless there is a specific offer by the Bank to the customer. Electronic usage is construed as the charge slip/transaction slip printed electronically from the POS terminal.

- 12) The card is operable with the help of the Cardholder's signature (only in case of card's issued with Visa) or the PIN and Cardholder's signature at POS terminals installed at merchant locations depending on the functionality of the POS terminal.
- 13) 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 Visa merchant outlets in India.

### **Usage online at websites**

HSBC India Debit Card can be used for shopping online at websites where Visa cards are accepted.

- 1) To shop online with HSBC India Debit Card, the Cardholder would be required to authenticate the transaction using an OTP. The OTP will be automatically sent by HSBC India's system to the Cardholder's registered mobile number via SMS when the online transaction is initiated.
- 2) The Cardholder will be required to enter the 6-digit OTP at the Verified by Visa (VbV) authentication screen to complete the online transaction.
- 3) Cardholder resident in India are notified that collecting and effecting/ remitting payments directly/indirectly outside India in any form towards overseas foreign exchange trading through electronic/internet trading portals is prohibited and Cardholder making such transactions would make himself/herself/themselves liable to be proceeded against with for contravention of the Foreign Exchange Management Act, 1999 (FEMA), besides being liable for violation of regulations relating to Know Your Customer (KYC) norms/Anti-Money Laundering (AML) standards.

### **Terms and Conditions governing the use of the OTP facility are:**

- 1) For online transactions where the OTP facility is applicable, the Cardholder is required to enter an OTP sent to the Cardholder via SMS on their registered mobile number for authenticating the transaction. HSBC India will not be liable for any merchant's refusal to accept Cardholder's card for any payment in absence of OTP authentication for any reason whatsoever.
- 2) Cardholders will be responsible for the accuracy of his/her personal details provided by him/her to HSBC India. Cardholders must inform HSBC India immediately of any change in his/her particulars.
- 3) Cardholders will ensure that his/her mobile phone and number is able to receive text messaging both in India and overseas. Cardholders will be responsible for any fee imposed by his/her respective mobile phone service provider.
- 4) This service is subject to the terms and conditions of the Cardholder's agreement with his/her mobile phone service provider.
- 5) Cardholders acknowledge and agree that the sending of any SMS alert by HSBC India and/or its receipt by Cardholders may be delayed or prevented by factor(s) outside of HSBC India's control.
- 6) The SMS alert for delivery of the OTP will inform the Cardholder on the validity period of the OTP. This validity period may be changed by HSBC India without prior notice. Please check the validity period in the SMS text prior

to transacting online. HSBC India will not be liable for any or all losses, damage, expenses, fees, costs, (including legal costs on a full indemnity basis), that may arise, directly or indirectly, in whole or in part, from (a) the non-delivery, the delayed delivery, or the misdirected delivery of an alert; (b) the non-receipt of an alert; (c) inaccurate or incomplete content in an alert; (d) reliance on or use of the information provided in an alert for any purpose; or (e) any third party, whether authorised or not, obtaining Cardholder account information contained in the alert by accessing the Cardholder's mobile phone.

- 7) The Cardholder are fully responsible and liable for all transactions made by using the OTP received by the Cardholder.
- 8) The Cardholder must not allow any unauthorised access or any other person access to the card and OTP used for accessing the OTP facility.
- 9) The Cardholder are to keep the OTP secret at all times and must not disclose it to any person or write it down or record it in a manner that could result in its disclosure or misuse.
- 10) If the Cardholder discovers that the card details or the OTP may have been used in an unauthorised manner, the Cardholder must notify HSBC India as soon as reasonably practical by calling our PhoneBanking numbers. In certain circumstances, we may also require the Cardholder to make a police report accompanied by any other information we may require.
- 11) The Cardholders accept that they are responsible for the use of the OTP facility and agree to act prudently and in good faith, including by taking the measures listed below to safeguard the security of the Service and the OTP. The Cardholder must also follow HSBC India's security recommendations (copies of which are provided on HSBC India's website) and any other notices relating to the service from time to time issued. If the Cardholders fail to observe any such notices and/or responsibilities under these terms, the Cardholders are liable for all claims, losses, liabilities and other consequences arising from or in connection with the use of the service.
- 12) HSBC India will be entitled to prescribe or amend these terms and conditions including methods for the use of the service, as well as the channel for provision or use of the service, as HSBC India deems appropriate.
- 13) HSBC India will cease to provide the service:
  - a) If these terms and conditions are not complied with;
  - b) If the card account is closed;
  - c) Upon the death or contractual incapacity of the Cardholder;
  - d) Upon written request of the Cardholder;
  - e) In the event of improper operation of the card account by the Cardholder;  
or
  - f) At its own discretion.

**International usage (for cards issued on Resident and NRE accounts if opted for international usage)**

- 1) The Cardholder or in case of joint account, all the accountholders jointly and severally, shall be responsible for all transactions effected by the use of debit card whether or not the transaction were/are authorised by the Cardholder/acountholder(s) and shall indemnify HSBC India for the loss or damage caused by any unauthorised use of debit card or related PIN, including any penal action arising on account of violation of any RBI guidelines, FEMA or any other law, rules and regulations for the time being in force.
- 2) We request Cardholder to intimate HSBC India in case of change of residency status as per Foreign Exchange Management Act, 1999 (FEMA). The debit card should be surrendered before proceeding overseas on permanent employment and/or emigrating and/or changing the Cardholder's nationality.
- 3) The debit card is not valid for foreign currency transactions in Nepal and Bhutan (i.e. in any currency that is not the local currency or the INR).
- 4) HSBC India shall be under no liability whatsoever with respect to any loss or damage arising directly or indirectly out of the decline of authorisation for any transaction, on account of the Cardholder having exceeded the foreign exchange entitlements as prescribed by the RBI from time to time, on HSBC India becoming aware of such excess.
- 5) The Cardholder undertakes not to use the debit card to effect payment(s) for any illegal purchases, i.e. purchases of items/services not permitted as per extant laws, rules and regulations (including FEMA).

In case of transactions effected in foreign currency using the debit card, the Cardholder should promptly contact HSBC India and complete all necessary documentation, as required under FEMA. Necessary RBI approvals should be sought through HSBC India before usage of the debit card in excess of the item-wise limits prescribed under FEMA. HSBC India reserves the right to report to RBI any contravention of these requirements.

- 6) All Chip debit cards issued on or after 1 December 2013 will be enabled for domestic or international usage as per the preference stated by the Cardholder at the time of debit card application.
- 7) 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.
- 8) 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.

## **Fees for HSBC India Debit Card**

- 1) Annual fee for the debit card will be debited to the primary account on issuance/renewal as per the prevailing tariff. These fees are not refundable.
- 2) Transaction fees for cash withdrawals will be debited to the account at the time of posting the cash withdrawal. Other debit card related charges will be debited to the account from time to time, as per the prevailing tariff.
- 3) The current tariff is provided in the relevant debit card user guide and HSBC India shall provide prior notice of at least one (1) month before effecting any revision of the applicable tariff.
- 4) All charges in foreign currency will be billed to the account in INR. The Cardholder hereby authorises HSBC India and Visa to convert the charges incurred in the foreign currency into the INR equivalent thereof at such rate as HSBC India may designate from time to time.
- 5) Any cancellation of the debit card facility within 1 year from the date of availing the debit card will attract a charge, which may from time to time be fixed by HSBC India.
- 6) All charges will get debited to the customer within a maximum of 60 calendar days from the date of transactions unless otherwise specified.

## **Disclosure of information**

- 1) When requested by HSBC India, the Cardholder/accontholder shall provide any information, records or certificates relating to any matters that HSBC India deems necessary for issuance of a debit card, maintenance thereof, execution of transactions using the debit card, renewal of the debit card or any other purpose related to the debit card. The Cardholder/accontholder authorises HSBC India to verify the information furnished by/accontholder whatever means or from whichever source deemed necessary. If such information/data is not provided or if incorrect information/data is provided, HSBC India may at its sole discretion refuse renewal of the debit card or terminate the debit card forthwith.
- 2) HSBC India reserves the right to disclose customer information to any court of competent jurisdiction, quasi-judicial authorities, law enforcement agencies and any other wing of Central Government or State Government.
- 3) HSBC India reserves the right to disclose, in strict confidence, to other institutions, such information concerning the account as may be necessary or appropriate in connection to its participation in any Electronic Fund Transfer network, or as HSBC India may deem necessary for the performance of any obligations arising out of or in connection with the use or operation of the debit card.
- 4) HSBC India may assign any activities to any third party at its sole discretion and provide details of the account to such third party agencies, for the purpose of back office processing and other activities out sourced as per Reserve Bank of India guidelines. In this connection, the accountholder(s) understands that HSBC India needs to and so authorises HSBC India to, process, share, store or transmit information about the accountholder, the account and/or the transaction(s), within the HSBC India Group or with any

institution or agent or third party used by HSBC India. HSBC India undertakes that any such processing, sharing, storage or transmission of information will be done confidentially and HSBC India will endeavour to maintain strict confidentiality of such information within HSBC India Group unless:

(a) otherwise required or permitted by any applicable law, regulation or request of any public or regulatory authority; or (b) disclosure is required for the purposes of preventing fraud; or (c) HSBC India deems disclosure necessary to provide the debit card facility. The accountholder(s)/ Cardholder(s) and HSBC India shall comply with all applicable data protection laws. The accountholder(s)/Cardholders(s) consents to transmission, processing or other handling of personal or other data that is transmitted, processed or otherwise handled, under these terms and conditions, in accordance with the applicable laws. The accountholder/ Cardholder further agrees to indemnify and hold HSBC India non-accountable for all costs, penalties, damages and other losses incurred as the result of any breach of this provision.

- 5) From time to time, HSBC India communicates various features/products/ promotional offers which provide significant benefits to its customers and may use the services of third party agencies to do so. The Cardholder/ accountholder may avail of the 'Do Not Contact' service to opt out of such communication.
- 6) HSBC India reserves the right to report to the RBI, any foreign currency withdrawals/payments effected using the debit card.

### **Lost or stolen card**

- 1) The loss or theft of the debit card should be reported to HSBC India immediately. The loss or theft may be reported at the Visa Global Assistance Services Helplines whilst outside India. Although loss or theft may be reported by any means, the Cardholder must confirm the same in writing to HSBC India as soon as possible. A copy of the acknowledged police complaint regarding such loss/theft must accompany the written confirmation.
- 2) If transactions at merchant establishments are received by HSBC India after the debit card has been lost or stolen but before receipt of written intimation thereof by HSBC India, the Cardholder shall be liable for all such amounts debited to the account.
- 3) Liability of transactions at merchant establishments, effected on a lost debit card after the loss is reported in writing in accordance with clause 1 of this section, will be zero provided it can be proven that reasonable care and diligence was undertaken in safe keeping the lost debit card, the loss/ theft promptly reported and that the Cardholder acted in good faith (this feature is hereinafter referred to as 'Lost card liability protection'). However, no such lost card liability protection will be applicable on cash withdrawals done through ATMs, as such transactions require the use of a PIN, which is confidential to the Cardholder.
- 4) The Cardholder hereby indemnify HSBC India fully against any liability (civil or criminal), loss, cost, expenses or damages that may arise due to loss or misuse of the debit card in the event that it is lost and not reported to

HSBC India in accordance with clause 1 of this section, or lost and misused before HSBC India is informed in accordance with clause 1 of this section.

- 5) Provided the Cardholder complies in all respects with the applicable terms and conditions, a replacement debit card may be issued at the sole discretion of HSBC India at the applicable fee. HSBC India will debit the account with any cost incurred in issuing the replacement debit card.
- 6) Should the Cardholder subsequently recover the debit card, it must not be used. The debit card should be destroyed by cutting it into several pieces through the magnetic stripe.

### **Statements and records**

- 1) The records of debit card transactions will be available on the statement sent by HSBC India. Such statements shall be mailed to the accountholder on a periodic basis to the mailing address on record. The accountholder can also get a verbal or written record of his/her transactions at any time by calling the HSBC India PhoneBanking or utilising the mini-statement facility at HSBC India ATMs.
- 2) HSBC India's record of transactions processed by the use of the debit card shall be conclusive and binding for all purposes.
- 3) The accountholder/Cardholder is deemed to have received each statement of account for the preceding month either on actual receipt of the statement of account or ten days after the dispatch of the statement of account by HSBC India, whichever is earlier (prescribed period). The accountholder shall inform HSBC India in writing of any errors, omissions, irregularities including any fraudulent or any unauthorised transactions or any other objections that the accountholder(s) may have in that statement of account. This intimation should be given in writing to HSBC India within fifteen days from the receipt of the statement of account. If no such notice is received during this time, HSBC India will assume the correctness of both the transactions and the statement. HSBC India's record of transactions processed by the use of debit card shall be conclusive and binding for all purposes.
- 4) HSBC India shall make bona fide and reasonable efforts to resolve an aggrieved accountholder(s) disagreement with a transaction indicated in the statement or as otherwise determined by the accountholder(s), within two months of receipt of notice of disagreement. If after such effort, HSBC India determines that the transaction is a valid one, the same shall be communicated to the accountholder(s).

### **Termination**

- 1) HSBC India reserves the right to cancel/withdraw or to renew at its discretion, the debit card or any of the other services offered at any time by giving a prospective notice of 30 days without assigning any reason.
- 2) In the event that the accountholder decides to close the account with HSBC India, the debit card issued on such account would automatically stand cancelled. The Cardholder must immediately cease to use the debit card and destroy and return the debit card linked to such account. In case of any outstanding transactions, that have not yet been debited to the

account, the same will be netted off from the balance prior to HSBC India returning the funds to the accountholder.

- 3) In the event that the Cardholder decides to terminate the use of the debit card, the Cardholder shall give HSBC India not less than 7 days' prior notice in writing and forthwith return to HSBC India, the debit card, cut into several pieces across the magnetic stripe, and obtain a valid receipt thereof. Such termination shall be deemed as a termination of the debit card facility accorded by HSBC India to the Cardholder.
- 4) The debit card shall be the property of HSBC India and must be returned to HSBC India immediately and unconditionally upon HSBC India's request. The Cardholder should ensure that the identity of HSBC India Officer is established before handing over the debit card.
- 5) HSBC India shall be entitled to terminate the debit card facility with immediate effect and the debit card shall be returned upon the occurrence of any of the following events:
  - a) Failure to comply with terms and conditions herein set forth.
  - b) An event of default under any agreement or commitment (contingent or otherwise) entered into with HSBC India.
  - c) The accountholder(s) becoming the subject of any bankruptcy, insolvency proceedings or proceedings of a similar nature.
  - d) Demise of the Cardholder.
  - e) Closure of the account or failure to maintain the minimum average balance in the account.

### **Other Terms and Conditions of the HSBC India Debit Card**

- 1) By using this OTP, the Cardholder will be deemed to have accepted and agreed to comply with these terms, which shall operate in addition to all other applicable terms, including HSBC India applicable data policies, the terms and conditions governing the use of debit card, the terms and conditions governing the use of HSBC India website (which include the website conditions of use) and any security measures provided by HSBC India from time to time for online shopping or the service.
- 2) The accountholder(s) will promptly notify HSBC India in writing of any change in address and telephone numbers.
- 3) The Cardholder will receive SMS alerts on your registered mobile number on usage of your debit card for ATM/POS purchase transactions.
- 4) HSBC India reserves the right to begin charging a fee for such a service by giving one month's prior notice to the Cardholder.
- 5) HSBC India reserves the right to add, to delete and/or vary any of the terms and conditions by giving a prospective notice of 30 days. Such addition/deletion or variation changes to these terms and conditions will be displayed on the HSBC India website and a copy of the same will be available at the branch on request. Use of debit card after the date upon which any change to these terms and conditions is to have effect (as specified in HSBC India's notice), will constitute acceptance without

reservation by the Cardholder of such change. If the Cardholder does not accept any such change, the debit card must be returned to HSBC India, prior to the date upon which such change comes into effect.

- 6) Any notice hereunder sent by post will be deemed to have been received by the Cardholder within 7 days from the posting of the notification to the address last given to HSBC India in writing. Publication of changes by such means as HSBC India may consider appropriate will constitute effective notice to the Cardholder thereof.
- 7) If a Cardholder, by using the debit card, draws an amount in excess of the balance available or overdraft limit permitted by HSBC India, the Cardholder will pay HSBC India promptly and unconditionally, the entire amount overdrawn with interest and penalties, if any, at a rate equal to the rate of unauthorised overdraft rate available on HSBC India's website. However, this should not be construed as an agreement, either expressed or implied that HSBC India is bound to grant any overdraft facility whatsoever.
- 8) HSBC India will not be liable for any failure to provide any service or to perform any obligation thereunder where such failure is attributable (whether directly or indirectly) to any malfunction of the ATM/POS terminal or the debit card, temporary insufficiency of funds, any dispute or other circumstances beyond its control.
- 9) Where HSBC India knows of or suspects a breach of security or other suspicious circumstances with respect to or in connection with the operation of one or more of the accounts or in connection with the use of debit card, HSBC India may, at its absolute discretion and without any liability, decline authorisation for any transaction and in that event, HSBC India will, to the extent possible, inform the Cardholder as soon as possible.
- 10) HSBC India shall not be liable for any loss or damage, including any consequential or indirect loss or damage, arising from or related to the issue/use/loss of the debit card and related PIN, howsoever caused.
- 11) In addition to these terms and conditions, the usage of the debit card shall also be subject to Visa guidelines, the issue and use of the debit card shall be subject to extant laws, rules and regulations, Visa guidelines and HSBC India's terms and conditions, as may be in force from time to time. All authorisations and powers conferred on HSBC India are irrevocable. These terms and conditions will be construed in accordance with and governed by the laws of India. All disputes are subject to the exclusive jurisdiction of the courts of Mumbai only, irrespective of any other court having concurrent jurisdiction in the matter.
- 12) In the event, for some reason beyond HSBC India's control or inadvertently, HSBC India is unable to meet the service levels committed by HSBC India in its dealings with individual customers, the compensation policy as given on [www.hsbc.co.in](http://www.hsbc.co.in) will apply.
- 13) In case of failed transactions at ATM, the complaint should be lodged at the branches/contact centres in the format displayed at the ATM lobby (or the same can be obtained from the branch).

# Banking Codes and Standards Board of India

## 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.

- I. 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 BSBID 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.
- l. 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 its 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. SERVICE CHARGES:

Sr. No.	Type of account	Minimum Balance Requirement (Monthly/quarterly/half yearly) (₹)	Charges for nonmaintenance thereof (₹)
1.	Savings account		

#### C. 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).

#### D. 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.

## **E. 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](http://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.

<b>Steps to Generate PhoneBanking PIN</b>	<b>Banking</b>	<b>Credit Cards</b>
<b>Step 1</b>	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 #.
<b>Step 2</b>	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.
<b>Step 3</b>	Enter your debit card number followed by symbol #.	Enter your credit card number followed by symbol #.
<b>Step 4</b>	Select 2 and enter your debit card PIN.	Select 1 and enter your credit card PIN.
<b>Step 5</b>	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

1800 267 3456 or 1800 121 2208

## NRI PhoneBanking numbers in India

<b>Calls to India from overseas</b>	+91 - 22 - 4042 2427
<b>Australia</b>	1300 787 414 (Local Rates)
<b>Canada</b>	1877 NRI HSBC (1877 674 4722) (Toll Free)
<b>Hong Kong</b>	852 2822 3986/852 2822 2767 (Free from landline)
<b>India</b>	1800 102 2209 or 1800 209 0100 (Toll Free)
<b>Middle East</b>	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)
<b>Singapore</b>	65 6533 5462 (Local Rates)
<b>United Kingdom</b>	080 03285902/080 00851264/ 080 03893587 (Local Rates)
<b>United States of America</b>	1877 NRI HSBC/1877 674 4722 (Toll Free)

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