

## Banking Facility for Senior Citizens and Differently abled Persons

HSBC offers the following basic banking facilities to its Senior Citizen customers and Differently abled customers including visually impaired customers (Non-Financial services only).

- 1) Dedicated Counters to Senior Citizens and Differently abled persons (including visually impaired persons) in the branch premises offering banking facilities, example, Acceptance of Cheque Book Requisition. Submission of Life Certificate.
- 2) Automatic conversion of status of accounts
  - Account will be converted to Senior Citizen Account on the basis of date of birth available in our records. The customer need not submit any further requisition or documents
- 3) Additional Facilities to visually impaired customers.
  - Regarding operation of accounts, Bank will render all possible assistance to the visually impaired customers for availing the various banking facilities
- 4) Ease of filing Form 15G/H
  - Form 15G/H will be proactively sent to the customer's mailing address as per bank's record at the beginning of the Financial Year only
- 5) Door Step Banking\*\* (non-financial) facility for Senior Citizen customers of more than 70 years of age and Differently abled customers including visually impaired customers only
  - Pickup/Delivery of Demand Draft/Pay Order
  - Pickup/Delivery of NEFT/RTGS
  - Cheque Deposit Services

To avail the services, customers need to type "NF" in their mobile number registered with us and send the SMS to 575750 number. On receipt of the SMS, our representative will connect with you within 24 hours and the desired service will be provided in next 24 hours.

**All the Door Delivery services are chargeable as per tariff given below:**

Type of Services	Charges (INR)
Pickup/Delivery of Demand Draft/Pay Order (excluding bank charge )	375
Pickup/Delivery of NEFT/RTGS (excluding bank charges)	375
Pickup of Cheque for deposit in account	250

\*\* (all the services will be provided within the "City Limit" only, i.e. 20 Kilometers from Base branch)