



CUSTOMERS' RIGHTS/OUR OBLIGATIONS

We shall carry out the following obligations to our customers considering these as their rights:

A. Disclosure of Current Interest Rates:

Prior to signing the contract with the consumers for both interest-bearing deposits and loans, we shall-

1. inform them of the terms of the fixed deposit or loan;
2. inform them of the charges, if any, and consequences of premature termination of a fixed deposit or loan;
3. inform them whether the interest rate is fixed or variable;
4. inform the basis and frequency on which interest payments or deductions are to be made;
5. explain the method used to calculate interest of each product;
6. disclose prominently the total amount of income that the customers shall receive on the fixed deposits; and
7. disclose the total cost of credit with break up, if any.

B. Disclosure of latest Schedule of Charges, Fee, Commission etc.

We shall, for all charges and fees to be levied at the time of service rendered or on request,

1. provide the customers with a schedule of charges, fees, commissions payable for the products or services that the customers have chosen;
2. display prominently our standard fees and charges at all branches;
3. inform the customers of any additional charges or expenses that the customers have to pay, such as searching fees to retrieve available past records etc.

C. Notice of Changes to Terms and Conditions:

The terms and conditions provided by us shall highlight to a customer the fees, charges, penalties, relevant interest rates and any other consumer liabilities or obligations in the use of the financial products or services. We shall ensure that a customer is notified-

1. at least thirty days in advance before implementing any changes to the terms and conditions, fees or charges, discontinuation of services or relocation of our premises;
2. immediately of any changes in interest rates regarding the product or service.

D. Value Added Services:

We must take written consent from our customers for any value added services, such as, internet banking, SMS banking, ATM services etc. and inform the customers of the terms and conditions along with the charges, levied for that.

E. Guarantor:

Prior to a person acting as a guarantor, we shall in writing:

1. advise the person of the quantum and nature of his or her potential liabilities; and
2. advise the person to seek independent legal advice before acting as a personal guarantor.

F. Disclosure of other facts:

We shall disclose the following -

1. Buying and selling rates of foreign currencies;
2. Financial statement, financial performance indicators etc.;
3. Banking hours and holiday notices;
4. Operating cycle or road map of services (indicators showing desk Number, floor number, room number etc.).

CUSTOMERS' OBLIGATIONS/ OUR RIGHTS

- a) Customers shall follow the banking norms, practices, functional rules etc.
- b) Customers shall abide by the terms and conditions prescribed for each banking product and services.
- c) Customers shall maintain disciplinary arrangement at the customer service points.
- d) Customers shall convey their grievance to the bank in proper way or in prescribed form.
- e) Customers shall convey the bank any changes in their address, contact numbers, KYC & TP
- f) Customer shall not try to show unreasonable persistence, demand, argument & behaviour.
- g) Customers generally shall ask any query at prescribed desk such as Customers' Service Desk, Help Desk, Information Desk or Enquiry Desk at first instance.
- h) Customer should avoid misunderstanding as far as possible.