

Policy on Bank Deposits -2018-19

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POLICY ON BANK DEPOSITS 2018-19

1 Preamble

One of the important functions of the Bank is to accept deposits from the public for the purpose of lending. In fact, depositors are the major stakeholders of the Banking System. The depositors and their interest form the key area of the regulatory framework for Banking in India and this has been enshrined in the Banking Regulation Act, 1949. The Reserve Bank of India is empowered to issue directives / advices on interest rates on deposits and other aspects regarding conduct of deposit accounts from time to time. With liberalization in the financial system and deregulation of interest rates, Banks are now free to formulate deposit products within the broad guidelines issued by RBI.

2. Scope of the Policy

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

3. Objective of the Policy

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

4. PROVISIONS OF THE POLICY

5. Types of Deposit Accounts

While various deposit products offered by the bank are assigned different name, the deposit products can be broadly categorized into the following types.

Definition of major deposit schemes are as under:

- 5.1. "Demand deposit" means a deposit received by the bank which is withdrawable on demand.
- 5.2. "Savings deposit" means a form of demand deposit which is subject to restrictions as to the number of withdrawals as also the amount of withdrawals permitted by the bank during any specified period.
- 5.2. "Current Account" means 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 and will also include other deposit accounts which are neither Savings Deposit nor Term Deposit.

- 5.3. "Notice deposit" means term deposit for specific period but withdrawable on giving at least one complete banking day's notice.
- 5.4. "Term deposit" means a deposit received by the bank for a fixed period withdrawable normally after the expiry of the fixed period and includes deposits such as Recurring / Short Deposits / Fixed Deposits / Monthly Income Scheme / Quarterly Income Certificate / Deposit Reinvestment Certificate etc.

6. DEPOSITS

Deposits in account can be made by way of cash, cheques, electronic transfers, ECS, or through any other means which may come into usage after giving due notice on the Bank's web-site. Cash Deposits at home and non home branches are subject to certain restrictions and may also involve payment of charges.

7. WITHDRAWALS

Withdrawals in account can be by way of Cheques, Withdrawal forms, through the use of ATM's, POS machines, by means of electronic transfer through Internet, by use of biometric cards, by giving Standing Instructions to the Bank, ECS Instructions or through any other means which may come into usage after giving due notice on the Bank's web-site. Cash withdrawal should be in round rupees. Bank does not carry out any financial transactions requested by the Customers through e-mail even if the request is made by a letter scanned as an attachment.

8. Account Opening and Operation of Deposit Accounts

- 8.1. The bank before opening any deposit account will carry out due diligence as required under "Know Your Customer" (KYC) guidelines issued by RBI Anti Money Laundering rules and regulations and or such other norms or procedures as per the Customer Acceptance Policy of the bank. If the decision to open an account of a prospective depositor requires clearance at a higher level, reasons for any delay in opening the account will be informed to him and the final decision of the bank will be conveyed at the earliest to him.
- 8.2. The bank is committed to provide basic banking services to disadvantaged sections of the society. Banking services will be offered to them through Basic Savings Bank Small Accounts (BSBDS) and accounts will be opened with relaxed customer acceptance norms as per regulatory guidelines.
- 8.3. The account opening forms and other material would be provided to the prospective depositor by the Bank. The same will contain details of information to be furnished and documents to be produced for verification and/or for record. It is expected of the bank official opening the account to explain the procedural formalities and provide necessary clarification sought by the prospective depositor when he approaches for opening a deposit account.
- 8.4. The regulatory guidelines require banks to categorize customers based on risk perception and prepare profiles of customers for the purpose of transaction monitoring. Inability or

unwillingness of a prospective customer to provide necessary information/details could result in the bank denying to open an account.

- 8.5. Inability of an existing customer to furnish details required by the bank to fulfill statutory obligations could also result in closure of the account after due notice(s) is provided to the customer.
- 8.6. For deposit products like Savings Bank Account and Current Deposit Account, the bank will normally stipulate certain minimum balances to be maintained as part of terms and conditions governing operation of such accounts. Failure to maintain minimum balance in the account will attract levy of charges as specified by the bank from time to time. For Saving Bank Account, the Bank may also place restrictions on the number of transactions, cash withdrawals etc. during given period. Similarly, the bank may specify charges for issuance of cheque books, additional statement of accounts, duplicate passbook, folio charges, etc. All such details regarding terms and conditions for operation of the account and schedule of charges for various services provided will be communicated to the prospective depositor while opening the account.
- 8.7. Savings Bank Accounts can be opened for eligible person / persons and certain organizations / agencies (as approved by Reserve Bank of India from time to time)
- 8.8. Current Accounts can be opened by individuals / partnership firms / Private and Public Limited Companies / HUFs / Specified Associates / Societies / Trusts, Departments / Authority created by Government (Central or State), Limited Liability Partnership etc.
- 8.9. Term Deposits Accounts can be opened by individuals / partnership firms / Private and Public Limited Companies / HUFs/ Specified Associates / Societies / Trusts, Departments / Authority created by Government (Central or State), Limited Liability Partnership etc.
- 8.10. The due diligence process, while opening a deposit account will involve satisfying about the identity of the person, verification of address, satisfying about his occupation and source of income. Obtaining introduction(if required) of the prospective depositor from a person acceptable to the bank and obtaining recent photograph of the person/s opening/operating the account are part of due diligence process.
- 8.11. In addition to the due diligence requirements, under KYC norms the Bank is required by law to obtain Permanent Account Number (PAN) or alternatively declaration in Form No. 60 or 61 as specified under the Income Tax Act / Rules. FATCA declaration is necessarily required for opening of account.
- 8.12. In pursuance of rule, as per Prevention of Money Laundering (Maintenance of Records) Rules, 2005, the Central Government has notified that submission of Aadhaar Number, PAN or Form 60 for opening of account/commencement of account based relationship by the party, is to be submitted to the reporting authority by such date as may be notified by the Central Government from time to time. This provision is not applicable to
 - 8.12.1. The individual who desire to open a small account.
 - 8.12.2. Where the prospect customer is not a resident as per the Aadhaar(Targeted Delivery of Financial and Other Subsidiaries ,Benefits and Services) Act ,2016 i.e. he is not an individual who has resided in India for period /periods amounting in all to 182 days or more in the 12 months immediately preceding the date of application for Aadhaar enrolment, or
 - 8.12.3. He is a resident of Jammu & Kashmir, Assam or Meghalaya.

- 8.13. Deposit accounts can be opened by an individual in his own name (known as account in single name) or by more than one individual in their own names (known as Joint Account).
- 8.14. Operation of Joint Account - The Joint Account opened by more than one individual can be operated by single individual or by more than one individual jointly. The mandate for operating the account can be modified with the consent of all account holders. The Savings Bank Account opened by minor jointly with natural guardian/guardian can be operated by such guardian only.
- 8.15. The joint account holders can give any of the following mandates for the disposal of balance in the above accounts:
- 8.15.1. **Either or Survivor:** if the account is in the name of two individuals says, A & B, the final balance along with interest, if applicable, will be paid to either of account holders i.e. A or B, on date of maturity or to the survivor on death of any one of the account holders.
- 8.15.2. **Anyone or Survivor:** If the account is in the name of two or more individuals say, A, B & C, the final balance along with interest if applicable, will be paid to any of account holders i.e. A or B or C, on the date of maturity. On the death of any one of account holder say A, the final balance along with interest if applicable, will be paid to any two of the surviving account holders i.e. B or C. On the death of any two of account holder say A and B, the final balance along with interest if applicable, will be paid to surviving account holder i.e. C.
- 8.15.3. **Former or Survivor:** If the account is in the name of two individuals say, A & B, the final balance along with interest, if applicable, will be paid to the former i.e. A on date of maturity and to the survivor on death of anyone of the account holders.
- 8.15.4. **Later or Survivor:** If the account is in the name of two individuals say, A & B, the final balance along with interest, if applicable, will be paid to the latter i.e. B on date of maturity and to the survivor on death of anyone of the account holders.
- 8.15.5. The above mandates will be applicable to or become operational only on or after the date of maturity of term deposits. This mandate can be modified by the consent of all the account holders. Now if the joint depositors prefer premature withdrawal of deposits in accordance with the mandate of 'Either or Survivor', 'Anyone or Survivor', 'Former or Survivor', or Later or Survivor, bank may allow premature withdrawal of term deposits to the surviving depositor/s without seeking concurrence of legal heirs of the deceased deposit holder, provided all the depositors have given a specific joint mandate for the said purpose at the time of opening the account or any time subsequently during the tenure of the deposit.
- At the request of the depositor, the bank will register mandate/power of attorney given by him authorizing another person to operate the account on his behalf.
- 8.16. The term deposit account holders at the time of placing their deposits can give instructions with regard to closure of deposit account or renewal of deposit for further period on the date of maturity.
- 8.17. In case of absence of any instructions deposits will be treated as an auto renewal deposit and would be renewed for a similar period as that of matured deposit.
- 8.18. Nomination facility is available on all deposit accounts opened by individuals. Nomination is also available to an account opened by a sole proprietor. Nomination can be made in favour of one individual only. Nomination so made can be cancelled or changed by the account holder/s any time. While making a nomination, cancellation or change thereof, it is required to be

witnessed by a third party if the account holder is illiterate. Nomination can be modified by the consent of account holder/s. Nomination can be made in favour of a minor also. In such cases at the time of making nomination, depositor has to give a name of person (called appointee) who is a major and will receive the amount of deposit on behalf of the nominee in the event of death of the account holder during the minority of the nominee.

- 8.19. Bank recommends that all depositors avail of the nomination facility. The nominee, in the event of death of the depositor/s, would receive the balance outstanding in the account as a trustee of the legal heirs. The depositor will be informed of the advantages of the nomination facility while opening a deposit account.
- 8.20. A statement of account will be provided by the bank to Savings Bank as well as Current Deposit Account holders periodically as per terms and conditions of opening of the account. Alternatively, the bank may issue a Pass Book to Savings Bank account holders.
- 8.21. The deposit accounts may be transferred to any other branch of the Bank at the request of the depositor.

9. CASA Deposits

CASA deposits refer to Current Accounts Deposits and Savings Accounts Deposits. This policy inter alia contains the broad framework for CASA deposits. Detailed operational instructions and features of various deposit schemes are being issued from time to time. Under CASA Bank will provide variants of current and savings deposits to cater to needs of different customer groups based on balances maintained and charges on various services availed through the accounts. Presently apart from normal current account Bank offers Union Classic Current Account, Union Classic Current Account - Banks, Current Flexi Account with additional facilities. Under Savings accounts Bank provides regular savings account, Basic Savings Account, Union Super Salary Account, Union Family Savings Account, Savings Flexi Deposit Scheme, and Capital Gains Savings Deposits Schemes. Details of all the Deposit Schemes are available in Bank's website.

10. Extension of Alternate Delivery Channels to Savings Bank & Current Deposit account holders

The Bank offers choice of electronic channels to customers for conducting their banking transactions. The choice of electronic channels includes ATM, Internet banking, mobile banking including SMS banking facility and phone banking. Wherever such electronic facilities are offered as a part of the basic account/product, bank will obtain specific consent of the customers for availing the facility.

11. Interest Payments

- 11.1. Interest is being paid on savings bank account at the rate specified by the Bank. Bank now offers a rate of 3.50% per annum on the balances up to Rs 25 lac and 4% per annum above Rs 25 lac in saving bank accounts. For example if an account is having balance of Rs 30 lac, interest rates shall be 3.50% p.a. up to Rs25 lac and 4% p.a. for the remaining balance of Rs 5 lac. The interest on the domestic savings deposits account shall be calculated on daily product

basis and paid at quarterly intervals in the month of April, July, October and January every year.

- 11.1. Term deposit interest rates are decided by the bank within the general guidelines issued by the Reserve Bank of India from time to time.
- 11.2. The interest on term deposits is calculated by the bank in accordance with the broad guidelines and conventions advised by Indian Banks' Association. Interest is calculated at quarterly intervals on domestic term deposits and paid at the rate decided by the bank depending upon the period of deposits. Interest on deposits repayable for less than 3 months or where the terminal quarter is incomplete, interest shall be paid proportionately for the actual number of days reckoning the year at 365 days. In case of monthly deposit scheme, the interest shall be calculated for the quarter and paid monthly at discounted value.
- 11.3. Additional interest of 1% p.a. over the rates payable to public shall be allowed in all term deposit accounts of less than Rs.1.00 Crore opened in the name of following.
 - 11.3.1. A member or retired member of the bank's staff either singly or jointly with any other member or members of his/her family, or,
 - 11.3.2. The spouse of a deceased member or a deceased retired member of the Bank's staff and
 - 11.3.3. An association or a fund, members of which are the members of the Banks staff.
- 11.4. Resident Senior Citizens will get additional interest of 0.50% for the term deposits of the tenor of 12 months and above and principal amount less than Rs1 Crore.
- 11.5. Staff members/Retired staff members/spouse of deceased staff members who are senior citizen will get additional rate of 1.50% for the term deposits of 12 months and above for the term deposits of less than Rs1.00 Crore over the rates payable to public.
- 11.6. No additional preferential rate will be allowed for all categories of customers on the term deposits of Rs.1.00 Cr and above. The normal rates payable to others as decided by ALCO on that day will be applicable in these accounts.
- 11.7. The rate of interest on deposits will be prominently displayed in the branch premises. Changes, if any, with regard to deposit schemes and other related services shall also be communicated upfront and shall be prominently displayed.
- 11.8. The bank has statutory obligation to deduct tax at source if total interest paid/ payable on all term deposits held by a person exceed the amount specified under the Income Tax Act. The bank will issue a tax deduction certificate (TDS Certificate) for the amount of tax deducted. The depositor, if entitled to exemption from TDS can submit declaration in the prescribed format at the beginning of every financial year.

12. Minors' Accounts

Saving Bank account and Term Deposit Accounts including Recurring Deposits can be opened in the name of minor (known as Minor's Account) by natural guardian or guardian appointed by court (legal guardian). Savings Bank Account or Term Deposit Account can also be opened in the name of a minor jointly with natural guardian or with mother as the guardian (known as Minor's Account) or jointly with a major, where minor is represented by natural guardian.



Minors above the age of 10 years will be allowed to open and operate savings bank account independently with the following terms and conditions-

- 12.1. There will be no minimum balance requirement in the account. But the maximum balance to the credit of such account should not exceed Rs.50,000/- at any point of time and maximum total credits in the account in a year should not be more than Rs.1 lac.
- 12.2. The account will always remain in credit and will not be allowed to be overdrawn under any circumstances.
- 12.3. Cheque book will be issued to minor account holder. However, the cheque book would be allowed to be used for the sole purpose of self cash withdrawal from the account. Minor account holder cannot issue/draw cheque favouring a third party.
- 12.4. No overdrafts will be granted to these minors.
- 12.5. An undertaking indemnifying the Bank relating to operations in the account by the minor will be obtained from the father/mother/legal guardian at the time of opening the account.
- 12.6. KYC norms & due diligence of minor should be ensured while opening and operating these accounts. On attaining majority, the erstwhile minor should confirm the balance in his/her account and if the account is operated by the natural guardian / guardian, fresh specimen signature of the erstwhile minor duly verified by the natural guardian would be obtained and kept on record.

13. Account of Illiterate Persons

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

14. Account of Visually Challenged Persons

Bank will facilitate opening of Saving Bank accounts as well as Term Deposit accounts of persons with visual impairment. Such accounts will be operated by the accountholder personally. Cheque book facility will be made available. Such accountholders will have to be present before the branch official and affix thumb impression and they will be identified through their photograph to facilitate operations. Bank is also committed in introducing technology banking facilities progressively via ATM & Internet banking in keeping with the availability of supporting technology which will enable visually challenged persons to operate their own accounts.

15. Account of persons with autism, cerebral palsy, mental retardation & multiple disabilities

Savings bank and term deposits can also be opened in the name of persons with autism, cerebral palsy, mental retardation and multiple disabilities by the legal guardian appointed by

the District Court under Mental Health Act, 1987 or by the Local Level Committees set up under the National Trust for welfare of persons with autism, cerebral palsy, mental retardation and multiple disabilities under Disabilities Act, 1999. Legal guardian, so appointed, will furnish an indemnity-cum-undertaking bond duly stamped as per the local law in force along with Guardianship Certificate.

16. Addition or Deletion of the Name/s of Joint Account Holders

The bank may at the request of all the joint account holders allow addition or deletion of name/s of joint account holder/s if the circumstances so warrant or allow an individual depositor to add the name of another person as a joint account holder.

17. Customer Information

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

18. Secrecy of Customer's Accounts

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

19. Premature Withdrawal of Term Deposit

The Bank, on a request from the depositor, at its discretion may allow withdrawal of term deposit before completion of the period of the deposit agreed upon at the time of placing the deposit. The bank shall make depositors aware of the applicable rate along with the deposit rate. The bank has in place following policy for premature withdrawal of term deposit:

- 19.1. Unless expressly prohibited under a deposit scheme, premature withdrawal of deposit will be allowed, irrespective of the period, it has run, but no interest will be paid on term deposits, which remain with the bank for less than 7 days.
- 19.2. For term deposits which have run for 7 days and above, interest will be paid at the rate applicable on date of deposit for the period for which it has actually remained with the bank or the contracted rate whichever is lower without charging any penalty for premature withdrawal for the term deposits.
- 19.3. In case of any deposit amount of Rs.1.00 Crore and above or the Deposit amount decided by ALCO Committee and having term of more than 30 days customers have to give 30 days' notice in advance for premature closure of that deposit. This provision will not be applicable to the Flexi term deposits.

20. Premature Renewal of Term Deposit

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

21. Renewal of Term Deposits

Depositors can give instructions at the time of opening the account for payment of maturity proceeds to their accounts or by draft or for renewal of the deposit for the period of their choice. In the absence of any instructions from customer, the bank will renew the deposit on due date for the same period for which the matured deposit was placed. However the depositor will have a choice to change the auto renewal period within 14 days from the date of maturity with value dated effect for such period. Request for change of the auto renewal period received after 14 days from the date of maturity will be treated as premature renewal of deposit.

22. Advance Against Deposits

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

23. Settlement of Dues In Deceased Depositor's Account

- 23.1. Bank will follow a simplified procedure for settlement of accounts of deceased account holders. The claims in respect of deceased depositors and release of payments to survivor(s)/nominees will be made within a period not exceeding 15 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.
- 23.2. If the depositor has registered a nomination with the Bank - the balance outstanding in the account of the deceased depositor will be transferred to the account of / paid to the nominee after the Bank satisfies itself about the identity of the nominee, etc.
- 23.3. The above procedure will be followed even in respect of a joint account where nomination is registered with the Bank.
- 23.4. In a joint deposit account when one of the joint account holders dies, the Bank is required to make payment jointly to the legal heirs of the deceased person and the surviving depositor(s). However, if the joint holders had given mandates for disposal of the balance in the account in the forms such as either or survivor, former / latter or survivor, anyone or survivors or survivor; etc., the payment will be made as per the mandate .

23.5. In the absence of nomination and when there are no disputes among the claimants, the Bank will pay the amount outstanding in the account of deceased person against joint application by all legal heirs or the person mandated by the legal heirs to receive the payment on their behalf without insisting on legal documents up to the limit approved by the bank's board. This is to ensure that the common depositors are not put to hardship on account of delays in completing legal formalities. For the amount outstanding over the prescribed limit the necessary legal formalities as prescribed by the Bank from time to time need to be completed.

24. Interest Payable On Term Deposit In Deceased Depositor's Account

- 24.1. In the event of the death of the depositor before the date of maturity of the deposit and amount of the deposit is claimed after the date of maturity, the Bank shall pay interest at the contracted rate till the date of maturity. From the date of maturity to the date of payment, the Bank shall pay simple interest at the applicable rate operating on the date of maturity, for the period for which the deposit remained with the Bank beyond the date of maturity as per the Bank's policy in this regard.
- 24.2. If the amount of deposit is claimed before the date of maturity, interest at the rate applicable to the period for which the deposit has remained with the bank will be paid.
- 24.3. However, in the case of death of the depositor after the date of maturity of the deposit, interest shall be paid at the contracted rate till the date of maturity and the bank shall pay interest at savings deposit rate operative on the date of maturity, from the date of maturity till the date of payment.

25. Closure of Accounts :

- 25.1. Accounts can be closed on written request of the depositor. Request for closure of account should state the reason for closure. The pass book, unused cheque leaves and ATM cum Debit card (after cutting into two pieces across the magnetic strip) must accompany such request. Joint accounts can be closed only at the request of all such joint signatories.
- 25.2. Under normal circumstances, we will not close depositors account without giving at least 30 days' notice indicating the reasons for such closure. In such cases, account holder will be required to make alternate arrangements for cheques already issued and desist from issuing any fresh cheques on such account.

26. Insurance Cover for Deposits

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

Bank while offering deposit products linked to insurance benefits will give choice to the customer for availing the insurance benefit and will explicitly specify the insurance cost if the depositor opts for insurance cover.

27. Stop Payment Facility

The bank will accept stop payment instructions from the depositors in respect of cheques issued by them. Charges, as specified, will be recovered.

28. Dormant Accounts

Accounts which are not operated for a period of two years will be classified as dormant accounts in the interest of the depositor as well as the bank. The depositor will be informed of charges, if any, which the bank will levy on dormant/inoperative accounts. The depositor can request the bank to activate the account for operating it after complying with the conditions as per KYC norms.

29. The Depositor Education and Awareness Fund Scheme, 2014 (DEAF)

RBI has established The Depositor Education and Awareness Fund (the Fund). Under the provisions of Fund the amount to the credit of any account with the Bank which has not been operated upon for a period of ten years or any deposit or any amount remaining unclaimed for more than ten years shall be credited to the Fund, within a period of three months from the expiry of the said period of ten years. The Fund shall be utilized for promotion of depositors' interest and for such other purposes which may be necessary for the promotion of depositors' interests as specified by RBI from time to time. The depositor would, however, be entitled to claim from the Bank his/her deposit or any other unclaimed amount or operate his/her account after the expiry of ten years, even after such amount has been transferred to the Fund. The Bank would be liable to pay the amount to the depositor/claimant and claim refund of such amount from the Fund.

30. Safe Deposit Lockers

This facility is not offered through all bank branches and wherever the facility is offered, allotment of safe deposit vault will be subject to availability and compliance with other terms and conditions attached to the service. Safe deposit lockers may be hired by an individual (being not a minor) singly or jointly with another individual(s), HUFs, firms, limited companies, associates, societies, trusts etc. Nomination facility is available to individual(s) holding the lockers singly or jointly. In respect of lockers held in joint names, up to two nominees can be appointed. Joint locker holders can give mandate for access to the lockers in the event of death of one of the holders on the lines similar to those for deposit accounts. In the absence of nomination or mandate for disposal of contents of lockers, with a view to avoid hardship to common persons, the bank will release the contents of locker to the legal heirs against indemnity on the lines as applicable to deposit accounts.

31. Customer Grievances Redressal Machinery

Depositors having any complaint/grievance with regard to services rendered by the bank have a right to approach the authority (ies) designated by the bank for handling customer complaints/grievances. The details of internal set up for redressal of complaints/ grievances

will be displayed in branch premises. The branch officials shall provide all required information regarding procedure for lodging the complaint.

The person aggrieved with banking services will first complain to the bank and if he does not receive any reply or is unsatisfied with the reply of the Bank, he may approach Banking Ombudsman appointed by the Reserve Bank of India, for redressal of his grievance.

32. Review and Validity of the Policy

The policy shall be valid for the financial year 2018-19 and its continuity may be extended for a further period not exceeding three months with the specific approval of MD & CEO.
