

DOOR STEP BANKING (DSB) – INFORMATION TO CUSTOMERS

In line with Enhanced Access & Service Excellence (EASE) reforms and in close coordination with all Public Sector Banks (PSBs), our Bank has launched Door Step Banking Services at 100 Centers across the country on 09.09.2020. This enables the customers to avail banking services at their door step (without visiting the branch) through Banks' empanelled Service Providers, using Mobile App, Web Based Portal and Call Centre.

Two vendors are partnered to provide Door Step Banking Services to our customers through their agents at 60 centres and 40 centres respectively.

1. Types of Services:

S.N.	Details of services	Non financial services - Phase I	Financial services (to be launched in Phase II)
I.	Pick up service	Pick up of: i. Cheques/Demand Draft/ Pay Order ii. New cheque book requisition slip, iii. 15G, 15H forms iv. IT CHALLAN /Govt. Business/ GST v. Issuing Standing Instructions	Cash Deposit Cash Withdrawal
II.	Delivery Service	Delivery of: i. A/c Statement ii. non-personalized Cheque book, Demand Draft, Pay Order iii. Prepaid instrument/Gift card iv. TDS / Form 16 Certificate v. Term Deposit Receipt / Acknowledgement	

2. Uniform service charge to be collected from customer - Rs.75/-plus GST

3. Service area of every agent - 5 to 10 kms depending on accessibility of area.

4. Turnaround Time (TAT): All request generated up to 3.00 PM shall be completed on same day within 3 hours of request generation and request generated after that should be completed by 1.00 PM next working day.

5. Process flow though Mobile app:

- i. Downloading of DSB mobile application from Google play store/App store and registration of customer after verification of his/her mobile number.
- ii. Customer log into the registered DSB application in order to avail DSB services

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- iii. **Pickup Service request** - After requesting to deposit any instrument, agent will collect the instrument from customer's location and deposit in selected branch.
 - iv. **Delivery Service request**-In similar way, for getting any instrument/receipt/ statement, after giving request, agent will collect the same from branch and deliver to customer.
 - v. Facility of tracking Service Request
 - vi. Provision to cancel the active service request under following conditions:
 - In case of pickup service, before agent is assigned to pick up the document from customer
 - In case of delivery service, before bank user completes the request
 - vii. Option to customer to raise dispute/complaint
6. **Process flow through Web based portal:** Process flow through web based portal is similar to mobile app. In order to access Door Step Banking Services, customer may use Link for web based portal of both vendors as per details given below:

S.N	Name of Service Provider	Web based portal URL to access application
I	M/s. Atyati Technologies Private Limited	https://doorstepbanks.com/
II	M/s. Integra Micro System Pvt. Ltd.	https://dsb.imfast.co.in/doorstep/login

7. **Process flow through Call Centre:** In order to access Door Step Banking Services, customer may contact call centre at Toll Free Numbers given below:

S.N.	Name of Service Provider	Toll free number
I	M/s. Atyati Technologies Private Limited	18001037188
II	M/s. Integra Micro System Pvt. Ltd.	18001213721

8. Along with this information, Bank is also endeavouring to reach out to all customers through :-

- a. SMS (Annexure - A)
- b. E-Mail communication (Annexure - B)
- c. Electronic communication to be displayed in Branches (Annexure - C)
- d. Information to be displayed in all Branches (Annexure - D)
- e. List of 60 centres allotted to M/s Atyati (Annex. -E)
- f. List of 40 centres allotted to M/s Integra (Annex. -F)

to ensure that all our customers are made aware of the features and functionalities of Door Step Banking Services in order to avail them at their door step under safe and secured way without visiting Bank's Branch.

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9. To enable our customers to know about the above, the text of the above is enclosed along with this notice. For more understanding FAQ is also enclosed as Annexure - G.
10. We look forward your positive response to help us to serve you better.

Formats:

Annexure -A	Text of SMS
Annexure -B	Text of E-Mail communication
Annexure -C	Text of communication on Network Electronic Display Unit (NEDU)
Annexure -D	Text of information to be displayed in all Branches
Annexure - E	List of 60 centres allotted to M/s Atyati
Annexure - F	List of 40 centres allotted to M/s Integra
Annexure - G	Frequently Asked Questions (FAQs)

Stay Home, Stay Safe, Stay Healthy.

In fight with COVID Pandemic, Your Bank is with You.

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Annexure -A

Languages	SMS Alert Text
Assamese	পি, এছ, বিএলায়েঞ্চ বঅৰ্জগতআমিসুৰক্ষিতআৰুসংৰক্ষিতবেঙ্কিংসেৱা আপোনাৰদুৱাৰলৈকেলৈআহিছো। অধিকজানিবলৈতলতদিয়ালিংকতসম্পৰ্ককৰক www.psbdsb.in অথবা কল কৰক 18001037188 / 18001213721
Bengali	আমরাপত্ৰিসবজিটোৱেআওতায়াআপনারদেৱাগে। ডায়নৰিপদওসুরক্ষতিব্যাংকহিনিয়ে আসছ। বিস্তারতিজানারজন্য www.psbdsb.in দেখুনবা 18001037188 / 18001213721 কলকরুন
English	We bring safe & secured banking to your doorstep under PSB Alliance. For details visit www.psbdsb.in or call 18001037188/18001213721.
Gujarati	અમેપીએસબીએલાયન્સઅંતર્ગતમારા દરવાજા પર સલામતઅનેસુરક્ષિતબેંકિંગલાવીએછીએ. વિગતોમાટે www.psbdsb.in નીમુલાકાતલોઅથવા18001037188/18001213721 પરફોન કરો.
Hindi	पीएसबीअलायंस के तहत हम आपके द्वारपर सुरक्षित एवं सुरक्षित बैंकिंग प्रदान कर रहे हैं। अधिक विवरण हेतु www.psbdsb.in पर जाएं या 18001037188 / 18001213721 पर कॉल करें।
Kannada	ಹಿಎಸ್ಬಿ ಮೈತ್ರಿಯ ಅಡಿಯಲ್ಲಿ ನಾವು ಸುರಕ್ಷಿತ ಮತ್ತು ರಕ್ಷಣಾತ್ಮಕ ಬ್ಯಾಂಕಿಂಗ್ ಅನ್ನು ನಿಮ್ಮ ಮನೆ ಬಾಗಿಲಿಗೆ ತರುತ್ತೇವೆ. ವಿವರಗಳಿಗಾಗಿ www.psbdsb.in ಗೆ ಭೇಟಿ ನೀಡಿ ಅಥವಾ 18001037188/18001213721 ಗೆ ಕರೆ ಮಾಡಿ
Malayalam	പിഎസ്ബിഅലായൻസിൻകീഴിൽഞങ്ങൾ സുരക്ഷിതമായബാങ്കിംഗിനങ്ങളുടെവീട്ടുവാതിൽക്കൽഎത്തിക്കുന്നു. വിശദവിവരങ്ങൾക്ക് www.psbdsb.in സന്ദർശിക്കുകഅല്ലെങ്കിൽ 18001037188/18001213721 എന്നനമ്പറിൽവിളിക്കുക.
Marathi	आम्ही पीएसबी अलायन्सअंतर्गत तुमच्या दारात सुरक्षित बँकिंग आणतो. तपशीलसाठी www.psbdsb.in या संकेत स्थळाला भेट द्या किंवा 1800-103-7188 / 1800-121-3721 वर कॉल करा .
Odia	ସରକାରୀବ୍ୟାଙ୍କସହଯୋଗରେ ଆମେନିରାପଦଓନିଶ୍ଚିତବ୍ୟାଙ୍କିଙ୍ଗସେବାଆପଣଙ୍କଦ୍ୱାରଦେଶରେ ଉପଲବ୍ଧକରିଛା। ବିସ୍ତୃତବିବରଣୀପାଇଁ www.psbdsb.in ରେଲଗଲନକରନ୍ତୁକିମ୍ବା 18001037188/18001213721ରେଯୋଗାଯୋଗକରନ୍ତୁ।
Punjabi	ਅਸੀਂ PSB ALLIANCE ਦੇਤਹਿਤਤੁਹਾਡੇਦਰਵਾਜ਼ੇਤੇਸਾਵਧਾਨਅਤੇਸੁਰੱਖਿਅਤਬੈਂਕਿੰਗਸੇਵਾਵਾਂਲੈਕੇਆਰਹੇ। ਵਧੇਰੇਜਾਣਕਾਰੀਲਈ www.psbdsb.in ਤੇਜਾਚ ਜਾਂਕਾਲਕਰੋ 18001037188/18001213721.
Tamil	நாங்கள்பாதுகாப்பானவங்கிசேவையைஉங்களதுவீட்டுவாசலில்வழங்குகிறோம். மேலும்விவரங்களுக்குஅணுகுங்கள் www.psbdsb.in மற்றும்தொலைபேசிஎண் 18001037188 / 18001213721.
Telugu	ప్రభుత్వరంగబ్యాంకులకూటమిద్వారామేముమీగడపవద్దకేబ్యాంకుసేవలనుసురక్షితంగాభద్రతతో అందించ గలవారము. వివరములకు www.psbdsb.in లాగిన్వీడా సంప్రదించండి 18001037188/18001213721



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Proposed EMAIL Draft for Customers

Dear Customer,

Greeting from Union Bank!!

Sub: Door Step Banking Services through Mobile App, Web Based Portal and Call Centre

We are pleased to inform about launch of Door Step Banking (DSB) services under safe and customer friendly environment through Universal Touch Points (Mobile App, Web Based Portal and Call Centre) for the customers in 100 selected centres across the Country.

1. Types of Services:

S.N.	Details of services	Non financial services - Phase I	Financial services (to be launched in Phase II)
i.	Pick up service	<u>Pick up of:</u> 1. Cheques/Demand Draft/ Pay Order 2. New cheque book requisition slip, 3. 15G, 15H forms 4. IT CHALLAN /Govt. Business/ GST 5. Issuing Standing Instructions	Cash Deposit Cash Withdrawal
ii.	Delivery Service	<u>Delivery of:</u> 1. A/c Statement 2. non-personalized Cheque book, Demand Draft, Pay Order 3. Prepaid instrument/Gift card 4. TDS / Form 16 Certificate 5. Term Deposit Receipt / Acknowledgement	

2. Uniform service charge to be collected from customer - Rs.75/-plus GST

3. Service area of every agent - 5 to 10 kms depending on accessibility of area.

4. Turnaround Time (TAT): All request generated up to 3.00 PM should be completed on same day within 3 hours of request generation and request generated after that should be completed by 1.00 PM next working day.

5. Process flow though Mobile app:

- Downloading of DSB mobile application from Google play store/App store and registration of customer after verification of his/her mobile number.
- Customer log into the registered DSB application in order to avail DSB services



- iii. **Pickup Service request** - After requesting to deposit any instrument, agent will collect the instrument from customer's location and deposit in selected branch.
- iv. **Delivery Service request**-In similar way, for getting any instrument/receipt/ statement, after giving request, agent will collect the same from branch and deliver to customer.
- v. Facility of tracking Service Request
- vi. Provision to cancel the active service request under following conditions:
 - In case of pickup service, before agent is assigned to pick up the document from customer
 - In case of delivery service, before bank user completes the request
- vii. Option to customer to raise dispute/complaint

6. **Process flow through Web based portal:** Process flow through web based portal is similar to mobile app. In order to access Door Step Banking Services, customer may use Link for web based portal of both vendors as per details given below:

S.N.	Name of Service Provider	Web based portal URL to access application
1	M/s. Atyati Technologies Private Limited	https://doorstepbanks.com/
2	M/s. Integra Micro System Pvt. Ltd.	https://dsb.imfast.co.in/doorstep/login

7. **Process flow through Call Centre:** In order to access Door Step Banking Services, customer may contact call centre at Toll Free Numbers given below:

S.N.	Name of Service Provider	Toll free number
1	M/s. Atyati Technologies Private Limited	18001037188
2	M/s. Integra Micro System Pvt. Ltd.	18001213721

Accordingly, we request you to avail Door Step Banking services of our Bank for your all banking needs by downloading DSB application from Google play store/App store, accessing web based portal or contact call centres.

We look forward your positive response to help us to serve you better.

Please stay safe and healthy.

Union Bank of India

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Avail Door Step Banking and follow Social Distancing norms to fight COVID-19.

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Annexure-C

Information to be displayed at Network Electronic Display Unit (NEDU) :

Door Step Banking Services through Mobile App, Web Based Portal and Call Centre

In line with Enhanced Access & Service Excellence (EASE) reforms and in close coordination with all Public Sector Banks (PSBs), our Bank has launched Door Step Banking Services at 100 Centers across the country on 09.09.2020. This enables the customers to avail banking services at their door step (without visiting the branch) through Banks' authorized Service Providers, using Mobile App, Web Based Portal and Call Centre.

Customers can avail following non financial services:

1. Pick up of Cheques/DD/PO, New cheque book requisition slip, 15G, 15H forms, IT CHALLAN /Govt. Business/ GST, etc.
2. Delivery of A/c Statement, non-personalized Cheque Books DD, PO, Prepaid instrument/Gift card, TDS / Form 16 Certificate, Term Deposit Receipt etc

Please download mobile app from Google play store/app store or access web based portal

S.N.	Name of Service Provider	Web based portal URL to access application
1	M/s. Atyati Technologies Private Limited	https://doorstepbanks.com/
2	M/s. Integra Micro System Pvt. Ltd.	https://dsb.imfast.co.in/doorstep/login

Also, contact call centre at Toll Free numbers given below:

S.N.	Name of Service Provider	Toll free number
1	M/s. Atyati Technologies Private Limited	18001037188
2	M/s. Integra Micro System Pvt. Ltd.	18001213721

Stay safe and healthy!!

From : Union Bank of India



Information to be displayed at branches :**Door Step Banking Services through Mobile App, Web Based Portal and Call Centre**

In line with Enhanced Access & Service Excellence (EASE) reforms and in close coordination with all Public Sector Banks (PSBs), our Bank has launched Door Step Banking Services at 100 Centers across the country on 09.09.2020. This enables the customers to avail banking services at their door step (without visiting the branch) through Banks' authorized Service Providers, using Mobile App, Web Based Portal and Call Centre. The list of 100 centres is attached herewith.

Customers can avail following non financial services

1. Pick up of Cheques/DD/PO, New cheque book requisition slip, 15G, 15H forms, IT CHALLAN /Govt. Business/ GST, etc.
2. Delivery of A/c Statement, non-personalized Cheque Books DD, PO, Prepaid instrument/Gift card, TDS / Form 16 Certificate, Term Deposit Receipt etc

Please download mobile app from Google play store/app store or access web based portal

S.N.	Name of Service Provider	Web based portal URL to access application
1	M/s. Atyati Technologies Private Limited	https://doorstepbanks.com/
2	M/s. Integra Micro System Pvt. Ltd.	https://dsb.imfast.co.in/doorstep/login

Also contact call centre at Toll Free numbers given below:

S.N.	Name of Service Provider	Toll free number
1	M/s. Atyati Technologies Private Limited	18001037188
2	M/s. Integra Micro System Pvt. Ltd.	18001213721

Stay safe and healthy

From : Union Bank of India



Annexure E

LIST OF DSB CENTRES ALLOTTED TO M/S. ATYATI TECHNOLOGIES PRIVATE LIMITED

S.No.	CENTRE	DISTRICT	STATE/UTs
1	Guwahati	Kamrup Metropolitan	Assam
2	Patna	Patna	Bihar
3	Chandigarh	Chandigarh	Chandigarh
4	Ahmadabad	Ahmedabad	Gujarat
5	Vadodara	Vadodara	Gujarat
6	Surat	Surat	Gujarat
7	Rajkot	Rajkot	Gujarat
8	Gandhinagar	Gandhinagar	Gujarat
9	Anand	Anand	Gujarat
10	Jamnagar	Jamnagar	Gujarat
11	Bhavnagar	Bhavnagar	Gujarat
12	Gurgaon	Gurgaon	Haryana
13	Faridabad	Faridabad	Haryana
14	Panchkula	Panchkula	Haryana
15	Rohtak	Rohtak	Haryana
16	Greater Mumbai	Mumbai	Maharashtra
17	Pune	Pune	Maharashtra
18	Nagpur	Nagpur	Maharashtra
19	Navi Mumbai	Thane	Maharashtra
20	Thane	Thane	Maharashtra
21	Nashik	Nashik	Maharashtra
22	Kalyan- Dombivli	Thane	Maharashtra
23	Pimpri	Pune	Maharashtra
24	Aurangabad	Aurangabad	Maharashtra
25	Vasai-Virar City	Palghar	Maharashtra
26	Mira- Bhayandar	Thane	Maharashtra
27	Kolhapur	Kolhapur	Maharashtra
28	Shillong	East Khasi Hills	Meghalaya
29	Delhi	New Delhi	Nct Of Delhi
30	Bhubaneswar	Khurda	Odisha
31	Sambalpur	Sambalpur	Odisha
32	Cuttack	Cuttack	Odisha
33	Puducherry	Puducherry	Puducherry
34	Chennai	Chennai	Tamil Nadu
35	Coimbatore	Coimbatore	Tamil Nadu
36	Madurai	Madurai	Tamil Nadu
37	Tiruchirappalli	Tiruchirappalli	Tamil Nadu

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38	Salem	Salem	Tamil Nadu
39	Hyderabad	Hyderabad	Telangana
40	Warangal	Warangal Urban	Telangana
41	Agartala	West Tripura	Tripura
42	Lucknow	Lucknow	Uttar Pradesh
43	Noida	Gautam Buddha Nagar	Uttar Pradesh
44	Kanpur	Kanpur Nagar	Uttar Pradesh
45	Ghaziabad	Ghaziabad	Uttar Pradesh
46	Allahabad	Allahabad	Uttar Pradesh
47	Varanasi	Varanasi	Uttar Pradesh
48	Agra	Agra	Uttar Pradesh
49	Meerut	Meerut	Uttar Pradesh
50	Gorakhpur	Gorakhpur	Uttar Pradesh
51	Bareilly	Bareilly	Uttar Pradesh
52	Aligarh	Aligarh	Uttar Pradesh
53	Moradabad	Moradabad	Uttar Pradesh
54	Jhansi	Jhansi	Uttar Pradesh
55	Kolkata	Kolkata	West Bengal
56	Bidhannagar (M)	North Twenty Four Parganas	West Bengal
57	Haora	Haora	West Bengal
58	Asansol	Paschim Bardhaman	West Bengal
59	Durgapur	Paschim Bardhaman	West Bengal
60	Siliguri	Darjiling	West Bengal



LIST OF DSB CENTRES ALLOTTED TO M/S. INTEGRA MICRO SYSTEM PVT. LTD.

S. No.	Centre	District	State or UTs
1	GVMC	Visakhapatnam	Andhra Pradesh
2	Vijayawada	Krishna	Andhra Pradesh
3	Tirupati	Chittoor	Andhra Pradesh
4	Guntur	Guntur	Andhra Pradesh
5	Raipur	Raipur	Chhattisgarh
6	Bilaspur	Bilaspur	Chhattisgarh
7	Bhilai Nagar	Durg	Chhattisgarh
8	Panaji	North Goa	Goa
9	Margao	South Goa	Goa
10	Shimla	Simla	Himachal Pradesh
11	Jammu	Jammu	Jammu & Kashmir
12	SRINAGAR	Srinagar	Jammu & Kashmir
13	Ranchi	Ranchi	Jharkhand
14	Dhanbad	Dhanbad	Jharkhand
15	Jamshedpur	Purbi Singhbhum	Jharkhand
16	Chaibasa	Pashchimi Singhbhum	Jharkhand
17	BBMP	Bangalore Urban	Karnataka
18	Mangalore	Dakshin Kannad	Karnataka
19	Mysore	Mysore	Karnataka
20	Hubli-Dharwad	Dharwad	Karnataka
21	Belgaum	Belgaum	Karnataka
22	Kochi	Ernakulam	Kerala
23	Thiruvananthapuram	Thiruvananthapuram	Kerala
24	Thrissur	Thrissur	Kerala
25	Kozhikode	Kozhikode	Kerala
26	Bhopal	Bhopal	Madhya Pradesh
27	Indore	Indore	Madhya Pradesh
28	Jabalpur	Jabalpur	Madhya Pradesh
29	Gwalior	Gwalior	Madhya Pradesh
30	Ludhiana	Ludhiana	Punjab
31	Jalandhar	Jalandhar	Punjab
32	Amritsar	Amritsar	Punjab
33	Patiala	Patiala	Punjab
34	SAS NAGAR	Sahibzada Ajit Singh	Punjab
35	Jaipur	Jaipur	Rajasthan
36	Jodhpur	Jodhpur	Rajasthan
37	Udaipur	Udaipur	Rajasthan
38	Kota	Kota	Rajasthan
39	Ajmer	Ajmer	Rajasthan
40	Dehradun	Dehra Dun	Uttarakhand





Door Step Banking -- Frequently Asked Questions (FAQs)

1. Question: What is Door Step Banking?

Reply: Extending banking services at the door step of customer without the need of visiting base branch.

2. Question: Whether these services are free or there is any service charge?

Reply: These services are not free. For availing these services, uniform service charge of Rs.75/- plus GST is applicable for each request.

However, It is decided that as a launch offer, free DSB services up to 30.09.2020 shall be extended to the first 100 customers in each of the 100 centres where DSB services are being launched in the first phase. Out of these 100 customers at every centre, 50% would be Divyangs and Senior Citizens customers and remaining 50% would be other early bird customers.

3. Question: Which type of services can be availed?

Reply: Financial and Non Financial services.

4. Question: What are the types of financial services?

Reply: Cash withdrawal and Cash deposit (These services will be extended in Phase-II)

5. Question: Please define the categories of non financial services?

Reply:

- i. **Pick up request:** pick up of documents/ instruments from customers' location viz. cheque requisition slip/cheque/authorization for payment of tax/ 15 G and 15H etc.
- ii. **Delivery request:** Delivery of account opening forms/Term Deposit Advice/Demand Draft/ Account statement/interest certificate etc. after collecting from branch.

6. Question: Whether the agents are bank's authorized agents?

Reply: This service is supported by two selected vendors namely M/s Atyati Technologies Pvt. Ltd. and M/s Integra Microsystem Ltd. to provide the services to customers through their agents at 60 centres and 40 centres respectively. These agents will be the authorized agents of both the vendors.



7. **Question:** Whether the request can be cancelled after submit?

Reply: Customer has the provision to cancel the active service request which is provided in order details screen. Cancellation is possible only

- i. In case of pick up request, before agent is assigned to pick up the document from customers' location.
- ii. In case of delivery request, before bank user completes the request.

8. **Question:** What is Turn Around time (TAT)?

Reply: All request generated up to 3.00 PM will be completed on same day within 3 hours of request generation and request generated after that will be completed by 1.00 PM next working day.

9. **Question:** Which vendor is authorized to provide service at particular centre?

Reply: Name of vendors with centres list is available at bank website unionbankofindia.co.in

10. **Question:** If I am out of city from my base branch, still I am able to avail services?

Reply: Yes, separate option is available in application to add address for availing door step services. Customer can add multiple addresses also.

11. **Question:** Whether handing over the instrument to agent is secured?

Reply: It is secured as in Door Step Banking process, once the agent arrives at door step of the customer, customer will proceed for document handover to DSB Agent only after the Service Code matches with the one available with the agent. After this, customer will hand over the instrument, which agent shall put in designated Envelope and seal before customer. Agent is expected to cross tally instrument detail with the information available in their App and accept only if it tallies. Thereafter, before accepting, branch official will check the envelope, whether properly sealed and only after confirmation, branch official will open the envelope.

12. **Question:** Whether I can deposit more instruments in a single request?

Reply: Multiple instruments can be picked by an agent for single pick up request. However, different instrument types cannot be clubbed for a single request ID.

13. **Question:** When the service charges will be deducted from my account?

Reply: After submitting the request, service charge will be debited from customer's account if balance is available otherwise request will be declined.

14. **Question:** How can I avail services using Mobile App?

Reply: Downloading of DSB Mobile Application from Google Play Store and Registration of Customer after Verification of Mobile Number on DSB application. Customer log in to the registered DSB Application in order to avail DSB services.



15. Question: What is Call Centre number?

Reply: M/s. Atyati Technologies Pvt. Ltd- 18001037188

M/s. Integra Microsystem Pvt. Ltd.-18001213721

Union Bank of India -1800 22 2244

16. Question: What is URL for accessing application on web based portal?

Reply: M/s. Atyati Technologies Private Limited -<https://doorstepbanks.com/>

M/s. Integra Micro System Pvt. Ltd. - <https://dsb.imfast.co.in/doorstep/login>,

17. Question: How I can lodge complaint for any issue?

Reply: Customer can raise a dispute/complaint over an ongoing or completed service request. The steps are as given below:

- i. Customer to initiate the dispute by selecting the option and provide following details.
 - a. Service request Type
 - b. Service request ID
 - c. Problem to be addressed (as description)
- ii. After initiation of request, DSB will create dispute ID with status as **INITIATED**
- iii. Raised dispute will be notified to customer care. An executive will view the dispute description and will identify & resolve the issue operationally.
- iv. After resolving the issue, select the dispute ID and change the status as **RESOLVED** by providing comments (mandatory). Thereafter customer will be notified with updated status.
- v. Customer may also approach following channels for any dispute/issue
 - a. Online grievance portal <https://icmt.unionbankofindia.co.in/icmt/>
 - b. Call centre -1800 22 2244
 - c. Sending mail on ccu@unionbankofindia.com

18. Question: What is the service area of any agent?

Reply: Generally 5 to 10 kms depending on accessibility of area.

19. Question: Whether financial transactions (cash deposit and cash withdrawal) are permitted?

Reply: Presently only non financial transactions are permitted. However financial transactions will also be allowed in second phase.

20. Question: What is the process of identifying the person for the service request?

Reply: Code sharing mechanism is built in the process for the proper identification of the agent. Further, agent's identity card shall also help for the same.

21. **Question:** Whether I can track my request?

Reply: Customer can track their request in following manner:

- i. Display of active service request in order history screen.
- ii. After clicking on service request, complete details of order will be shown to customer such as request type, agent name, service charges, Service request Type, its status, pick up from (customer address in case of cheque pick up) and delivered to (branch address in case of cheque drop).

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Stay Safe, Stay Secure and Stay Healthy

**Avail Door Step Banking and follow Social Distancing norms
to avoid COVID-19.**

