

ABHYUDAYA CO-OPERATIVE BANK LTD.

CITIZEN CHARTER
A Charter of Customer Service

1) OBJECTIVE

The objective of the Citizen's Charter is to set out our Vision, Mission and Commitment to all categories of our customers availing themselves of our various products and services across all our Branches and Offices in various States.

2) VISION

Our Bank's ascension to **excellence** in all directions will be powered by the VISION that provides overarching inspiration, the VALUES that serve to guide, thought and action that provide VITALITY enabling to embark on strategy formation & execution. The immense potential of our Bank will be realised by the distinctive amalgam of its **Vision, Values & Vitality**.

Our total commitment to integrity, ethics, meritocracy, teamwork and abiding concern for stakeholders are at the heart of Abhyudaya Bank's value system.

3) MISSION

To continuously strive for **synergy** between **technology, systems & human resources** for providing products & services that meet the quality, performance & aspirations of the vast clientele & to maintain the highest standards of ethics & societal responsibilities, constantly innovate products and processes & develop teams that keep the momentum going to take the **Bank to excellence**.

4) APPLICABILITY OF THE CHARTER

Disclaimer:

The Charter is not a legal document and does not intend to create any new rights or obligations either on the part of the Bank or on the part of the customer.

This Charter applies to **all products and services** provided by the Bank,

Regulatory / Statutory Compliance

In order to comply with regulatory/ statutory requirements while opening an account, we will adhere to the Know Your Customer (KYC) Norms and Anti Money Laundering (AML) guidelines by satisfying ourselves about the identity and verifying the address of a person(s) seeking to open an account, in order to protect the prospective customer(s), members of the public and ourselves against fraud and other misuses of the banking system. We will also satisfy ourselves about the sources of income of the existing/ prospective customers. Customers shall also provide the desired documents as per the requirements of the bank for updation and verification as per the periodicity of submission.

Products :

- a. All deposit accounts e.g. various types of products under Savings Bank Accounts, Current Accounts, Term Deposits, Recurring Deposits, DDS, NRE, FCNR and NRO.
- b. Safe deposit locker facility
- c. All the credit facilities e. g. Fund based (Retail Loans, Demand Loans, Term Loans, Cash Credit, overdrafts) and Non fund based (Letter of Credits/Bank Guarantees).
- d. Foreign exchange products including remittances and money changing.
- e. Third party products e.g. life/general/health insurance policies, issuance of PAN card
- f. Demat accounts
- g. RuPay Debit Card.
- h. Mobile Banking

Services :

- a. Remittance facility to the customers by transfer through RTGS/NEFT/ECS/UPI/IMPS/Issuance of Demand Drafts, Pay orders etc.
- b. Collection of local clearing and outstation cheques,
- c. Any Branch Banking
- d. Banking services related to a very few Government transactions.
- e. Indian currency notes exchange facility/adjudication of notes.
- f. Settlement of claims pertaining to balances in accounts of deceased customers/articles belonging to deceased customers.
- g. Nomination facility to all deposit accounts (opened in the capacity of individuals whether single or joint, as also sole proprietorships) and all (individual) safe deposit locker hirers.

5) OUR COMMITMENTS

- (i) To act fairly and reasonably in all dealings with customers in matters of:
 - a. Providing minimum banking services by opening Basic Savings Bank Deposit Accounts and accounts under PMJDY for the purpose of financial inclusion.
 - b. Meeting commitments and standards in the Charter for the products and services offered and in the procedure and practices followed.
 - c. Ensuring that products and services conform to relevant laws and regulations in letter and spirit.
 - d. Ensuring that dealings with the customers rest on ethical principles of integrity and transparency.
 - e. Operating a secure and reliable banking and payment system.
 - f. Dealing quickly and emphatically with customer grievances arising due to errors, delays in handling of customer related issues or on account of problems arising due to technological failure.

(ii) To display on the Bank's website

- a. The Banking Ombudsman Scheme: The scheme is displayed on the Bank's website.
- b. The Digital Ombudsman Scheme
- c. ATM/RuPay Debit Card Fraud Prevention & Compensation Policy
- a. Bank's Charter

(iii) To maintain privacy and confidentiality of the customers' personal information except in the following cases: -

- a. Where disclosure is under compulsion of law.
- b. Where interest of the Bank requires disclosure
- c. Where the disclosure is made with the express or implied consent of the customer.

(Bank may utilise the information for cross-selling of its own products inclusive of Third Party Products /services).

(iv) To publicise the Charter:

- a. Provide to any customer a copy of the Charter on request.
- b. Make available this Charter on Bank's website.

(v) We shall provide services to the customers as per laid down standards.

Towards this, we shall,

1. Seek suggestions/feedback.
2. Display business hours.
3. Notify changes in business hours in advance.
4. Render courteous services.
5. Attend to all customers present in the banking hall at the close of business hours.
6. Provide separate 'Enquiry' or 'May I help you' counter at large branches.
7. Display interest rates for various deposit schemes from time to time.
8. Keep customers informed about changes / modification in interest rates, charges, terms & conditions through Bank's website/display notice at branches.
9. Provide details of various deposit schemes/services of the Bank on the Bank's website.
10. Display time norms for various banking transactions.
11. Pay interest for delayed credit of outstation cheques, and provide immediate credit in respect of outstation and local cheques up to a specified limit subject to certain conditions, as per Bank's Cheque Collection Policy.
12. Provide complaint register/box in the branch premises.
13. Display address and telephone number of Nodal Officers dealing with customer grievances/complaints.
14. Ensure specific and proper queue management system at branches, where there are heavy crowds.

15. Provide basic facilities of drinking water, etc.
16. Provide magnifying glass to such visually challenged persons as would be able to use them.
17. Open Basic Savings Bank Accounts / Small Savings Bank Accounts under PMJDY for Financial Inclusion.
18. Open a savings bank account in the name of;
 - a) individuals, singly or jointly,
 - b) minors of the age of 14 years and above,
 - c) minors below 14 years jointly with natural/legal guardian,
 - d) illiterate /blind/physically handicapped persons.
19. Provide name of the payee as well as instrument number in case of debit entries in the Passbooks/Statement of Accounts.
20. Provide facility of standing instructions in case of payment of insurance premium if the relative policy is issued through our bank, or for Recurring Deposit account, or for recovery of locker charges/loan installment of our Bank.
21. Allow premature withdrawals, unless specified otherwise, at the rate of interest applicable for the period for which the deposit has run, subject to penalty, prescribed by the Bank. No interest will be paid on premature withdrawals of deposit which has remained with the Bank for less than 7 days.
22. Allow premature withdrawal of term deposits in the name of deceased depositor(s) to the survivors if specified by the depositor(s) at the time of issuance of such term deposit.
23. Allow premature withdrawal of Term Deposit without penalty on death of both or all depositors, in case a nominee is appointed.
24. Allow generally loans/overdrafts against deposits except on Tax Saver Scheme i.e. ATSS. Such loans are sanctioned by charging interest at rates prescribed by the Bank under direction by RBI from time to time on the subject.
25. Send renewal notices for Term Deposits to customers through system generated letters/SMS.
26. Pay interest on deposits either monthly at discounted value or quarterly or on the date of maturity at the option of the depositor as applicable under the particular deposit scheme. Maturity proceeds of Rs.20,000/- and above will be paid only by account payee Banker's cheque or will be credited to the account; no Cash payment will be made in such a case.
27. Provide TDS statement explicitly mentioning details of gross interest credited and TDS debited.
28. Issue duplicate term deposit receipt in the event the original term deposit receipt is lost, subject to Depositor(s) completing required formalities prescribed by the Bank from time to time.
29. Provide linkage of Terms and Conditions of various products, which are provided on an agency basis by Bank.

30. Offer auto-renewal facility to the customers for a Term Deposit Receipt as a measure of good customer service & to protect interest of depositors.

(vi) Senior Citizens & physically challenged persons-

There will be prioritised service to senior citizens and physically challenged persons at all branches. The needs of senior citizens and physically challenged persons will also be an important input for Bank in deciding on branch locations and their access.

(vii) Self Help Groups (SHGs) -

Bank will consider opening of Savings Bank Accounts of SHGs and its members.

(viii) Currency Exchange Facilities

Bank will ensure proper currency exchange facilities to customers and members of General Public and also will ensure quality of notes in circulation at all branches.

It will be ensured that Branches remain open for public transactions during the prescribed business hours on all working days.

(ix) Providing banking facilities to the visually challenged / differently abled persons

- a. Bank will open accounts of visually challenged persons.
- b. Bank will open accounts of differently abled persons with autism, cerebral palsy, mental retardation and multiple disabilities based on the Legal Guardianship Certificate issued under the National Trust Act, 1999.
- c. Bank will rely upon the Guardianship Certificate issued either by the District Court under Mental Health Act or by the Local Level Committees under the above Act for the purposes of opening / operating bank accounts of these differently abled person.
- d. Essential details about the facilities are enumerated in the Multiple Disabilities Act, 1999 (also known as the Mental Disabilities Act).

(x) Payment of Balance in Accounts of the Deceased Customers to Survivors/ Claimants

The Bank follows a simplified procedure without insisting on production of succession certificate in settlement of claims of deceased customers relating to deposit accounts & lockers. The Bank will, however, adopt such safeguards in considering the settlement of claims as appropriate, including accepting an indemnity bond. Nomination facility is available on all deposit accounts opened in the name of natural persons to facilitate speedy settlement of balances in the accounts of deceased customers. Our customers are continuously made aware of the availability of the facility offered in terms of provisions of the Banking Regulation Act.

The simplified procedure is as under:

(a) Settlement of Claims on the basis of Nomination

Where the customer(s) has/have made a nomination in the deposit account/Locker, on death of such customer(s), the nominee is required to make a request in prescribed form to the branch concerned along with the death certificate(s).

The nominee is required to establish his/her identity. The Bank will make payment to the nominee unless a restraining letter/order from any person/court/enforcement agency claiming the amount as heir is received before the settlement of the amount(s), prohibiting the Bank from making such payment(s). The nominee will receive the money/contents of locker as a trustee of the legal heirs of the deceased.

(b) Settlement of Claim Cases in Joint Accounts with Survivorship Clause

In case of two persons having their Joint Account, if the Account Opening Form provides for payment of the balance to the survivor, payment can be made to the survivor upon the death of one of the account holders unless a restraining order from any court/enforcement agency is received before the settlement of the amount(s) prohibiting the Bank from making such payment(s). The survivor has to provide a Death Certificate of the joint holder. The Survivor can make a request to the branch concerned for transfer of the outstanding balance in his name.

(c) Settlement of Claims in the absence of Nomination and/or Survivorship Mandate

In such cases, the claimant is required to submit a claim form. In case the legal heirs of the deceased customer are identifiable and there is no dispute amongst the legal heirs, claims can be settled upto a limit prescribed by the bank without insisting on Succession Certificate/Letter of Administration etc. These claims are settled upto the limit prescribed, after obtaining Indemnity with or without Surety to the satisfaction of the Bank. In case only one of the legal heirs wants to receive the amount of claim or contents of locker etc., he/she can obtain a Power of Attorney/letter in his/her favour from other legal heirs for receiving the amount of the Deposit Accounts and / or the contents of the Locker.

(d) Timeline for Settlement

In case all formalities are completed by the claimant(s), the claim will be settled within 15 working days from the date of submission of claim documents, complete in all respects, to the Branch.

At the time of payment of the claim, the claimant(s) shall give receipt to the Branch, as per the prescribed format of the Bank.

(xi) Exchange of Soiled/Slightly Mutilated Currency Notes

All branches of the Bank will freely exchange soiled and slightly mutilated / cut notes of all denominations in terms of the note refund rules as prescribed by Reserve Bank of India from time to time. Currency exchange facility will be offered free of cost and will be available to the Bank's customers as well as to the general public.

Reserve Bank of India has permitted Bank to exchange mutilated currency notes which are genuine and where mutilations are such as not to cause suspicion or fraud. The Bank's branches exchange all categories of mutilated currency notes. Refund value of these notes is, however, paid as per the RBI (Note refund) Rules.

(xii) Safe Deposit Lockers

The facility of safe deposit lockers is an ancillary service offered by the Bank. The Bank shall exercise due care and necessary precautions for the safety of lockers provided to the customers. However, the Bank shall not be liable for any damage or loss to lockers or its contents, due to any reasons(s) whatsoever.

The major aspects governing the services:

- i. A locker may be hired by an individual (not minor), firm, limited company, specified associations, societies, etc.
- ii. Nomination facility is available to individual hirer of safe deposit locker.
- iii. Loss of key to the locker should be immediately informed to the branch. All the expenses incurred in replacing the lock and key shall be borne by the hirer(s).
- iv. Lessee may use his/her own pad lock on the locker, wherever provision therefor exists.
- v. Lockers are available in different sizes.
- vi. Lockers are rented out for a minimum period of one year. Rent is payable in advance. In case of overdue rent, the bank will charge penalty as decided from time to time.
- vii. The rent may be paid from the savings / current account of the Lessee through standing instruction.
- viii. The Bank reserves its right to break open & recover the charges of for the locker-service if rent is not paid in spite of notices sent by the bank.
- ix. The facility of safe deposit locker is available to customers. For operational convenience, a customer may avail the automated annual locker rent payment facility by opening a Savings Bank / Current Account with the Bank.
- x. For availing the safe deposit locker facility, the customer has to deposit a prescribed amount as Locker Key Deposit as per Manual of Service Charges.
- xi. As per regulatory guidelines, branches are required to contact the locker-hirer, when the locker has remained un-operated for more than one year. This exercise would be carried out even if the hirer is paying the rent regularly. In case the hirer does not respond nor does he operate the

locker, the Branch may consider opening the locker after giving due notice to the hirer depending on risk category of the customer. Locker-hirers are thus advised to either operate the locker or surrender the same.

(xiii) Remittance Services

- i. Customers may remit funds from one centre to another centre by RTGS, NEFT/EFT, Demand Drafts and pay order by paying specified charges.
- ii. Remittance by any mode as mentioned above for Rs 50,000/- and above will be made by the Bank only by debit to the customer's account or against cheques or other instruments tendered by the purchaser and not against cash payment.
- iii. Payment of a demand draft/pay-order will be made only through banking channels and not in cash.
- iv. Before taking delivery of the drafts/pay-order, customer is to verify that the draft/pay-order is complete in all respects including signature of the official(s) along with their specimen signature numbers at the place provided for.
- v. Bank will issue duplicate demand draft/ pay-order, to the customer within a fortnight from the receipt of request after obtaining indemnity where prescribed.
- vi. As per RBI guidelines, with effect from April 1, 2012, the validity period of any negotiable instrument such as Cheques, Demand Drafts, Pay Orders and Banker's Cheques etc., has been reduced from 6 months to 3 months, from the date of issue of the instrument.

(xiv) ATM / DEBIT CARD TRANSACTIONS:

In case of doubt of a disputed ATM transaction, the copy of the EJ (Electronic Journal) or JP (Journal Printer) log is called for from an acquiring bank. The copy would have the details of the disputed transaction. The liability of bank vis-à-vis customer compensation, if any due, will be determined as per the RBI mandated policy.

(xv) Mobile Banking

Debit /Credit alerts, change in Prime Lending Rate etc., will be sent by SMS messages.

(xvi) NACH Mandate Management System

Bank will ensure that NACH Mandate Management System works effectively to comply with the mandate given by the customer in respect of limit of debit amount, expiry date, withdrawal of mandate, etc.

Withdrawal of mandate for any NACH debit payment will not be left to the mercy of the beneficiary.

(xvii) Loans and Advances

- i. For loans, additional interest is charged to the borrowers for various irregularities in contravention of agreed terms & conditions. The same is mentioned in the loan agreement or advised separately.

- ii. Housing Loan Interest Certificates required for Income Tax purpose will be issued to all Housing Loan customers in the month of April every year.
- iii. **Papers/Documents for obtaining loan:-** Borrower will be made aware upfront about various papers/documents required to be produced for processing of loan application, instead of demanding them piecemeal. Additional documents are called for Home Loans, based on requirement of the lawyer's report.
- iv. Bank Guarantee will be issued to reputed customers with prescribed margins.
- v. Bank Guarantees will be closed and margin money returned upon return of original Bank Guarantee duly discharged by the beneficiary. In the event the original Bank Guarantee is not received by the Bank, the margin money may be released on receipt of an indemnity.
- vi. The title deeds which have been obtained as security for Loans and Advances will be returned to the customers within a period of 15 days after the loan closure.
- vii. Any change in interest rate on loan availed due to change in interest rate etc. will be advised by Bank by sending SMS or e-mail alert or by a letter or by putting a notice at branch premises.

6) STANDARDS FOR SERVICES

Ultimate delivery channel is Branch Office/specialized Branch Office besides availability of alternate delivery channel viz. ATMs, Mobile Banking, etc., It is the responsibility of Branch Incharge to provide services to the customers as per standards/norms. Any query/grievance is to be addressed to the Branch Incharge/ Customer care Dept., at Head Office.

Customers can obtain the details of the products/services from the Branch or download from Bank's website. Bank reserves the right to change/amend the terms and conditions of any Scheme/services/products at any time.

Indicative time norms for various transactions and timeline for each activity has been given in the following chart subject to submission of required documents by the customers.

| Sr. No. | Products/Service | Time Norm |
|-----------|--|--------------|
| A. | Opening of Deposit Account 1. Savings Bank A/c 2. Current Deposit A/c 3. Fixed Deposit A/c 4. Recurring Deposit A/c 5. Daily Deposit Account (Where the facility is made available) | } 15 minutes |
| B. | Remittance : 1. NEFT 2. RTGS 3. Draft 4. Pay Order | } 15 minutes |

| | | |
|-----------|--|---|
| C. | Sanction for any facility under Loans and Advances : 1) Surety & Vehicle Loans 2) Facilities sanctioned at Branch Level (other than Surety Loans & Vehicle Loans) (N.B. Resolution of non-compliances or queries will involve additional time.) | 15 working days 23 working days |
| D. | Third Party Products 1. Demat 2. Insurance: Personal/General Insurance 3. Issuance of Pan Card | 30 minutes after receiving the proposal from branch at Demat cell As per processing timings of various products 21 days |
| E | Claims against Deceased Account | 15 days |

7) EXPECTATIONS FROM CUSTOMERS FOR EFFICIENT SERVICES.

1. Provide Officially Valid Documents for (i) proof of identity and (ii) proof of address in compliance of the Know Your Customer (KYC) regulatory guidelines applicable to banks (for customers desiring to open accounts).
2. Check your statement of account or passbook regularly.
3. Get your passbook updated from time to time.
4. Ensure safe custody of cheque book, pass book, ATM/Debit Card.
5. Issue crossed/account payee cheques as far as possible.
6. Ensure cheque is crossed and account number and mobile number is mentioned at the back of the cheque before dropping in the cheque drop box.
7. Note that while tendering the cheques at the branch for collection, acknowledgement can be obtained from the officials/staff.
8. Check the details of the cheque viz. date, amount in words and figures, crossing, etc. before issuing it. As far as possible, issue cheques after rounding off the amount to nearest rupee.
9. Issue cheque without cutting/overwriting to prevent any loss. No changes/corrections should be carried out on the cheques. For any change in the payee's name, amount (in figures words) etc., fresh cheque forms should be used by customers. This would help banks identify and control fraudulent alterations. Full signature of drawer is required for cutting in date towards re-validation of 'Stale Cheque'. Blanks in spaces meant for writing 'Payee's' Name/Amount in word and figure should be securely closed by putting cross/drawing a line.

10. Cheques which are issued with cuttings are liable to be rejected if presented in clearing functioning under “Cheque Truncation System’ (CTS), even though the cutting/s is/are authenticated.
11. Send cheques and other financial instruments by Registered Post or by courier. Do not sign blank cheques. Also do not record your specimen signature either on pass book or on cheque book.
12. Do not issue cheque without adequate balance; maintain minimum balance as specified by the bank.
13. Use nomination facility for deposit accounts/locker accounts.
14. Note down account numbers, details of FDR, locker number, etc. separately.
15. Inform change of address, telephone/mobile number etc. to the branch.
16. Inform loss of demand draft, term deposit receipt, cheque leaf/ (leaves)/book, key of locker, etc. immediately to the Branch.
17. Pay interest, installments, locker rent and other dues on time.
18. Ensure safe custody of the Delivery Instructions Booklet in respect of Demat Accounts. Do not keep any blank signed slip in the Book.
19. Complaint relating to deficiency of customer service should be reported within a reasonable time.
20. Operate deposit account regularly to maintain the status as operative/active. Inform Bank if you intend not to operate the account for some time provided the norms for residential account are fulfilled.
21. Ensure confidentiality of password for mobile banking and PIN for Debit Card.
22. Notify the Bank immediately in case of loss of ATM/Debit card, to enable it take urgent steps to prevent the same from being misused. Customer shall be liable for any misuse until the time the bank has been notified.
23. Do not share account details, password, net-security code or any other security information with anyone. Memorise personal identification number (PIN) and change it on regular basis.
24. Do not respond to any unauthorized email/email asking for password/ PIN.
25. Use SMS alert facility and notify any change in mobile number.
26. Avoid accessing Banks’ internet banking site through a link from another site or an email. Verify the domain name displayed to avoid spoof website.
27. Not to use cyber cafes/shared PCs to access any internet banking site.
28. Log off the PCs when not in use.
29. Install on desktop personal firewall software & antivirus software. Latest available updates should be regularly downloaded as a matter of good practice. In case of doubt, reconfirm by double checking the Padlock Symbol/Icon on webpage to ensure that the site is running in secure mode before any confidential/sensitive information is fed.
30. Change internet banking password regularly. Keep password a combination of alphabets, special characters and numerals.

31. Always logout from internet banking before closing the window.
32. Do not share your password with any third party. The Bank also does not ask for such information.
33. Do not store ID/PIN in the internet explorer browser.
34. Cooperate with the Bank/ police / any other investigating agency, for any investigation in respect of any transaction on your account
35. Bring any deficiency in services to the notice of the Bank.
36. Furnish nominations for deposit accounts.
37. Furnish correct PAN number
38. Submit Form 15G or 15H wherever necessary at the commencement of financial year.
39. Ensure that account is not used for money laundering or for any fraudulent transaction.
40. Customer's obligation - Proper utilization of Bank Loan and Timely Repayment.

8) CUSTOMER INFORMATION

1. Special efforts will be made to educate customers in the use of technology in banking. Bank will ensure full transparency to the customer in levying of various fees/ service charges and penalties.
2. Bank has established a proper Customer Grievance Mechanism & implemented the same.
3. Use of various technology channels is made for educating customers and gathering suggestions from them for improving service.

9) GRIEVANCE REDRESSAL MECHANISM

We are committed to serve you to your satisfaction and make your experience of patronising our services an enjoyable one. However, should you feel that our services need improvement and wish to lodge your feedback/complaint; we welcome your valuable suggestions and feedback. Our endeavour shall be to convert your complaint into a compliment.

In case of any complaint about our services or products, following channels are available for registration of complaints.

1. Visit your branch to register the complaint either in the Complaint Register available with Branch-Incharge at all the branches. You may alternatively drop your complaint in the Complaint-cum-Suggestion box at every branch of our Bank.
2. Call on Bank's toll free number 1800-22-9699 or Telephone No. 022-24115047/24105097 during Office Hours.
3. Submit the complaint online by selecting option 'Complaints and Grievance Redressal' on home page of Bank's website www.abhyudayabank.co.in

4. i) You can always lodge a complaint either by letter, by email or over telephone, directly with the under-mentioned officer.

- a) Name :- Smt. Hema Bharucha, Sr. Manager
- b) Address :- K. K. Tower, Abhyudaya Bank Lane,
G. D. Ambekar Marg, Parel Village,
Mumbai -400012.
- c) Telephone No. :- 022-24115047, 022-24105097
- d) Email :- secretarial@abhyudayabank.net

ii) In case of a complaint regarding any digital transaction, it may be taken up with the following official of the Bank.

- a) Name :- Shri. Rakesh D. Bhujbal, Manager
- b) Address :- IT DRS, Abhyudaya Bank Bldg., 3rd Floor,
Sector - 17, Vashi, Navi Mumbai - 400 703.
- c) Telephone No. :- 022-27890636/27890638
- d) Toll free No. :- 1800-22-3131
- e) Email :- atmrecon@abhyudayabank.net

The Bank shall strive to resolve the complaints at the various touch points itself within the stipulated timelines.