



**POLICY ON CUSTOMER RIGHTS &
ACCESSIBILITY TO PERSONS WITH DISABILITY**

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Version 2.2

**Customer Relations Department
The South Indian Bank Limited
Head Office, Thrissur**

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1. Preface

Customer rights assumes great importance in banking services. A well-documented and transparent policy on customer rights will function as a guiding force for Banks to improve their service quality.

2. Objectives

The Customer Rights Policy underscores basic rights of customers of our bank regulated by the Reserve Bank of India. It spells out the rights of the customer and also the responsibilities of the bank. The Policy applies to all products and services offered by the bank or its agents, whether provided across the counter, over phone, by post, through interactive electronic devices, on internet or by any other method.

3. Coverage of the Policy

3.1 Right to Fair Treatment

Both the customer and the Bank have the right to be treated with courtesy. The customer will not be unfairly discriminated when offering and delivering financial products. In pursuance of the above Right, bank will –

- Promote good and fair banking practices by setting minimum standards in dealings with customers.
- All the branches will be provided with hygienic drinking water facility to the needy customers without any discrimination at par with the Bank staff.
- Promote a fair and equitable relationship between the bank and the customer.
- Train bank staff attending to the customers, adequately & appropriately.
- Ensure that staff members attend to customers & their business promptly & courteously.
- Treat all customers fairly and not discriminate on grounds such as gender, age, religion, caste, literacy, economic status physical ability, etc. Bank may, however, have special schemes or products which are specifically designed for members of a target market group or may use defensible, commercially acceptable economic rationale for customer differentiation. Bank may also have schemes or products as part of an affirmative action such as for women or backward classes. Such schemes / products will not tantamount to unfair discrimination. The rationale for such special schemes or terms will be explained by bank wherever required.
- Ensure that the above principle is applied while offering all products and services.
- Ensure that the products and services offered are in accordance with relevant laws and regulations.
- The Bank shall endeavour to provide customers with hassle free and fair treatment. Bank would expect customers to behave courteously and honestly in their dealings with the bank.
- It shall also be the bank's endeavour to encourage its customers to approach the bank's internal grievance redressal machinery and approach the alternate machinery set up or

available under the law in force for redressal after exhausting all their remedies under bank's internal grievance mechanism.

3.1.1 Accessibility for Persons with Disability:

For persons with Disabilities (PwDs), universal accessibility is critical for enabling them to gain access to equal opportunities, live independently and participate fully in all aspects of life in an inclusive society. Despite rules and regulations framed for the betterment of PwDs, the ground level reality for customers with special needs continues to remain a big challenge. Based on the report prepared by IBA at the insistence of RBI, and to take care of the banking needs of the PwDs, a Policy on Accessibility for Persons with Disability is framed for the Bank. Accessibility may cover the entire spectrum of physical location/build environment, web, digital, mobile and other technologies and modalities, communication and customer service. Two Key areas of accessibility are a) Physical accessibility b) E-Accessibility. The policy covers these areas as per the details furnished below.

A. General management:

The Bank's systems will be oriented towards providing better customer service. It shall periodically study the systems and its impact on customer service. It shall endeavour to provide facilities as per Board approved Policy on General Management of Branches. Special attention shall be bestowed on providing adequate space, accessibility, understanding and other value for money schemes as is expected by any customer by ensuring that:

- a) Infrastructure facilities provided by branches to customers are such that they (especially PwDs) have adequate space and seating facilities to smoothly complete their banking operations. Branches will prioritize senior citizen and differently abled persons and wherever possible allocate a separate counter / single window facility in addition to "May I Help You" counters after considering transaction pattern, availability of infrastructure and manpower.
- b) Staff members are provided adequate training & designated as Floor Managers at least in large branches to help customers (especially PwDs) by providing a patient hearing and assisting in putting in their transactions, providing details of schemes, service and other facilities.
- c) Ramps with hand rails, ATMs with braille keypads, voice guidance facility, magnifying glasses and other such special facilities shall be provided wherever feasible to improve ease of banking for senior citizens and PwDs.
- d) Magnifying glasses shall be provided in all bank branches for the use of persons with low vision, wherever they require for carrying out banking transactions with ease. The branches shall display at a prominent place notice about the availability of magnifying glasses and other facilities available for persons with disabilities

B. Banking for Visually Impaired:

Visual impairment or vision loss is a decreased ability to see to a degree that causes problems not fixable by usual means such as glasses. Visual impairment may be partial or total.

I. General Facilities:

Visually impaired citizens are to be given access to all facilities and privileges available to other customers from all branches / offices. Impairment should not be a condition for denying loans/ any other basic banking facilities such as cheque books, operation of Locker, ATM etc. They should be allowed to avail a loan / other facility with a person of their choosing even if

he / she is / are visually impaired too. If they so desire, a power of attorney or mandate holder may be appointed to operate the account on their behalf. The same procedure for extending loans / services / facilities to be used for extending facilities to visually impaired as it would to other customers. No additional burden of interest payment or collateral to be added. In cases of loans where co borrowers are not insisted for a particular loan product, the same should not be insisted for a PwD.

Visually impaired are not to be equated to illiterate customers. An additional declaration of thumb impression can be obtained in case of visually impaired customers who use Thumb impression. It has to be clearly marked that 'the account holder is visually impaired'. Regarding operations of accounts through identification of thumb/toe impression/mark by two independent witnesses and authorising a person who would withdraw the amount on behalf of such customers shall also be extended to the visually impaired customers.

Additional facilities such as reading of terms & conditions of service, filling up of forms / slips etc. should be provided to these customers. The officer / Manager of Office / Branch read out terms / rules of business in presence of a witness if so demanded. He / she should inform the visually impaired customer / prospective customer of his /her rights and liabilities before offering a product.

All ATMs/CRMs of the Bank shall have Braille keypads and to the extent possible, all of them shall be converted to talking ATMs for the benefit of blind and low vision customers. Magnifying glasses shall be provided in all bank branches for use of persons with low vision. Message stating the availability of these facilities is to be displayed at a prominent location at branches.

II. Cash Withdrawals:

Facilities for withdrawal of cash as are provided to all customers will be provided to visually impaired customers. In case a visually impaired customer makes cash withdrawals at the bank then the payment must be made in the presence of another bank employee/officer. No outside witnesses are required unless the visually impaired customer requests that such witnesses be present.

- a) Operations should not be restricted to 'self-withdrawals'.
- b) Cheque book facility should not be denied to visually impaired person. All procedures pertaining to the use of such cheque books by visually impaired customers must be in accordance with that of the other customers.
- c) Cheques issued by visually impaired persons to third parties should be honoured, if otherwise in order.

III. Credit Cards /Debit Cards :

Visually impaired customers must be permitted to avail of ATM facilities and issued credit cards/debit cards on request as per account eligibility criteria fixed by the Bank. All rules and regulation regarding credit/debit card must be available on the web-site of the Bank in accessible format. These should be read out to visually impaired persons and perceived risk factors explained to them should they request for it.

IV. On Line Banking / Mobile Banking and Tele Banking/Phone Banking:

All applications - web based, desktop applications / mobile based applications will be accessible to visually impaired persons. All features especially those related to customer security must be accessible to visually impaired persons.

V. Lockers :

Visually impaired customers should be provided with locker facility on request. Bank procedures for issuing a locker to a visually impaired customer must be the same as to any other customer and in accordance with Board approved Locker Policy. However, suitable lockers conveniently located for operations may be allotted.

A visually impaired customer may be given the following options for operation of locker:

- Operation – Singly
- Operation - Singly with the assistance of a reliable person, as per the choice of the Applicant.
- Operation - Jointly.

A visually impaired customer may also request the staff in-charge of the locker to be present when the locker is opened or to check if nothing has been left behind or fallen after the locker is closed.

VI. ATMs for visually impaired:

ATMs deployed by the bank will have Voice Guidance for visually impaired persons. These ATMs work as normal ATMs and Voice Guidance as well. Visually challenged individuals on inserting their headphone in the jack provided for the same, will be guided by voice at each stage of the transactions. The transactions may be processed either by displaying or hiding the screens. Most of the Bank's ATMs have Braille labels for card slot, keypad, cash dispenser, receipt printer and headphone jack.

Report on number of ATMs enabled with braille keypad and voice guidance must be reviewed by the Customer Service Committee of the Board on a quarterly basis.

VII. Loans:

Visual impairment alone will not be considered as a reason for rejection / denial of loans / other associated services. The procedure extended for offering loans will be the same as for any other customer. No additional burden of interest payment / collateral / other terms and conditions will be imposed.

Wherever co-borrowers are not insisted as per credit policy of the Bank, the same shall not be insisted upon only because of visual impairment. Subject to satisfaction of other conditions, such customers will be allowed to avail the loan jointly with any person of their choosing including person(s) who is/are visually impaired. Such customers shall not be denied of any service even if they use thumb impression. If necessary, additional documents shall be collected.

Additional facilities such as reading out of Terms & Conditions, filling of forms/slips etc. will be offered by Manager / officer of branch concerned, if demanded by the customer. If he / she so desires, a person of their choosing may also be appointed as Power of Attorney holder / Mandate holder.

C. Persons with Mental Disabilities

A mentally ill person is one who is in need of treatment for any mental disorder other than mental retardation. Such persons can have a guardian or manager appointed to look after their properties. The guardian / manager can be appointed by the District Court / Collector (As per

Mental Disabilities Act ,1987) .As per section 2 of The National Trust of Persons with Autism, Cerebral Palsy, Mental Retardation and Multiple Disabilities Act, 1999 defines a person with disability as one suffering from any condition relating to autism, cerebral palsy, mental retardation or a combination of any two or more of such conditions and includes a person suffering from severe multiple disabilities. As per this act, a local level committee can be appointed to take care of person and property of disabled person.

Mental illness shall be determined in accordance with such nationally or internationally accepted medical standards (including the latest edition of the International Classification of Disease of the World Health Organisation) as may be notified by the Central Government. No person or authority shall classify a person as a person with mental illness, except for purposes directly relating to the treatment of the mental illness or in other matters as covered under this Act or any other law for the time being in force.

Mental illness of a person shall not be determined on the basis of:

- political, economic or social status or membership of a cultural, racial or religious group, or for any other reason not directly relevant to mental health status of the person;
- Non-conformity with moral, social, cultural, work or political values or religious beliefs prevailing in a person's community.
- Past treatment or hospitalisation in a mental health establishment though relevant, shall not by itself justify any present or future determination of the person's mental illness.
- The determination of a person's mental illness shall alone not imply or be taken to mean that the person is of unsound mind unless he has been declared as such by a competent court.

Certificate from competent authorities regarding appointment of guardian can be taken into consideration while in open case of doubt, legal opinion is to be sought.

Following information are to be displayed in Bilingual / Trilingual Format at a conspicuous location in banking hall:

- Essential details of Facilities under Mental Disabilities Act.
- Certificate issued under Mental Disabilities Act is acceptable.
- Customer can approach Local Level Committee for issuance of certificate under Mental Disabilities Act.
- Details of Local Level Committee in the area.

I. Guardianship and Account operation:

Both the parents may jointly, or, in the event of the absence of one due to death, divorce, legal separation, desertion or conviction, may singly apply for guardianship of their or as the case may be his ward beyond the age of 18 years. In the event of death, desertion, conviction of both the parents, the siblings (including half and step siblings) jointly or singly (reason of single application to be explained separately) may apply for guardianship of a disabled member of the family.

In the event of non-application of sub-regulation above, a relative may make an application for guardianship. In the event of non-application of sub-regulation mentioned above, any registered organization may make an application for guardianship. The Local Level Committee may direct a registered organization to make an application for guardianship in case of a destitute or abandoned person.

The application for guardianship shall be accepted unless the applicant is disqualified on account of :

- loss of citizenship;
- being of unsound mind;
- being convicted by a court of law;
- being a destitute.

The applicant may indicate siblings, or any member of the family or any other person or a registered institution for consideration as a guardian. In the case of considering the institution as a guardian, the institution must be registered under a law and be capable of providing care of the person. In the event of institution ceasing to be registered under a law or stops functioning, or is found otherwise unsuitable, the Local Level Committee shall make alternative arrangements for the foster care of any such inmate or the ward, who is under the care of any such institute. The alternative care shall not be permanent in nature and shall be placed by permanent guardianship within a period of one year. The applicant for guardianship must be living in the vicinity or close proximity to the place where the ward has been habitually living at the time of appointment of guardian. No single male shall be considered as a guardian for a female ward and in the case of female wards, the male person shall be given co-guardianship with his spouse, who shall be master co-guardian.

The confirmation of appointment of the guardian on application made by a registered organization or the parent or relative of a person with disability should be made in Form B as per the rules. Based on the said guardianship certificate as issued by the Local Level Committee, Bank can open account in the name of person with mental disabilities, both minor and major and allow account to be operated by guardian as appointed by the Act.

D. Senior Citizens and Differently Abled / Sick & Incapacitated Individuals:

All facilities as mentioned in Bank's policy on General Management of Branches, shall be provided to senior citizens and sick / incapacitated individuals such as:

- Dedicated Counters / Preference to Senior Citizens, Differently abled persons
- Cheque Book Facility (for senior citizens - a minimum of 25 leaves per year without insisting on physical presence of the customer)
- Automatic conversion of status of accounts in case of senior citizens.
- Ease of filing Form 15G/H.

a. Account operation in case of sick / incapacitated individuals:

Branches may, with a view to enabling the old / sick account holders operate their bank accounts, follow the procedure as under:

- Wherever thumb or toe impression of the sick / old / incapacitated account holder is obtained, it should be identified by two independent witnesses known to the bank, one of whom should be a responsible bank official.
- Where the customer cannot even put his / her thumb impression and also would not be able to be physically present in the bank, a mark can be obtained on the cheque / withdrawal form which should be identified by two independent witnesses, one of whom should be a responsible bank official.
- The customer may also be asked to indicate to the bank as to who would withdraw the amount from the bank on the basis of cheque / withdrawal form as obtained above and that person should be identified by two independent witnesses. The person who would be actually drawing the money from the bank should be asked to furnish his signature to the bank.

- In case of a person who cannot sign due to loss of both hands, can use the toe impression, provided that it is witnessed by two independent witnesses known to the bank, one of whom should be a responsible bank official.

b. Door Step Banking:

In view of the difficulties faced by senior citizens of more than 70 years of age and differently abled or infirm persons (having medically certified chronic illness or disability) including those who are visually impaired, Bank shall offer door step banking facilities in accordance with its Policy on Door Step Banking.

E. Accessibility for Wheel Chair Users:

Wherever feasible, Bank shall endeavour to provide ramps at the entrance to branches and ATMs so as to provide ease for accessibility to Wheel chair users. Care may also be taken to make arrangements in such a way that the height of the ATMs does not create an impediment in their use by wheelchair users. However, in cases where it is impracticable to provide such ramp facilities, whether permanently fixed to earth or otherwise, this requirement may be dispensed with, for reasons recorded and displayed in branches or ATMs concerned.

Our Banking Halls/ rooms housing ATM/CDM shall be built in accordance with Bank's approved guidelines in such a way that free and easy access is available for all.

F. Accessibility in Digital Platforms / Web Accessibility:

Web accessibility means that people with disabilities can use the Web. More specifically, that people with disabilities can perceive, understand, navigate, and interact with the Web, and that they can contribute to the Web. Web accessibility also benefits others, including older people with changing abilities due to aging.

Our web accessibility guidelines are governed by 4 principles:

- Perceivability
- Operability
- Understandability
- Robustness

The Website will contain, an option to increase / decrease the text size for the content pages, tab wise access of link / menu on the pages, all the images should be tagged and also it should have screen reader access. Altering the size of the text makes the website perceivable. Keyboard / tab wise accessibility improves operability of the website. Providing description to images makes the content distinguishable and screen reader access helps in the understandability of website.

In general, Bank will adopt steps to ensure that our websites and digital banking channels e.g. mobile apps, internet banking, etc. will be user friendly for disabled people to access with ease. This means that:

- Headings are used correctly to make them readable through screen readers.
- 'Click here' links are not used.
- Style sheets are used to determine the presentation of website - this assist those using screen reading devices
- Where we use images, we use alternative text so that those people who cannot see the image can read the text. This alternative text can be read by screen reading devices.
- Tab accessibility is enabled along with functionality to increase or decrease size of font.

3.2 Right to Transparency, Fair and Honest Dealing

The Bank will make every effort to ensure that the contracts or agreements it frames are transparent, easily understood by and well communicated to the common person. The product's price, the associated risks, the terms and conditions that govern use over the product's life cycle and the responsibilities of the customer & Bank will be clearly disclosed. The customer will not be subject to unfair business or marketing practices, coercive contractual terms or misleading representation. In pursuance of the above Right, the bank will –

- Ensure complete transparency so that the customer can have a better understanding of what he/she can reasonably / fairly expect from the bank.
- Ensure that the bank's dealings with the customer rests on ethical principles of equity, integrity and transparency.
- Provide customers with clear information about the products & services, terms & conditions, and the interest rates / service charges possibly in simple & easily understandable language, with sufficient information to enable them to make an appropriate and informed choice of the product.
- Ensure that all terms and conditions are fair and set out the respective rights, liabilities and obligations clearly and as far as possible in plain & simple language.
- Make known the key risks associated with the product as well as any features that may especially disadvantage the customer. Most Important Terms & Conditions (MITC) associated with the product or service and the responsibilities of the customer and Bank will be clearly brought to the notice of the customer while offering the product. In general, it will be ensured that such terms will not inhibit a customer's future choices.
- Provide information on interest rates, fees and charges either on the Notice Board in the branches / website / through help-lines / help-desk and wherever normally possible and appropriate the customer will be informed directly.
- Display the tariff Schedule on Bank's Website and a copy of it will be made available at every branch for customer's perusal. Bank will display in branches a notice about the availability of the Tariff Schedule at the Branch.
- Give details, in the Tariff Schedule, of all charges, if any, applicable to the products and services chosen by customer.
- Inform the customer of any change in the terms and conditions through a letter or Statement of Account, SMS or email of the customer at least one month prior to the revised terms and conditions becoming effective unless otherwise mandated by RBI or statutory regulatory authority acting under the law in force.
- Ensure that such changes are made only with prospective effect after giving due notice. If the bank has made any change without giving such notice which is favourable to the customer, it will notify the change within 30 days of such change. If the change is adverse to the customer, prior due notice as per (ix) will be provided and the customer may be provided options, to close the account or switch to any other eligible account without having to pay the revised charge or interest within 60 days of such notice.
- Provide information about the penalties leviable in case of non-observance / breach of any of the terms and conditions governing the product / services chosen by the customer.
- Display on public domain the Banks' Policies on Deposits, Cheque Collection, Grievance Redressal, Compensation and Collection of Dues and Security Repossession.

- Make every effort to ensure that staff dealing in a particular product is properly trained to provide relevant information to customers fully, correctly and honestly.
- Ensure to communicate to the applicant within a reasonable time period as decided by the bank about the acceptance / non-acceptance of applications submitted for availing a product / service and convey in writing the reasons for not accepting / declining the application. Such period will be notified in the bank's website and also in the application of the particular product or service
- Communicate unambiguously the information about :
 - Discontinuation of particular products
 - Relocation of their offices
 - Changes in working hours
 - Change in telephone numbers
 - Closure of any office or branch with due notice as stated above.
- Bank also affirms that disclosure of information is an on-going process through the life-cycle of the product / relationship and will be diligently followed. Ensure to use all possible channels of communication, including web-site, to ensure that information on all changes are made known to the customer upfront. Advise the customer at the time of selling the product of the rights and obligations embedded in law, banking regulation including the need to report any critical incidents that the customer suspect, discover or encounter.
- The bank's staff members shall, when approached by the customer for availing a product or service, provide all relevant information related to the product / service and also provide direction to informational resources on similar products available in the market with a view to enable the customer to make an informed decision.
- Not terminate a customer relationship without giving reasonable or contractual prior notice to the customer.
- Assist the customer in all available ways for managing his / her account, financial relationship by providing regular inputs in the bank's realms such as account statements /Passbooks, alerts, timely information about the product's performance, term deposit maturity etc.
- Ensure that all marketing and promotional material is clear and not misleading.
- Not threaten the customer with physical harm, exert influence or engage in behaviour that would reasonably be construed as unwarranted harassment. Ensure adherence only to the normal and appropriate business practices.
- Ensure that the fees and charges on products & services and its structure are not unreasonable to the customer.

3.3 Right to Suitability

The products will be offered appropriate to the needs of the customer and based on an assessment of the customer's financial circumstances and understanding. In pursuance of the above Right, the bank will:

- Ensure that it has a Board approved policy for assessing suitability of products for customers prior to sale.
- Endeavour to make sure that the products / service sold or offered are appropriate to the customer's needs and not inappropriate to the customer's financial standing and understanding based on the assessment made by it. Such assessment will be appropriately documented in it's records.
- Sell third party products only if it is authorized to do so, after putting in place a Board approved policy for marketing and distributing third party financial products.

- Not compel a customer to subscribe to any third party products as a quid-pro-quo for any service availed from the bank.
- Ensure that the products being sold or service being offered, including third party products are in accordance with extant rules and regulations.
- Inform the customer about his responsibility to promptly and honestly provide all relevant and reasonable information that is sought by bank to enable them to determine the suitability of the product to the customer.

3.4 Right to Privacy

Customers' personal information will be kept confidential unless they have offered specific consent to the Bank/ such information is required to be provided under the law / it is provided for a mandated business purpose (for example, to credit information companies). The customer will be informed upfront about likely mandated business purposes. Customers have the right to protection from all kinds of communications, electronic or otherwise, which infringe upon their privacy. In pursuance of the above Right, bank will -

- Treat customer's personal information as private and confidential (even when the customer is no longer banking with us), and, as a general rule, not disclose such information to any other individual / institutions including its subsidiaries / associates, tie-up institutions etc. for any purpose unless :
 - The customer has authorized such disclosure explicitly in writing
 - Disclosure is compelled by law / regulation.
 - Bank has a duty to the public to disclose i.e. in public interest
 - Bank has to protect its interests through disclosure
 - It is for a regulatory mandated business purpose such as disclosure of default to credit information companies or debt collection agencies
 - Ensure such likely mandated disclosures be communicated immediately to the customer in writing.
 - Shall not use or share customer's personal information for marketing purpose, unless the customer has specifically authorized it.
 - Shall adhere to Telecom Commercial Communications Customer Preference Regulations, 2018 (National Customer Preference Registry) issued by Telecom Regulatory Authority of India, while communicating with customers.

3.5 Right to Grievance Redress and Compensation

The customer has a right to hold the financial services provider accountable for the products offered and to have a clear and easy way to have any valid grievances redressed. The provider should also facilitate redressal of grievances stemming from its sale of third party products. The financial services provider must communicate its policy for compensating mistakes, lapses in conduct, as well as non-performance or delays in performance, whether caused by the provider or otherwise. The policy must lay out the rights and duties of the customer when such events occur. In pursuance of the above Right, bank will :

- Deal sympathetically and expeditiously with all things that go wrong.
- Correct mistakes promptly.
- Cancel any charge that has been applied wrongly and by mistake.
- Compensate the customer for any direct financial loss that might have been incurred by the customer due to its lapses.

The bank will also:

- Place in public domain its Customer Grievance Redressal Policy, including the grievance redressal procedure available for the customer.
- Place in public domain the compensation policy for delays / lapses in conducting / settling customer transactions within the stipulated time and in accordance with the agreed terms of contract.
- Ensure to have a robust and responsive grievance redressal procedure and clearly indicate the grievance resolution authority who shall be approached by the customer.
- Make grievance redressal mechanism easily accessible to customers.
- Advise the customer about how to make a complaint, to whom such a complaint is to be made, when to expect a reply and what to do if the customer is not satisfied with the outcome.
- Display name, address and contact details of the Grievance Redressal Authority / Nodal Officer. The time limit for resolution of complaints will be clearly displayed / accessible at all service delivery locations.
- Inform the complainant of the option to escalate his complaint to the Banking Ombudsman if the complaint is not redressed within the pre-set time.
- Place in public domain information about Banking Ombudsman Scheme.
- Display at customer contact points the name and contact details of the Banking Ombudsman under whose jurisdiction the bank's branch falls.

Further, the bank will:

- Acknowledge all formal complaints through electronic media or otherwise (including complaints lodged through electronic means) within three working days and work to resolve it within a reasonable period, not exceeding 30 days (including the time for escalation and examination of the complaint by the highest ranking internal official responsible for grievance redressal). The 30 day period will be reckoned after all the necessary information sought from the customer is received.
- Provide aggrieved customers with the details of the Banking Ombudsman Scheme for resolution of a complaint if the customer is not satisfied with the resolution of a dispute, or with the outcome of a dispute handling process.
- In addition, the bank will a) clearly spell out, at the time of establishing a customer relationship, the liability for losses, as well as the rights and responsibilities of all parties, in the event of products not performing as per specifications or things going wrong. However, the bank will not be liable for any losses caused by extraneous circumstances that are beyond its reasonable control (such as market changes, performance of the product due to market variables, etc.). b) Ensure the customer is refunded without delay and demur, if it cannot show beyond reasonable doubt to the customer on any disputed transaction (along with interest / charges).

4. Time Frame for opening different types of account products.

Bank shall endeavour to ensure that various account / deposit products are opened and transacted adhering to time frame as given hereunder.

| Particulars of Various Products | Time Taken |
|--|-------------------|
| Opening of Savings Banks & Related services | |

| | |
|---|------------|
| Retail SB accounts if request submitted in full respect as far as KYC & internal controls are concerned before 12 noon of any working day | 12 hours |
| Retail SB account if request submitted in full respect as far as KYC & internal controls are concerned after 12 noon of any working day | 36 hours |
| Current Deposit | |
| Opening of account – Corporate CD accounts if request is submitted in full respect as far as KYC & internal controls are concerned after 12 noon of any working day | T+2 days |
| Term Deposits | |
| Opening of term deposits – KND, FD, FCD, RD etc. | 60 minutes |