

The Gujarat State Co-Operative Bank Ltd.

(Schedule Apex Bank)

Ahmedabad

Customer Service Policy

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THE GUJARAT STATE CO-OPERATIVE BANK LTD.

Customer Service Policy

1. OBJECTIVE

The objective of the Customer Service Policy is to set out our Commitment to all categories of our customers availing of our various products and services across all our Branches and Offices in Gujarat State.

2. VISION

Our total commitment to integrity, ethics, meritocracy, transparency and abiding concern for stakeholders are at the heart of Gujarat State Co-Operative 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 CUSTOMER SERVICE POLICY

(i) Disclaimer:

The Policy 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 Policy is framed as per the detail guidelines issued by NABARD and as per recommendation of Goiporia Committee and applies to **all products and services** provided by the Bank.

(ii) 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 misuse of the banking system. We will also satisfy ourselves about the sources of income of the existing/ prospective customer. Customers shall also provide the desired documents as per the requirements of the bank for updation and verification as per the periodicity of submission.

a) Products :

- a. All deposit accounts e.g. various types of products under Savings Bank Accounts, Current Accounts, Term Deposits, Recurring Deposits, DDS.
- b. Safe deposit locker facility
- c. Fund based (Retail Loans, Demand Loans, Term Loans, Cash Credit, overdrafts) and Non fund based (Bank Guarantees) facilities.
- d. Third party products.
- e. RuPay Debit Card.

b) Services :

- a. Remittance facility to the customers by transfer through RTGS/NEFT/ECS/ Issuance of Demand Drafts, Pay orders etc.
- b. Collection of local clearing and outside cheques,
- c. Banking services related to very few Government transactions.
- d. Indian currency notes exchange facility/adjudication of notes.
- e. Settlement of claim cases in deceased accounts.
- f. Nomination facility to all deposit accounts (i.e. account opened in the capacity of individual/ proprietorship) and all safe deposit locker hirers (i.e. individual hirers).
- g. Mobile/Internet Banking

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. Meet the 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 meet relevant laws and regulations in letter and spirit.

- d. Ensuring 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 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 utilize the information for cross-selling of its own products inclusive of Third Party Products /services. The bank has framed Board approved Privacy Policy.

(iii) To publicize the Customer Service Policy:

- a. Make available this policy on Bank's website.
- b. Make available this policy with the Branch Manager.

(iv) To provide services to the customers as per laid down standards:

- 1. Suggestions/feedback are welcome.
- 2. Display business hours.
- 3. Render courteous services.
- 4. Attend to all customers present in the banking hall at the close of business hours.
- 5. May Provide 'Enquiry' or 'May I help you' counter at large branches.
- 6. Display interest rates for various deposit schemes from time to time.
- 7. Keeping customers informed about changes / modification in interest rates, charges, terms & conditions through Bank's website/display notice at branches.
- 8. Provide details of various deposit schemes/services of the Bank in the Bank's website.
- 9. Display time norms for various banking transactions.
- 10. Provide complaint register/box in the branch premises.
- 11. Display address and telephone number of Nodal Officer dealing with customer grievances/complaints.

12. Provision of basic facilities of drinking water, etc.
13. For account opening, the Know Your Customer (KYC) regulatory guidelines require us to seek Officially Valid Documents for
 - a. proof of identity and
 - b. proof of address.
14. Open Basic Savings Bank Accounts / Small Savings Bank Accounts under PMJDY for Financial Inclusion
15. Open a savings bank account in the name of
 - (a) individuals, singly or jointly,
 - (b) minors of the age of 10 years and above
 - (c) minors below 10 years jointly with natural/legal guardian
 - (d) an illiterate/blind/physically handicapped person.
16. The name of the payee as well as instrument number in case of debit entries will be provided by the Bank in the Passbooks/Statement of Accounts.
17. Provide facility of standing instructions in case of Recurring Deposit account or for recovery of locker charges/loan installment of our Bank .
18. 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.
19. In case nominee is appointed, allow premature withdrawal of Term Deposit without penalty on death of both or all depositors.
20. Allow generally loans/overdrafts against deposits except on Tax Saver Scheme FD. Such loans are sanctioned by charging interest at rates directed by RBI from time to time and as prescribed by the Bank.
21. As a measure of good customer service and to protect the interest of depositors against loss of interest, the Bank is offering auto renewal facility to the customer for a term deposit account.
22. Renewal Notices for Term Deposits- The term deposit renewal notices will be sent to customers through system generated SMS.
23. 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 and no Cash payment will be made.
24. Provide TDS statement explicitly mentioning details of gross interest credited and TDS debited.
25. 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.

26. Provide linkage of Terms and Conditions of various Products, which are provided on an agency basis by Bank.

(vi). Senior Citizens:

There will be prioritized service to senior citizens and physically challenged persons at all branches.

(vii). Self Help Groups (SHGs) :

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

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

The Bank follows a simplified procedure for settlement of death claims 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 Claim Cases 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 on prescribed form to the concerned branch along with death certificate(s).

The nominee is required to establish his/her identity. The Bank will make the 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 a case where two persons having their Joint Account, if the Account Opening Form provides for payment of the balance to the survivor, upon the death of one of the account holders, payment can be made to the survivor 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 concerned branch for transfer of the outstanding balance in his name.

(c) Settlement of Claims in 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, the Bank can settle claim by obtaining Succession Certificate/Letter of Administration etc. These claims are settled after obtaining Indemnity with or without Surety to the satisfaction of the Bank. In case only one of the legal heirs wants to claim / receive the amount or contents of locker etc. he/she can obtain a Power of Attorney/letter in his/her favour from the 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.

(ix) Exchange of Soiled/Slightly Mutilated Currency Notes:

All branches of the Bank will exchange freely 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 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 RBI (Note refund) Rules.

(x) 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 should be immediately informed to the branch. However all the expenses incurred in repairing the lock and key shall be borne by the hirer(s).
- iv. Lessee may use his/her own pad lock on the locker.
- v. Lockers are available in different sizes.
- vi. Lockers are rented out for a minimum period of Three 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 the locker if the rent is not paid despite notices sent by the bank and recover charges thereof.
- 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 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 unoperated 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 operate the locker, depending on risk category of the customer the branch may consider opening the locker after giving due notice to

the hirer. Locker –hirers are thus advised to either operate the locker or surrender the same.

(xi) 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 banker's cheque/pay-order for Rs 20,000/- and above 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 and fulfillment of procedure.
- 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.

(xii) 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.

(xiii) Mobile Banking:

Debit /Credit alerts etc., will be sent by SMS messages.

(xiv) ECS Mandate Management System:

Bank will ensure that ECS Mandate Management System is working 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 ECS debit payment will not be left to the mercy of the beneficiary.

(xv) Loans and Advances:

- i. For loans, additional / penal interest is charged to the borrowers only for delay in repayments of scheduled installments. 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-May 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 and based on the requirement, additional documents are called for.
- iv. The title deeds which have been obtained as security for Loans and advances will be returned to the customers after the loan closure.
- v. Bank will send SMS or e-mail alert or by a letter or by putting a notice at branch premises or on website the change in interest rate on loan availed due to change in interest rate etc.

6. STANDARDS FOR SERVICES

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

Customers can obtain the details of the products/services from either bank's website or the Branch. Bank reserves the right to change/ammend 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: * Savings Bank A/c * Current Deposit A/c * Fixed Deposit A/c * Recurring Deposit A/c	30 minutes
B	Remittance : * NEFT * RTGS * Draft * Pay Order	15 minutes
C	Claims against Deceased Account	15 days
D	Returned of Dishonour Instrument	24 Hours
E	Issue of Duplicate Demand Draft	15 days

7. EXPECTATIONS FROM CUSTOMERS FOR EFFICIENT SERVICES.

1. Check your statement of account or passbook regularly.
2. Get your passbook updated from time to time.
3. Ensure safe custody of cheque book, pass book, ATM/Debit Card.
4. Issue crossed/account payee cheques as far as possible.
5. Ensure cheque is crossed and at the back of the cheque the account number and mobile number is mentioned before dropping in the cheque to any drop box.
6. While tendering the cheques at the branch for collection, acknowledgement can be obtained from the officials/staff.
7. 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.
8. To prevent from any loss, cheque be issued without cutting/overwriting. No changes/corrections should be carried out on the cheques. For any change in the payee's name, courtesy amount (amount in figures) or legal amount (amount in words) etc., fresh cheque forms should be used by customers. This would help banks to identify and control fraudulent alterations. Cutting in

- date, wherever required should be for re-validation of Stale Cheque. Blanks in spaces meant for writing Payee's Name/Amount in word and figure should be securely plugged by putting cross/drawing a line.
9. Cheque 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.
 10. 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.
 11. Not to issue cheque without adequate balance; maintain minimum balance as specified by the bank.
 12. Use nomination facility for deposit accounts/locker accounts.
 13. Note down account numbers, details of FDR, locker number, etc. separately.
 14. Inform change of address, telephone/mobile number etc. to the branch.
 15. Inform loss of demand draft, term deposit receipt, cheque leave(s)/book, key of locker, etc. immediately to the Branch.
 16. Pay interest, installments, locker rent and other dues on time.
 17. Complaint relating to deficiency of customer service should be reported within a reasonable time.
 18. 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 without any change.
 19. **Ensure confidentiality of password for internet/Mobile banking and PIN for Debit Card.**
 20. **In case of loss of ATM/Debit card, notify the Bank immediately to 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.**
 21. **Do not share account details, password, net secure code or any other security information to anyone. Memorize personal identification number (PIN) and change it on regular basis.**
 22. **Use SMS alert facility and notify any change in mobile number.**
 23. **Avoid accessing Bank's internet banking site through a link from another site or an email. Verify the domain name displayed to avoid spoof website.**
 24. **Always logout from internet banking before closing the window.**
 25. **Do not share your password with any third party nor does the Bank ask for such information.**
 26. **Do not store ID/PIN in the internet explorer browser.**
 27. Cooperate with the Bank/ police / any other investigating agency, for any investigation on any transaction on your account.

28. Not to respond to any unauthorized email/email asking for password/ PIN.
29. Bring any deficiency in services to the notice of the Bank.
30. Correct PAN number/ form 15G or 15H is to be furnished at the commencement of financial year.
31. Account holder to ensure that account is not used for money laundering or for any fraudulent transaction.
32. Customer obligation - Proper utilization of Bank Loan and Timely Repayment.

8. CUSTOMER INFORMATION

1. Special efforts will be made to educate the 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. Bank has established a proper Customer Grievance Mechanism
2. Use of various technology channels for customer education and gathering suggestion for improving service will be made.
3. Bank has implemented a relevant Customer Grievance Mechanism to resolve customer issues and complaints.

This Customer service policy, inter-alia, provides the customers with promised time frame for various services offered by the Bank and in order to have a better perspective about the customer's rights, obligations and as per recommendation of Goiporia Committee on customer service.

This policy is approved by Resolution No.24 of the Board of Directors Meeting held on 30.03.2017