

CITIZEN'S CHARTER

PREFACE

The ability of the banking industry to achieve the socio-economic objectives and in the process bringing more and more customers into its fold will ultimately depend on the satisfaction of the customers. We have a strong belief that a satisfied customer is the foremost factor in developing our business.

A need was felt by us at FirstRand Bank Ltd, that in order to become more customer friendly the Bank should come out with charter of its services for the customers. Citizens' Charter concept was considered as a base instrument to fill this need and accordingly this document was prepared. This document was made in consultation with the users and highlights FirstRand Bank's commitments towards the customer satisfaction, thus ensuring accountability and responsibility amongst its officials and staff. This charter for customers not only explains our commitment and responsibilities along with the redressal methods but also specifies the obligation on the part of customers for healthy practices in customer-banker relationships.

This is not a legal document creating rights and obligations. The charter has been prepared to promote fair banking practices and to give information in respect of various activities relating to customer service.

We wish to acknowledge the initiative taken by the Ministry of Finance, Government of India and Ministry of Administrative Reforms and Public Grievances for encouraging us to bring out this charter.

We maintain constant consultations with our clientele through various Seminars, Customer Meets, etc. to evaluate, improve and widen the range of service to customer. However, all our customers are requested to keep us informed of their experiences about the various services rendered by the Bank and feel free to comment on this charter.

COMMON PRACTICES FOLLOWED BY OUR BRANCHES

All our branches will:

- Display business hours.
- Render courteous services.
- Attend to all customers present in the banking hall at the close of business hours.
- Provide separate 'Enquiry' or 'May I Help You' counter at large branches.
- Offer nomination facility to all deposit accounts (i.e. account opened in individual capacity) and all safe deposit locker hirers (i.e. individual hirers) as and when applicable.



- Display interest rates for various deposit schemes from time to time.
- Notify change in interest rates on advances.
- Provide details of various deposit schemes/services of the Bank.
- Issue Demand Drafts, Pay Orders, etc.
- Display Time - Norms for various banking transactions.
- Pay interest for delayed credit of outstation cheques, as per Bank's Policy.
- Accord immediate credit in respect of outstation and local cheques upto a specified limit subject to certain conditions, as per Bank's Policy.
- Provide facility for logging complaints/suggestions in the branch premises.
- Display address of Branches/Head Office as well as Nodal Officer dealing with customer grievances/complaints.

FAIR BANKING PRACTICES

Customers are requested to:

- Ensure safe custody of cheque book and pass book.
- Preferably use reverse carbon while writing a cheque.
- Issue crossed/account payee cheques as far as possible.
- Check the details of the cheque namely, 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.
- Issue cheque after ensuring adequate balance in accounts; maintain minimum/average balance as specified by the Bank from time to time.
- Send cheques and other financial instruments by Registered Post or by courier.
- Get pass book, if issued, updated from time to time.
- Use nomination facility.
- Note down account numbers, details of FDR, locker numbers, etc., separately in safe custody.
- Inform change of address, telephone number, etc., to the Branch.
- Inform loss of demand draft, fixed deposit receipt, cheque leave (s)/book, key of locker, etc., immediately to the Branch.
- Avail standing instructions facility for repeat transactions.
- Provide feedback on our services.
- Pay interest, installments, locker rents (if applicable), and other dues on time.
- Avail services such as ATM, ECS, EFT etc., if offered by the branch.
- Bring any deficiency in services to the notice of the branch.
- Avoid signing blank cheque/s and also avoid recording their specimen signatures either on pass book or on cheque book.
- Keep user IDs/debit cards separate from the passwords/PINs in safe custody,
- Avoid writing down passwords/PINs and memories them if possible.



COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP

Savings Bank Accounts

1. These accounts are designed to help the individuals (personal customers) to inculcate habit of saving money and to meet their future requirement of money. The amounts can be deposited/withdrawn from these accounts by way of cheques/withdrawal slips. It helps the customers to keep minimum cash at home besides earning interest.
2. Savings Bank accounts are very popular. These accounts can be opened by eligible person/s and certain organization/agencies (as approved by the Reserve Bank of India (RBI)).
3. As required by law, while opening this account we will satisfy ourselves about the identity, including verification of address, of a person/s seeking to open an account, to assist in protecting the prospective customer/s, members of the public and ourselves against fraud and other misuses of the banking system.
4. The Bank requires a satisfactory introduction by way of specific documents as outlined in the Bank's Policy from time to time.
5. The Bank is required to obtain recent photographs of the person/s opening and operating the account, as per RBI directives.
6. The Bank is required to obtain Permanent Account Number (PAN) or General Index Register (GIR) Number or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act 1961 (vide Section 139 A) from the person/s opening the account.
7. The Bank will provide to the prospective customers details of the documents required for identification/address verification of the person/s opening/operating the account.
8. The account holder is required to maintain certain minimum/average balance in the account, as specified by the Bank from time to time. Non-compliance of this would attract service charges. Interest on savings account would be paid as per the banks prevailing rate of interest for savings account.
9. Cheques, dividend warrants drawn in the name of account holder/s will only be collected through this account. Financial Instruments endorsed in favor of the account holder/s will not be collected through savings bank account.

Current Accounts

1. Current Accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/specified associates, societies, trusts, etc.
2. As required by law, while opening this account we will satisfy ourselves about the identity, including verification of address, of a person/entity seeking to open an account, to assist in protecting the prospective customer/s, members of the public and ourselves against fraud and other misuses of the banking system.
3. The Bank requires a satisfactory introduction by way of specific documents as outlined in the Bank's Policy from time to time.
4. The Bank is required to obtain recent photographs of the person/s opening/operating the account, as per RBI directives.
5. The Bank is required to obtain Permanent Account Number (PAN) or General Index Register (GIR) Number or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act 1961 (vide Section 139 A) from the person/s opening the account



(i.e. including partners of Registered/Unregistered partnership as also Registered/Incorporated bodies/companies).

6. The Bank will provide to the prospective customers details of the documents required for entity/address verification of the person/entity opening/operating the account.
7. Minimum/Average balance as stipulated from time to time will be required to be maintained.
8. No interest is paid on credit balances kept in current account.
9. For opening special types of current accounts like for Executors, Administrators, Trustees, Liquidators etc., the Branch Manager may be contacted who will help in opening these type of accounts.

Term Deposit Accounts

Bank has tailored various deposit schemes to suit the needs and expectations of investing people in every walk of life. Branch staff shall welcome you to seek more details and shall also be glad to assist in the area of investment in various deposit schemes vis-a-vis your requirement.

Term Deposit accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/specified associates, etc.

1. As required by law, while opening this account we will satisfy ourselves about the identity, including verification of address, of a person/entity seeking to open an account, to assist in protecting the prospective customer/s, members of the public and ourselves against fraud and other misuses of the banking system.
2. The Bank requires a satisfactory introduction by way of specific documents as outlined in the Bank's Policy from time to time.
3. The Bank is required to obtain recent photographs of the person/s opening/operating the account, as per RBI directives.
4. The Bank is required to obtain Permanent Account Number (PAN) or General Index Register (GIR) Number or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act 1961 (vide Section 139 A) from the person/s opening the account.
5. The Bank will provide to the prospective customers details of the documents required for entity/address verification of the person/entity opening/operating the account.
6. Premature withdrawals are allowed, unless specified otherwise, at the rate of interest applicable for the period for which the deposit has run or the contracted rate whichever is lower, subject to penalty, if any prescribed by the Bank. No interest will be paid on premature withdrawals of deposit which has remained with the Bank for less than the minimum period for which deposits are being accepted as on the date of placement of the deposit.
7. Generally loans/overdrafts against deposits are allowed except on Certificates of Deposit (CD). Such loans are sanctioned by charging interest at rates directed by RBI from time to time or as prescribed by the Bank.
8. Deposits are renewed by the Bank on due dates on request. As a measure of good customer service, the Bank may intimate the depositor in advance regarding date of maturity.
9. Interest on deposits is payable either monthly at discounted value or quarterly or compounded quarterly (i.e., reinvestment of interest) or on the date of maturity at the option of the depositor as applicable under particular deposit scheme.



10. Interest on overdue deposit is paid if the deposit is renewed, as decided by the Bank from time to time.
11. Interest on bank deposits is exempt from income tax upto a limit specified by Income Tax authorities from time to time. Accordingly, if the interest earned on deposits, per depositor, per branch, per financial year exceeds the prescribed limit, the same is subject to Tax Deduction at Source (TDS) at the rates stipulated by the Income Tax Authorities for the category of depositor.
12. The depositor may furnish declaration in Form No. 15H/15G preferably at the commencement of the Financial Year for receiving interest on deposits without deduction of tax.
13. The Bank will issue TDS Certificate for the tax deducted.

PAYMENT OF BALANCE IN ACCOUNTS OF THE DECEASED CUSTOMERS TO SURVIVORS/CLAIMANTS

The bank will not insist on succession certificate from legal heirs where the amount involved does not exceed the threshold defined by the bank from time to time. However, the bank may adopt such safeguards in considering settling of claims as appropriate, including accepting an indemnity bond.

STANDING INSTRUCTIONS

Standing instructions can be given to the Bank for transfer/remittance of funds from one account to other account/s maintained in the same branch, any other branch of the Bank or any other bank or any other third party.

SAFE DEPOSIT LOCKERS

The facility of Safe Deposit Lockers is an ancillary service which may be offered by the Bank. The Bank's branches offering this facility will indicate/display this information. The main aspects of this service are:

1. A locker may be hired by an individual (not minor), firms, limited companies, specified associations and societies, etc.
2. Nomination facility is available to individual hirer of Safe Deposit Locker.
3. Loss of key should be immediately informed to the Branch.
4. Lockers are available in different sizes.
5. Lockers are rented out for a minimum period of one year. Rent is payable in advance. In case of overdue rent, the Bank may charge penalty as decided from time to time.
6. With standing instruction, the rent may be paid from the deposit account of the hirer.
7. The Bank may hire locker to persons for whom a proper KYC process has been completed.
8. The Bank reserves right to break opens the locker if the rent is not paid in spite of giving notices as per the Bank rules and recover charges thereof.



NOMINATION

Nomination facility is available for all deposit accounts and safe deposit vaults (wherever offered by the Bank).

Nomination is available for accounts opened in individual capacity (i.e. single/joint accounts as well as accounts of a sole proprietary concern) only, i.e. not for accounts opened in representative capacity.

Nomination can be done in favor of one person only. However, nomination in favor of more than one person (i.e. upto 2 persons) is permissible in jointly operated locker accounts with common consent.

Nomination can be made, cancelled or varied by the account holder anytime during his/her life time. While making nomination, cancellation or variation, witness is required and the request should be signed by all account holders.

Nomination can be made in favor of a minor also.

For the existing accounts where nomination is not made, the account holder/s can do so by filling up form available with the branches.

Customers (new as well as existing) are advised to avail nomination facility, if they have not availed the same so far.

REMITTANCE SERVICE

Customers may remit funds from one centre to another centre by Demand Draft or Telegraphic Transfer (TT), etc., by paying specified charges as per the Bank's rules.

The customers can utilize the facility of Real Time Gross Settlement (RTGS) or National Electronic Funds Transfer (NEFT) systems operated through RBI for transferring funds to and from other centre's.

Demand drafts, telegraphic transfers and travelers cheques will be issued by the Bank only by debit to the customer's account. Similarly, payments towards such instruments will be made through banking channels and not in cash.

PAY ORDER (i.e. CASHIER'S/BANKER'S CHEQUE)

Pay Order is issued for making payment locally. Issue/payment of pay orders will be made only through the bank account.

Validity period of pay order is 6 months. This can be revalidated by the issuing branch on written request of the purchaser along with the original request, or any other document that the Bank may specify from time to time.

TIME FRAME FOR ISSUE OF DUPLICATE PAY ORDERS

The Bank will issue duplicate cashiers order to the customer within a fortnight from the receipt of request and relevant documentation.

COLLECTION SERVICE



The Bank will consider providing immediate credit of outstation cheques up to Rs. 7500/- (as per RBI guidelines from time to time) to individuals with a satisfactory account conduct for a period of at least 6 months. This service will be available only for cheques drawn on Bank branches. The customers will have to bear usual service charges as well as any other out of pocket expenses. In the event of cheques being returned unpaid, the customer will have to pay interest at a rate decided by the Bank from time to time, for the period for which funds were utilized by the customer.

All cheques (local and outstation) deposited by the customers are cleared by the Bank as follows:

Local Clearing:

Cheques are cleared normally on the second working day, depending on the centre subject to depositing of the cheques/instruments in time.

National Clearing:

Cheques drawn on Metropolitan centres listed in National Clearing are cleared in 8 days. All cheques drawn on other centre's are cleared in 14 days.

The Bank will credit the proceeds of outstation cheques within 7 working days

If the Bank fails to do so, interest will be paid at the rate applicable for appropriate savings bank account interest rate for the period of delay beyond the stipulated days mentioned above. Further, if the delay is abnormal (over 90 days) then penal interest at the rate of 2% above fixed deposit rate applicable will also be paid.

Customers are requested to deposit their cheques within the stipulated timeframe at the branches.

EXCHANGE OF SOILED CURRENCY NOTES

The Bank accepts soiled currency notes which are genuine and where mutilations are such as not to cause suspicion or fraud.

INTEREST ON DEPOSITS

The Bank pays interest on deposits as per various deposit schemes.

Interest rates are revised from time to time and made known to public.

Revised interest rates are applicable only to the renewals and fresh deposits while existing deposit continue to get interest at the contracted rate.

SERVICE CHARGES



The Bank provides various services to customers for which service charges are levied. The charges are reviewed and revised from time to time.

Service charges are levied for collection and remittance of funds, processing of loan proposals, issue of guarantees, safe custody, issue of duplicate instruments/statements, ledger folio charges etc. Details of service charges are available on the website of the Bank and can also be made available on request.

TIME-NORMS FOR VARIOUS BANKING TRANSACTIONS

The following time norms etc. are indicative only, the banks at their level decide their bank-specific time norms independently.

S No.	Transaction Type	Estimated Time
1.	Cash Deposits	Upto 15 minutes
2.	Cash Withdrawals	Upto 15 minutes
3.	Issuance of Pay orders/DD at branch	Up to 20 minutes
4.	Opening of Accounts at the counter*	Up to 45 minutes
5.	Statement of accounts	Within 7 days of close of month/ quarter
6.	Issuance of Duplicate Statement across the counter	Up to 15 minutes
7.	Updating of pass books	Up to 15 minutes
8.	Collection of Local Cheques	Normally upto 2 days
9.	Collection of Outstation Cheques	Normally up to 8 days for metropolitan cities and 14 days for other locations

The above transaction time norms are indicative and are subject to change depending upon the volumes handled by each branch/location and Peak/Non peak period and ticket size of each transaction. These may vary slightly from branch to branch.

** Does not include account activation, handing over of deliverables to the account holder.*

FOREIGN EXCHANGE TRANSACTIONS

The Bank offers a wide range of Foreign Exchange Products and Services to all customers, through its branches. All Foreign Exchange transactions are conducted subject to Rules and Regulations under the Foreign Exchange Management Act, 1999 (FEMA). For more information, please contact the branch.



REDRESSAL OF COMPLAINTS

Level 1

1. You may call FirstRand Bank Call Centre on 022-6651 1600; or
2. You may send an email from your email id registered with us to FRBcustomer@frb.co.in; or
3. You may send your complaint in writing (complaint form provided at Annexure) to the Branch Manager, FirstRand Bank, Ground Floor, TCG Financial Centre, C 53, G Block, Bandra Kurla Complex, Mumbai - 400051; or
4. You may visit our branch at Ground Floor, TCG Financial Centre, C 53, G Block, Bandra Kurla Complex, Mumbai - 400051 and submit your complaint

You will receive a response within 10 working days from the date of receiving your complaint.

Level 2

In case you are not satisfied with the response or you do not receive a response within 10 working days you may send an email/letter with details of your complaint to the Principal Nodal Officer of the bank. The detail of Principal Nodal Officer is given below:

Mr Rohit Lal
Principal Nodal Officer and Chief Operating Officer (Retail and Commercial)
FirstRand Bank, TCG Financial Centre, C 53, G Block, Bandra Kurla Complex, Mumbai - 400051
Contact number: 022 - 6625 8667
Email: rohit.lal@frb.co.in

Level 3

In case your complaint is not resolved to your satisfaction within one month from the date the Bank first received your complaint, you may write to the Banking Ombudsman appointed by Reserve Bank of India.

You may refer the Banking Ombudsman Scheme 2006 ([link-https://www.rbi.org.in/Scripts/FAQView.aspx?Id=24](https://www.rbi.org.in/Scripts/FAQView.aspx?Id=24)) for details and address of the Banking Ombudsman.

PLEASE NOTE

1. The Bank is under no obligation to respond to frivolous/vexatious or anonymous complaints.
2. Please provide full details of the transaction supported by necessary documentary evidences to help us to resolve your complaint within the turn-around time.