



## FAIR PRACTICE CODE 2025 - 2027

### 1. INTRODUCTION

This is a voluntary Code, which sets standards of fair banking practices which we follow when dealing with the customers. It provides valuable guidance to us and customers for day-to-day operations.

The Code applies to:

- Current, Savings and all other Deposit accounts
- Collection and remittance services offered by the bank
- Loans and overdrafts
- Card products
- Third party products offered through our network.

#### 1.1 About this Code

As a voluntary Code, it fosters competition and motivates market dynamics to reach elevated operational standards for the advantage of customers. In the Code, 'you' refers to the customer, while 'we' signifies the bank.

The standards of the Code are addressed by the four main commitments detailed below in point number 3a, 3b, 3c, and 3d .

Unless it says otherwise, all parts of this Code apply to all the products and services listed above, whether they are provided by branches across the counter, over the phone, by post, through interactive electronic devices, on the internet or by any other method.

Commitments outlined in this Code are applicable under normal operating environment. In the event of force majeure, we may not be able to fulfill the commitments under this Code.

## **2. VALIDITY OF THE POLICY**

The present Policy will be valid till it is reviewed and revision has been carried out and is approved by the Board. All the Regulator guidelines received will be applicable to this policy and will be incorporated in the next revision of policy.

## **3. KEY COMMITMENTS**

Our Key commitments to you, we promise to:

### **a. Act fairly and reasonably in all our dealings with you by:**

- Meeting the commitments and standards in this Code, for the products and services we offer, and in the procedures and practices followed.
- Ensuring our products and services meet relevant laws and regulations.
- Our dealings with you will reset on ethical principles of integrity and transparency.

### **b. Help you to understand, how our financial products and services work:**

- Provide you information about them in plain Hindi and/or English and/or the local language
- explaining their financial implications and
- helping you choose the products and services, that meets your needs.

### **c. Deal quickly and sympathetically with things that go wrong by:**

- Correcting mistakes quickly
- Handling your complaints quickly
- Telling you how to take your complaint forward, if you are still not satisfied and
- Reversing any bank charges that we apply due to our mistake.

### **d. Publicize this Code, put it on our website and have copies available for you on request.**

## **4. INFORMATION**

Helping you to choose products and services, which meet your needs –

### **4.1 Before you become a customer, we will:**

- Give you clear information, by explaining the key features of the services and products in which you are interested in.

- Give you information on any type of account facility which we may offer and that suit's your needs
- We will advise you about information we need from you in support to prove your identity and address and to comply with legal and regulatory requirements, and
- Request for additional information about you and your family members to build a database, as such information can be furnished by you, only if you wish and will we will not compel you to give this information for opening any account.

We will also advise you if we offer products and services in more than one way (for example, through ATMs/ websites/ over the phone, in branches and so on) and advise you how to find out more about them.

Once you have finalized an account or service as per your requirement, we will tell you how it works.

When you open a single account or a joint account, we will give you information on your rights and responsibilities.

We recommend that you should avail nomination facility offered on all deposit accounts, articles in safe custody and safe deposit vaults/Lockers.

We will guide you how we will deal with deposits and other assets held with us in the name of a deceased person in the absence of nomination or having nomination.

## **5. INTEREST RATES**

You can find out information about our interest rates:

- At our branches
- Calling our branches.
- Visiting our website; or
- Inquiring with our designated staff.

Once you become a customer, we will supply you with information about the interest rates that will apply to your accounts, including the frequency of interest payments for deposits or debit interest for your loan accounts. We will also provide our website address and other means to keep you updated on any changes in interest rates.

### **5.1 REVISION IN INTEREST RATES:**

When the change in interest rates for our products are made, we will update the information on our website.

As soon as possible, our Bank would notify you any revision in our existing interest rates and make them available to the customers.

Interest on Savings Accounts – At the time of opening of the account, we will inform you of the rate at which interest is paid on your savings deposits, how it is calculated and its periodicity.

## **6. CHARGES**

Upon becoming a Customer, we will provide you with details about any charges related to the products you have chosen beforehand.

You can also find out about our charges by:

- Inquiring with our staff at the branch where you have your account
- Calling our branches.
- Visiting our website.

If we increase any of these charges or introduce new charge, it will be notified at least 15 days before the revised charges are levied / become due.

We will tell you the charge for any other service or product before we provide that service or product, and at any time you ask.

We will give you details of any charges we levy for using ATMs.

## **7. TERMS AND CONDITIONS**

Upon becoming a customer or utilizing any new product or service for the first time, we will provide you with the pertinent terms and conditions related to the service or product in which you have expressed interest.

All written terms and conditions will be fair and will set out your rights and responsibilities clearly and in plain language.

Changes to Terms and Conditions-

If there is any change, we will let you know/ notify about changes to terms and conditions either through SMS/Website or display on notice board at branch level.

Changes in the interest rates on our products (deposits and advances) from time to time will be notified as per bank's policy /practice as above.

## **8. ADVERTISING AND MARKETING**

We will make sure that all advertising and promotional material is clear, fair, reasonable and not misleading.

We would like to provide you with the entire range of financial services products, some of which are our own products while some others are the products of other companies with whom we have tie-up arrangements. We will however tell you about product of companies having business tie-up arrangements with us and if you so desire, direct their staff / agents for sharing information on their products.

## **9. ACCOUNT OPERATIONS**

### **9.1 Statements**

To help you, to manage your account and check entries on it, we will give you account statements at regular intervals unless this is not appropriate type of account for the type of account you have (like an account where you have a passbook).

We normally provide you with a statement periodically as per our policy. You can ask us to provide you with account statements more often than is normally available on your type of account, but there may be a charge for this service. You can also avail e-statement of account facility.

We will also send you statement of accounts by e-mail, if you so desire provided we have such facility with us.

### **9.2 Clearing Cycle / Collection Services**

We will tell you about the clearing cycle, including when you can withdraw money after lodging collection instruments and when you will start to earn interest when enquired.

We will pay interest on funds involved if collection is delayed beyond the normal period as stipulated by RBI.

### **9.3 Cash Transactions**

You should count notes and ensure correctness before leaving the cash counter.

Avoid writing anything on the face of the notes and co-operate with us by remitting notes in unstapled / unstitched conditions as required under RBI's clean Note Policy.

### **9.4 Direct debits and standing instructions**

We will act upon mandates given by you for direct debits (say NACH) and other standing instructions.

### **9.5 Cheques issued by you**

We will keep original cheques or images of cheques, paid from your account, for such periods as required by law.

If, within a reasonable period after the entry has been made on your statement, there is a dispute about a Cheque paid from your account, we will give you the copy of the said Cheque as evidence.

We will tell you how we will deal with unpaid cheques and out-of-date (stale) cheques.

## **9.6 Protecting your account**

We will inform you what you can do to help protect your accounts. You can find out more about what you can do to help at para 11 of this Code.

In the event your Cheque book, passbook or ATM/Debit card has been lost or stolen, or that someone knows your PIN or other security information/ inadvertently shared by you with some other person, we will, on your notifying us, take immediate steps to try to prevent these from being misused.

## **10. CARDS AND PINs**

We will send you a card, if you requested for one or to replace a Card you already have without password in the same packet.

If you do not recognize certain card transaction that appears on your statement, we will provide you with more details. In some cases, we will need you to give us confirmation or evidence that you have not authorized a transaction.

Once you received your card, you can set up your PIN using green pin option available on ATM or through IMPS, however, your registered mobile number and account number will be required for the same. We will guide you for the same.

We will tell you about our systems to allow you to choose or change your PIN. This should make it easier for you to remember the PIN of your choice.

## **11. PROTECTION**

### **Confidentiality**

We will treat all your personal information as private and confidential (even when you are no longer a customer). We will not reveal transaction details of your accounts to a third party, including entities in our group, other than in the following four exceptional cases when we are allowed to

- If we have to give the information by law
- If there is a duty to the public to reveal the information
- If our interests require us to give the information (for example, to prevent fraud) but we will not use this as a reason for giving information about you or your accounts (including your name and address) to anyone else, including other companies in our group, for marketing purposes

- If you ask us to reveal the information, or if we have your permission to provide such information to our group/associate/entities or companies when we have tie-up arrangements for providing other financial service products.

Wherever we have installed CCTV for close surveillance as part of security arrangements, the same will be indicated.

## **12. WHAT YOU CAN DO TO PROTECT YOUR ACCOUNTS**

This paragraph is all about what you can do to help prevent your accounts being misused.

### **12.1 Communication Link**

Please make sure you let us know as soon as possible when you change your:

- Name
- Address
- Phone number or
- E-mail address

### **12.2 Checking your account**

We recommend that you check your statement or passbook regularly. If there is an entry, which seems to be wrong, you should tell us as soon as possible so that we can sort it out.

If we need to investigate a transaction on your account you should co-operate with us and the police or any other authority, if we need to involve them.

### **12.3 Taking care**

The care of your cheques, passbook, **cards, PINs** and **other security information** is essential to prevent fraud and protect your accounts. Please make sure that you follow the advice given below:

- Do not keep your Cheque book and cards together
- Do not keep the blank Cheque leaves signed
- Do not allow anyone else to use your card, PIN, password or other security information
- If you change your PIN, you should choose your new PIN carefully and keep it with you only
- Always learn your PIN, password and other security information, and destroy the notice as soon as you receive it

- Never write down or record your PIN, password or other security information
- Always take reasonable steps to keep your card, safe in your personal custody and your PIN, password and other security information secret at all times
- Keep your card receipts safe and dispose of them carefully
- Never give your account details, password or other security information to anyone unless you know who they are and why they need them
- Avoid password repetition.
- Do not use user names, birth date, cell no. as password.
- Do not share OTP to unknown calls.

If you send a Cheque through the post, it will help to prevent fraud if you clearly write the name of the person you are paying the Cheque, to Write such cheques with carbon on the reverse to avoid chemical alterations.

If you are paying a Cheque into a bank account, always write on the Cheque the name of the account holder (ABC Bank Account –XYZ). You should draw a line through unused space on the Cheque so unauthorized person cannot add extra numbers or names.

**What to do if you lose your Cheque book, passbook, or card, or if someone else knows your PIN.**

It is essential that you tell us as soon as you can if you suspect or discover that:

- Your Cheque book, passbook, **card** has been lost or stolen or
- Someone else knows your **PIN, password** or **other security information**.

The best way of telling us about the loss will usually be by phone, using the numbers we have given you, or by e-mail to the address we have given you for this purpose. Alternatively, you may send a written communication to us immediately.

**12.4 Canceling payments**

If you want to cancel a payment or series of payments you have authorized, you should do the following:

- To stop payment of a Cheque or cancel standing instruction given, you must tell us in writing
- To cancel a direct debit, you can either tell the originator of the direct debit or tell us. We recommend you to do both.

It may not be possible to cancel payments if you do not give enough notice of your decision to cancel.

## **12.5 Liability for Losses**

If you engage in fraudulent behavior, you will be liable for any losses incurred on your account. If you act without reasonable care, and this causes losses, you may be responsible for them. (This may apply if you do not follow our instructions in Point No.11)

Unless you have acted fraudulently or without reasonable care, liability for the misuse of your card will be limited as indicated by us while issuing the card.

## **13. LOANS AND ADVANCES**

Prior to providing you with any funds or enhancing your overdraft or other forms of credit, we will evaluate your ability to repay the amount.

Should we provide you with an overdraft or a higher limit on your current overdraft, we will inform you if your overdraft is repayable on demand or under different terms.

Wherever possible, reasons for rejection of loans will be conveyed to you.

### **13.1 Loan Appraisals: -**

1. The Bank will ensure proper assessment of credit application of the borrowers.
2. The Bank will convey to the borrower the credit limit along with the terms and conditions thereof.
3. We will keep the borrower's acceptance of terms and conditions on record.
4. The Bank will provide the copy of the loan agreement along with a copy of all enclosures quoted in the loan agreement to the borrower.
5. The Bank will verify the loan applications within a reasonable period of time.
6. Borrower would be made aware that following credit facilities are solely at the discretion of lenders:
  - Drawings beyond the sanctioned limits
  - Honouring cheques issued for the purpose other than specifically agreed to in the credit sanction
  - Disallowing drawing on a borrower account on its classification as a non-performing asset
  - Disallowing drawing on a borrower account on account of non-compliance with the terms of sanction.
7. In the case of lending under consortium arrangement, the Bank and other participating lenders would evolve procedures to complete appraisal of proposals in the time bound manner to the extent feasible, and communicate their decisions on financing or otherwise within a reasonable time.

### **13.2 Post Disbursement Supervision: -**

1. Borrower would be made aware of the submission schedule of various stock statements/ financial accounts etc., to the Bank and the penalties, in case of default by the borrower.
2. Borrower would be made aware of the stock audit/ credit rating etc to be completed by the external agencies and the details of cost to be borne by him.

3. The Bank will give notice to the borrowers before taking a decision to recall/ accelerate payment or performance under the agreement or seeking additional securities.
4. The Bank will release all securities on receiving payment of loan or realization of loan subject to any legitimate right or lien for any other claim the Bank may have against borrowers. If such right of set off is to be exercised, the Bank will give notice about the same to the borrower with full particulars about the remaining claims.

## **14. FURTHER ASSISTANCE**

### **Complaints / Grievances and Feedback / Suggestions**

#### **14.1 Internal procedures**

If you want to make a complaint, we will tell you how to do this and what to do if you are not satisfied about the outcome. Our staff will help you with any questions you have about our products and services.

On receiving your complaint, we will follow the instructions as per our Customer Grievance Policy.

#### **14.2 Banking Ombudsman Service and other avenues for Redressal**

Within 30 days of lodging a complaint with us, if you do not get a satisfactory response from us and you wish to pursue other avenues for redressal of grievances, you may approach Banking Ombudsman appointed by Reserve Bank of India under Banking Ombudsman Scheme, 2021. Details of Banking Ombudsman are displayed on the branch notice boards and Bank's website. Our staff would explain the procedure in this regard.

#### **14.3 Feedback and Suggestions**

We welcome your feedback and suggestions regarding our services. Your input will assist us in enhancing our offerings/ products/ services

#### **15. Monitoring**

We have a 'Nodal Officer' to ensure compliance of the Code. Our internal auditing procedures make sure we meet the Code.

We will have notices in all our branches and on websites explaining that copies of the Code are available and how you can get one and we will make copy available to you on request.

**APPROVED BY BOD R.NO. & DATE: 12 (13) DTD. 08.05.2025**