

Features/ Terms & Conditions of SIB FINS CARD A/c

Introduction: Inclusive growth of all sections of the people is a pre-requisite for our country to achieve the status of a developed country by the year 2020. Financial Inclusion (FI) is one of the means to achieve inclusive growth. FI aims at ensuring the availability of formal and basic banking services to all the households and citizens, including those residing in the un-banked / under banked areas. South Indian Bank with its eight decades of experience in personalized banking services has designed a simple, secure and smart banking product – ‘FINS Card A/c’ (Financial Inclusion Smart Card Account) to achieve the goals of financial inclusion. Bank has launched this smartcard based FI initiative in association with M/s Coromandel Infotech India Ltd., Chennai, who is the technology service provider.

FINS Card Account is a bundle of banking products and services being extended by the Bank through a branch-less banking model. If the bank branch / ATM is located far away from the place of residence of the customer, then he is compelled to travel a lot, spend his money, time and energy to avail the banking services. It may sometimes even reduce the income that he earns from his regular work / employment. In order to avoid these inconveniences, the Bank appoints its Business Correspondent (BC) in the village / locality, where the customer resides. The BC is attached to a Base Branch and he can serve within 30 Kms from the branch. In case of metro branches, this distance is limited to 5 Kms. The BC provides basic banking services to the customers at their convenient timings, so that their routine work / employment are not affected and they need not spend much time, money and energy to visit the bank branch.

Smart Card: FINS Card is a smartcard which can hold up to 10 products and services. The name of the card holder, card number and his photo will be available on the card. The enrolment is first made for the primary Savings Bank A/c and the other products and services are added over a period of time. Since the smartcard contains the account details in an electronic chip and the card is mandatory for all the customer transactions, it has to be preserved securely and handled carefully to avoid scratches and dents. The solution is also capable of incorporating the Unique Identity solution (AADHAAR) being implemented by the Unique Identity Authority of India.

Enrolment: Resident individuals who have attained the age of majority (18 years) and who are otherwise eligible to open and operate a bank A/c can open this A/c in their own name. Enrolment is made by the BC and no deposit is to be made at the time of enrolment. Accounts are opened with ‘Zero Balance’ and the customers can make transactions once the smartcards are delivered. Normally 10 finger prints of the customer will be scanned and captured by the BC and at least 6 finger prints are mandatory. A/cs can be opened by complying with full KYC procedures for which, the customer has to produce documents to prove his identity and address, to the satisfaction of the bank. The BC will certify the genuineness of the KYC documents. Accounts can also be opened under

'Simplified KYC Norms' for which, introduction from another account holder who has been subjected to full KYC procedure is sufficient. The BC can also introduce the customer.

Facilities: The physical presence of the smart card is mandatory for transactions in the A/c. Customers can deposit and withdraw money, enquire the balance, get the mini A/c statement through the HHTs. Deposits will be permitted with the authentication of smart card issued to the customer. Withdrawals will be further authenticated with the biometric finger print matches of the customer. This product and related services will be available in select villages / localities within 30 KMs from the non-metro branches and 5 KMs within metro branches. Services are available through the BCs, either at his place of business or at the door step / work place of the customers. Maximum balance at any point of time shall not exceed Rs 50,000 in all the accounts taken together. The total credit in all the accounts taken together should not exceed Rs 1 lakh in a year. Customers can make up to a maximum of 3 financial transactions per day and 100 transactions in an year. The minimum amount that can be deposited / withdrawn is Rs.10/- and in multiples of one rupee . At present maximum withdrawal per transaction is fixed as Rs.1,000/- and that for deposit is fixed as Rs.2,500/- Interest as applicable in Savings Bank account will be paid in these accounts also. ATM cards, cheque books, Mobile Banking & Internet Banking facilities are not available in these accounts. Bank may at its discretion extend over draft upto Rs.500/- in these accounts. Over draft is permitted for a period of one year and interest @ 12% per annum is debited everymonth.

Security: The product is a highly secure, transparent and designed as per the open standards as recommended by IBA & IDRBT. The Business Correspondents are duly appointed by the Bank and the transactions are made with the aid of Hand Held Terminals, smartcard and biometric finger print authentication in a secured manner. A receipt for every successful transaction will be provided to the customers and voice guide is available in local language for better transparency and customer confidence.

Service Charges: There is no stipulation on minimum balance and hence no penalty for not maintaining the same. No service charges / out of pocket expenses is payable to the BC by the customer. Although the bank is permitted to collect service charges from the beneficiaries of FI schemes, the bank proposes to offer this service free of cost for a period of 1 year. Bank may fix a reasonable service charge structure on a later date and the fees so fixed will be published in the bank's website and available at the base branches. Details of these service charges will be also made available with the BCs appointed by the Bank.

Grievance Redressal: Customers may contact the Manager of the base branch / Regional Head of the respective branch / Nodal officer for customer complaints at HO for the redressal of complaints. Customers may also escalate their complaints to Banking Ombudsman.

