

NOTE

Information given in this booklet is as of 26/12/007, which is subject to change/revision.

This booklet should not be considered as a legal document creating rights and obligations. It is for promoting better understanding between Customer and Banker.

Only key information on various services/facilities is given in this booklet. Each service has its own detailed terms and conditions; which can be made available on request.

For further details/information, visit or write to our branch offices, or Head Office, or visit our Website www.sib.co.in

Common Practices followed by Our Branches

1. Display business hours.
2. Render courteous services.
3. Attend to all customers present in the banking hall at the close of business hours.
4. Provide separate 'Enquiry' or 'May I Help You' counter at large branches.
5. Offer nomination facility to all deposit accounts (i.e. account opened in individual capacity) and all safe deposit locker hirers (i.e. individual hirers).
6. Display interest rates for various deposit schemes from time to time.
7. Notify change in interest rates on advances.
8. Provide details of various deposit schemes/services of the Bank.
9. Issue Demand Drafts, Pay Orders, etc.
10. Display Time - Norms for various banking transactions.
11. Pay interest for delayed credit of outstation cheques, as advised by Reserve Bank of India (RBI) from time to time.
12. Accord immediate credit in respect of outstation and local cheques upto a specified limit subject to certain conditions, as advised by RBI from time to time.
13. Provide complaint/suggestion box in the branch premises.
14. Display address of Regional/Zonal and Central Offices as well as Nodal Officer dealing with customer grievances/complaints.

FAIR BANKING PRACTICES

Customers are requested to:

1. Ensure safe custody of cheque book and pass book.
2. Preferably use reverse carbon while writing a cheque.
3. Issue crossed/account payee cheques as far as possible.
4. 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.
5. Not to issue cheque without adequate balance; maintain minimum balance as specified by the Bank.
6. Send cheques and other financial instruments by Registered Post or by courier.
7. Bring pass book while withdrawing cash from savings bank account through withdrawal slip. Get pass book updated from time to time.
8. Use nomination facility.
9. Note down account numbers, details of FDR, locker numbers, etc., separately.
10. Inform change of address, telephone number, etc., to the Branch.
11. Inform loss of demand draft, fixed deposit receipt, cheque leave (s)/book, key of locker, etc., immediately to the Branch.
12. Avail standing instructions facility to repeat transactions.
13. Provide feedback on our services.
14. Pay interest, installments, locker rent and other dues on time.
15. Avail services such as ATM, ECS, EFT, etc., if offered by the branch.
16. Bring any deficiency in services to the notice of the branch.
17. Not to sign blank cheque/s. So also do not record your specimen signature either on pass book or on cheque book.
18. Not to introduce any person who is not personally known to you for the purpose of opening account.

COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP:**SAVINGS BANK ACCOUNT**

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 of the person/s opening the account by a person acceptable to the Bank.
5. The Bank is required to obtain two recent photographs of the person/s opening the account, as per R.B.I. 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 (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 of the person/s opening the account in addition to a satisfactory introduction. Documents normally accepted are the current gas/telephone/electricity bill or ration card or voter's identity card or driving licence or passport, etc.
8. The account holder is required to maintain certain minimum balance in the account, as specified by the Bank from time to time, separately for computerized and non-computerized branches and also depending on, whether account holder wants to avail the cheque book facility or not. Non-compliance of this would attract service charges. Interest at 3.5% p.a. is presently paid on half yearly basis depending on minimum balance between the 10th day and last day of the months, provided it works out to minimum Re. 1/-.
9. Cheques, dividend warrants drawn in the name of account holder/s will only be collected through this account. Financial Instruments endorsed in favour of the account holder/s will not be collected through savings bank account.

COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP:

CURRENT ACCOUNT

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/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.
3. The Bank requires a satisfactory introduction of the person/s opening the account by a person acceptable to the Bank.
4. The Bank is required to obtain two recent photographs of the person/s opening/operating the account, as per R.B.I. 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 (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 identification of the person/s opening the account in addition to a satisfactory introduction. Documents normally accepted are the current gas/telephone/electricity bill or ration card or voter's identity card or driving license or passport, etc.
7. Minimum 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. **Service charges are levied for:**
 - Ledger folio used
 - Cheque books issued
 - Non-maintenance of minimum balance
 - Return of cheques, etc.
10. 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.

COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP:**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-à-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/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.
2. The Bank requires a satisfactory introduction of the person/s opening the account by a person acceptable to the Bank.
3. The Bank is required to obtain two recent photographs of the person/s opening the account, as per R.B.I. 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 (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 identification of the person opening the account in addition to a satisfactory introduction. Documents normally accepted are the current gas/telephone/electricity bill or ration card or voter's identity card or driving licence or passport, etc.
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 15 days.
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.
12. Presently, if the total interest on deposits, per depositor, per branch, per financial year exceeds Rs.10000/-, the same is subject to Tax Deduction at Source (TDS) at the rates stipulated by the Income Tax Authorities.
13. The depositor may furnish declaration in Form No. 15 H preferably at the commencement of the Financial Year for receiving interest on deposits without deduction of tax.
14. The Bank will issue TDS Certificate for the tax deducted.

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

As directed by the RBI, the bank may not insist on succession certificate from legal heirs irrespective of amount involved. 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 offered by the Bank. The Bank's branches offering this facility will indicate/display this information.

The major aspects governing the services 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 will 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 will hire locker to properly introduced persons.
8. The Bank reserves right to break open the locker if the rent is not paid inspite of giving notices as per the Bank rules and recover charges thereof.

ARTICLES IN SAFE CUSTODY

Articles like shares, securities, etc., can be kept in safe custody with the Bank on prescribed charges wherever such facility is offered. Large/small boxes must be locked by the customer(s) and particulars must be written/painted thereon. The lock should be covered by stout cloth and sealed with the customer's seal. Relationship of Banker and customer shall be that of Bailer and Bailee.

NOMINATION

1. Nomination facility is available for all deposit accounts, articles in safe custody and safe deposit vaults.
2. 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.
3. Nomination can be done in favour of one person only. However, nomination in favour of more than one person (i.e. upto 2 persons) is permissible in jointly operated locker accounts with common consent.
4. 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.
5. Nomination can be made in favour of a minor also.
6. For the existing accounts where nomination is not made, the account holder/s can do so by filling up form available with the branches.

7. Customers (new as well as existing) are advised to avail nomination facility, if they have not availed 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 National Electronic Funds Transfer (NEFT) or Real Time Gross settlement (RTGS) System operated through RBI for transferring funds to an account maintained with any bank offering such services. These facilities are not available against cash remittance.

Demand drafts, telegraphic transfers and pay orders for Rs.50,000 and above will be issued 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. Similarly, such payments for Rs.50,000 and above will be made through banking channels and not in cash.

ISSUE OF DUPLICATE DEMAND DRAFT WITHOUT RECEIPT OF NON-PAYMENT ADVICE

As directed by the RBI, the bank will issue duplicate demand draft upto Rs.5,000/- on the basis of adequate indemnity and without obtaining Non-Payment Advice from the drawee branch.

TIME FRAME FOR ISSUE OF DUPLICATE DRAFT

As directed by the RBI, the bank will issue duplicate demand draft to the customer within a fortnight from the receipt of request. For delay in issuing duplicate draft beyond the above stipulated period, the bank will pay interest at the rate applicable for fixed deposit of corresponding maturity in order to compensate the customer for such delay.

CASH ORDER (i.e. PAY ORDER, BANKER'S CHEQUE)

Cash Order is issued for making payment.

Issue/payment of cash order for Rs.50000/- and above is to be made only through the bank account.

Validity period of cash order is 6 months. This can be revalidated by the issuing branch on written request of the purchaser.

COLLECTION SERVICE

Immediate credit of local as well as outstation cheques upto Rs.7500/- (as per RBI guidelines from time to time) is provided to the individuals (personal customers) who are maintaining satisfactory accounts. However, the customers will have to bear usual

service charges as well as the postal charges. In the event of cheques being returned unpaid, the customer will have to pay interest for the period for which funds utilized.

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

HIGH VALUE CLEARING:

This facility is available for the clients of selected branches at designated centres. Cheques of high value (of not less than Rs.lac per instrument) are cleared on the same day.

LOCAL CLEARING:

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

OUTSTATION COLLECTION:

1. Cheques drawn at outstation centres where the Bank has got branches should be credited latest on the same day in the following week. (For e.g. Monday to next Monday).
2. In the case of instruments drawn at centres within the state where we do not have branches, the proceeds should be credited to the party's account with in a period of 10 days from the date of receipt of the instrument for collection.
3. In the case of instruments drawn at centres outside the state where we do not have branches, the proceeds should be credited to the party's account with in a period of 14 days from the date of receipt of the instrument for collection.

Income Tax Refund Orders, Treasury Bills/Bills drawn by Government Departments etc. are excluded under the above collection norms and payment of interest for delay in collection as Government/Govt. Departments may delay in giving advices to Treasury/Bank and during certain periods impose ban on immediate payment on presentation of the instruments.

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

EXCHANGE OF SOILED/SLIGHTLY MUTILATED CURRENCY NOTES:

The Bank's currency chest branches will exchange all categories of mutilated currency notes. Currency exchange facility is offered to the Bank's customers and others. The Bank follows RBI guidelines in this respect. RBI has permitted the bank to exchange mutilated 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/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 published in our web site www.sib.com and will be made available on request.

TIME-NORMS FOR VARIOUS BANKING TRANSACTIONS

1.	For Cash Payment	8 to 15 minutes
2.	Receipt of cash	10 to 20 minutes
3.	For issuance of demand draft/ /fixed deposit receipt	15 to 25 minutes
4.	Payment of demand drafts	10 to 20 minutes
5.	Payment of fixed deposit receipts	15 to 20 minutes
6.	Opening of an account	20 to 25 minutes
7.	Retirement of bills	20 to 30 minutes
8.	Updation of pass books	5 to 15 minutes
9.	Statement of accounts	Within 7 days
10.	Collection of cheques(Local)	2 to 4 days
	Outstation	10 to 14 days

REDRESSAL OF COMPLAINTS

In case of any complaint, the matter may be first brought to the notice of concerned branch manager for immediate redressal. If the complaint is not redressed to the satisfaction of the customer, the matter may be taken up with the Regional Manager concerned.

If the complainant still feels unsatisfied with the responses received, he can address his complaint to the bank's Nodal Officer designated to deal with customers' complaints/grievances giving full details of the case.

After exhausting all the above machinery/channels, if the customer is not satisfied, he may write to Executive Director of the Bank and even after this, not satisfied he is free to take recourse to the following:

1. The Banking Ombudsman located in State Capitals under RBI Ombudsman Scheme, 1995/2006.
2. The District Consumer Forum under Consumer Protection Act, 1985

Anonymous complaints will not be entertained.

The name and address of the Nodal officer is furnished herebelow:

**Mr.C.T.Davis,
Assistant General Manager,
P&D Department,
The South Indian Bank Limited,
Head Office,
T.B.Road, Mission Quarters,
Thrissur – 680 001 Kerala**

Telephone:91487 2429051

Email :ctdavis@sib.co.in

All the services and commitments are honoured without the citizen having to pay any bribe.