

Citizen's Charter

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1. 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 Fincare Small Finance Bank 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 Fincare 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. We intend to bring it out in many more Regional Languages in subsequent years.

Place: Bangalore

Date: 24-06-2017

2. Note

Information given in this booklet is as of 24.06.2017, 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.fincarebank.com.

3. 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 up to a specified limit subject to certain conditions, as advised by RBI from time to time.
13. Provide facility for logging complaint/ suggestion.
14. Make the branch/ ATM locations, Phone Banking numbers and Internet Banking address of the Bank known to customers easily
15. Display address of Regional and Central Offices as well as Nodal Officer dealing with customer grievances / complaints.

4. Fair Banking Practices

Customers are requested to

1. Ensure safe custody of cheque book. Safe keep account/ locker numbers, details of FDR, account statements etc. and ensure confidentiality Not to share phone banking/ internet banking passwords and ATM/ Debit Card PINs with others
2. Issue crossed / account payee cheques as far as possible.

3. Check the details of the cheque, name, 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.
4. Not to issue cheque without adequate balance; maintain minimum balance as specified by the Bank.
5. Send cheques and other financial instruments by Registered Post or by courier.
6. Use nomination facility.
7. Note down account numbers, details of FDR, locker numbers, etc., separately.
8. Inform change of address, telephone number, etc., to the Branch.
9. Inform loss of demand draft, fixed deposit receipt, cheque leave (s) / book, key of locker, etc., immediately to the Branch.
10. Avail standing instructions facility to repeat transactions.
11. Provide feedback on our services.
12. Pay interest, instalments, locker rent and other dues on time.
13. Avail services such as ATM, ECS, NEFT, etc., if offered by the branch.
14. Bring any deficiency in services to the notice of the branch.
15. Not to sign blank cheque/s. So also, do not record your specimen signature on cheque book.

5. 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 is required to obtain recent photograph of the person/s opening 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.
6. The Bank will provide to the prospective customers details of the documents required for identification of the person/s opening the account as per the Banks KYC policy and regulatory guidelines.
7. The account holder is required to maintain certain minimum balance in the account, as specified by the Bank from time to time. Non-compliance of this would attract service charges. Interest ranging from 6.00– 7.00% p.a. is applicable on Savings Account. Interest pay-out will be done on monthly basis.

8. 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.

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 is required to obtain recent photograph of the person/s opening / operating 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 (i.e. including partners of Registered / Unregistered partnership as also Registered / Incorporated bodies / companies).
5. The Bank will provide to the prospective customers details of the documents required for identification of the person/s opening the account as per the Banks KYC policy and regulatory guidelines.
6. Minimum balance as stipulated from time to time will be required to be maintained.
7. No interest is paid on credit balances kept in current account.
8. Service charges are levied for:

Cheque books issue – The charges levied by Fincare Small Finance Bank for the issuance of cheque book ranges between Rs.50 – Rs. 100 depending on product selected by the customer as according to the product policy of the Bank.

Non-maintenance of minimum balance –The bank shall levy charges for non-maintenance for minimum balance according to the product policy dictated which starts from Rs.50 and varies from product to product.

Return of cheques, etc. –The Bank shall levy charges for return of both CTS and Non-CTS cheques, as dictated in the cheque policy of the Bank.

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 types 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/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 is required to obtain recent photograph of the person/s opening the account, as per R.B.I. directives.
3. 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.

4. Premature withdrawals of retail deposits are allowed, unless specified otherwise in the bank's policy. No interest will be paid on premature withdrawals of retail deposit which has remained with the Bank for less than 7 days. Premature withdrawals may attract penalty to the extent as described below:
 - a. Interest rate for actual run period and further 1%, if interest rate for actual run period is lower than original contracted period.
 - b. Difference of interest rate for actual run period and original period and further 1%, if interest rate for actual run period is higher than original contracted period.
5. In case of premature withdrawal of bulk deposits, a penalty of 0.5% would be applied to the rack rates, communicated to the customer at the time of booking the deposit, corresponding to the actual run period.
6. Generally, loans / overdrafts against deposits are allowed except on Certificates of Deposit (CD) Such loans are sanctioned by charging interest as prescribed by the Bank in compliance with RBI directives.
7. 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.
8. 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.
9. Interest on overdue deposit is paid if the deposit is renewed, as decided by the Bank from time to time.
10. Interest on bank deposits is exempt from income tax up to a limit specified by Income Tax authorities from time to time.
11. Presently, if the total interest on deposits, per depositor, per financial year exceeds Rs. 10,000/-, the same is subject to Tax Deduction at Source (TDS) at the rates stipulated by the Income Tax Authorities U/Sec. 194 A.
12. The depositor may furnish declaration in Form No. 15 G/ 15 H 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 every quarter.

6. Payment of Balance in Accounts of the Deceased Customers to Survivors / Claimants

As directed by the RBI, the banks may not insist on succession certificate from legal heirs irrespective of amount involved. However, the banks 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 another 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 can be rented out to the customers. Rent is payable is monthly. 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 in spite of giving notices as per the Bank rules and recover charges thereof.

7. 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

Nomination facility is available for all deposit accounts, articles in safe custody and safe deposit vaults.

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. up to 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 so far.

Pension Payments: Fincare Small Finance Bank

The pension will be credited by the branch to the pensioner's savings or current account during the last four working days of the month. The pension for the month of March will be credited on or after 1st working day of April. The pension will not be paid in cash or through a joint account. Every pensioner is required to submit life / marriage / remarriage / unemployment certificates periodically.

8. Remittance Service

Customers may remit funds from one center to another center by Demand Draft or electronic mode of fund transfer, etc., by paying specified charges as per the Bank's rules. Any amount of Rs. 50,000 and above will be issued by the banks only by debit to the customer's account or against cheques or other instruments tendered by the purchaser and not against any 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 banks will issue duplicate demand draft up to 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 banks 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 banks 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 locally

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 3 months. This can be revalidated by the issuing branch on a written request of the purchaser.

9. Collection Service

Immediate credit of local as well as outstation cheques (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 pertaining to the same. 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 centers. Cheques of high value (of not less than Rs. 1 lac per instrument) are cleared on the same day.

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

National Clearing: Cheques drawn on Metropolitan centers listed in national clearing are cleared in 8 days.

All cheques drawn on other centers are cleared in 14 days.

The Bank will credit the proceeds of an outstation cheque within the following time norms

- * State Capitals - 10 working days
- * Other centers - 14 working days

If the Bank fails to do so, interest will be paid at the rate as Specified in the Cheque collection policy

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

Collection of Govt. Dues

The Bank shall handle collection of various taxes on behalf of Govt. of India through selected designated branches as and when authorized by RBI/GOI.

Exchange of Soiled / Slightly Mutilated Currency Notes

All the branches of the Bank will exchange freely soiled / slightly mutilated currency notes and certain other types of mutilated currency notes of all denominations. Currency exchange of Soiled / Slightly Mutilated Currency Notes facility is offered to the Bank's customers and others. The Bank follows RBI guidelines in this respect. RBI has permitted the banks 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 will be made available on request.

10. 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.

1.	For Cash Payment	
a)	Through teller	3 to 8 minutes
b)	Through cashier	8 to 15 minutes
2.	Receipt of cash	10 to 20 minutes
3.	For issuance of demand draft / traveler cheques / 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.	Statement of accounts	Within 7 days
9.	Collection of cheques(Local)	2 to 4 days
10	Outstation	10 to 14 days

*Does not include account activation time

11.Redressal of Complaints

To enable the customers to voice their grievances or offer suggestions for improvement in customer service, "Customer Day" is observed at all the offices of the Bank across the organization covering branches, Regional and Head Office, every month. During specified hours on this day any customer can meet senior / top executives of the Bank including Chairman & Managing Director without prior appointment. Any customer grievance or complain noticed/received during the customer interactions will be handled by the bank as per the Bank's Customer Grievance redressal policy. Customer will be guided on the grievance redressal mechanism and the same will also be made available for ready reference in the banks website at all times.

- In case of any complaint, customers can contact the Bank through various channels:
- By visiting the nearest FSFB Bank branch
- By calling on FSFB Bank Phone Banking number
- By filling the form available in the FSFB website
- By sending e-mail through 'Email Us' link on www.customerservice@fincarebank.com
- By sending written correspondence to the Bank through post on the following address:

Fincare Small Finance Bank Ltd

FSFB Customer Service Unit,
5th Floor, Bren Mercury
Kaikondanahlli, Sarjapur Main Road. Bengaluru 560 035
Board: +91 80 4250 4444

The relevant contact numbers, addresses and e-mail ids for this purpose are provided in all customer communication.

Anonymous complaints will not be entertained.

(The banks are advised to give details viz., names, designations, addresses, telephone / fax numbers of Heads of Regional and Offices and also of Nodal Officer dealing with customer grievances / complaints at Central Office level hereinbelow).

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