

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 South Indian 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 South Indian Bank's commitment towards the customer satisfaction, thus ensuring accountability and responsibility amongst its officials and staff. This charter for customers not only explains our commitments and responsibilities along with the redressal methods but also specifies the obligation on 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, RBI & IBA for encouraging us to bring out this Citizens' 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: Thrissur.

Date: 01/01/2019

Managing Director & Chief Executive Officer
The South Indian Bank Ltd

NOTE

Information given in this booklet is as of 20/12/2018, 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.southindianbank.com.

COMMON PRACTICES FOLLOWED BY OUR BRANCHES:

- ❖ 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 all 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).
- ❖ Display interest rates for various deposit schemes from time to time.
- ❖ Notify change in interest rates on advances.
- ❖ Provide details of various deposit schemes/products & services of the Bank.
- ❖ Issue of Demand Drafts etc.
- ❖ Display Time - Norms for various Banking Transactions.
- ❖ Pay interest for delayed credit of outstation cheques, as advised by Reserve Bank of India (RBI) from time to time.
- ❖ Accord immediate credit in respect of outstation cheques up to a specified limit subject to certain conditions, as advised by RBI from time to time.
- ❖ Provide complaint / suggestion box in the branch premises.
- ❖ Display address of Regional Office and Head Office as well as Principal Nodal Officer / 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.
- ❖ Not to issue cheque without adequate balance; maintain minimum balance as specified by the Bank.
- ❖ Send cheques and other financial instruments by Registered Post or by Courier.

- ❖ Bring pass book while withdrawing cash from savings bank account through withdrawal slip. Get pass book updated from time to time, use SMS facility / e-passbook / Mobile Passbook through mobile applications and/or subscribe to monthly account statement through e mail.
- ❖ Use nomination facility for accounts and Safe Deposit Locker.
- ❖ Note down account numbers, details of FDR, locker numbers, etc. separately.
- ❖ Notify change of address, telephone / Mobile number, e-mail id etc immediately to the Branch.
- ❖ Notify loss of ATM Card, Credit Card, Demand Draft, Fixed Deposit Receipt, Cheque Leave (s)/ book, Key of Locker, etc or any Unauthorized Transaction in account immediately to the Branch / Customer Care Cell / Toll free numbers.
- ❖ Avail standing instructions facility for recurring transactions.
- ❖ Provide feedback on our services. Bring any deficiency in services to the notice of the branch
- ❖ Pay Interest, Loan Installments, Locker Rent and other dues on time.
- ❖ Avail services such as ATM, ECS, NACH, NEFT, RTGS, IMPS, SWIFT and other Technological Banking Products & services offered by Bank from time to time.
- ❖ Not to sign blank cheque/s and also not to record specimen signature either on pass book or on cheque book. Also don't write your PIN number on your ATM Card / Credit Card. Never share your card number, CVV, ATM PIN, OTP, Internet Banking User ID / Password with anyone, even if the caller claims to be a Bank employee. Sharing these details can lead to unauthorized access to your account.
- ❖ 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:

- a) These accounts are designed to help the individuals (personal customers) to inculcate habit of saving money and to meet their future requirements. The amounts can be deposited/ withdrawn from these accounts by way of cheques/ withdrawal slips/ through ATM Cards. It helps the customers to keep minimum cash at home besides earning interest.
- b) 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)).
- c) Opening a deposit account will involve satisfying the identity of the Person by verifying identity proof(s) / documents Mandated by Regulator / Government, from time to time, verification of address by verifying Identity Proofs / Documents Mandated by Regulator / Government, from time to time, and also satisfying about his / her occupation and source of income. Obtaining introduction is not mandatory for the time being. Obtaining recent photograph of the person/s opening/ operating the account is part of due diligence process. Inability of an existing customer to furnish details required by the Bank to fulfill statutory obligations could also result in closure of the account, after due notice(s) is

provided to the customer. In addition to the due diligence requirements, under KYC norms, Permanent Account Number (PAN) or alternatively declaration in Form No. 60 as specified under the Income Tax Act / Rules and PMLA Rules amended vide notification dated 1st June 2017 and subsequent amendments.

- d) The account holder is required to maintain certain minimum balance in account, as specified by the Bank from time to time, depending on scheme & location. Non-compliance of this would attract service charges. (this provision shall not be applicable for BSBDA account other no frills account offered to public as per Govt policy). For Savings Bank Account, the Bank may also place restrictions on number of transactions, cash withdrawals, etc., for given period. Similarly, the Bank may specify charges for issue of cheque books, additional statements of accounts, duplicate pass book, folio charges, etc. All such details, regarding terms and conditions for operation of the accounts and schedule of charges for various services provided will be communicated to the prospective depositor while opening the account.
- e) The bank shall provide uniform interest rate on Savings Bank Deposits Accounts up to Rupees one lakh, irrespective of the amount in the account within this limit and for Savings Bank exceeding Rupees one lakh, a bank may provide differential rates of interest. Interest on Savings Bank Accounts including frozen accounts, shall be credited to the account on a quarterly basis w.e.f. 01/03/2016. Interest is calculated on daily product basis.
- f) 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 ACCOUNT

- a) Current Accounts can be opened by Individuals, Partnership Firms, Private And Public Limited Companies, Limited Liability Partnerships, One Person Companies, HUFs / Specified Associates, Societies, Trusts, etc.
- b) Opening a Current Account will involve satisfying the identity of the account opening entity by Verifying Identity Proofs / Documents Mandated by Regulator / Government, if any, from time to time, verification of address, satisfying about his / her / thier occupation and source of income. Obtaining introduction, if required, of the prospective depositor / customer from a person acceptable to the Bank is part of due diligence process. Inability of an existing customer to furnish details required by the Bank to fulfill statutory obligations could also result in closure of the account after due Permanent Account Number (PAN) under the Income Tax Act / Rules and PMLA Rules amended vide notification dated 1st June 2017 and subsequent amendments.
- c) In addition to the KYC of the account opening Organization / Legal entity, bank shall also ensure KYC of Beneficial Owner of the Organization/ opening entity.
- d) Minimum balance as stipulated from time to time will be required to be maintained and non maintenance of the stipulated minimum balance shall attract penalty on a Quarterly / Monthly intervals.
- e) No interest is paid on credit balances kept in current account.
- f) Service charges are levied for Ledger folio used, Cheque books issued, Return of Cheques both inward and Outward, etc. 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

- a) Bank has tailored various deposit schemes to suit the needs and expectations of investors in every walk of life. Branch staff shall welcome customers 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, Limited Liability Partnerships, One Person Companies, HUFs / Specified Associates, Societies, Trusts, etc. Opening a Term Deposit for a non customer will involve satisfying the identity & Address proof of the account opening entity by Verifying Identity Proofs & Documents Mandated by Regulator / Government, from time to time. Non Submission of Permanent Account Number (PAN) shall attract TDS at higher rate.
- b) 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 7days in case of domestic deposits and 1 year in case of Non Resident Rupee / Foreign Currency deposit.
- c) Generally Loans/ Overdrafts against deposits are allowed except on Certificates of Deposit (CD) / Tax Gain Deposit / Security Deposit / EMDs. Such loans are sanctioned by charging interest at rates directed by RBI from time to time or as prescribed by the Bank.
- d) The Term Deposit account holders at the time of placing their deposits can give instructions with regard to closure of deposit account or renewal of deposit for further period as on the date of maturity. In case of absence of any instructions, it shall be presumed that the depositor intends to auto renew the deposit for the same period to which it was initially deposited and shall be renewed automatically for the same period to which it got matured. However, this shall not be applicable to Tax Gain Deposit and Recurring Deposit.
- e) Interest shall be paid on Term Deposits as fixed from time to time with the prior approval of the Bank's Board of Directors / Asset Liability Management Committee (ALCO) subject to extant RBI guidelines/ directives from time to time. In terms of Reserve Bank of India directives, interest shall be calculated at quarterly intervals on Term Deposits and paid at the rate decided by the Bank depending upon the period of deposits. In case of monthly deposit scheme, the interest shall be calculated for the quarter and paid monthly at discounted value. The interest on Term Deposits is calculated by the Bank in accordance with the formulae and conventions advised by Indian Banks' Association.
- f) When a Term Deposit is renewed on maturity, interest rate on renewed deposit for the period specified by the depositor as applicable on the date of maturity would be applied. If request for renewal is received after the date of maturity, such overdue deposits will be renewed with effect from the date of maturity at interest rate applicable as on the due date, provided such request is received within 14 days from the date of maturity. In respect of overdue deposits renewed after 14 days from the date of maturity, interest for the overdue period will be paid as follows. If the deposit matures on/ after August 22,

2008 and proceeds are unpaid, the amount left unclaimed with the Bank will attract Savings Bank rate of interest. No interest will be paid for deposits lying unpaid with the Bank prior to this period. Bi-dating of deposits is not allowed where the overdue period exceeds 14 days.

- g) The Bank has statutory obligation to deduct tax at source (TDS) if the total interest paid / payable on all Term Deposits and Recurring Deposits held by a person exceeds the amount specified under the Income Tax Act. The Bank will issue a Tax Deduction Certificate-TDS (Form 16A as per IT acts) for the amount of tax deducted. The depositor, if entitled to exemption from TDS / lower rate of TDS can submit declaration in Form 15H / Form 15G / Tax Exemption Certificates at the beginning of every financial year along with the Permanent Account Number (PAN) issued by the Income Tax Department.

TECHNOLOGY PRODUCTS AND SERVICES

SIBerNet



The Internet Banking service under the brand name "SIBerNet" positioned the Bank as a technology-driven Bank offering superior banking services to both Retail and Corporate customers. You can avail banking services and e-commerce transactions 24/7 from home, office or anywhere.

Types of SIBerNet : Internet Banking (SIBerNet) is available in two modes:

- a) SIBerNet Personal: All retail including proprietorship can apply for SIBerNet Personal.
- b) SIBerNet Corporate: All Partnerships, Trust, Institutions, Society, Companies etc. can apply for SIBerNet Corporate

CRAYONS - Online SIBerNet Registration & Activation Process : Now you can register and activate your Internet Banking without visiting the branch. Visit our website, www.southindianbank.com, under Online banking, click on New User Registration, enter your 16 digit account number, registered mobile number, and email ID (optional) to complete the registration process for internet banking. Within 48 hours, you will receive your SIBerNet User ID and steps to create SIBerNet password in your registered email ID. Kindly visit bank website and follow the steps mentioned in the email to complete SIBerNet activation process.

Services/ Features of SIBerNet

- ✓ IMPS (Immediate Payment System) Fund Transfer facility (24/7 x 365)
- ✓ Fund Transfer facility –Within SIB accounts and to other Bank Accounts
- ✓ Online Bill payments/Mobile -DTH recharge/Online Shopping etc.
- ✓ Accounts summary, statements/mini statements
- ✓ Tax payment facility – Direct Tax, Indirect Tax & GST
- ✓ E-Filing of IT Returns
- ✓ Online IPO's (Initial Public Offering) can be subscribed through ASBA
- ✓ Online Flexi -Fixed Deposit opening

- ✓ Online FD/RD opening
- ✓ Online closure for FDs opened through Net Banking
- ✓ Online instant loan against deposit facility (FSLD)
- ✓ One time User ID change facility
- ✓ Online password reset, set favourite activities, Transaction limit enquiry.
- ✓ Block Debit card online, Personalize transaction limit.
- ✓ Deposit and Loan Modelling
- ✓ Bulk fund transfer file upload and Bulk beneficiary creation facility for Corporate customers
- ✓ Secure mails can be sent to Relationship Manager through SIBerNet for various service requests
- ✓ Missed call E-mail OTP service
- ✓ Retrieve Forgot User ID online
- ✓ Direct tie-up IRCTC & KSEB (Kerala State Electricity Board) for online payment.
- ✓ SIB Rewardz point summary

For Retail Customers, Daily transaction limits are Rs. 5 lakh for self-account fund transfer, Rs. 3 lakh for other SIB Account fund transfer & Rs. 3 lakh for NEFT/RTGS Transactions. For Corporate Customers, Daily transaction limits are Rs. 25 lakh for self-account fund transfer, Rs. 15 lakh for other SIB Account fund transfer & Rs. 15 lakh for NEFT/RTGS Transactions. Additionally, IMPS transactions daily limit of Rs. 1 lakh for Retail customers & 2 lakh for corporate customers is available. Payee registration cooling period of 4 hours, Recurring instructions, Deposit schedule, advanced security feature like One Time Password (OTP), Digital Signature Certificate 2FA etc. are some of the other features provided to our customers.

SIB Mirror+



The Mobile Banking App that serves the Banking needs as good as visiting your Branch.

Now do much more with SIB Mirror+

- Single App for Domestic & NRI customers
- Passbook, Download E-statement
- BHIM UPI
- Scan & Pay (Bharat QR, UPI, Social money)
- 24/7 IMPS, UPI & NEFT fund transfer
- Digital e-Lock
- Self-Account opening
- Link Multiple accounts
- Instant payee addition
- Bill Payment & Mobile/ DTH Recharge

- Stop Cheque Payment, Cheque status enquiry and much more.



Scan the QR code and download the App now.



DEBIT CARDS:



South Indian Bank offers Debit card for domestic as well as international transactions. The card comes to you with features of Global acceptance, Online Shopping, Utility bill payments and Cash withdrawal from ATMs in India and millions of ATMs across the world.

For domestic as well as International transactions, as per RBI mandate, SIB offers Debit card to the customers in EMV CHIP and PIN enabled platform. This card can be used for cash withdrawals from ATMs displaying the VISA/MASTERCARD/RUPAY/DINERS/DISCOVER logo across the World in addition to our own South Indian Bank ATMs. The customers can also use this card for **making purchases from all merchant outlets** globally, accepting VISA/ MASTERCARD/ RUPAY/ DINERS/ DISCOVER debit cards and earn points with the **SIB Rewardz program**. The accumulated points can be redeemed at more than thousands of retail outlets and online shopping websites or for exciting gifts.

SIB's EMV CHIP and PIN enabled debit cards are offered in VISA/MasterCard/RuPay platform with enhanced transaction limits at ATM/Online/POS as given below:

Card Type	Daily Cash Withdrawal Limit (Rs.)	Daily Shopping / Online transactions Limit (Rs.)
All card Variant with Magnetic Strip (upto 01/04/2019)	2,500.00	2,500.00
RUPAY MUDRA EMV (Domestic Only)	5,000.00	15,000.00
MasterCard Titanium EMV Chip (issued in SIB Junior & BSBDA a/c)	15,000.00	25,000.00
Visa Classic EMV Chip (issued in SIB Junior & BSBDA a/c)	15,000.00	25,000.00
RuPay Classic EMV Chip (issued in SIB Junior & BSBDA a/c)	15,000.00	25,000.00
MasterCard Titanium EMV Chip	20,000.00	1,00,000.00
Visa Classic EMV Chip	20,000.00	1,00,000.00
RuPay Classic EMV Chip (Domestic Only)	20,000.00	1,00,000.00
RuPay Classic EMV Chip (International Only)	20,000.00	1,00,000.00
RuPay Kisan EMV Chip (Domestic Only)	20,000.00	-

MasterCard Platinum EMV Chip	75,000.00	2,00,000.00
Visa Platinum EMV Chip	75,000.00	2,00,000.00
RuPay Platinum EMV Chip	75,000.00	2,00,000.00
MasterCard Business Platinum EMV Chip	1,00,000.00	3,50,000.00
Visa Platinum EMV Chip (NFC Cards)	1,00,000.00	3,00,000.00
MasterCard World EMV Chip	1,25,000.00	5,00,000.00

Security Instructions - ATM cum Debit Card:

- ✓ Sign on the reverse of your Debit Card as soon as you receive it.
- ✓ If opted for conventional PIN Mailer, the customer has to go in person to collect his/her PIN mailer from the branch. Kindly read carefully the instructions on the PIN mailer. Please change your PIN to a new four digit number of your choice, memorise it and destroy the PIN mailer.
- ✓ If opted for the Green PIN (self-creation of PIN), the customer can visit any SIB ATM counter to generate the ATM PIN.
- ✓ Do not keep both the ATM card and PIN recorded in any form together.
- ✓ Do not write down PIN Number anywhere on the ATM card.
- ✓ Always inculcate a habit of changing the Debit Card PIN on a periodical basis.
- ✓ Please inform immediately the branch if the card is lost / stolen.
- ✓ Collect cash immediately on disbursal by the ATM.
- ✓ Please refrain from taking help from any strangers in the ATM room.
- ✓ If anything found suspicious in the ATM Room, please inform the Bank in the contact number displayed in the ATM Room.

SIB REWARDZ



SIB Rewardz is a Loyalty program launched on 1st of November 2015. Customers earn points for every Rs. 100/- spend by them using SIB Debit Cards. Reward points are also awarded for activation of Internet Banking, Mobile Banking and various other categories. The reward points earned by the customers can be redeemed at more than thousand retail outlets

across India and on the SIB Rewardz website www.sibrewardz.com. Minimum points required for redemption is 200. Customers have to go through a onetime registration process on the SIB Rewardz website in order to redeem their points online.

SOUTH INDIAN BANK-SBI CO-BRANDED CREDIT CARDS



South Indian Bank in association with SBI Cards launched Co-branded Credit Card named as South Indian Bank- SBI CREDIT CARD. South Indian Bank- SBI credit card ensures that our customers enjoy more convenience and privileges. Two variants of cards are available for SIB customers.

- A. To report loss of debit card contact (24x7) on +91 9446475458, 0484-2388555 or SMS to 09840777222 in the format "CARDBLOCK<space><16 digit Account number>" from your registered mobile number or Contact Customer Support Centre 1800 108 9402 / 1800 425 1809.
- B. In case the customers are not able to contact the above mentioned numbers for blocking the card, they can approach the branch for immediate blocking of the card. Inform issuing branch telephonically about the loss of card followed by written request to block the card.
1. **SOUTH INDIAN BANK SIMPLY SAVE SBI CARD:** South Indian Bank Simply SAVE -SBI Credit Card, allows our customers to simply spend and simply save. Exciting offers ticket bookings, dining, shopping, Grocery and much more, makes it the ultimate choice. It provides gratifying rewards while allowing you to fulfill all your shopping and entertainment needs. This International Credit card is available for domestic customers of the Bank.
 2. **SOUTH INDIAN BANK- SBI PLATINUM CARD:** South Indian Bank- SBI Platinum Card with maximum is specifically designed to make your shopping more delightful. The card offers you a host of attractive special offers, fuel surcharge waiver and lot more and is available for both Domestic and NRI customers (against Deposit)
 3. **SOUTH INDIAN BANK PREPAID GIFT CARDS:** Prepaid cards or pre-loaded cards are those which can be used similar to Debit cards for Online/POS transactions. SIB Gift Cards are one-time cards issued in value as per the choice of the customer for a finite period. These cards can be gifted to a third party and can be used for multiple purchases for as long as value remains on the card and before the card expires. However, cash withdrawals from ATMs are not possible using SIB Gift Cards and these cards cannot be reloaded.
 4. **SOUTH INDIAN BANK RELOADABLE PREPAID CARDS:** South Indian Bank presents Reloadable Prepaid Cards in RuPay platform. Reloadable Prepaid Cards can be used for POS/E-commerce as well as for ATM transactions. Prepaid Cards can be reloaded umpteen numbers of times as per the choice of the customer. Two categories of Reloadable Prepaid cards are available:
 - a) Cash Card, which is offered to retail customers can be loaded to a maximum amount upto Rs. 1,00,000/-
 - b) DigiCash is offered to corporate customers for onward issuance to their employees, customers, etc... These cards can be loaded to a maximum amount upto Rs. 50,000/

FASTag:



NETC FASTag is a project from National Highways Authority of India (NHAI) and the Indian Highways Management Company Ltd (IHMC) in association with National Payments Corporation of India (NPCI). Through this system, any vehicle with a FASTag (RFID) tag can easily to cruise through the Toll gates without making any cash payments.

NETC FASTag is Preloaded RFID Tags for making the Toll Payments electronically. When the Vehicle passes through the Toll gate, The RFID reader at the Toll plaza receives information about the vehicle and the Toll amount is deducted automatically from the FASTag, thus saving time and

fuel. We have launched SIB NETC FASTag in the month of February 2018

SIB M-PASSBOOK

SIB M-Passbook is literally a Pass Book on the Mobile. It is a mobile software application that can be downloaded to a customer's smart phone, and allows viewing of his account transactions on his mobile phone. All categories of **SB, CD, OD and CC** accounts, including NRE and NRO accounts are enabled for this service. SIB junior accounts are also enabled but Basic Savings accounts are not enabled for this facility.

1. Check account balance.
2. View account transactions in SB/CD/OD and CC accounts.
3. Search transaction history by transaction type, transaction date or transaction amount.
4. Filter transaction details by transaction type, transaction date or transaction amount.
5. Drill down the details of transactions.
6. Add personal notes or remarks to transaction of choice.
7. Currently this facility is available for smart phones running on Android platform Windows and iOS (iPhones) and for Blackberry phones

SIB MOBILE SERVICE (SMS)



SIB Mobile Service (SMS) enables you to receive transaction and non - transaction based SMS alerts related to the registered accounts. It helps you to monitor your balances, transactions and account activities from anywhere in the world. As a registered customer of SIB Mobile Service (SMS), you will receive alerts on your registered mobile regarding your accounts as **Push Alerts**. You can also request for important account related information through **Pull Requests**. Any customer (resident/non-

resident) who has an SB/CA/CC/OD account (in his individual capacity) in any of our branches is eligible for availing this service. You can register your joint account for SIB Mobile Service if the mode of operation is "Either or Survivor" or "Former or Survivor", provided all joint account holders sign the registration form.

SIB M-PAY

SIB M-Pay is a mobile payment solution that enables you to make instant Interbank and Intrabank Fund Transfers and also enables you to conduct M-Commerce transactions using your mobile phone. The fund transfer service is facilitated through the IMPS (Immediate Payment Service) platform of National Payments Corporation of India (NPCI). **The services offered through SIB M-Pay are**

- ❖ IMPS interbank and intra bank fund transfer.
- ❖ Mobile Recharge.

- ❖ DTH Recharge.

POINT OF SALES (POS)



POS is the acronym for Point of Sales. A POS terminal is a machine installed at Merchant Establishments which enables the merchants to accept payments through payment cards (credit cards, debit cards, gift cards etc.). The installation of POS machine at a merchant outlet will reduce cash handling and will enhance business revenue for merchants through impulsive buying. It is a method of hassle free shopping for customers since they don't need to carry cash with them. Apart from this, there is an added attraction of availing reward points and cash back offers. Our POS terminals accept Visa, Master , Maestro cards and RuPay Cards

CASH DEPOSIT MACHINES (CDM) OR BULK NOTE ACCEPTOR (BNA)

Cash deposit machine is a self-service terminal that enables you to deposit cash and get instant credit to your account without any manual intervention of the branch officials. There is no need to fill deposit slips and stand in long queues at the cash counter. To use the machine, you only need a South Indian Bank Debit Card.

Benefits of CDM or BNA

- ☛ Instant Credit to customers account
- ☛ Immediate receipt
- ☛ No need to fill deposit slips
- ☛ Instant credit to your account 24*7

VIRTUAL ACCOUNT NUMBER



“Virtual Account Number” is basically a reference number that can be termed as a beneficiary account number. Virtual Account Concept will be highly useful for those customers who are in the supply chain management, wholesale customers in the field of textiles, medicine suppliers, pharmaceuticals, schools, colleges, universities etc and for rent collections and pension fund distributions. Virtual account can also be used where customers are prefunding for an activity in the case of tenders, college/school admissions where admission is not confirmed in that particular school, in the beginning. The advantages are

- Remittance can be made from any bank mentioning the Virtual Account Number
- Automatic instantaneous credit of remittances to customers account through virtual accounts.
- Instant identification of the remitter with complete details of amount, remitters name and UTR number

- On line view of remittances through Net Banking
- Guaranteed availability of payer level information
- Ease of reconciliation of account receivables
- Improved fund management
- Cost savings for both customers – Payer and Distributor

THIRD PARTY PRODUCTS

1. NATIONAL PENSION SYSTEM (NPS)



THE NATIONAL PENSION SYSTEM (NPS) is a retirement savings scheme launched by the Government of India in 2004. Under the NPS system, subscribers are allotted a Permanent Retirement Account Number (PRAN) which is unique to every subscriber. Any citizen of India between the age 18 to

65 can open an NPS account and can contribute to the pension with a minimum of Rs.1000.00 in a year and Rs.500.00 on each occasion. · The amount can be paid as cash or through account. · The amount is invested in a variety of investments such as Govt. Securities, Corporate Bonds, shares etc. · There are two investment options: **Active Choice:** Where the investor decides the asset classes and ratios of investment & **Auto Choice:** Where the investment will be done on behalf of the investor, based on his or her age (life cycle fund).

2. INSURANCE PRODUCTS



Insurance products of following IRDA Approved insurance companies are available at branches.

1.1. Life Insurance

- LIC of India
- SBI Life
- Kotak Life

1.2. General Insurance

- Bajaj Allianz
- New India Assurance

1.3. Health Insurance

- Max Bupa
- Cigna TTK Health Insurance Co Ltd

3. MUTUAL FUNDS



One of the preferred investment options for all those who want to play safe, yet save more than what traditional saving avenues offer. South Indian Bank has tied-up with the leading Mutual Funds, so that you may pick and choose, as per your investment goals.

- SBI Mutual Fund
- Birla Sunlife Mutual Fund
- DSP Blackrock
- Franklin Templeton
- HDFC Mutual Fund
- LIC Nomura Mutual Fund
- Reliance Mutual Fund
- Tata Mutual Fund
- UTI Mutual Fund
- Axis Mutual Fund
- ICICI Prudential AMC
- L & T Investment Management Limited
- Principal Mutual Fund
- Sundaram Mutual Fund

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

- If the depositor(s) has / have registered a Nomination with the Bank, the balance outstanding in the account of the deceased depositor(s) will be paid to the nominee after the Bank satisfies itself about the identity of the nominee. In the case of joint accounts, the nominee's right arises only after the death of all the depositors.
- In a joint deposit account, when one of the joint account holders dies, the Bank is required to make payment jointly to the legal heirs of the deceased person and the surviving depositor(s). If the joint account holders had given mandate for disposal of the balance in the account in the forms such as "either or survivor, former / latter or survivor, anyone of survivors or survivor; etc., the payment will be made as per the mandate to the survivors to avoid delays in production of legal papers by the heirs of the deceased.
- In the absence of nomination and when there are no disputes among the claimants, the Bank will pay the amount outstanding in the account of deceased person against joint application and indemnity by all legal heirs / surety(s) (where applicable) or the person mandated by the legal heirs to receive the payment on their behalf without insisting on legal documents up to the limit approved by the bank's board. This is to ensure that the common depositors are not put to hardship on account of delays in completing legal formalities.
- Bank may call for Succession Certificates from the legal heirs of deceased depositors in cases a) where there are disputes and all the legal heirs do not join in indemnifying the Bank and b) in certain other cases where the Bank has a reasonable doubt about the genuineness of the claimant(s) being the only legal heir(s) of the depositor.

STANDING INSTRUCTIONS: Standing instructions can be given to the Bank for transfer / remittance of funds of recurring nature 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. There shall be service charges for availing the facility.

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:

- a) A locker may be hired by an individual (not minor), firms, limited companies, specified associations and societies, etc.
- b) Nomination facility is available to individual hirer (not joint holders) of Safe Deposit Locker.
- c) Loss of key should be immediately informed to the Branch.
- d) Lockers are available in different sizes.
- e) 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. With standing instruction, the Locker rent may be paid from the deposit account of the hirer.
- f) The Bank will let-out/allot locker to properly introduced persons.
- g) 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: Nomination facility is available on all deposit accounts opened by the individuals. Nomination is also available to a sole proprietary concern account. Bank recommends that all depositors avail nomination facility. The nominee, in the event of death of the depositor/s, would receive the balance outstanding in the account as a trustee of legal heirs. The depositor will be informed of the advantages of the nomination facility while opening a deposit account.

- Nomination can be made in favour of one individual only.
- Nomination so made can be cancelled or changed by the account holder/s at anytime.
- In case the nominator is as illiterate person, he / she shall affix the thumb impression on the required form and shall be attested by two independent witnesses.
- Nomination can be modified by the consent of account holder/s.
- Nomination can be made in favour of a minor also. In such cases at the time of making nomination, depositor has to appoint a guardian (called appointee) who is a major and will receive the amount of deposit on behalf of the nominee in the event of death of the account holder during the minority of the nominee.

REMITTANCE SERVICE: Customers may remit funds from one centre to another centre by Demand Draft. NEFT / RTGS / IMPS / Electronic transfers by paying specified charges as per

Bank's rules. Customers can utilize the facility of National Electronic Fund Transfer (NEFT), Real Time Gross Settlement System (RTGS), Demand Drafts, Travelers cheques, SWIFT by debit to customer's account against cheques or other instruments tendered by the customer

ISSUE OF DUPLICATE DEMAND DRAFT: As directed by RBI, the banks will Issue Duplicate Demand Draft on the basis of adequate indemnity and without obtaining non-payment advice from the drawee branch 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.

COLLECTION OF CHEQUES: Collection of cheques or other instruments will be accepted up to the closure of business hours in the collection centers of the bank. Customers can make use of Cheque drop box facility at ATM's and other places, where ever available

- 1) **LOCAL CHEQUES:** All cheques and other Negotiable Instruments payable locally or outstation would be presented at respective CTS clearing through clearing houses and also through their sub members. The branches who are not directly participating in CTS clearing shall through their nearest CTS sub members present cheques for clearing. Cheques deposited at branch counters and in collection boxes within the branch premises before the specified cut - off time prescribed for that centre, will be presented for clearing on the same day. Cheques deposited after the cut-off time and in collection boxes outside the branch premises including off-site ATMs will be presented in the next clearing cycle. As a policy, bank would give credit to the customer account on the same day clearing settlement takes place. Withdrawal of amounts so credited would be permitted as per the cheque return schedule of the clearing house.
- 2) **CHEQUE TRUNCATION SYSTEM** : CTS-2010 Standard is a set of benchmarks prescribed by RBI towards achieving standardization of cheques issued by banks across the country. These include provision of mandatory minimum security features on cheque forms like quality of paper, watermark, and bank's logo in invisible ink, void pantograph etc and standardization of field placements on cheques.
 - a) In Cheque Truncation System or CTS, physical movement of the cheque is stopped at the collecting bank and only image is transferred to the drawee bank. The drawee bank processes the instrument using the image. In CTS, the payments are made by the drawee bank on the basis of the images. In order to ensure quality of the images transmitted for processing at the drawee bank, certain image specifications are mandated by RBI in the CTS clearing. Images that do not meet the specifications are rejected. Apart from the process changes, customers may be guided by a special directive by RBI regarding corrections/ alterations on cheques.
 - b) For any changes in the payee's name, courtesy amount (amount in figures) or legal amount (amount in words) etc, excepting change in the date for validation period, fresh cheque forms should be used by customers. This will help bank to identify and control fraudulent alterations. From October 2010, Bank has migrated to CTS clearing system. However, for clearing the balance non CTS-2010 cheques presented in clearing, the following arrangement has been suggested by Reserve Bank of India.

- c) Upon the commencement of special session for non-CTS-2010 standard instruments, drawee banks will return the non-CTS-2010 instruments, if any presented in the regular CTS clearing, under the reason code '37-Present in proper zone'. Such returned instruments will be re-presented by the collecting bank in the immediate next special clearing session for non-CTS-2010 instruments.
- d) Customers are guided that there may be delay in realization of non-CTS-2010 standard instruments in view of the above proposed arrangement (a & b) for clearing at less frequent intervals.
- 3) **CHEQUES PAYABLE IN FOREIGN COUNTRIES:** Cheques payable at foreign centers' where the bank has branch operations (or banking operations through a subsidiary, etc.) will be collected through that office. The services of correspondent banks will be utilized in country/centers' where the correspondent has presence. Cheques drawn on foreign banks at centers' where the bank or its correspondents do not have direct presence will be sent direct to the drawee bank with instructions to credit proceeds to the respective Nostro Account of the bank maintained with one of the correspondent banks.

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. 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 the existing deposit continues 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 (as per Compendium of Charges). Cash Handling Charges. Details of service charges will be made available on request.

TIME-NORMS FOR VARIOUS BANKING TRANSACTIONS

Sl No	Particulars	Approximate Time
1	Opening of Savings Bank Account	1 day
2	Opening of Current Deposit Account	2 days
3	Opening of Term Deposit Account (FD, RD & KND)	60 Minutes
4	Loan against Deposits	60 minutes
5	Opening of Gold Loans	10 minutes
6	Cash Remittance	5 minutes

7	Cash Withdrawal	5 minutes
8	Issue of Personalized Cheque Book	3 Days plus Transit Time
9	Closure of Account	10 minutes
10	Updating of Passbook	10 minutes
11	Closure of Accounts	10 minutes
12	Lodgment of Cheques for Collection	5 minutes
13	Issue of Demand Drafts	5 minutes
14	Payment of Demand Drafts	5 minutes

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 branches of the bank across the organization, on 15th of every month (next day, if 15th is a holiday). During specified hours on this day any customer can meet Branch Heads without prior appointment.

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 Regional Manager, concerned. Otherwise the customer can contact Customer Care Centre over Phone/Toll Free or by letter or email. Bank is having an online complaint module in the website www.southindianbank.com. If the complainant still feels unsatisfied with the responses received, he can address his complaint to the bank's Principal Nodal Officer designated to deal with customers' complaints giving full details of the case.

After exhausting all the above machinery/channels, if the customer is not satisfied, he may write to Managing Director & Chief Executive Officer of the bank. Even after this, if customer is not satisfied, he is free to take recourse to the following:

The Banking Ombudsman located in State Capitals under RBI Ombudsman Scheme 1995, re-launched as Banking Ombudsman Scheme 2006. Presently, Banking Ombudsman is located at 15 Stations. Addresses and area of operation of Banking Ombudsman are given on public domain website.

Customers may also lodge their complaints through web based portal Centralized Public Grievance Redress & Monitoring System (CPGRAMS) developed by Directorate of Public Grievances (DPG), Department of Administrative Reforms & Public Grievances, Government of India. Anonymous complaints will not be entertained. All the services and commitments are honored without the citizen having to pay any bribe.

Address of bank's Principal Nodal Officer for redressal of customer complaints:

Chief General Manager & Chief Information Officer
South Indian Bank Ltd.,
SIB House, Head Office
Customer Relations Department

**T. B. Road, Mission Quarters,
Thrissur, Kerala – 680 001.**

Customer Care Centre: Toll Free Nos: 1800 102 9408 / 1800 425 1809 or 91 484 2388555 (NRI)
Email Id: customercare@sib.co.in