

APEX GLOBAL BANK: RBI COMPLIANCE & INTERNAL POLICY SUMMARY

Document Classification: Regulatory Oversight & Trust Framework

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Policy Owner: Chief Compliance Officer (CCO) & Legal Affairs

1. Regulatory Alignment Statement

Apex Global Bank (AGB) operates in strict accordance with the guidelines, circulars, and master directions issued by the **Reserve Bank of India (RBI)**. This document summarizes the core principles we uphold to ensure a secure, fair, and transparent banking environment for all stakeholders.

2. The Charter of Customer Rights

In alignment with the RBI's Charter, AGB recognizes the following five basic rights of every customer:

1. **Right to Fair Treatment:** No discrimination based on gender, age, religion, or physical ability.
2. **Right to Transparency, Fair, and Honest Dealing:** All terms and conditions are disclosed in plain language.
3. **Right to Suitability:** The bank will only offer products appropriate to the customer's financial needs and risk profile.
4. **Right to Privacy:** Personal information is kept confidential unless authorized by the customer or required by law.
5. **Right to Grievance Redressal:** A structured, time-bound mechanism to resolve disputes (refer to *grievance_redressal_policy.md*).

3. Fair Practice Code (FPC)

AGB's Fair Practice Code is a voluntary set of standards that ensures ethical conduct across all retail banking operations.

3.1 Loan & Credit Transparency

- No hidden charges or "fine print" surprises.
- Borrowers receive a "Key Fact Statement" (KFS) detailing the total cost of the loan, including APR and processing fees.
- Changes in interest rates or service charges are communicated at least 30 days in

advance.

3.2 Non-Discriminatory Lending

All credit applications are assessed solely on financial merit and creditworthiness. We ensure that our staff and recovery agents treat every customer with dignity and respect.

4. Data Privacy & Cyber Security Commitments

In compliance with the **Information Technology Act** and RBI's Cyber Security Framework, AGB employs:

- **AES-256 Encryption:** For all data at rest and in transit.
- **Customer Liability Protection:** In cases of unauthorized electronic transactions, customer liability is limited to zero if the breach is reported within 3 working days (per RBI Circular on Limited Liability).
- **Consent-Based Sharing:** No customer data is shared with third-party marketers without explicit opt-in consent.

5. Master Directions Followed

AGB maintains real-time compliance with the following RBI Master Directions:

- **Master Direction - Know Your Customer (KYC):** Ensuring identity verification to prevent money laundering.
- **Master Direction - Interest Rate on Deposits:** Transparent calculation of interest on savings and term deposits.
- **Master Direction - Credit & Debit Cards:** Governance over issuance, limits, and billing cycles.

6. Internal Audit & Compliance Testing

To ensure these policies are not just on paper, AGB conducts:

- **Quarterly Compliance Audits:** To verify adherence to interest rate caps and fee disclosures.
- **Mystery Shopping:** To test the quality of service and fairness at physical branches.
- **Vulnerability Assessments:** Periodic stress-testing of digital banking infrastructure.

7. Frequently Asked Questions (FAQ)

Is this policy RBI compliant?

Yes. Every policy within the Apex Global Bank ecosystem, including Account Opening, Credit Cards, and KYC, is designed to be 100% compliant with the latest RBI Master Directions and circulars.

What are my rights as a customer?

As a customer, you have the right to receive clear information about bank charges, the right to privacy of your data, the right to be protected against fraud (if reported timely), and the right to a fair hearing for any grievance you may have.

Can the bank change fees without telling me?

No. Per RBI guidelines and our Internal Policy, any upward revision in service charges or changes in terms and conditions must be communicated to you at least 30 days in advance via your registered email or SMS.

What is the bank's responsibility toward my data?

The bank is a "Data Fiduciary." We are responsible for keeping your personal and financial data secure and using it only for the purposes for which you have provided consent.

Institutional Notice: *AGB is regulated by the Reserve Bank of India. In case of unresolved disputes, customers may approach the Banking Ombudsman after 30 days.*

End of Policy Document