

Bank Account Policies and Procedures

1. Account Opening

- Customers must submit a valid government-issued ID and address proof.
- The minimum opening balance for a savings account is ₹1,000.
- All customers must complete KYC (Know Your Customer) verification.

2. Account Closure

- To close an account, customers must submit a written request with valid ID.
- Any charges or dues must be cleared before account closure.
- Account closure may take up to 5 business days to process.

3. ATM & Debit Card

- Customers are eligible for a free debit card at account opening.
- Lost cards must be reported immediately to avoid unauthorized transactions.
- Replacement cards incur a fee of ₹200.

4. Internet Banking

- Internet banking is activated upon request and mobile verification.
- Customers are advised not to share passwords or OTPs.
- The bank is not responsible for phishing or third-party fraud.

5. Loan Eligibility

- Loans are offered to customers with a minimum 6-month account history.
- Documents required: income proof, PAN card, and address proof.
- Loan approval is subject to credit history and bank discretion.

6. KYC Policy

- KYC is mandatory under RBI guidelines.
- Documents: Aadhaar card, PAN card, utility bill for address.
- Failure to update KYC can result in account suspension.

7. Customer Grievance Redressal

- Complaints may be filed via branch, call center, or online form.
- A complaint reference number will be provided.
- Resolution timelines range from 3 to 7 business days.

For full policy and terms, please refer to the official website or contact your home branch.