



# **FINO Payments Bank**

## **Citizen's Charter**

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### 1. Preface

The Citizen's Charter of Fino Payments Bank highlights our commitment towards customer satisfaction. This document details our key commitments and responsibilities and also specifies the obligations on the part of the customers for a healthy banker-customer relationship.

The charter has been prepared to promote fair banking practices and to provide information on various activities relating to customer service.

This is not a legal document and does not intend to create any new rights or obligations either on the part of the Bank or on the part of the customer, other than those that accrue as per contractual/ regulatory obligations in the normal course of business.

Copies of the Citizens Charter will be available on request to all our customers at our branches and on our web site.

### 2. Introduction and Objectives

This policy document provides a broad framework and information with respect to various

products and services offered by the Bank. This charter not only explains our commitment and responsibilities along with redressal methods but also the obligations on part of customers for healthy practices.

### 3. Offered Deposit Accounts

#### a. Savings Account

- It is an interest bearing deposit account which may be accompanied with debit card.
- There may be certain service charges/restrictions on the savings accounts as decided by the Bank from time to time.

#### b. Current Account

- It is a non-interest bearing deposit account which may be accompanied with debit card.
- There may be certain service charges/restrictions on the current accounts as decided by the Bank from time to time.

#### c. Accounts for persons with disabilities /illiterate

- For our customers with special needs, the Bank may facilitate banking with all due care, as permitted by regulations, provided he/she calls on the Bank personally along with a witness who is known to both the depositor and the Bank. The Bank may also facilitate the opening of deposit accounts, post review and due diligence on a case-by-case basis, for disabled persons.
- In general, the withdrawal/repayment of deposit amount and/or interest in such accounts may be done in the assisted mode in the branch in the presence of the authorized officer who will assist and verify the identity of the person.

### 4. Account Opening:

#### To Clarify Queries

- Within branch, the branch official will explain the procedural formalities in account opening.

The customers may also be able reach to the following options to clarify their queries:

- a) Branch Banking
- b) Customer Help line number
- c) Customer can also write an email to <customercare@finobank.com>

#### KYC

- Customers will be able to open accounts and fulfill KYC requirements via any of the Branches/authorized agents of the Bank by confirming their identity, address and providing the required documentation.

### **Account Opening Notification**

- The Bank will send a notification via SMS as soon as a customer's account is opened with the Bank.

## **5. Interest on deposits**

The Bank will pay interest on savings account at the rates as decided by the Bank from time to time and published on its website.

The Bank will offer simple interest which will be calculated daily (based on the number of calendar days in the year) and paid out quarterly and this offering may be subject to changes based on the discretion of the Board members of the Bank.

## **6. Nomination Facility**

The Bank will provide the nomination facility to its customers opening a deposit account. A nominee cannot be an Association, Trust, Society or any other Organization or any office-bearer thereof in his official capacity. In view thereof any nomination other than in favor of an individual will not be valid.

## **7. Account Statement:**

- Soft copy of statement through digital medium may be provided without any cost.
- Physical statement will be provided subject to charges as per Schedule of Charges.

## **8. Financial products of partner financial institutions:**

The Bank may distribute certain financial products of our partner banks and other financial institutions.

## **9. Deposit Insurance:**

The Bank deposits are covered under DICGC (Deposit Insurance and Credit Guarantee Corporation) insurance scheme up to a maximum limit of Rs.1 lakh is offered as the insurance coverage on deposits. This insurance coverage limit is inclusive of both the principal and the accrued interest on deposits.

## **10. Account Closure**

### **a) Account closure Request:**

- The customer may raise a request to close his/her account by visiting any of the

branches or Customer Service Points.

**b) Turn Around Time for Service Request - A/c closure:**

- The Bank may close the account of the customer within 3 working days (post redemption of partner products) of receiving instructions, subject to the customer completing all formalities and submitting all required documents.

**c) Account Closure/Freeze without Customer Request**

- The Bank may close/freeze the customer account Suo-Moto, where necessary, in line with the KYC/AML Policy of the Bank.

**11. Grievances / Complaints / Suggestions:**

At Fino Payments Bank, we want to make sure our customers get the best service from us. If at any stage, customers feel that our services or products are not up to their expectations, the customers can register a complaint via any of the following channels:

**a) Channels to Register Grievances**

- Complaint / suggestion register is available at the Branches. Complaint and suggestion can also be raised through our Merchant points.
- Call Us on - 1800 268 1000
- Online grievances through complaint / suggestion portal on the Bank website, Mobile application or Email.

**b) Acknowledgement**

- The customer will be given an acknowledgement/ticket number of his/her complaint within 1 working day.
- All customer complaints received through digital channels will be acknowledged through email/SMS.

**c) Redressal Channels outside the Bank**

- The first point for redressal of complaints is the bank itself.
- The branch officials/controlling officers will help the customers in resolving their grievance/in escalating it to the relevant escalation level.
- If the complaint is not resolved at the bank level within a month, the customer can approach the Banking Ombudsman, the details of whom will be displayed within our branch premises/website.

**12. Dormant / Inoperative Accounts / Unclaimed Deposits**

- A savings account with no customer induced debit or credit for 12 months will be treated as an inactive account and if continued for another 12 months it would be treated as a Dormant account.

- Unclaimed deposit accounts mean accounts which have not been operated upon the last ten years.

**i) Bank obligations**

- The Bank may block transactions of dormant/inoperative bank accounts on channels such as mobile banking, internet banking and ATM, and flag these accounts for greater monitoring.
- However, the Bank will credit the interest on savings bank accounts on regular basis whether the account is operative or not.

**ii) Reactivation of dormant accounts:**

- The customer can request the Bank to activate the dormant account for operating it. However, the customer may be required to undergo the KYC process again.

**13. Deceased Depositors' Accounts**

**i) Settlement of deposit accounts with survivor/nominee clause**

- The Bank will make the payment of the balance in the deposit account to the survivor/nominee of the deceased deposit account holder on collecting minimum documentation: Death Certificate, PoI & PoA of nominee, Bank statement/Cancelled Cheque.
- The survivor/nominee will receive the balance outstanding in the account as a trustee of legal heirs and such payment to him/her will not affect the right/claim which any person may have against the survivor/nominee.

**ii) Settlement of deposit accounts without the survivor/nominee clause**

- The Bank will release the balances of the deceased depositor to his/her legal heirs on submission of Death Certificate & Legal documents.

**iii) Treatment of flows in the name of the deceased depositor**

- The Bank may obtain appropriate agreement/authorization from the survivor/nominee to return the pipeline flows to the remitter with the remark "Account holder deceased".

**iv) Time limit for settlement of claims:**

- The bank will ensure quick and efficient settlement of funds irrespective the account has specified a nominee or not.
- The Bank may provide the claim facility within branch premises or Agent outlets, and will settle the claims in respect of deceased depositors and release payments

to survivor/nominee within a period not exceeding 30 days from the date of receipt of the claim subject to the receipt of necessary documentation.

#### 14. Service Charges:

- The Bank provides various services to customers for which service charges are levied.
- These charges are reviewed / revised as decided by the Bank from time to time.
- The list of service charges is displayed in the website and may also be made available on request.

#### 15. Time-Norms for Various Banking Transactions

S.No	Transaction Name	Time Taken
1	Cash withdrawals at teller/cashier	Within 3 Minutes
2	Cash deposits at teller/cashier	Within 3 Minutes
3	Opening of an account	5 to 7 Minutes
4	Account Activation	Within 24 hours* (subject to successful KYC verification)
5	Account statement via printout at branch	3 to 5 Minutes

#### 16. Disclaimer:

- The Bank has the right to decline the opening of account if a customer is unable /unwilling to provide requisite information.
- The Bank (as a Payments Bank) is not permitted to offer overdraft/advances against deposits.
- For cash deposit exceeding Rs.50,000/- in a day, PAN number of respective account holder will be required.
- The bank will not be liable to compensate customers for delayed credit if some unforeseen event beyond the control of the bank prevents it from performing its obligations.