



## **Fincare Small Finance Bank**

**DOOR-STEP BANKING SERVICES FOR  
SENIOR CITIZENS & DIFFERENTLY ABLED  
CITIZENS -VERSION 2**

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## 1. Applicability:

**1.1. Departments:** All Departments

**1.2. Product Lines:** All products

**1.3. Function:** All Functions

**1.4. Staff:** All Staff members

**1.5. Geography:** All

## 2. Context:

**2.1. Compliance Context:** This policy has been drafted on the basis of compliance obligations as detailed in regulatory reference Para 17.

**2.2. Governance Context:**

**2.2.1. Board:** Applicable

**2.2.2. Sub Committee of Board:** Customer Service Committee of the Board

**2.2.3. Management Committee:** Standing Committee on Customer Service

**2.2.3. Best Practice Context:** Applicable

## 3. Policy Content:

Doorstep Banking is a service where the Bank provides certain services at the doorstep of the customer. RBI has advised banks to make concerted efforts to offer certain basic banking services to senior citizens of more than 70 years of age and differently abled persons at the doorstep of such customers. Broad guidelines on services offered under door-step banking are defined in detail in the following paragraphs.



#### 4. Objectives:

This Policy sets out the broad parameters of the services to be offered, such as accepting cash deposit, collecting credit instruments, etc., among other general guidelines and to serve as a one-point reference besides creating awareness in the Bank.

#### 5. Scope:

- a. The facility of Doorstep Banking can be offered by all the branches to those customers who comply with proper KYC guidelines as laid down by the Bank based on the instructions stipulated by the Reserve Bank of India.
- b. The service can be availed only within a maximum radius of 5 kms from the home branch.
- c. The services will be rendered during banking hours.
- d. The services can be offered at the registered communication address of the customer.
- e. The services outlined in the policy are restricted to Senior citizens of more than 70 years of age and differently abled customers only.

#### 6. Eligible Customers:

- Fully KYC complied Senior Citizens of more than 70 years of age and differently abled or infirm Persons (Having medically certified chronic illness or disability) including those who are visually impaired.
- Single account holders and Joint Account Holders with Either or Survivor/ Former or Survivor where any one of the account holders meet the above criteria.

#### 7. Door-Step Banking for Senior Citizens:

Reserve Bank of India, vide their circular No. RBI/2017-18 DBR No.Leg.BC.96/09.07.005/2017-18 dated November 9, 2017 and DOR.CO.Leg.BC.No.59 /09.07.005/2019-20 dated March 31, 2020, reiterated that in view of difficulties faced by senior citizens of more than 70 years of age and differently abled customers or infirm persons (having medically certified chronic illness or disability) including those who are visually impaired, banks are advised to make concerted effort to provide basic banking facilities, such as pick up of cash and instruments against receipt, delivery of cash against withdrawal from account, delivery of demand drafts, submission of Know your customer(KYC) documents at the premises / residence of such customers.



## 8. Services to be offered for eligible customers:

1. Pickup and delivery of Cash (against cheques) is restricted to Rs. 20,000/-per day per customer and restricted to one visit per day per customer.
2. Pickup of Cheques/Drafts/Instruments for clearing are restricted to one visit per day per customer.
3. Pickup and delivery of FD Advice for renewal and booking of new standalone FD
4. Pickup and delivery of SB/RD passbooks
5. Pick up of KYC Documents
6. Pickup of 15H forms
7. Delivery of Account Statements
8. Delivery of cheque book/debit card - only if the Check Book/Debit Card is Returned Undelivered at the Customers House during the first attempt and is re-dispatched for collection from the Branch.
9. For services which can be offered through other modes such as e mail or courier, the same shall be checked with the customer accordingly and processed as per request and agreement with the customer.
10. For services that are being requested after banking hours, alternate channels shall be recommended basis customer's consent else the Bank shall honour the same on the next working day.

## 9. Delivery Channel:

Delivery of the services shall be done by our employees (Branch Manager/Relationship officer/Relationship Manager/Branch operations Manager/Transaction Officer) as they receive a call from the respective customers requesting for any type of transaction at their door step that is covered as part of the policy.

## 10. Insurance:

The cash in transit insurance applies to cash transactions done through doorstep banking, be it cash withdrawal or deposit. The transactions shall be recorded in the register and a separate BAIT money will be carried along for doorstep banking services by the respective branch executive.



### **11. Service Charges:**

This is currently offered as a free service on request. The Bank, however, reserves the right to charge for services as per changes in bank policy from time to time. Such changes would be authorised by the Product Approval Committee.

### **12. Turn Around time:**

The Bank will endeavour to provide the services requested before [1 pm] on any working day, the same day. The Bank will make all efforts to complete requests received after [1 pm], on the next working day.

### **13. Reporting:**

A report containing the progress made in this regard will be placed before the Customer Service Committee of the Board every quarter

### **14. Grievance Redressal Mechanism:**

The Call Centre shall be redressing complaints on the services rendered by the service provider (marketing staff/Branch personnel/ BC) under the door- step banking scheme.

All the Nodal officers shall act as the designated Grievance redressal officer of the respective states.

The names and telephone numbers of the officers responsible to resolve the grievance would be made available both at the branch and also on the Bank's website. For more information on the Customer grievance redressal policy, kindly refer the policy which is placed on the website [www.fincarebank.com](http://www.fincarebank.com) under Support-> Regulatory-> Policies

### **15. Document Control:**

Compliance Department will be the custodian of this policy. The contents of this Policy are confidential and are intended for internal use by Fincare Small Finance Bank only.



This Policy should always be kept in a safe place and must not be copied or revealed to third parties (i.e. persons not employed by Fincare Small Finance Bank) without the express written permission from Compliance Department.

Distribution of this Policy, in whole or in part, should come through an official request to the Head of Compliance Department.

## **16. Review of the policy:**

The policy will be reviewed annually. Revision of this policy is the principal way of formalizing changes and adjustments in the Doorstep Banking process at Fincare Small Finance Bank. Such revisions provide flexibility to the process at Fincare Small Finance Bank and ensure that the Policy remains relevant at all times.

This policy shall be reviewed every year unless some changes occur in the Doorstep Banking procedure which requires immediate changes to be made in the Policy. Any changes in the RBI regulations in relation with the policy will be applicable to the Bank and will be followed Mutatis Mutandis and will not require specific Board approval.

The Branch Operations Department will review change requests and either recommend / reject any proposed revisions. The Branch Operations Department Head / Committee / Board will review the recommendation and either accepts / rejects the proposed revision. If accepted, the Branch Operations Department will ensure that appropriate revisions are incorporated, and a new version is circulated to relevant users.

## **17. Regulatory Reference:**

RBI has permitted the banks to extend doorstep banking to all types of customers including individuals. The general principles are being followed as per the directions of RBI in this regard (vide RBI letter No. DBOD. BL. BC. 59 /22.01.010/2006-2007 dated February 21, 2007).

Reserve Bank of India, vide their circular No. RBI/2017-18 DBR No.LEG.BC.96/09.07.005/2017-18 dated November 9, 2017 and DOR.CO.Leg.BC.No.59 /09.07.005/2019-20 dated March 31, 2020, reiterated that in view of difficulties faced by senior citizens of more than 70 years of age and differently abled or infirm persons, Banks are advised to make concerted effort to provide basic banking facilities at the premises / residence of such customers.