



# **Fincare Small Finance Bank**

**Citizen's Charter**

**Version -3**

## 1. 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 Fincare Small Finance 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 Fincare Bank's commitments towards the customer satisfaction, thus ensuring accountability and responsibility amongst its officials and staff. This charter for customers not only explains our commitment and responsibilities along with the redressal methods but also specifies the obligation on the 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 for encouraging us to bring out this 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: Bangalore

Date: 28-05-2020

A handwritten signature in black ink, appearing to be 'DLP', with a horizontal line underneath it.

## 2. Note

Information given in this booklet is as of 24.06.2017, 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 has been provided in this document. 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 visit our Website – [www.fincarebank.com](http://www.fincarebank.com)

## 3. Regulatory / Statutory Compliance

In order to comply with regulatory/ statutory requirements, while opening an account, we will adhere to the Know Your Customer (KYC) Norms and Anti Money Laundering (AML) as laid down in regulatory guidelines by satisfying ourselves about the identity of the person seeking to open an account and verification of the address of that person/s, thereby protecting prospective customer/s, members of the public, the Bank and other stakeholders against fraud and other misuse of the banking system. We will also satisfy ourselves about the sources of income of the existing/ prospective customer. In order to meet the above, the Bank shall ask customers to provide documents and information as may be required. Customers must also provide to the Bank such documents and information as required for updating and verifying customer information periodically as required.

## 4. Our Commitments

1. To act fairly and reasonably in all dealings with customers in respect of the following:

**a. To display on the Bank's website:**

The Banking Ombudsman Scheme: Reserve Bank of India (RBI) and Banking Ombudsman (BO) offices propagate the education of the public about the BO Scheme.

The Scheme is displayed on the Bank's website and is available at branches for customer information. The Bank's Customer Service policies (which have been framed as per the IBA model policies and in accordance with the RBI guidelines contained in the Master Circular on Customer Service)

**b. To maintain privacy and confidentiality of the customers' personal**

**information:** The Bank shall not disclose details/particulars of the customer's account to a third person or party without the expressed or implied consent from the customer. However, there are exceptions in terms of circumstances mentioned in Paragraph No.25 of RBI Master circular on customer service dated 1.7.2015, as listed below:

- a. Where disclosure is under compulsion of law
- b. Where there is duty to the public to disclose
- c. Where interest of the Bank requires disclosure
- d. Where the disclosure is made with the express or implied consent.

**c. To publicize the Charter:**

- Provide the customer a copy of the Charter on request
- Make available this Charter on Bank's website
- Ensure training to the staff to put the provisions of Charter into practice

## **5. Common Practices followed by Our Branches**

1. Display business hours.
2. Render courteous services.
3. Attend to all customers present in the banking hall at the close of business hours.
4. Provide separate 'Enquiry' or 'May I Help You' counter at large branches.
5. Offer nomination facility to all deposit accounts (i.e. account opened in individual capacity) and all safe deposit locker hirers (i.e. individual hirers).
6. Display interest rates for various deposit schemes from time to time.
7. Notify change in interest rates on advances.
8. Provide details of various deposit schemes / services of the Bank.
9. Issue Demand Drafts, Pay Orders, etc.
10. Display Time - Norms for various banking transactions.
11. Pay interest for delayed credit of outstation cheques, as advised by Reserve Bank of India (RBI) from time to time.
12. Accord immediate credit in respect of outstation and local cheques up to a specified limit subject to certain conditions, as advised by RBI from time to time.
13. Provide facility for logging complaint/ suggestion.
14. Make the branch/ ATM locations, Phone Banking numbers and Internet Banking address of the Bank known to customers easily
15. Display address of Regional/zonal and Corporate Offices as well as Nodal Officer dealing with customer grievances / complaints.
16. Adequate space at branches with infrastructure like proper furniture, drinking water etc., with specific emphasis on senior citizens, disabled persons etc.,
17. Conduct periodic customer service meetings.

## **6. Fair Banking Practices**

Customers are requested to

1. Ensure safe custody of cheque book. Safe keep account/ locker numbers, details of FDR, account statements etc. and ensure confidentiality Not to share phone banking/ internet banking passwords and ATM/ Debit Card PINs / OTP with others

2. Issue crossed / account payee cheques as far as possible.
3. Check the details of the cheque, name, 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.
4. Not to issue cheque without adequate balance; maintain minimum balance as specified by the Bank.
5. Send cheques and other financial instruments by Registered Post or by courier.
6. Use nomination facility.
7. Note down account numbers, details of FDR, locker numbers, etc., separately.
8. Inform change of address, telephone number, etc., to the Branch.
9. Inform loss of demand draft, fixed deposit receipt, cheque leave (s) / book, key of locker, etc., immediately to the Branch.
10. Avail standing instructions facility to repeat transactions.
11. Provide feedback on our services.
12. Pay interest, instalments, locker rent and other dues on time.
13. Avail services such as ATM, ECS, NEFT, etc., if offered by the branch.
14. Bring any deficiency in services to the notice of the branch.
15. Not to sign blank cheque/s. So also, do not record your specimen signature on cheque book.

## **7. Common Areas of Customer-Banker Relationship**

### **Savings Bank Account**

1. These accounts are designed to help the individuals (personal customers) to inculcate habit of saving money and to meet their future requirement of money. The amounts can be deposited / withdrawn from these accounts by way of cheques / withdrawal slips. It helps the customers to keep minimum cash at home besides earning interest.
2. 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)).
3. As required by law, while opening this account we will satisfy ourselves about the identity, including verification of address, of a person/s seeking to open an account, to assist in protecting the prospective customer/s, members of the public and ourselves against fraud and other misuses of the banking system.
4. The Bank is required to obtain recent photograph of the person/s opening the account, as per R.B.I. directives.
5. The Bank is required to obtain Permanent Account Number (PAN) or General Index Register (GIR) Number or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act (vide Section 139 A) from the person/s opening the account.
6. The Bank will provide to the prospective customers details of the documents required for identification of the person/s opening the account as per the Banks KYC policy and regulatory guidelines.

7. The account holder is required to maintain certain minimum balance in the account, as specified by the Bank from time to time. Non-compliance of this would attract service charges is applicable on Savings Account. Interest payout will be done on monthly basis.
8. 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, HUFs / specified associates, societies, trusts, etc.
- b. As required by law, while opening this account we will satisfy ourselves about the identity, including verification of address, of a person/s seeking to open an account, to assist in protecting the prospective customer/s, members of the public and ourselves against fraud and other misuses of the banking system.
- c. The Bank is required to obtain recent photograph of the person/s opening / operating the account, as per R.B.I. directives.
- d. The Bank is required to obtain Permanent Account Number (PAN) or General Index Register (GIR) Number or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act (vide Section 139 A) from the person/s opening the account (i.e. including partners of Registered / Unregistered partnership as also Registered / Incorporated bodies / companies).
- e. The Bank will provide to the prospective customers details of the documents required for identification of the person/s opening the account as per the Banks KYC policy and regulatory guidelines.
- f. Minimum balance as stipulated from time to time will be required to be maintained.
- g. No interest is paid on credit balances kept in current account.
- h. Service charges are levied for:

Cheque books issue – The charges levied by Fincare Small Finance Bank for the issuance of cheque book ranges between Rs.50 – Rs. 100 depending on product selected by the customer as according to the product policy of the Bank.

Non-maintenance of minimum balance –The bank shall levy charges for nonmaintenance for minimum balance according to the product policy dictated which starts from Rs.50 and varies from product to product.

Return of cheques, etc. –The Bank shall levy charges for return of cheques, as dictated in the cheque collection policy of the Bank. Can we include the point that if cheques of value Rs.1 Cr is dishonoured continuously for 3 times, bank reserves right to deny fresh cheque books besides closing the account

9. 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 types of accounts.

#### Term Deposit Accounts

Bank has tailored various deposit schemes to suit the needs and expectations of investing people in every walk of life.

Branch staff shall welcome you 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, HUFs / specified associates, etc.

1. As required by law, while opening this account we will satisfy ourselves about the identity, including verification of address, of a person/s seeking to open an account, to assist in protecting the prospective customer/s, members of the public and ourselves against fraud and other misuses of the banking system.
2. The Bank is required to obtain recent photograph of the person/s opening the account, as per R.B.I. directives.
3. The Bank is required to obtain Permanent Account Number (PAN) or General Index Register (GIR) Number or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act (vide Section 139 A) from the person/s opening the account.
4. Premature withdrawals of retail deposits are allowed, unless specified otherwise in the bank's policy. No interest will be paid on premature withdrawals of retail deposit which has remained with the Bank for less than 7 days. Premature withdrawals may attract penalty to the extent as described below:
  - a. Interest rate for actual run period and further 1%, if interest rate for actual run period is lower than original contracted period.
  - b. Difference of interest rate for actual run period and original period and further 1%, if interest rate for actual run period is higher than original contracted period.
5. In case of premature withdrawal of bulk deposits, a penalty of 0.5% would be applied to the rack rates, communicated to the customer at the time of booking the deposit, corresponding to the actual run period.
6. Generally, loans / overdrafts against deposits are allowed except on Certificates of Deposit (CD) Such loans are sanctioned by charging interest as prescribed by the Bank in compliance with RBI directives.
7. Deposits are renewed by the Bank on due dates on request. As a measure of good customer service, the Bank may intimate the depositor in advance regarding date of maturity.
8. Interest on deposits is payable either monthly at discounted value or quarterly or compounded quarterly (i.e., reinvestment of interest) or on the date of maturity at the option of the depositor as applicable under particular deposit scheme.
9. Interest on overdue deposit is paid if the deposit is renewed, as decided by the Bank from time to time.
10. Interest on bank deposits is exempt from income tax up to a limit specified by Income Tax authorities from time to time.
  11. Presently, if the total interest on deposits, per depositor, per financial year exceeds Rs. 50,000 (in case of senior citizens) and Rs. 40,000 (in case of individuals other than senior citizens), same is subject to Tax Deduction at Source (TDS) at the rates stipulated by the Income Tax Authorities U/sec. 194 A.
12. The depositor may furnish declaration in Form No. 15 G/ 15 H preferably at the commencement of the Financial Year for receiving interest on deposits without deduction of tax.

13. The Bank will issue TDS Certificate for the tax deducted every quarter.

## **8. Payment of Balance in Accounts of the Deceased Customers to Survivors Claimants**

As directed by the RBI, the banks may not insist on succession certificate from legal heirs irrespective of amount involved. However, the banks may adopt such safeguards in considering settling of claims as appropriate including accepting an indemnity bond.

### **Standing Instructions**

Standing instructions can be given to the Bank for transfer / remittance of funds from one account to another account/s maintained in the same branch, any other branch of the Bank or any other bank or any other third party

### **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:

1. A locker may be hired by an individual (not minor), firms, limited companies, specified associations and societies, etc.
2. Nomination facility is available to individual hirer of Safe Deposit Locker.
3. Loss of key should be immediately informed to the Branch.
4. Lockers are available in different sizes.
5. Lockers can be rented out to the customers. Rent is payable is monthly. In case of overdue rent, the Bank will charge penalty as decided from time to time.
6. With standing instruction, the rent may be paid from the deposit account of the hirer.
7. The Bank will hire locker to properly introduced persons.
8. The Bank reserves right to break open the locker if the rent is not paid in spite of giving notices as per the Bank rules and recover charges thereof.

## **9. 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 Bailor and Bailee.

### **Nomination**

Nomination facility is available for all deposit accounts, articles in safe custody and safe deposit vaults.

Nomination is available for accounts opened in individual capacity (i.e. single / joint accounts as well as accounts of a sole proprietary concern) only, i.e. not for accounts opened in representative capacity.



Nomination can be done in favor of one person only. However, nomination in favor of more than one person (i.e. up to 2 persons) is permissible in jointly operated locker accounts with common consent.

Nomination can be made, cancelled or varied by the account holder anytime during his / her life time. While making nomination, cancellation or variation, witness is required, and the request should be signed by all account holders.

Nomination can be made in favor of a minor also.

For the existing accounts where nomination is not made, the account holder/s can do so by filling up form available with the branches.

Customers (new as well as existing) are advised to avail nomination facility, if they have not availed so far.

## **10. Remittance Service**

Customers may remit funds from one center to another center by Demand Draft or electronic mode of fund transfer, etc., by paying specified charges as per the Bank's rules. Any amount of Rs. 50,000 and above will be issued by the banks only by debit to the customer's account or against cheques or other instruments tendered by the purchaser and not against any cash payment. Similarly, such payments for Rs.50, 000 and above will be made through banking channels and not in cash.

### [Issue of Duplicate Demand Draft without Receipt of Non-Payment Advice](#)

As directed by the RBI, the bank will issue duplicate demand draft up to Rs.5, 000/- on the basis of adequate indemnity and without obtaining Non-Payment Advice from the drawee branch.

### [Time Frame for issue of Duplicate Draft](#)

As directed by the RBI, the bank will issue duplicate demand draft to the customer within a fortnight from the receipt of request. For delay in issuing duplicate draft beyond the above stipulated period, the banks will pay interest at the rate applicable for fixed deposit of corresponding maturity in order to compensate the customer for such delay

## **11. Collection Service**

Immediate credit of local as well as outstation cheques (as per RBI guidelines from time to time) is provided to the individuals (personal customers) who are maintaining satisfactory accounts. However, the customers will have to bear usual service charges pertaining to the same. In the event of cheques being returned unpaid, the customer will have to pay interest for the period for which funds utilized.

### [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. Currency exchange of Soiled / Slightly Mutilated Currency Notes facility is offered to the Bank's customers and others. The Bank follows RBI guidelines in this respect. RBI has permitted the banks 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 existing deposit continue 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, safe custody, issue of duplicate instruments / statements, etc. Details of service charges will be made available on request.

### **Time-Norms for various Banking Transactions**

The following time norms etc. are indicative only, the banks at their level decide their bank specific time norms independently.

1.	For Cash Payment	
a)	Through teller	3 to 8 minutes
b)	Through cashier	8 to 15 minutes
2.	Receipt of cash	10 to 20 minutes
3.	For issuance of demand draft cheques / fixed deposit receipt	15 to 25 minutes
4.	Payment of demand drafts	10 to 20 minutes
5.	Payment of fixed deposit receipts	15 to 20 minutes
6.	Opening of an account*	20 to 25 minutes
7.	Statement of accounts	Within 7 days
8.	Collection of cheques	2 to 4 days

\*Does not include account activation time

### **Redressal of Complaints**

To enable the customers to voice their grievances or offer suggestions for improvement in customer service, " MILAAP" "Customer Meetings are held on monthly basis at all the branches where all the customers of the branch including senior citizens, if any , are also invited for the said meeting. Any customer grievance or complaint noticed/received during the customer interactions will be handled by the bank as per the Bank's Customer Grievance redressal policy. Customer will be guided on the grievance redressal mechanism and the same will also be made available for ready reference in the bank's website at all times.

- In case of any complaint, customers can contact the Bank through various channels:

- By visiting the nearest FSFB Bank branch
- By calling on FSFB Bank Phone Banking number
- By filling the form available in the FSFB website
- By sending e-mail through 'Email Us' link on [www.customerservice@fincarebank.com](mailto:www.customerservice@fincarebank.com)
- By sending written correspondence to the Bank through post on the following address:

*Fincare Small Finance Bank Ltd*

FSFB Customer Service Unit,  
5th Floor, Bren Mercury  
Kaikondanahlli, Sarjapur Main Road. Bengaluru 560 035  
Board: +91 80 4250  
4444

The relevant contact numbers, addresses and e-mail ids of nodal officers for this purpose are provided in all customer communication.

**Anonymous complaints will not be entertained.**

(Banks are advised to give details viz., names, designations, addresses, telephone / fax numbers of Nodal Officer dealing with customer grievances / complaints at Corporate Office level ).

All the services and commitments are honored without the citizen having to pay any bribe.

## **12. Special Customers like Senior Citizens & Persons with disability**

The Bank commits to the following while dealing with special customers Senior citizens and disabled persons: There will be prioritized service to senior citizens/persons with disability at all branches. The Bank will endeavour to provide 'Doorstep' banking (pick up of cash instruments for credit to the account or delivery of cash / demand drafts against issue of cheque / requisition in writing) on request in respect of all senior citizens above the age of 70 and for persons with disability.

## **13. ATM/Debit Card**

Fincare Bank will endeavour to render service at its ATMs, 24 hours a day, 7 days a week.

- Customers will be provided with cash withdrawal facility at all locations and other facilities at select locations

## **14. Mobile Banking**

Mobile Banking provides a secure, anytime, anywhere banking experience from a mobile device by enabling access to services like fund transfer to Fincare or any other Bank account, payment of utility

bills and prepaid recharges. Customers can also view the details of their banking relationship (Accounts and fixed deposits) and place service requests. The Bank takes appropriate measures to ensure that the mobile applications are secure and regularly reviewed and updated for this purpose.

### **15. Internet Banking:**

The Bank provides internet banking facility to all its customers on request which enables a host of services like statement enquiry, funds transfer, payment of bills, prepaid recharges, scheduling payments, creating fixed deposits, placing service requests etc. All transactions are built on the concept of two-factor authentication to make it secure. Bank also provides information on secure usage of internet banking facility to avoid any misuse/fraudulent use. The Bank takes appropriate measures to ensure that Internet Banking system and technology are secure and are regularly reviewed and updated for this purpose.

### **16. SMS / E-Mail Alerts:**

The Bank provides SMS /Email alerts to all its customers for all financial transactions above a certain threshold limit. Alerts are also sent for certain non-financial transactions. Bank also sends SMS alerts for all type of transactions involving usage of Debit cards.

Loans & Advances: All terms and conditions of loans, pricing and others, will be in strict conformity with the regulatory guidelines. It will be ensured that customers clearly understand the pricing policies of banks and that there is strict compliance with regulatory guidelines regarding pricing and non-pricing terms governing all loans. The borrower will be made aware upfront of various documents required to be produced for processing of loan application, instead of on a piecemeal basis.

This Citizen's Charter, inter-alia, provides the customers with a promised time frame for Grievance Redressal services offered by the bank.

## 17. Document Review and Approval

17.1. Policy Owner: Compliance Department

17.2. SME: Devika Praveen, Compliance Head

17.3. Effective date: July, 2017

17.4. Revision history: NA

Version	Author	Date	Revision
1	KPMG	19-06-2017	
2	Raghavendra Rao	22-06-2017	
3	Manjula Vijayaraghavan	20-04-2020	

This document has been reviewed by

	Reviewer	Date reviewed
1	Devika Praveen 	21-04-2020
2		

This document has been approved by

	Name	Signature	Date reviewed
1	Board of Directors		24-06-2017
2	Board of Directors		08-06-2020
3	Board of Directors		31-05-2021