

Customer Compensation Policy of the Bank

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1. Objective of the Policy

Axis Bank high level laga service standards grahak nimate asee. Benk laga control beyond teh thakiya laga event haan toh nahoilebi inadvertently, benk toh sewa laga levels available kuribole naparijai individual grahak laga dealings haan teh committed thakiya laga sewa haan, eneka samai etuh policy laga compensation toh applicable hoi jabo. Policy toh transparency laga aro fairness laga principles teh based asee grahak ke bhal treatment dibo karne

2. Scope

Policy compensates grahak haan khali ke financial ghata taihan bora incurred huwa haan nimate Benk laga sewa teh deficiency thakile nahoilebi kunba act of omission directly attributable benk ke thakile. Policy toh cover nakure aro applicable nahoi in respect of claims made by customers on account of opportunity ghata nahoilebi damages nahoilebi claims for reputational ghata. The Compensation policy etuh karne, designed hoishe to cover areas relating to unauthorized debiting of account, payment of interest to customers for delayed collection of cheques /instruments, payment of cheques after acknowledgement of stop payment instructions, remittances within India, foreign exchange services, etc. Policy is also applicable for resolving issues related to the 3rd party products like. Policy issues revolve kuribole applicable asee 3rd party laga related Insurance aro Mutual fund products benk bora distribute huwa haan.

Following areas toh covered asee compensation of policy benk laga

Erroneous debiting of account

- I. If the Bank has raised an erroneous direct debit to an account, upon being informed of the erroneous debit, the entry reversed hoijabo due verification picheteh.
- II. In the event, the erroneous debit has resulted in a financial loss to the customer by way of reduction in the minimum balance applicable for payment of interest on savings bank deposit or payment of additional interest to the Bank in a loan account or any charges levied for balance falling below the minimum balance requirement or any charges levied for return of cheques due to shortfall in balance, the Bank will compensate the customer to the extent of direct financial loss.
- III. Grahak toh benk ke approach kuribo lage ekta mohina laga maximum period tak erroneous debit laga date bora
- IV. Verification ene entry laga erroneous report hoile mane grahak bora third party involve nakure, benk hey process toh complete kuridibo verification laga maximum period 7 working din bitorte erroneous debit report kuri laga date teh.
- V. Third party involve kurile mane verification kuriya samai teh, benk verification process toh complete kuri lobo bissi hoilebi ekta mohina bitorte grahak bora erroneous transaction report kuri laga tarik bora

- VI. Benk toh grahak laga account ke debit kuribole laga right toh reserve kure amount reverse kuribole wrong case hoijaile mane account the uku compensation nadina.

Debits towards Service Charges

The Bank would debit the customer's account with any applicable service charge as per the schedule of charges notified by it. In the event, the Bank levies any charges in violation of the arrangement it will reverse the same when pointed out by the customer subject to benk grahak laga account the debit kuri dibo ene kuntu applicable service charge thakile schedule charges the notify kuriya nishena. Event ahile mane benk toh levies kuribo any charge in violation arrangement ke grahak bora point out kuriya ke bhi reverse kuri dibo to verification of the agreed terms aro conditions haan. Consequential financial loss grahak laga ene thakile mane t compensate provide kuridibo under Para 2.1 point

Sub point ii.

Payment of Cheques after Acknowledgement of Stop Payment Instructions

Cheque toh pay hoijaishe koile after stop payment instruction benk bora acknowledged pajia picheteh transaction toh reversed kuri lobo aro value-dated credit toh di dibo grahak laga interest ke protect kuribole. Eneka debits haan toh reversed kurilobo 7 working din bitorte grahak laga benk ke transaction laga intimate kurina. Any consequential financial loss to the customer will be compensated as provided under Para 2.1 sub- point ii.

Payment of cheque with mismatch in Positive Pay details

In the event of cheque being paid in CTS clearing despite mismatch in payee name nahoilebi amount on the cheque image with positive pay details grahak bora submit kuriya haan , such transaction will be reversed aro value dated credit grahak ke did dibo.

E n e k a debits haan reversed 7 working din bitorte reversed kurilobo grahak benk ke incident toh intimate kurishe koile. Etuh reversal applicable nahubo ene grahak bora suchna toh jonai dishe koile cheque ke honor kuribole even though there is mismatch in positive pay details previously submitted by the customer.

Debit of account, despite revocation of the NACH debit mandate with the Bank by the customer

In event, debit kuri dishe grahak laga account teh, debit mandate laga revocation hoishe koilebi grahak bora benk logote, benk transactions reverse kuridibo aro value dated credit toh di dibo grahak laga interest protect kuribole. Eneka debits haan toh reversed hoi jabo 1 calendar din bitorte from the date of transaction (T+1 calendar day) (T represents the date of transaction). Bank transaction reverse kuribole napari jaile mane said period laga bitorte,

Compensation to be payable to the holder for the amount of INR 100/- per day for each day of delay beyond T+1 calendar days.

Funds transfer using NEFT & RTGS

Penal interest Bank shall pay to the beneficiary of the credit if the credit is delayed beyond the time specified in the remittance instruction. Definition of delay shall be the time from the receipt of the credit by the beneficiary to the time of the credit being credited to the beneficiary's account.

If the NEFT transaction credit is not received by the beneficiary within the specified time, then the bank is liable to pay penal interest to the affected customer at the current RBI LAF Repo Rate plus 2% per annum for the period of delay. In case of any delay in returning the failed payment, the originating customer shall be eligible for compensation at the current repo rate plus 2%. The penal interest payment on NEFT & RTGS transactions is guided by the relevant clause in the Penal interest policy forming a part of the CMS policy on collections and payments.

Failure to execute Direct Debits / ECS Debits/ Standing Instructions

Bank shall undertake to execute Direct Debits / ECS debits / standing instructions of the customer as per the instructions given by the customer, subject to the following:

- i. Customer having already provided valid and complete mandate to accept any debit received through ECS. Customer having already submitted a mandate for standing instructions.
- ii. Direct debit/ ECS received is complete and correct.
- iii. Customer has sufficient balance in the account at the time of executing direct debits/ standing instructions/ ECS.

In case of failure to carry out the instructions subject to the aforesaid clauses and reasons directly attributable to the bank, the bank shall compensate the customer on the following lines:

For direct debits / ECS debits – Bank shall compensate the customer by paying penal interest at the current RBI LAF Repo Rate plus 2% from the date of failure to the date of actual credit to the customer's account without any claims raised by the customer.

For standing instructions – Bank shall compensate the customer by paying financial penalty of Rs. 100 per occasion (maximum of Rs. 1,000/-) subject to providing

Proper supporting documents ghata incurred kuribo samai teh. Arobi, service charges haan toh, thakile, recovered for execution of the Standing Instruction bhi refund hoi jabo.

Foreign Exchange Services – Collection of cheques outside India denominated in Foreign Currency

- i. Grahak ke benk bora compensate kuri dibo for delays in collection of cheques designated in foreign currencies sent to foreign countries as per Bank's cheque collection policy
- ii. Aro benk haan grahak ke compensate kuri dibo kiba ghata haan thakile mane on account of adverse movement in foreign exchange rate.

Collection of Instruments within India

- i. In case of cheques aro other instruments sent for collection by the local branches through CTS clearing nahoilebi centres haan ke country laga bitorte (outstation cheques), the TAT shall be adhered as defined in the cheque collection policy.
- ii. Benk bora grahak ke compensate kuridibo on account of breach of TAT for realization of cheques niche teh mentioned kuri di nishena:

Local Cheques presented through CTS clearing: Compensation at savings bank interest rate shall be paid for the corresponding period of delay.

Outstation Cheques sent to the centres within the country: Policy laga part hisab teh, benk grahak ke interest toh tirai dibo on the amount of collection instruments in case there is delay in giving credit beyond the time period specified in banks Cheque Collection Policy. Such interest shall be paid without any demand grahak bora in all types of accounts. Uku distinction nathakibo between instruments drawn on the bank's own branches nahoilebi alag benks haan the delayed collection ke tirai dibole laga purpose teh.

Interest for delayed collection shall be paid at the following rates.

- i. For a period of delay aro 14 din tak , savings bank rate of interest aro for delay beyond 14 days, applicable term deposit rate of interest will be paid.
- ii. In case of extraordinary delay, i.e., delays 90 din exceed kuriya haan interest toh tirai dibo at the rate of 2% above the corresponding Term Deposit rate.
- iii. In the event the proceeds of cheque under collection were to be credited to an overdraft / loan grahak laga account teh, interest will be paid at the rate applicable to the loan account. Extraordinary delays haan nimite, interest toh rate of 2% above teh hey pay hobo loan account teh rate applicable thakiya haan.

Cash Management Services: For customers availing Cash Management Services (CMS), collection of instruments to the bilateral agreement, the bank carries out the work as per the terms of the bilateral agreement. Penalties, if any, as per the terms of the bilateral agreement shall be payable by the customer.

Erroneous debits arising on account of unauthorized banking transactions

The following is laid down for all fraud cases, other than those pertaining to electronic transactions:

- If a fraud has been committed by a member of staff in the account of a customer, and it has been so established, Bank will not only restore the amount, it shall compensate the customer without demur.
- In cases where neither the Bank nor the customer is at fault, but the fault lies elsewhere in the system, bank compensates the customer up to a limit of Rs. 5000/-. The compensation is for the lifetime of the account and shall be paid once.

Unauthorized electronic banking transactions reported by customers

Unauthorized electronic banking transactions are broadly categorized as follows:

- Funds transfer to another account (within the Bank and outside the Bank)
 - Transaction done using Credit / Debit card
 - Transactions in shopping malls using Credit / Debit card
 - UPI transactions, Prepaid cards or Forex cards
- iv. Final resolution within 90 days of the date of request received on the basis of the above.

For all such transactions, compensation will be as per Bank's Customer Protection Policy, which is available on the bank's website.

Aspects of Customer Protection Policy

Policy outlines the obligations on behalf of the bank and the customer to ensure the onus of liability arising out of fraudulent transactions. Policy synopsis is given below:

Bank must ensure following:

- Appropriate systems and procedures to ensure safety and security of electronic banking transactions
- Dealing quickly and empathetically with customer grievances
- Mandatorily the customer's SMS & wherever available register for E-mail alerts for electronic banking transactions shall be maintained

- Mandatorily send SMS aro wherever available send E-mail alerts for electronic banking transactions
- Grahak ke advise dibo unauthorized electronic banking transactions to Banks instantly upon occurrence notify kuribole
- Facilitate reporting of unauthorized electronic banking transactions through Phone Banking, website (support section) IVR (dedicated helpline) aro Branch network teh
- Ensure immediate acknowledgement grahak bora report kuriya fraud haan
- Take immediate steps on receipt of an unauthorized transaction from customer to prevent further damage
- If the Bank identifies through external intelligence nahoilebi during the course of its investigations, that the customer is a repeated offender in reporting fraudulent transactions, then it shall not only declare customer's liability, rishta toh terminate kuri dibo notice dina.

Customer must ensure the following:

- Mandatorily register for SMS & Email alerts at the time of account opening
- Mandatorily notify the Bank about any change of mobile number, email ID & communication address
- Block/hotlist card nahoilebi account if they suspect kunuba malicious activities nahoilebi in an event of lost /theft
- Customers haan kuntu bhi point teh account details, credit card number, PIN, CVV disclose nahoilebi share nakuribo lage kun logo teh bhi over mail, calls nahoilebi alag mode of communication bora
- Confidentiality of password for internet banking & mobile banking should be ensured at all times.
- Customers to ensure passwords are kept secure aro paper nahoilebi accessible electronic devices teh record nakuribo lage.
- Customer should check the transaction message triggered by bank aro ene discrepancy haan immediately report kuribo lage
- Grahak necessary documentation haan submit kuribo lage to the bank as per defined timelines else the case stands closed under customer liability
- Statement of account should be checked regularly aro discrepancy thakile should Benk ke immediately report kuri dibo lage
- Passbook issued if any should be updated from time to time
- Crossed / account payee cheques should be issued as far as possible
- Blank cheques should not be signed, aro customers haan record nakuribo lage taihan laga specimen signature pass book nahoilebi cheque book teh
- PIN & passwords should be changed on a regular basis

Summary of Customer's Liability

Time taken to report the fraudulent transaction from the date of receiving the communication	Customer's liability (₹)	
<input type="checkbox"/> Within 3 working days (Tinta working din bitorte)	Zero Liability	
<input type="checkbox"/> Within 4 to 7 working days (Charta aro satta working din bitorte)	All other SB accounts	
	Type of Account	Maximum Liability (₹)
	BSBD Accounts	5,000
	All other SB accounts Prepaid Instruments & Gift Cards/Forex Cards Current/Cash Credit/OD accts. of MSMEs Current Account/Cash Credit/OD accts of individuals with annual average balance (during 365 days preceding the incidence of fraud)/ limit up to Rs.25 lakh Credit Cards with limit up to Rs. 5 lakh	10,000
	Current/Cash Credit/OD accounts, Credit Cards with limit above Rs. 5 lacs	25000
Beyond 7 working days (satta working din laga beyond teh)	Full Liability However, customer to be compensated up to a limit of Rs.5000/- or the transaction value, whichever is lower, only once in the lifetime of the account as per Bank's Board approved compensation policy	

The number of working days mentioned kuriya upar teh shall be counted as per the working schedule of the home branch grahak laga excluding the date of receiving the communication.

Violation of the Code by Bank's agent

kiba complaint receive kuri laga event the from the customer that the Bank's representative / courier or DSA has engaged in any improper conduct or acted in violation of the Code of Bank's Commitment to Customers, which the Bank has adopted voluntarily, the Bank will take

appropriate steps to investigate aro complaint handle kuribole aro grahak ke compensate kuribole direct financial loss karone (if any), subject to the customer providing proper supporting document for having incurred the loss. This is also applicable to sale of Third Party Products by Axis Bank staff.

Transaction of 'at par instruments' of Co-operative Banks

Bank cheques current account the drawn huwa haan honor nakuribo alag bank haan bora maintained kuriya haan funding against cheques issue the arrangements nakuriya tak. Co – operative bank kun laga account the bora cheques haan issue kurishe etuh haan hey responsible hobo compensate kuribole cheque holder logot non-payment / delayed payment of cheques in the absence of adequate funding arrangement nimate.

Delay in release of Securities / Documents / Title deeds (loss of securities/ title deeds)

Bank principles of liability of lenders haan download kurishe. In terms of the guidelines for lender's liability aro the Code of Bank's Commitment grahak nimate, Bank bora adopt kurishe, Bank borrowers haan ke return kuribo, all the securities / documents / title deeds of the mortgaged property, 15 din bitorte repayment sob dues haan agreed to nahoilebi contracted, including principal amount, interest, EMI, costs, service charges aro sob alag amount due haan. This is subject to there being no outstanding under any other loan / overdraft / other financial facility availed by the borrower from the Bank.

For mortgage loans, if the Bank has misplaced the securities / documents / title deeds provided by the customer at the time of availing the loan, it will issue a certificate indicating;

- i. that the securities/ documents / title deeds misplaced hoishe koile
- ii. it will extend all assistance to the customer by obtaining duplicate documents, etc. at the cost of the Bank

Uku compensation natirabole laga Borrower(s)/ Guarantor(s) ke following circumstances the dina asee:

- i. Force Majeure Events
- ii. Delay on the part of Borrower(s)/ Guarantor(s) thakile mane. For e.g. If any Borrower(s)/ Guarantor(s) available nai koile nahoilebi required Identity Proof taihe etuh manu toh asee koina nathakile .
If the Borrower(s)/ Guarantor(s) have changed their residential/ mailing address/ phone numbers aro bank ke intimidate kuri nai koile aro Bank toh collection of original title of documents karne contact kuribo naparile. (Intimation by way of phone, letter or Email to any of the Borrower(s)/ Guarantor(s) will be deemed intimation to all Borrower(s)/ Guarantor(s).)

In case the Bank receives any complaint/ claim/ demand from the Borrower(s)/ Guarantor(s), legal heirs, executors, successors, joint owners/ holder(s), etc. benk ke intimidate kuriya about inter se disputes and/ or not to hand over the title documents nahoilebi hand over the same to particular person(s), etc. Benk parties haan ke direct kuri dib resolve kuribole taihan laga disputes haan aro thereafter approach the Bank with joint application signed by all concerned for release of such title documents nahoilebi obtain necessary direction from competent authority/ court. Till such time, benk liable nathakibo release karne title documents Borrower(s)/ Guarantor(s) (as the case may be) haan ke aro shall not be liable to pay any party.

Delay in crediting failed ATM transactions

The Bank shall facilitate pro-active reversal of failed ATM transactions 5 calendar din bitorte from the date of the transaction. Failure hoishe koile on the Bank's part to reverse the transaction within the said timeframe, benk compensate kuri dibo grahak ke an amount of INR 100/- for each day of delay beyond 5 calendar days.

In event that the failure ATM transaction is found to be suspect (as per the Banks logs & records available for the said transaction) nahoilebi in circumstances transaction successful thakiya jaga teh grahak bora hoilebi dispute kuriya toh, the Bank shall reverse the amount of the failed transaction, upon receiving claim / dispute from the customer aro upon due verification of the claim/ dispute, benk compensation laga amount toh credit kuri dibo of INR 100/- for each day of delay beyond 5 calendar days from the date of transaction till the date of credit of the amount to the customers' account.

Disputes laga event teh, which relates to partial failure / dispensation, benk shall upon investigation of the transaction aro other records haan ke, credit kuribo disputed amount karne grahak laga account teh , within a period of 5 Calendar days from the date of dispute along with compensation of INR 100/- for each day of delay beyond 5 calendar days from the date of transaction till the date of credit of the amount to the customers' account.

Delay in crediting failed IMPS/ UPI transactions

IMPS / UPI (P2P) transaction fail huwa laga case teh, where the account of the remitting customer has been debited but the beneficiary account is not credited (transfer of funds), the beneficiary bank reverse kuridibo failed transaction1 calendar din bitorte from the date of the transaction (T+calendar1). In event if the delay in reversal of the failed IMPS/UPI transaction is

beyond the said timeframe, beneficiary bank shall pay compensation of INR 100/- per day beyond the said timeframe.

Such compensation shall be applicable when the remitting customer's funds transfer fails by way of a UPI/ IMPS transaction to the wrong beneficiary.

Failed UPI (P2M) transaction: In case of a failed UPI (P2M) transaction, the remitting customer's account shall be debited upon receipt of transaction confirmation from the merchant. The beneficiary bank (acquiring bank) shall initiate a reversal of the failed UPI transaction within 5 calendar days from the date of the transaction (T+5). In the event of a delay in reversal beyond the said timeframe, the beneficiary bank shall pay compensation of INR 100/- per day from the said timeframe onwards.

Delay in crediting failed card transactions

Failed card to card transfer transaction: In case of a failed card to card transfer transaction, the card account shall be debited upon receipt of transaction confirmation from the merchant. The beneficiary card account shall be credited with the transaction amount. The failed transaction shall be reversed within 1 calendar day from the date of the transaction (T+1). In the event of a delay in reversal beyond the said time frame, the beneficiary bank shall pay compensation of INR 100/- per day from the said time frame onwards.

In case of failed Point-of-sale (PoS / Card present) or failed e-commerce (card not present) transactions, the account shall be debited upon receipt of transaction confirmation from the merchant. The merchant shall generate a charge-slip, and the transaction shall be auto-reversed within 5 calendar days from the date of the transaction (T+5). In the event of a delay in reversal of the failed PoS transaction beyond the said time frame of T+5 calendar days, the beneficiary bank shall pay compensation of INR 100/- per day from the said time frame onwards.

Delay in crediting failed Aadhaar Enabled Payments systems (AEPS) transactions

Failed AEPS transaction: In case of a failed AEPS transaction, the customer's account shall be debited upon receipt of transaction confirmation from the merchant. The beneficiary's account shall be credited with the transaction amount. The acquiring bank shall initiate a credit adjustment within 5 calendar days from the date of the transaction (T+5). In the event of a delay in initiating credit adjustment beyond the said time frame of T+5 calendar days, the beneficiary bank shall pay compensation of INR 100/- per day from the said time frame onwards.

Delay in crediting failed Aadhaar Payment Bridge System (APBS) transactions

Failed APBS transaction: In case of a failed APBS transaction, the beneficiary's account shall be credited with the transaction amount. The acquiring bank shall initiate a reversal within 1 calendar day from the date of the transaction (T+1). In the event of a delay in reversal beyond the said time frame, the beneficiary bank shall pay compensation of INR 100/- per day from the said time frame onwards.

the delay in initiating credit adjustment is beyond the said time frame of T+1 calendar day, the beneficiary bank compensation of INR 100/- per din pay kuribo beyond the said time frame teh.

Delay in credit of failed National Automated Clearing House (NACH) transactions

Beneficiary bank to reverse the uncredited transaction within T+1 calendar day. Bank will compensate @ Rs 100 per din delay beyond T+1 calendar din nimate.

Delay in credit of beneficiary account for transactions initiated through Prepaid Instruments- Cards/Wallets

Offus transaction- The transaction will ride on UPI, card network, IMPS, etc., as the case may be. The TAT aro compensation rule of respective system apply hoijabo.

On-Us transaction- PPI debited but transaction confirmation not received at merchant location. Reversal to be effected in T+1 calendar day. Ene delay beyond T+1 calendar day, grahak ke compensated @ Rs.100 per din laga kuri dibo.

Payment of interest for delay in issue of duplicate draft

Duplicate draft purchaser ke issue hoi jabo on the basis of adequate indemnity. Bank toh duplicate draft (drawn on the Bank) grahak ke issue kuri dibo 15 working din bitorte from the receipt of such request.

Stipulated period picheteh teh delay hoishe koile, Bank toh grahak ke compensate kuri dibo at the rate applicable for fixed deposit of corresponding maturity. Eneka compensation toh paid hobo at the rate applicable for fixed deposit for the number of days over aro above the stipulated period teh.

Etuh toh khali request for duplicate demand draft bona laga case teh applicable hobo purchaser nahoilebi beneficiary bora bona laga haan aro third party endorsements laga case teh applicable nahubo.

Transactions / charges on Credit Cards

Where it is established that the Bank had issued a credit card recipient laga consent nathakina, the Bank would not only reverse the charges immediately compensation bhi pay kuri dibo without demur to the recipient amounting to twice the value of charges reversed in this regard. Charges will include only those charges that are levied to customer even when no transactions have been done on the card aro such charges have been actually recovered grahak logote.

Transactions reported as erroneous by customers in respect of credit card operations, which require specific reference to a merchant establishment Chargeback rules laid down by VISA/MasterCard International hisab teh handled kuri lobo. Bank toh explanation provide kuribo aro, lagile, documentary evidence grahak ke maximum period of 60 din bitorte, provided the dispute/protest is raised 60 din bitorte of transaction date aro the required charges for locating the charge slip haan paid hobo.

Mis-selling of 3rd party products

Bank complaint receive kurile grahak alleging mis-sell of third party products by Bank logot nahoilebi improper conduct teh engage hoile or having acted in violation of the Code adopted by the Bank, appropriate steps complaint ke investigate kuribole steps lobo. If the Bank identifies case of mis-selling staff haan bora disciplinary action initiate hobo based on severity of the issue aro compensate grahak suitably teh

3. Award of Compensation

Compensation haan toh pay lobo by replicating the effect obtained through back-valuation of the affected transaction nahoilebi in case of compensation amounts being specifically regulator bora state kuriya haan, the actual amount of compensation calculated in the form aro manner prescribed grahak ke credit kuri dibo failed transaction laga proceed haan bhi.

The compensation as per this Policy grahak ke payable asee only in those cases where any act of omission nahoilebi commission directly benk ke attributable thaki jabo.

Uku claim consider nakuribo , under any circumstance, qualitative aspects like reputation damages, loss of image in the society, loss of business, loss of income, etc nishena laga aspects haan teh.

Amount of compensation toh restricted asee to the grahak laga actual financial loss hoile arising out of the amount in the books of the Bank only aro in any case, to the maximum limits prescribed for the various services upar the di laga toh.

In case the Bank is liable to pay any compensation in accordance with the Policy, complainant ke same toh pay kuridibo 7 working din bitorte from the completion of the investigation nahoilebi where specifically stated in regulatory guidelines along with the amounts of the failed transactions.

4. Force Majeure

Benk toh liable nathakibo delayed credit/non-availability haan nimite grahak ke compensate kuribole of any service, if some unforeseen event (including but not limited to civil commotion, sabotage,

accident, fire, natural disasters or other "Acts of God", war, damage to the Bank's facilities or of its correspondent bank(s), absence of the usual means of communication or all types of transportation, etc.) Bank laga control beyond the asee etuh ke perform kuribole prevent kuribo pare tailaga obligations haan toh specified service delivery parameters laga bitorte.

5. Customers' responsibility

Bank toh responsible nahubo any loss nimite grahak ke due to customer's lack of caution in safe-keeping the Cheque book, passbook, cards, PIN, unsecured movement of duly issued cheques nahoilebi alag security information aro "Do's and Don'ts" bank bora issue kuriya haan ke follow nakurile, bank haan ke grahak bora notify nakuriya tak.

Customer acts fraudulently and/or acts without reasonable care which has resulted in loss to him/her. Bank haan arobi responsible nahubo for the losses arising out of misuse of lost PIN, compromise of passwords or confidential information, until the time the Bank has been notified of such loss/compromise and has taken steps to prevent its misuse.

Submission of Positive Pay details

- Bank Positive Pay platform grahak nimite enabled kurina asee cheque details samai teh submit kuribole at the time of issuance of the cheques for value of Rs.50,000 & above. kiba fraud hoishe koile, wherein the drawer's signature aro cheque leaf toh genuine aro positive pay details grahak bora submit kuri nai koile, Bank toh compensate kuribole customer ke liable nathakibo. In such cases, RBI uku complaints entertain nakuribo under the Panel for Resolution of Disputes (PRD) mechanism at the CTS Grids. For e.g., Grahak haan different payee name nahoilebi amount teh cheque issue kurile aro fraudster has altered these details aro there is no lapse from Bank's end at the time of clearing the cheque hoile.
- RBI has allowed member Banks to make Positive Pay details mandatory if cheque value is Rs.5,00,000/- aro above (Please refer to the RBI Circular No. RBI/2020 1/41/DPSS.CO.RPPD.No.309/04.07.2005/2020-21 dated September 25th, 2020). Hoilebi, Bank haan decided kurishe to implement this clause w.e.f. 01.09.2021 post which customer must mandatorily submit Positive Pay details if cheque value is Rs.5,00,000/- & above. Etuh laga absence hoile Positive Pay details for cheque with value Rs.5,00,000/- & above (i.e., due to non-submission of details by the customer) hobo, the cheque will be returned to the presenting Bank when the cheque is presented through CTS clearing.

6. Government Investment Products, Pension Scheme (APY aro NPS) aro Pension

As per the guidelines from PFRDA vide Circular No. **PFRDA/02/05/104/0001/2017-Rns-POPs** dated **15th September' 2017**, sob POPs timelines for processing of grahak requests logote the adhere kuribo lage. Request toh New Account opening hobo pare / Subsequent Contribution / Shifting PRAN request / exit request / nahoilebi alag kind laga customer request hobo pare. The list of Service Requests list laga timelines toh as prescribed by PFRDA along with the compensation to be paid in case of delay logote defined asee.

Delay laga case teh, POP compensation pay kuribole liable asee grahak ke ekta defined rate teh aro credit the same to the Customers PRAN .

Eneka delay thakiya data toh hoile mane Senior Management on a periodic basis the present kuribo CSCB ke.

As per the guidelines from Central Pension Accounting office vide Circular **RBI/2021-22/08 DGBA.GBD. No. S-1/31.02.007/2021-22** dated **17th May 2021**, sob Agency Banks haan timelines for processing of Pension disbursement teh adhere kuribo lage.

Delay laga case teh, the Pension paying banks haan pensioner ke compensate kuribo lage for delay in crediting pension/ arrears thereof at a fixed interest rate of 8 per cent per annum for the delay after the due date of payment aro compensation toh pensioner laga benk teh automatically credit hoijabo uku claim haan nathakina pensioner bora etuh eke din teh when the bank affords credit for revised pension/ pension arrears, in respect of all delayed pension payments made since October 1, 2008.

The compensation will be calculated at the rate specified in the Central Pension Accounting office vide Circular RBI/2021-22/08 DGBA.GBD. No. S-1/31.02.007/2021-22. Etuh toh at a fixed interest rate teh calculate kurishe 8 per cent per annum due date the delay hoile payment kuribole aro compensation toh pensioner laga account the credit hoi jabo

7. Disclaimer clause

Notwithstanding anything contained here above, Benk compensation following cases the pay nakuribo:

- I. Alag benk haan logot par payment toh dishonor kuriya, due to non- funding aro security compliance
- II. Delays thakiya account teh of non-functioning of business due to factors beyond the control of the bank eneka period covered events haan bora omitted kuridibo calculation of delay karone etc.

- III. Issues haan sub-judice thakiya jaga teh aro pending before Courts, Ombudsman, arbitrator, Government aro matter hold teh rakhiya haan due to stay.
- IV. Credit Card transactions disputed grahak bora kuriya haan toh handled kurilobo as per Chargeback rules laid down by VISA/MasterCard International/Rupay (NPCI). Bank explanation provide kuribo and, if necessary, documentary evidence to the customer within a maximum period of 120 din the.

8. Amendment/Modification of the Policy:

Benk toh etuh policy ke amend /modify kuribole right toh reserve kure, kitiya aro kuntu jaga teh fit aro proper huwa teh, tailaga sole discretion bora. Hoilebi, Benk toh policy review kuribole endeavor rakhibo annual intervals haan teh.

Last Reviewed – June, 2022