



CITIZEN CHARTER

Note: Information given in this is subject to change/revision. This charter 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 is given in this booklet. 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 branches, or Head Office, Or visit our Website <https://www.federalbank.co.in/>

COMMON PRACTICES FOLLOWED BY OUR BRANCHES

1. Display business hours.
2. Render courteous services.
3. Attend to all customers present in the banking hall from beginning to the close of business hours.
4. Provide separate “Enquiry” or “May I Help You” counter at large branches.
5. Offer nomination facility to all deposits accounts (i.e. account opened in individual capacity) and all safe deposit locker facilities.
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. Provide complaint/suggestion book in the branch premises.
13. Display address of Zonal/Head Office as well as Nodal Officer dealing with customer grievances/complaints.

CUSTOMERS ARE REQUESTED TO

1. Ensure safe custody of ATM card, cheque book and pass book.
2. Issue crossed/account payee cheques as far as possible.

3. Check the details of cheque, namely, 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. Bring pass book while withdrawing cash from savings bank account through withdrawal slip. Get pass book updated from time to time.
7. Use nomination facility.
8. Note down account numbers, details of Fixed Deposit Receipts, locker numbers etc., separately.
9. Inform change of address, telephone number etc., to the Branch. 10. 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, installments, locker rent and other dues in time.
13. Avail services such as ATM, NACH, Digital Channels etc., offered by the bank.
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 either on pass book or on cheque book.

16. Not to introduce any person who is not personally known to you for the purpose of opening account.

17. Not to share password/OTP/ CVV/PIN or card expiry date with anyone.

18. Not to click any links provided by third party. Responsibility of wrong transfer of funds rests with the customers

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 adhere to the Know Your Customer (KYC) Norms, 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 photographs of the person/s opening the account, as per RBI directives.

3. The Bank is required to obtain Permanent Account Number (PAN) 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. The Bank will provide to the prospective customers details of the documents required for identification and address verification of the person opening the account.
5. Premature withdrawals are allowed, unless specified otherwise, at the rate of interest applicable for the period for which the deposit has run, subject to penalty, if any prescribed by the Bank. No interest will be paid on premature withdrawals of deposit, which has remained with the Bank for less than 7 days (Resident) and 1 year (Non-Resident).
6. Generally loans/overdrafts against deposits are allowed except deposit opened under Federal Tax Saving Deposit Scheme. Such loans are sanctioned by charging interest at rates as prescribed by the Bank.
7. Deposits are automatically renewed by the Bank on due dates for a similar term at the rate of interest prevailing on the maturity date on same terms and conditions unless instructed by the customer to the contrary. 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 TDS up to a limit specified by Income Tax authorities from time to time.
11. The depositor may furnish declaration in Form No. 15 G/15H along with his PAN preferably at the commencement of the Financial Year for receiving interest on deposits without deduction of tax.

12. In cases where a depositor files form 15G or form 15H but does not inform his PAN, it will be treated as if no declaration is filed and TDS @ 20% will have to be made from the interest paid to such depositor.
13. The Bank will issue TDS Certificate for the tax deducted.

SAVINGS ACCOUNT

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/ ATMs. Savings Bank accounts are very popular and can be opened by eligible person(s) and certain organization(s)/ agencies as approved by the Reserve Bank of India (RBI). 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. The Bank requires relevant documents for identification of the person(s) at the time of opening of the account .The necessary documents will be informed at the time of opening the account. The Bank will also require recent photograph and the Permanent Account Number (PAN) or 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. 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. Interest on Savings Bank Account will be calculated on a daily product basis. Account holders must not use these accounts for business transactions.

CURRENT ACCOUNT

Current Accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/specified associates, societies, trusts etc. 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. The Bank is required to obtain two recent photographs of the person/s opening/operating the account, as per RBI directives. 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 139A) from the person/s opening the account (i.e. including partners of Registered/Unregistered partnership as also registered/incorporated bodies/companies). The Bank is required to obtain documents for identification of all the beneficial owners (natural person who ultimately owns or control a client / the person on whose behalf the transaction is being conducted / the person who exercises ultimate effective control over judicial person) of the accounts of unincorporated association or body of individuals / partnership / company / trust etc in addition to that of the authorized signatory(s). In case of business entities, a declaration shall be submitted to the Bank to the effect that the applicant/ firm/ company does not enjoy any credit facility from any other banks and that if otherwise, a "No objection Certificate" shall be obtained from the lending bank(s). The Bank will provide to the prospective customers details of the documents required for identification of the natural or legal person/s (Individuals / firm/ company/trust/society etc as the case may be)

opening the account. For list of applicable documents, visit bank website or contact the nearest branch of Federal Bank . Minimum balance as stipulated from time to time will be required to be maintained. No interest is paid on credit balance kept in current account.

ADVANCE SCHEMES

Bank has tailored various schemes to suit the needs and expectations of people in every walk of life, for more details on loans and advances, customers may contact any of our branches or visit bank's website <https://www.federalbank.co.in/>

STANDING INSTRUCTIONS

Standing instructions can be given to the Bank for transfer/remittance of funds from one account to other 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. A locker may be hired by an individual (not minor), firms, limited companies, specified associations and societies, etc. Nomination facility is available to individual hirer of Safe Deposit Locker.

- Loss of key should be immediately informed to the Branch.
- Lockers are available in different sizes.

- Lockers are rented out for a minimum period of one year. Rent is Payable in advance. In case of overdue rent, the Bank may charge penalty as decided from time to time.

With standing instruction, the rent may be paid from the deposit account of the hirer. The Bank will hire locker only to properly introduced persons. 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.

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 favour of one person only.

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

Nomination can be made in favour 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.

COLLECTION SERVICE

Immediate credit of local as well as outstation cheques upto Rs. 15000/-(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 as well as the postal charges. In the event of cheques being returned unpaid, the customer will have to pay interest for the period for which funds utilised. For more details on Cheque Collection Policy, please visit bank's website <https://www.federalbank.co.in/our-commitments>

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. For more details on Interest Rates, please visit <https://www.federalbank.co.in/web/guest/deposit-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, issue of guarantees, safe custody, issue of duplicate instruments/statements, ledger folio charges etc. Details of service charges will be made on request and can be accessed from bank's website <https://www.federalbank.co.in/rates-and-charges>

REDRESSAL OF COMPLAINTS

In case of any complaint, the customer may bring the matter to the notice of concerned branch manager for immediate redressal. If the complaint is not redressed to the satisfaction of the customer, the matter may be taken up with the Zonal Head concerned.

If the complainant still feels unsatisfied with the responses received, he can address his complaint to the bank's Nodal Officer (Executive Director and Chief Operating Officer, CEO's Secretariat, Federal Bank Limited, Federal Towers, Bank Junction, Aluva, Kerala -683 101) designated to deal with customers' complaints/grievances giving full details of the case. Fax: 91 484 2626366 Email: support@federalbank.co.in

After exhausting all the above machinery/channels, if the customer is not satisfied, he may write to Managing Director & CEO of the Bank and even after this, not satisfied he is free to take recourse to the following:

The complainants may approach Reserve Bank Integrated Ombudsman (RBIOS 2021) through <https://cms.rbi.org.in>

FACILITY FOR EXCHANGE OF NOTES AND COINS

All branches of the Bank will exchange freely soiled and slightly mutilated / cut notes of all denominations in terms of the note refund rules as prescribed by Reserve Bank of India from time to time.

- (i) Issuing fresh / good quality notes and coins of all denominations on demand.
- (ii) Exchanging soiled / mutilated / defective notes,
- (iii) Accepting coins and notes either for transactions or exchange.

Currency exchange facility will be offered free of cost and will be available to the Bank's customers as well as to the general public. In case a branch, for any reason, is not able to immediately adjudicate the cut/mutilated notes across the counter, it may accept and send such notes to the currency chest to which it is linked, for adjudication and in any case ensure that the tenderer receives the exchange value as per the RBI Note (Refund) rules Reserve Bank of India has permitted Banks to exchange mutilated currency notes which are genuine and where mutilations are such as not to cause suspicion or fraud. The Bank's branches exchange all categories of mutilated currency notes. Refund value of these notes is, however, paid as per RBI (Note refund) Rules.

SOVEREIGN GOLD BOND (SGB)

SGBs are government securities denominated in grams of gold. They are substitutes for holding physical gold. Investors will have to pay the issue price in cash and the bonds will be redeemed in cash on maturity. The Bond is issued by Reserve Bank on behalf of Government of India.

The SGB offers a superior alternative to holding gold in physical form. The risks and costs of storage are eliminated. Investors are assured of the market value of gold at the time of maturity and periodical interest. SGB is free from issues like making charges and purity in the case of gold in jewellery form. The bonds are held in the books of the RBI or in demat form eliminating risk of loss of scrip etc. The quantity of gold for which the investor pays is protected, since he receives the ongoing market price at the time of redemption/ premature redemption. The investors will be compensated at a fixed rate of 2.50 per cent per annum payable semi-annually on the nominal value. The redemption price will be in Indian Rupees based on simple average of closing price of gold of 999 purity of previous 3 working days published by IBJA

Eligible investors include resident individuals, HUFs, trusts, universities, and charitable institutions. Individual investors with subsequent change in residential status from resident to non-resident may continue to hold SGB till early redemption/maturity.

SGB PROCESSING TIMELINES

SI No	Service Type	TAT
1	Application (Offline&Online)	T+0
2	Allotment	As per date prescribed by RBI
3	Details modification request	T+3

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