

## Citizen's Charter

### Introduction

Dear Customer,

We at Tamilnad Mercantile Bank Ltd always endeavour to make your banking with us a pleasant experience. We have a strong belief that a satisfied customer is our ambassador in developing our business. In order to become more customer friendly the Bank has decided to come out with a Charter for the benefit of our customers.

This Charter contains our commitment and responsibilities along with the redressal methods. It also specifies the obligation on the part of customers for healthy practices in customer – banker relationship.

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. All our customers are requested to keep us informed of their experiences about the various services rendered by the Bank and feel free to send your observations.

The Citizen's Charter of our bank follows hereunder:

### Our Commitment and Responsibilities

1. We assure that we shall act fairly and reasonably in all our dealings with you on ethical principles of integrity and transparency in respect of services we offer, and in the procedures and practices our staff follow and make sure our products and services meet relevant laws and regulations.
2. We will help you to understand how our financial products and services work by giving you information about them.
3. Before you become a customer, we will give you clear information explaining the key features of the services and products which you are interested in and give you information on any type of account facility which we have to offer.
4. We shall tell you what information we need from you, before opening any deposit a/c, to prove your identity and address and to comply with legal and regulatory requirements, and request for additional information about you, your business/ profession and your family. The Bank **before opening any deposit account will carry out due diligence** as required under **"Know Your Customer" (KYC) guidelines issued by RBI and or such other norms or procedures adopted by the Bank. This will involve satisfying about the identity of the person, verification of address, satisfying about his occupation and source of income, obtaining introduction of the prospective depositor from a person acceptable to the Bank and obtaining recent photograph** of the person/s opening / operating the account. In addition to the due diligence requirements, under KYC norms the Bank is required by law **to obtain Permanent Account Number (PAN)** or General Index Register (GIR) Number or alternatively declaration in Form No. 60 or 61 as specified under the Income Tax Act / Rules. If the decision to open an account of a prospective depositor requires clearance at a higher level, reasons for any delay in opening of the account will be informed and the final decision of the Bank will be conveyed at the earliest.
5. We will give you upfront details of any interest and/ or charges applicable to the products chosen by you. You can also find out about our charges by contacting our staff at the branch where you have your account, or visiting our website. [www.tmb.in](http://www.tmb.in).
6. We will make sure that all advertising and promotional material is clear, fair, reasonable and not misleading.

7. To help you manage your account and check entries in it, we will give you account statements at regular intervals or Pass Book for the type of account you have. You can ask us to provide you with account statements more often than is normally available on your type of account, but there may be a charge for this service.
8. We will tell you about the clearing cycle, including when you can withdraw money after lodging collection instruments and when you will start to earn interest.
9. In the event your cheque book, passbook or ATM card has been lost or stolen, or that someone else knows your PIN (Personal Identification Number) or other security information, we will, on your notifying us, take immediate steps to try to prevent these from being misused.
10. The customer information collected from the customers will not be used for cross selling of services or products among the banks, their subsidiaries or affiliates. **We will treat all your personal information as private and confidential** (even when you are no longer our customer) other than in the following four exceptional circumstances for which we are permitted to do so :-
  - a. If we have to give the information by law.
  - b. If there is a duty to the public to reveal the information in the interest of the public at large.
  - c. If our interests require us to give the information (for example, to prevent fraud) but we will not use this as a reason for giving information about you or your accounts (including your name and address) to anyone else, including other companies in our group, for marketing purposes.
  - d. If you ask us to reveal the information, or if we have your permission to provide such information to our group/associate/entities or companies when we have tie-up arrangements for providing other financial service products.

#### **Common Practices Followed by our Branches**

- Displaying of business hours.
- Attending to all customers present in the banking hall at the close of business hours.
- Providing separate 'Enquiry' or 'May I Help You' counter at large branches.
- Offering nomination facility to all deposit accounts (i.e. account opened in individual capacity), all safe deposit locker hirers (i.e. individual hirers) and safe custody of articles.
- Displaying interest rates for various deposit schemes on notice board in the branches.
- Displaying change in interest rates on advances.
- Providing details of various deposit schemes / services of the Bank.
- According immediate credit in respect of outstation and local cheques upto a specified limit subject to certain conditions, as stipulated by bank from time to time.
- Providing complaint / suggestion box in the branch premises.
- Displaying names and addresses of Regional Office as well as Nodal Officer dealing with customer grievances / complaints.

#### **Safeguards**

We suggest you to take following safe guards while dealing with us for a perennial & profitable banking relationship to help prevent fraud and protect your accounts from misuse.

1. **Do not keep your cheque book and cards together and ensure proper safe custody of your cheque books, pass book and cards.**

2. **Do not keep the blank cheque leaves signed.** Preferably use reverse carbon while writing a cheque. Issue crossed / account payee cheques as far as possible. Check the details of the cheque, namely, date, amount in words and figures, crossing etc., before issuing it. Draw a line through unused space on the cheque so that unauthorized person may not add extra numbers, names or figures etc.
3. Do not allow anyone else to use your card, PIN, password or other security information.
4. If you opt to change your PIN you should choose your new PIN carefully.
5. Always memorise your PIN, password and other security information, and destroy the related notice as soon as you receive it.
6. Never write down, record or save on PC your PIN, password or other security information.
7. **Always take reasonable steps to keep your card safe in your personal custody and your PIN, password and other security information secret at all times.**
8. Keep your card receipts safe and dispose them off carefully.
9. Never give your account details, password or other security information to anyone unless you know who they are and why they need them and thereafter keep the matter followed up so that the same is not misused.
10. Never issue cheque without adequate balance/ maintaining minimum balance as specified by the Bank.
11. Send cheques and other financial instruments by Registered Post or by reputed courier.
12. Bring pass book while withdrawing cash from savings bank account through withdrawal slip.  
**Get pass book updated from time to time.**
13. **Use nomination facility.**
14. Note down account numbers, details of FDR, locker numbers, etc., separately.
15. Inform change of address, telephone number, etc., to the Branch promptly.
16. **Inform loss of demand draft, fixed deposit receipt, cheque leaves book, key of Locker, card etc., immediately to the Branch.**
17. Avail standing instructions facility for repeat transactions.
18. Provide feedback on our services.
19. Pay interest, installments, locker rent and other dues on time.
20. Avail services such as ATM, ECS, e-Transfer, RTGS etc. offered by the branch.
21. Bring any deficiency in services to the notice of the branch.
22. **Do not record your specimen signature either on pass book or on cheque book.**
23. **Never introduce any person under any circumstances who is not personally known to you for the purpose of opening account.**
24. Give a notice before canceling the payment of a cheque
25. **If you act fraudulently or show negligence, you will be responsible for all losses on your account.**

## **Advances**

### **Lending Schemes**

The Bank has formulated various lending schemes for individuals, businessmen, professionals, Small and Medium Enterprises, Corporates, Agriculturists etc as per their requirements. All the

KYC norms pertaining to advances will be adhered to before granting any advance. Reasons for rejection of loans will be conveyed to you wherever possible.

Details of the advances, priority sector advances, retail loan products are available on the bank's website [www.tmb.in](http://www.tmb.in).

In order to promote empowerment of women, bank has launched "TMB Mahalir" scheme in addition to the loan facilities to Self Help Groups.

### **Remittance Services**

Customers may remit funds from one centre to another centre by Demand Draft, Mail Transfer from all our branches and by Fast Track Funds Transfer, TMB e-Transfer, Real Time Gross Settlement etc. at all branches, by paying specified charges as per the Bank's rules as available in the Bank's website [www.tmb.in](http://www.tmb.in).

Demand drafts, Fast Track Funds Transfers, Mail transfer etc. for Rs.50,000/- and above will be issued by the bank only by debit to the customer's account and not against cash payment. For such transactions, PAN Number is required. Similarly, such payments for Rs.50,000/- and above will be made through banking channels and not in cash.

### **Money Transfer service Scheme – Western Union:**

As per the tie-up arrangement, the Bank's customers and the eligible general public are now able to receive money from their friends and relatives residing abroad, using the international services of Western Union Money Transfer. The bank provides inbound money transfer services through its all branches spread across the country. Such inward money transfer amounts are subject to the limits specified by RBI from time to time.

### **Collection Services**

#### **Immediate Credit of Outstation Cheques**

Immediate credit of local as well as outstation cheques upto Rs.15,000/- (as per bank's extant guidelines) is provided to the customers who are maintaining satisfactory accounts.

### **Foreign Exchange Business**

Tamilnad Mercantile Bank undertakes various types of Foreign Exchange Transactions viz.,

- i. Foreign Inward Remittance,
- ii. Foreign Outward Remittance,
- iii. Exchange Earners' Foreign Currency A/c. (EEFC)
- iv. Resident Foreign Currency A/c. (RFC)
- v. All types of services for Import Business
- vi. All types of services for Export Business
- vii. Forward Contracts
- viii. FCNR (B), NRO, NRE
- ix. Establishing Letter of Credit, Issuing Bank Guarantee, Foreign Currency Loans, PC, PCFC, LC Negotiation etc.

### **NRI Accounts**

We will provide you details of the services, exchange rates and charges that apply to foreign exchange transactions. If you want to transfer money abroad, we will tell you how to do this and will give you a description of the services and how to use them. If money is transferred to your bank account from abroad, we will tell you the original amount received and charges, if any.

## **ATM / Credit Card facility**

### **ATM**

We offer ATM card, TMB Surabhi, freely to our eligible account holders. The bank has 41 own ATMs situated across the country. An ATM card holder can draw Rs.30000/- per day in the Bank's ATM. The Bank is also a member of National Financial Switch where 14 other banks are members. The customers can withdraw cash up to Rs.15000/- per day and get balance information through NFS ATMs at a nominal charge.

### **Credit Card Facility**

Our Credit Cards (INDIACARD) in association with Bank of India provide financial flexibility, acceptance in India and Nepal and round the clock convenience at the minimum service charges.

### **TMB e-Transfer:**

The **TMB e-Transfer facility** made available at all branches expedites payments and transfer of funds through electronic media to all the member banks registered with RBI National Electronic Funds Transfer Facility. This is a system mainly to send small value payments of up to Rs.1 lakh at nominal cost. The payment can be sent to or received from other bank-branches which have IFS code.

### **RTGS Scheme**

Real Time Gross Settlement (RTGS) is an online Inter - Bank funds transfer facility through RBI gateway available at all branches, which ensures high degree of security, confidentiality and operational reliability. This is a system meant for high value payments / receipts.

## **Misc. / Ancillary Services**

### **Safe Deposit Lockers**

Safe deposit lockers may be hired at select branches by an individual (being not a minor) singly or jointly with (an)other individual(s), HUFs, firms, limited companies, associates, societies, trusts etc. The facility is available on payment of the requisite caution deposit towards the cost of replacement in the unfortunate event of loss of key and to meet one year rent. The caution deposit under lien will bear applicable deposit interest and is refundable if not utilized for rent and / or break open of locker. Nomination facility is available for locker hirers. In the absence of nomination or mandate for disposal of contents of lockers, the bank will release the contents of locker to the legal heirs against indemnity on the lines as applicable to deposit accounts **The major aspects governing the locker services are:**

- 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. Annual rent is payable in advance.
- With standing instruction, the rent may be paid from the deposit account of the hirer.
- **The Bank reserves right to break open the locker if the rent is not paid in advance at least 3 months prior to the date of expiry in spite of giving notices as per the Bank rules and recover charges thereof.**

### **Depository Services**

Being a Depository Participant through NSDL, our select branches are designated to offer Demat Services and perform the following functions:

- Dematerialisation and rematerialisation of Securities
- Maintain investor's holdings in electronic form

- Effect settlement of securities traded on the exchanges
- Carry-out settlement of trades not done on stock exchanges i.e. off market trades
- Facility to pledge/hypothecate security held in the Demat form.

The securities lying in the Demat account of the investor can be pledged in favour of the lender.

**Nomination**

Bank recommends that all depositors avail nomination facility wherever available. The nominee, in the event of death of the depositor/s, would receive the balance outstanding in the account as a trustee of legal heirs. The depositor will be informed of the advantages of the nomination facility while opening a deposit account.

- Nomination facility is available for all deposit accounts, articles in 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 made in favour of one person only. However, nomination in favour of more than one person (i.e. upto 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 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.

**Service charges**

The Bank provides various services to customers but charges are not levied for certain services only. The charges are reviewed / revised from time to time.

Service charges are levied for some services such as collection of cheques / instruments, remittance of funds, processing of loan proposals, issue of guarantees, issue of duplicate instruments / statements, ledger folio charges etc. Details of service charges will be made available on request and basic service charges are available in the website [www.tmb.in](http://www.tmb.in). A list of services which are provided free of cost is also posted in our website.

**Time - Norms for Various Banking Transactions**

| Service                            | Time Norm                            |
|------------------------------------|--------------------------------------|
| Cash Payment                       | 15 mins                              |
| Receipt of cash                    | 07 mins                              |
| For issuance of DDs / FDR          | 25 mins                              |
| Payment of DDs                     | 15 mins                              |
| Opening of an account              | 25 mins                              |
| Retirement of bills                | 25 mins                              |
| Updation of passbooks              | 10 mins                              |
| Statement of accounts              | Within 07 days                       |
| Collection of cheques – local      | 03 days                              |
| Collection of cheques – outstation | Please refer policy on Bank Deposits |

These standards shall apply from the time the customer actually reaches the counter for the service requested. In other words, the queuing time shall be excluded.

## **Redressal of Complaints**

In case of any complaint, the matter may be first brought 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 Regional Manager or the Code Compliance Officer at Head Office

After exhausting all the above machinery / channels, if the customer is not satisfied 30 days from the complaint made to Regional Manager / Compliance Officer, he/she may write to The Banking Ombudsman located in State Capitals under RBI Ombudsman Scheme. . Our branches display address and phone number of Regional Manager and the Compliance Officer and the address of the Ombudsman.

**Anonymous complaints will not be entertained by the bank.**

## **Mutual Fund -**

Bank distributes various Mutual Fund products of UTI Mutual Fund, Reliance Mutual Fund, Prudential ICICI Mutual Funds and Franklin Templeton Mutual Fund to its customers through its designated branches

Information given in this booklet 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 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 branch offices or visit our **website** [www.tmb.in](http://www.tmb.in).