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Citizens' Charter

Better understanding between
Customer and Banker



(including Bankers' fair Practice Code by IBA)



STATE BANK OF TRAVANCORE

A l o n g t r a d i t i o n o f t r u s t

NOTE

Information given in this booklet is as of 31-01-2004, 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 is given in this booklet. Each service has its own detailed terms and condition; which can be made available on request.

For further details/information, visit or write to our branch offices, or Head Office, or visit our Web site www.statebankoftravancore.com

PREFACE

Customer is the single most important contributor to our business.

We believe that a satisfied customer is the catalyst in developing our business.

We have come out with the Citizen's Charter, with a view to addressing the need for information on the Bank's services as well as the attendant issues and also our commitment and responsibilities to our customers. It also throws light on the responsibilities on the part of the customers for healthy practices and customer-banker relationship.

We request that this document be not viewed as a legal document on Rights but as one, outlining fair banking practices and the Bank's commitment to the customers.

Please find 'Bankers' Fair Practice Code issued by IBA enclosed.

- Managing Director

COMMON PRACTICES FOLLOWED BY OUR BRANCHES

- Display business hours.
- Render courteous services.
- Attend to all customers present in the banking hall at the close of business hours.
- Provide 'Enquiry' or 'May I Help You' counter at large branches.
- Offer nomination facility to all deposit accounts (i.e. account opened in individual capacity), safe custody articles and all safe deposit locker hirers (i.e. individual hirers).
- Display interest rates for various deposit schemes from time to time.
- Notify change in interest rates on advance deposits.
- Provide details of various deposit schemes/services of the Bank.

- Issue Demand Drafts, Pay Orders, etc.
- Display Time Norms for various banking transactions.
- Pay interest for delayed credit of outstation cheques, as advised by Reserve Bank of India from time to time.
- Accord immediate credit in respect of outstation and local cheques upto a specified limit subject to certain conditions, as advised by RBI from time to time.
- Provide complaint/suggestion box in the branch premises.
- Display address and telephone nos. of Regional/Zonal and Central Offices as well as Nodal Officer dealing with customer grievances/complaints.

FAIR BANKING PRACTICES

Customers are requested to

- Ensure safe custody of cheque book and pass book.
- 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. As far as possible, issue cheques after rounding off the amount to nearest rupee.
- Not to issue cheque without adequate balance; maintain minimum balance as specified by the Bank.
- Send cheques and other financial instruments by Registered Post or by courier.
- Bring pass book while withdrawing cash from savings bank account through withdrawal slip. Get pass book updated from time to time.
- Use nomination facility.
- Note down account numbers, details of TDR, locker numbers, etc., separately.
- Inform change of address, telephone number, etc., to the Branch.
- Inform loss of demand draft, term deposit receipt, cheque leave (s)/book, key of locker, etc., immediately

to the Branch.

- Avail 'standing instructions facility' for repeat transactions.
- Provide feedback on our services.
- Pay interest, instalments, locker rent and other dues on time.
- Avail services such as ATM, ECS, EFT, etc., if offered by the branch.
- Not to sign blank cheque/s. So also do not record your specimen signature either on pass book or on cheque book.
- Not to introduce any person who is not personally known to you for the purpose of opening account by him.

COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP

Pre-requisite for opening an account

(applicable to Savings Bank, Current Account and Term Deposit Accounts)

- As required by law, while opening an account the Bank will satisfy itself 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 itself against fraud and other misuses of the banking system.
- The Bank requires a satisfactory introduction of the person/s opening the account by a person acceptable to the Bank.
- The Bank is required to obtain two recent photographs of the person(s) opening the account, as per R.B.I. 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 139 A) from the

person/s opening the account.

- The Bank will provide to the prospective customers details of the documents required for identification of the person/s opening the account in addition to a satisfactory introduction. Documents normally accepted are the current gas/telephone/electricity bill, voter's identity card, driving licence, passport, PAN card, Govt/Office/ Reputed Employes ID card, Ration card, etc.

SAVINGS BANK ACCOUNT

- These accounts are designed to help the individuals (personal customers) to inculcate habit of saving funds and to meet their future requirement of funds. 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.

- Savings Bank accounts are very popular. These accounts can be opened by eligible person/s, certain organisations and agencies (as approved by the Reserve Bank of India).
- The account holder is required to maintain certain minimum balance in the account, as specified by the Bank from time to time and also depending on, whether account holder wants to avail the cheque book facility or not. Non-compliance of this would attract service charges. Interest at 3.5% p.a. is presently paid on half yearly basis depending on minimum balance between the 10th day and last day of the months, provided it works out to minimum of Re. 1/-. Interest rates are subject to change as per RBI directives.
- Cheques/drafts/dividend warrants drawn in the name of account holder/s will only be collected through this

account. Financial Instruments endorsed in favour of the account holder/s will not be collected through savings bank account.

CURRENT ACCOUNT

- Current Accounts can be opened by individuals, sole proprietorship/partnership firms, private and public limited companies, HUFs/specified associations, societies, trusts, clubs, executors, administrators and liquidators, Govt. Departments, Universities, Banks etc.
- Minimum balance as stipulated from time to time will be required to be maintained.
- No interest is paid on credit balances kept in current account.
- Service charges are levied for

- Ledger folio used
- Cheque books issued
- Non-maintenance of minimum balance
- Return of cheques, etc.
- 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.
- As per RBI directive, the applicant (i.e., account opener) should declare in the account opening form or separately that he is not enjoying any facility/facilities from any other Bank or Branch. In case he has availed any facilities he should declare full particulars thereof indicating the name of the bank and name of the branch

wherefrom he has availed these facilities.

TERM DEPOSIT ACCOUNTS

- The Bank has 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.
- Premature withdrawals are allowed, unless specified otherwise, at the rate of interest applicable for the period for which the deposit has run. No interest will be paid on premature withdrawals of deposit which has remained

with the Bank for less than 15 days.

- Generally loans/overdrafts against deposits are allowed except on Certificates of Deposit (CD). Such loans are sanctioned by charging interest at rates directed by RBI from time to time or as prescribed by the Bank.
- 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.
- 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.

- Interest on overdue deposit is paid if the deposit is renewed, as decided by the Bank from time to time.
- Interest on bank deposits is exempt from income tax upto a limit specified by Income Tax authorities from time to time.
- Presently, if the total interest on deposits, per depositor, per branch, per financial year exceeds Rs.5,000/-, the same is subject to Tax Deduction at Source (TDS) at the rates stipulated by the Income Tax Authorities.
- The depositor may furnish declaration in Form No. 15 H preferably at the commencement of the Financial Year for receiving interest on deposits without deduction of tax. Such form will be available with the branches.
- The Bank will issue TDS Certificate for the tax deducted.

PAYMENT OF BALANCE IN ACCOUNTS OF THE DECEASED CUSTOMERS TO SURVIVORS/CLAIMANTS

As directed by the RBI, the banks may not insist on legal representations from legal heirs irrespective of amount involved. However, the banks may adopt such safeguards in considering settlement of claims as appropriate including furnishing of indemnity bond by the heirs.

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 against payment of applicable Service Charges.

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, 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 will 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 rent locker 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.

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 Bailer 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 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 amended by the account holder anytime during his/her life time. While making nomination, cancellation or amendment, 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 the form available with the branches.

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

GOVT. BUSINESS AND RBI BONDS:

While the customers/public open PPF/Pension accounts or invest in Relief/RBI Bonds or remit CBEC/CBDT funds at the branches, they will be advised about operational guidelines for such accounts/transactions.

In case customers wish to convey suggestions/complaints

with reference to the Bank's services in the Govt. business related areas, they can contact the help cells in all the Zonal Offices.

PENSION PAYMENTS

- Pensioners of Central and State Governments can open a separate pension account in any of the Bank's branches.
- Pensioners are requested to produce life certificate once in a year (i.e. in the month of November) to enable the branches to pay pension without interruption/delay.
- The pension will be credited by the branch to the pensioner's savings or current account during the last four working days of the month. The pension for the month of March will be credited on or after 1st working day of April. The pension will not be paid in cash or through a

joint account. Every pensioner is required to submit life/ marriage/remarriage/ unemployment certificates periodically.

REMITTANCE SERVICE

Customers may remit funds from one centre to another centre by Demand Draft or Telegraphic Transfer (TT), etc., by paying specified charges as per the Bank's rules.

The customers can utilise the facility of Electronic Funds Transfer (EFT) System operated through RBI for transferring funds upto Rs.2 crores to and from Kolkata, Chennai, New Delhi and Mumbai.

Demand drafts and telegraphic transfers for Rs.50,000 and above will be issued by the Bank only by debit to the customer's account or against cheques or other instruments

tendered by the purchaser and not against cash payment and on production of PAN/Declaration on No.60/61 as the case may be. 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 banks will issue duplicate demand draft upto 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 Bank will pay interest at the rate applicable for term deposit of corresponding maturity in order to compensate the customer for such delay.

BANKER'S CHEQUE (PAY ORDER)

Banker's Cheques are issued for making payment locally Issuance/payment of Banker's Cheque for Rs.50000/- and above is to be made only through the bank account.

Validity period of Banker's Cheque is 6 months. This can be revalidated by the issuing branch on written request of the purchaser.

COLLECTION SERVICE

Immediate credit of local as well as outstation cheques upto Rs. 15,000/- (as per RBI guidelines from time to time) is

provided to the individuals (personal customers) who are maintaining satisfactorily conducted 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 are utilised.

All cheques (local and outstation) deposited by the customers are cleared by the Bank as follows:

HIGH VALUE CLEARING :

This facility is available for the clients of select branches at designated centres. Cheques of high value (of not less than Rs. 1 lac per instrument) are cleared on the same day.

LOCAL CLEARING :

Cheques are cleared normally on the third working day, depending on the centre subject to depositing of the cheques/instruments in time.

NATIONAL CLEARING :

Cheques drawn on Metropolitan centres listed in national clearing are cleared in 7 days. All cheques drawn on other centres are cleared in 10 days.

The Bank will credit the proceeds of an outstation cheque within the following time norms

- State Capital other than North Eastern States & Sikkim - 7 working days
- Other centres - 10 working days

If the Bank fails to do so, interest will be paid at the rate applicable for appropriate tenure of term deposit for the period of delay beyond the stipulated days mentioned above. Further, if the delay is more than 90 days then penal interest at the rate of 2% above term deposit rate applicable will also be paid.

Customers are requested to deposit their cheques within the stipulated timeframe at the branches.

COLLECTION OF GOVT. DUES

The Bank handles collection of various taxes on behalf of Govt. of India through select designated branches.

EXCHANGE OF SOILED/SLIGHTLY MUTILATED CURRENCY NOTES AT PUBLIC SECTOR BANKS

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. The Bank's currency chest branches will exchange all categories of mutilated currency notes as per RBI Note Refund Rules (Details of Note Refund Rules are available at branches). Currency exchange facility is offered to the Bank's customers

and others. The Bank follows RBI guidelines in this respect. RBI has permitted the Bank 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 deposits 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, issue of guarantees, safe custody, issue of duplicate instruments/statements, carrying out standing instructions, ledger folio charges 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.

- For Cash Payment
 - (a) Through teller 3 to 8 minutes
 - (b) Through cashier 8 to 15 minutes
- Receipt of cash (100 pieces) 3 minutes
- For issuance of demand draft/traveller cheques/term deposit receipt 15 to 25 minutes

- Payment of demand drafts 8 minutes
- Payment of term deposit receipts 15 to 20 minutes
- Opening of an account 20 to 25 minutes
- Retirement of bills 20 to 30 minutes
- Updation of pass books 5 to 15 minutes
- Statement of accounts Within 7 days
- Collection of cheques(Local) 2 to 3 days
(Outstation) 7 to 10 days

OTHER SERVICES/SCHEMES AVAILABLE

Foreign Exchange transactions.

The Bank is an Approved Dealer in Foreign Exchange. All types of Foreign Exchange business are available at our designated branches. For information on any service, please contact your local Branch Manager.

NRI Services.

- NRE SB/CA/TD ● NRO SB/CA/TD
- FCNR (B) ● RFC
- PREMIUM DOLLAR ACCOUNT
- REMITTANCE FACILITIES FROM 15 EXCHANGE HOUSES IN THE GULF IS AVAILABLE.
- SWIFT REMITTANCE FACILITIES THROUGH OUR CORRESPONDENT BANKS WORLDWIDE.

Please contact your local Branch Manager for details.

1. Personal Loan Schemes

Housing Loan: For construction/purchase/repair/ renovation/alteration of a house or for purchase of a plot and construction of a house. Maximum amount of loan is Rs.50 lacs.

Sahaya Varsha: Clean demand loan to meet short term funds/financial needs for various purposes/emergency requirements, etc. Maximum amount of loan is Rs. 2 lacs.

Vehicle Loan: For purchase of new 2 wheelers and new and used cars.

Suvidha Loan: A general purpose loan, whereby loans upto Rs.10 lacs could be granted against collateral security of immovable properties.

SBT Education Loan : Provides financial assistance to deserving students to undertake basic education and to the meritorious students to pursue higher professional/technical education in India and abroad.

Mitra Varsha: Overdraft against basket of securities.

SBT Gold Overdraft : Provides overdraft facility upto Rs.5 lacs against pledge of gold ornaments and articles including primary gold.

Prasanthi: Provides finance to pensioners upto Rs.75,000/-

SBT Festival Loan: For celebrating festivals. The maximum amount is Rs.50,000/-.

SBT National Savings Loan: Provides finance against National Savings Certificates.

For each of the schemes terms and conditions apply. Please contact the local/nearest branch. The Bank also provides ATM facility and internet banking services to customers. Please contact your branch for further details.

REDRESSAL OF COMPLAINTS

To enable the customers to voice their grievances in respect of any deficient service or offer suggestions for improvement in customer service, "Customer Day" is observed at all the offices of the Bank across the organisation covering branches, Regional/Zonal Offices and Head Office, on 15th of every month (next day, if 15th is a holiday or half-day). During 3pm –5pm on this day any customer can meet senior/top executives of the Bank including Managing Director without prior appointment.

In case of any complaint, the matter may preferably be brought to the notice of the 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/Zonal Manager concerned.

If the complainant still feels unsatisfied with the responses received, he can address his complaint to the Bank's Nodal Officer designated to deal with customers' complaints/grievances giving full details of the case.

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

- Directorate of Public Grievances, Govt. of India, Cabinet Secretariat, Sansad Marg, New Delhi.
- The Banking Ombudsman located in State Capitals under RBI Ombudsman Scheme, 1995.
- The District Consumer Forum under Consumer Protection Act, 1985.

Anonymous complaints will not be entertained.

Name and address of the Nodal Officer dealing with customer grievances/complaints.

Shri. N. Ravichandran

General Manager (Operations)

State Bank of Travancore, Head Office, Thiruvananthapuram-695 012

Phone: 0471 - 2353794, Fax: 0471 - 357318, E-mail: gmo@sbt.co.in

Name and address of other officers dealing with customer grievances/complaints.

The Deputy General Manager

State Bank of Travancore, Zonal Office, Santhi Nagar, Thiruvananthapuram-695 001

Phone: 0471-2331932, Fax: 0471- 2330363, E-mail: dgmtvm@sbt.co.in

The Deputy General Manager

State Bank of Travancore, Zonal Office, Padinjarekkara Chambers, Kottayam-686 002

Phone: 0481-2563402, Fax: 0481-2565957, E-mail: dgmktm@sbt.co.in

The Deputy General Manager

State Bank of Travancore, Zonal Office, SBT Bhavan, Panampally Nagar, Ernakulam-682 036

Phone: 0484-2322800, Fax: 0484-2322880, E-mail: dgmekm@sbt.co.in

The Deputy General Manager

State Bank of Travancore, Zonal Office, Maniyattukudi Asfa Buildings, Kozikode-673 004

Phone: 0495-2721295, Fax: 0495-2720550, E-mail: dgmkkd@sbt.co.in

The Deputy General Manager

State Bank of Travancore, Zonal Office, Guna Complex, No.304-305, Theynampet, Anna Salai, Chennai-600 018.

Phone: 044-24348979, Fax: 044-24344895, E-mail: dgmchennai@sbt.co.in

The Manager

State Bank of Travancore, Complaints Cell, Head Office, Thiruvananthapuram-695 012

Phone: 0471-2351815, Fax: 0471-2351815, E-mail: complaints@sbt.co.in

VISIT OUR WEB SITE

www.statebankoftravancore.com

Enclosure

BANKERS' FAIR PRACTICE CODE



Indian Banks' Association

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1. INTRODUCTION

1.1 This is a voluntary Code, which sets standards of fair banking practices for member banks to follow when they are dealing with individual customers. It provides valuable guidance to you for your day-to-day operations. The Code applies to:

- Current, savings and all other deposit accounts,
- Pension, PPF accounts etc. operated as agents of RBI/ Government
- Collection and remittance services offered by the banks;
- Loans and overdrafts;
- Foreign-exchange services.
- Card products
- Third party products offered through our network

ABOUT THIS CODE

1.2 As a voluntary Code, it promotes competition and encourages market forces to achieve higher operating standards for the benefit of customers. In the Code, 'you' denotes the customer and 'we' the bank, the customer deals with.

The standards of the Code are covered by the four key commitments found in section 2.

Unless it says otherwise, all parts of this Code apply to all the products and services listed above, whether they are provided by branches across the counter, over the phone, by post, through interactive electronic devices, on the internet or by any other method.

Commitments outlined in this Code are applicable under

normal operating environment. In the event of force majeure, we may not be able to fulfill the commitments under this Code.

Key words which are shown in bold print in the Code are defined in the Annexure at the end of the Code. This Code comes into effect from 01.07.2004 unless otherwise indicated.

2. KEY COMMITMENTS

Our key commitments to you. We promise to:

(a) **Act fairly and reasonably in all our dealings with you by:**

- Meeting the commitments and standards in this Code, for the products and services we offer, and in the procedures and practices our staff follows;
- Making sure our products and services meet relevant laws and regulations;

- Our dealings with you will rest on ethical principles of integrity and transparency.

(b) **Help you to understand how our financial products and services work, by:**

- Giving you information about them in plain Hindi and/or English and/or the local language;
- Explaining their financial implications; and helping you choose the one that meets your needs.

(c) **Deal quickly and sympathetically with things that go wrong by:**

- Correcting mistakes quickly
- Handling your complaints quickly
- Telling you how to take your complaint forward if you are still not satisfied and

- Reversing any bank charges that we apply due to our mistake.

(d) Publicise this Code, put in on our website and have copies available for you on request.

3. INFORMATION

Helping you to choose products and services, which meet your needs

3.1 Before you become a customer, we will:

- give you clear information explaining the key features of the services and products you tell us you are interested in
- give you information on any type of account facility which we offer and meet your needs
- tell you what information we need from you to

- prove your identity and to comply with legal and regulatory requirements and request for additional information about you and your family to build database but such information can be furnished by you only if you wish and we will not compel you to give these information for opening your account

3.2 We will tell you if we offer products and services in more than one way (for example, through ATMs on the internet, over the phone, in branches and so on) and tell you how to find out more about them.

3.3 Once you have chosen an account or service, we will tell you how it works.

3.4 When you open a single account or a joint account, we will give you information on your rights and responsibilities.

3.5 We recommend that you avail nomination facility offered on all deposit accounts, articles in safe custody and safe deposit vaults.

3.6 We will guide you how we will deal with deposits and other assets held with us in the name of a deceased person in the absence of nomination.

4. INTEREST RATES

- 4.1 You can find out about our interest rates by:
- looking at the notices in our branches
 - phoning our branches or help-lines
 - looking on our website; or
 - asking our designated staff.

4.2 When you become a customer, we will give you information on the interest rates which apply to your accounts, and when we will pay interest on your

deposits or debit interest on your loan accounts. We will also tell you our website address, our help line numbers and the other ways in which you can find out about changes in the interest rates.

4.3 We will explain how we apply interest to your account.

Changes in interest rates

4.4 When we change the interest rates on our products, we will update the information on our telephone help-line and our website within three working days.

Interest on savings accounts

4.5 At the time of opening of the account, we will inform you of the rate at which interest is paid on your savings deposits [presently, it is regulated by Reserve Bank of India], how it is calculated and its periodicity.

5. CHARGES

- 5.1 When you become a customer, we will give you upfront details of any charges applicable to the products chosen by you.
- 5.2 You can also find out about these charges by:
- Asking our staff at the branch where you have your account
 - Phoning our help line
 - Looking on our website
- 5.3 If we increase any of these charges or introduce a new charge, it will be notified at least 7 days before the revised charges are levied/become due
- 5.4 We will tell you the charge for any other service or product before we provide that service or product

and at any time you ask.

- 5.5 We will give you details of any charges we levy for using ATMs .

6. TERMS AND CONDITIONS

- 6.1 When you become a customer or accept a product for the first time, we will give you the relevant terms and conditions for the service you have asked us to provide.
- 6.2 All written terms and conditions will be fair and will set out your rights and responsibilities clearly and in plain language. We will only use legal or technical language where necessary.

Changes to Terms and Conditions

- 6.3 When you become a customer, we will tell you how

we will let you know/notify about changes to terms and conditions

- 6.4 Normally, changes [other than interest rates] will be made with prospective effect giving notice of at least 7 days. If the changes are to your disadvantage, you may close the account at any time up to 30 days from the date of the notice without having to pay any extra charges or interest for doing this.
- 6.5 Changes in the interest rates on our products [deposits and advances] from time to time will be notified as per the bank's policy /practice

7. ADVERTISING AND MARKETING

- 7.1 We will make sure that all advertising and promotional material is clear, fair, reasonable and not misleading.

- 7.2 We will seek your specific consent for giving details of your name and address to any third party including other entities in our group, for marketing purposes.

- 7.3 We would like to provide you with the entire range of financial products, some of which are our own products while some others are the products of our group/associate/entities or companies with whom we have tie-up arrangements. We will however tell you about our associate/group entities or companies having business tie-up arrangements with us and if you so desire, direct their staff/agents for marketing their products.

8. ACCOUNT OPERATIONS

Statements

- 8.1 To help you manage your account and check entries

on it, we will give you account statements at regular intervals unless this is not appropriate type of account for the you have [like an account where you have a passbook].

8.2 We will normally provide you with a statement periodically as per our policy. 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.

8.3 You will also be able to see your last few transactions on ATM or through your internet account wherever such facilities are available with us.

8.4 We will also send you statement of accounts by e-mail, if you so desire, provided we have such facility with us.

Clearing Cycle/Collection Services

8.5 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.

8.6 We will give immediate credit to your account for outstation cheques lodged by you and will allow you to draw against such instrument(s) under collection as per prevailing RBI guidelines (Presently instruments upto Rs.15,000/- tendered by Customers operating accounts satisfactorily).

8.7 We will pay interest on funds involved if collection is delayed beyond the normal period as stipulated by RBI

Cash Transactions

8.8 You should count notes and ensure correctness

before leaving the cash counter

8.9 Avoid writing anything on the face of the notes and co-operate with us by remitting notes in unstapled/unstitched conditions as required under RBI's Clean Note Policy

Direct debits and standing instructions

8.10 We will act upon mandates given by you for direct debits [say, ECS] and other standing instructions.

Cheques issued by you

8.11 We will keep original cheques paid from your account or copies, for such periods as required by Law.

8.12 If, within a reasonable period after the entry has been made on your statement, there is a dispute with us

about a cheque paid from your account, we will give you the cheque or a copy as evidence.

8.13 We will tell you how we will deal with unpaid cheques and out-of-date [stale] cheques.

Accounts operated/services rendered as agents of Government and RBI (applicable only to banks authorized to handle the business)

8.14 While opening PPF/Pension Accounts or investing in Relief/RBI Bonds, we will tell you about operational guidelines for such accounts/transactions

Foreign-exchange services offered through authorized offices

8.15 We will provide you details of the service, exchange rates and charges that apply to foreign-exchange

transactions, which you are about to make. If this is not possible, we will tell you how these will be worked out.

8.16 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
- details of when the money you have sent abroad should get there and the reasons for possible delays
- the exchange rate applied when converting to the foreign currency; and
- details of any commission or charges which you will have to pay

8.17 If money is transferred to your bank account from abroad, we will tell you the original amount received and charges, if any. If the sender has paid all charges, we will not deduct charges when we pay the money into your account.

8.18 We will guide you about regulatory requirements or conditions relating to foreign exchange services offered by us as and when required by you

Protecting your account

8.19 We will tell you what you can do to help protect your accounts. You can find out more about what you can do to help in section 11 of this Code.

8.20 If the event of your cheque book, passbook or ATM/ Debit card has been lost or stolen, or that someone else knows your PIN or other security information,

we will, on your notifying us, take immediate steps to try to prevent these from being misused.

9. CARDS AND PINs

9.1 We will only send you a card if you ask for one or to replace a card you already have.

9.2 If you do not recognise a card transaction that appears on your statement, we will give you more details if you ask us. In some cases, we will need you to give us confirmation or evidence that you have not authorised a transaction.

9.3 We will give you your PIN (personal identification number) separately from your card. We will not reveal your PIN to anyone else.

9.4 We will tell you about our systems to allow you to

choose or change your PIN. This should make it easier for you to remember the PIN of your choice

10. PROTECTION

Confidentiality

10.1 We will treat all your personal information as private and confidential (even when you are no longer a customer). We will not reveal transaction details of your accounts to a third party, including entities in our group, other than in the following four exceptional cases when we are allowed to do:

- if we have to give the information by law
- if there is a duty to the public to reveal the information.
- 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.

- 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 financials service products

10.2 Whenever we have installed CCTV for close surveillance as part of security arrangements, the same will be indicated.

11. WHAT YOU CAN DO TO PROTECT YOUR ACCOUNTS

This section is all about what you can do to help prevent

your accounts being misused.

Communication Link

11.1 Please make sure you let us know as soon as possible when you change your:

- name;
- address;
- phone number; or
- e-mail address (if this is how we communicate with you).

Checking your Account

11.2 We recommend that you check your statement or passbook or credit card statement regularly. If there is an entry, which seems to be wrong, you should tell us as soon as possible so that we can sort it out.

11.3 If we need to investigate a transaction on your account you should co-operate with us and the police or any other authority, if we need to involve them.

Taking Care

11.4 The care of your cheques, passbook, cards, PINs and other security information is essential to help prevent fraud and protect your accounts. Please make sure that you follow the advice given below:

- Do not keep your cheque book and cards together.
- Do not keep the blank cheque leaves signed.
- Do not allow anyone else to use your card, PIN, password or other security information.
- If you change your PIN you should choose your

new PIN carefully.

- Always learn your PIN, password and other security information, and destroy the notice as soon as you receive it.
- Never write down or record your PIN, password or other security information.
- 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.
- Keep your card receipts safe and dispose of them carefully.
- Never give your account details password or other security information to anyone unless you

know who they are and why they need them.

11.5 If you send a cheque through the post, it will help to prevent fraud if you clearly write the name of the person you are paying the cheque to. Write such cheques with carbon on the reverse to avoid chemical alterations.

- If you are paying a cheque into a bank account, always write on the cheque the name of the account holder (ABC Bank Account–XYZ). You should draw a line through unused space on the cheque so that unauthorized person cannot add extra numbers or names.

Precautions while using internet banking facilities

11.6 Visit our internet banking site directly. Avoid accessing

the site through a link from another site and verify the domain name displayed to avoid spoof websites.

11.7 Ignore any e-mail asking for your password or PIN

11.8 We advise you not to use cyber cafes to access our internet banking site

11.9 We advise you to update your PC with latest anti virus software regularly. A suitable firewall installed in a computer to protect your PC and its contents from outsiders on the internet would be an added security measure -

What to do if you lose your cheque book, passbook, or card, or if someone else knows your PIN

11.10 It is essential that you tell us as soon as you can if

you suspect or discover that:

- your cheque book, passbook, card has been lost or stolen; or
- someone else knows your PIN, password or other security information.

11.11 The best way of telling us about the loss will usually be by phone, using the numbers we have given you, or by e-mail to the address we have given you for this purpose. Alternatively, you may send a written communication to us immediately.

Cancelling Payments

11.12 If you want to cancel a payment or series of payments you have authorised, you should do the following:

- To stop payment of a cheque or cancel standing instruction given, you must tell us in writing
- To cancel a direct debit, you can either tell the originator of the direct debit or tell us. We recommend you do both.

It may not be possible to cancel payments if you do not give enough notice of your decision to cancel.

Liability for Losses

11.13 If you act fraudulently, you will be responsible for all losses on your account. If you act without reasonable care, and this causes losses, you may be responsible for them. (This may apply if you do not follow section 11.4.)

11.14 Unless you have acted fraudulently or without

reasonable care, your liability for the misuse of your card will be limited as indicated by us while issuing the card.

12. LOANS AND ADVANCES

- 12.1 Before we lend you any money or increase your overdraft, credit card limit or other borrowing, we will assess whether we feel you will be able to repay it.
- 12.2 If we offer you an overdraft, or an increase in your existing overdraft limit, we will tell you if your overdraft is repayable on demand or otherwise.
- 12.3 Wherever possible, reasons for rejection of loans will be conveyed to you.

13. FURTHER ASSISTANCE

Complaints/Grievances and Feedback/Suggestions

Internal procedures

- 13.1 If you want to make a complaint, we will tell you how to do this and what to do if you are not happy about the outcome. Our staff will help you with any questions you have.
- 13.2 Within one week of receiving your complaint, we will send you a written acknowledgement.
- 13.3 After examining the matter, we will send you our final or other response within eight weeks and will tell you how to take your complaint further if you are still not satisfied.

Banking Ombudsman Service and other avenues for redressal

- 13.4 Within 60 days of lodging a complaint with us, if you do not get a satisfactory response from us and you wish to pursue other avenues for redressal of grievances, you may approach Banking Ombudsman appointed by Reserve Bank of India under Banking Ombudsman Scheme 2002. Details of Banking Ombudsman are displayed in the branch notice boards. Our staff would explain the procedure in this regard.

Feedback and Suggestions

- 13.5 Please provide feedback on our services. Your suggestions will help us to improve our services.

14. MONITORING

- 14.1 We have a 'Nodal Officer' to ensure compliance of the Code. Our internal auditing procedures make sure we meet the code.

Standing Committee to Monitor the Code

- 14.2 A Standing Committee consisting of a panel of three reputed persons with banking background will monitor "Bankers' Fair Practice Code". The Standing Committee will operate from the office of Indian Banks' Association

15. MORE INFORMATION ABOUT THE CODE

- 15.1 If you have any enquiries about this code, you may contact the Indian Banks' Association, Stadium

House, Block II & III, Veer Nariman Road,
Mumbai 400 020
Tel. No. 022-22844999, Fax : 022-22835638
Email: ibastadium@vsnl.net, www.iba.org.in

(or)

Assistant General Manager (Compliance)
State Bank of Travancore
Head Office, Poojapura, Thiruvananthapuram – 12

Tel. No. 0471-2358050, Fax : 0471-2351063
Email: compliance@sbt.co.in, Web: www.sbt.co.in

15.2 We will have notices in all our branches and on websites explaining that copies of the Code are available and how you can get one and we will make copy available to you on request.

15.3 You can get a copy of this Code from the website of Indian Banks' Association [www.iba.org.in]

ANNEXURE

These definitions explain the meaning of words and terms used in the Code. They are not precise legal or technical definitions.

ATM: An automated teller machine (ATM) or freestanding machine, which a customer can use their card in to get cash, information and other services.

Card: A general term for any plastic card which a customer may use to pay for goods and services or to withdraw cash. In this Code, it includes debit, credit, or ATM cards.

Customer: A person who has an account (including a joint account with another person or an account held as an

executor or trustee, but not including the accounts of sole traders, partnerships, companies, clubs and societies) or who receives other services from a financial institution.

Originator: A company (either a retail or service organisation) which collects payments from a customer's account in line with the customer's instructions.

Other security information: A selection of personal facts and information [in an order which only the customer knows], which is used for identification when using accounts.

Out-of-date [stale] cheque : A cheque, which has not been paid because the date written on the cheque is too old (normally older than six months).

Password : A word or an access code which the customer has chosen, to allow them to use a phone or internet banking service. It is also used for identification.

PIN: (Personal Identification Number): A confidential number, which allows customers to buy things, withdraw cash and use other electronic services offered by the bank.

Security: A word used to describe valuable items such as title deeds to houses, share certificates, life policies and so on, which represent assets used as support for a loan or other liability.

Unpaid Cheque: This is a cheque which, after being paid into the account of the person it is written out to, is returned 'unpaid' (bounced) by the financial institution whose customer issued the cheque.

