

April 2017

The ability of the banking industry to achieve its socio-economic objectives and in the process bringing more and more customers into its fold will ultimately depend on the satisfaction of the customers. We have a strong belief that a satisfied customer is the foremost factor in developing our business.

A need was felt by us at DBS Bank India Limited that in order to become more customer friendly the Bank should come out with charter of its services for the customers.

This document highlights DBS Bank India Limited commitments towards customer satisfaction, thus ensuring accountability and responsibility amongst our officials and staff. This charter for customers not only explains our commitment and responsibilities along with the redressal methods but also specifies the obligations on the part of customers for healthy practices in customer-banker relationships.

The charter has been prepared to promote fair banking practices and to give information in respect of various activities relating to customer service.

We wish to acknowledge the encouragement and guidance provided by the Reserve Bank of India and the Indian Banks' Association to help us bring out this charter. We maintain constant consultations with our customers and seek their feedback to evaluate, improve and widen the range of services provided by us. All our customers are requested to share their experiences about the various services rendered by the Bank and feel free to comment on this charter.

NOTE

Information given in this document is as of February 2016 and is subject to change / revision. This document 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 document. Each service has its own detailed terms and conditions, which can be made available on request.

- For further details/ information, please visit the DBS Bank India Limited website www.dbs.com/in or
- For any queries, please call our 24 Hrs Customer Helpline (Local Helpline: 18002094555 / 18001039897 or International Helpline: 91-44-66854555) and we will be glad to assist you.

COMMON PRACTICES FOLLOWED BY OUR BRANCHES

1. Display business hours
2. Render professional services
3. Make the branch addresses and numbers known to customers.
4. Attend to all customers' requests/ queries.
5. Display interest rates for various deposit schemes from time to time
6. Provide details of various deposit schemes/ services of the Bank
7. Issue Demand Drafts, Pay Orders, etc.
8. Provide facility for logging complaint/ suggestion in the branch premises
9. Exchange of notes and coins.
10. Notify change in interest rates on advances.
11. Display turn around times for various banking transactions.
12. Pay compensation for delay in realisation of the Cheque deposited by the Customer, as per DBS Bank India Limited policy/procedures on collection of cheques/ instruments.
13. ATM transactions alert – sms sent for success
14. Net Banking transaction success.

FAIR BANKING PRACTICES

Customers are requested to

1. Ensure confidentiality and safe custody of Fixed Deposit Advice, account statements, cheque book, debit card, internet banking enablers, and all PINs and Passwords.
2. Issue crossed/ account payee cheques as far as possible.
3. Check the details of the cheque, viz., date, amount in words and figures, crossing etc. before issuing it. As far as possible, issue cheques after rounding off the amount to the nearest rupee.
4. Not to issue cheque without adequate balance, maintain minimum balance as specified by the Bank.
5. Issue fresh instruments in case of any cancellation of details on the cheque
6. Send cheques and other financial instruments by Registered Post or reliable courier.
7. Use nomination facility.
8. Provide accurate information about name, address, telephone number, etc. and also inform changes, if any, to the Bank immediately.
9. Inform loss of demand draft, fixed deposit advice, cheque leave(s)/ book, debit card immediately to the Bank.
10. Avail standing instructions facility for repeat transactions.
11. Provide feedback on our services and in case of any deficiency in the services kindly bring that to the notice of the bank.
12. Pay interest, installments and other dues on time.
13. Not to sign blank cheque(s) and also do not record your specimen signature either on passbook or on cheque book.
14. DBS Bank India Limited will never send you e-mails asking for confidential details of your account / ATM PIN / Internet Banking ID or Password or personal parameters such as date of birth, mother's maiden name etc. Beware of anyone asking you for such info on behalf of the bank through e-mails or phone calls. DBS Bank India Limited is not responsible for any erroneous or wrong transactions made by you. DBS Bank India Limited shall also not be responsible for misuse of your account arising from any wrong, inadvertent or other kind of disclosure of such details by you.
15. Please change your ATM PIN or Internet Banking password immediately if you have divulged this to anyone in the past.

COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP

1. Savings Bank Account

These accounts are designed to help the individuals (personal / individual customers) to inculcate habit of saving money to meet their future requirement of money. The amounts can be deposited/ withdrawn from these accounts by way of cheques. It helps the customers to keep minimum cash at home besides earning interest.

Savings Bank accounts can be opened by eligible person(s) and certain organization(s)/ agencies as per the Reserve Bank of India (RBI) guidelines issued from time to time.

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 (Documents normally accepted are the current gas/telephone/electricity bill or ration card or voter's identity card or driving license or passport, etc.), 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 one recent photograph and the 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.

- o 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.
- o Interest will be paid by DBS Bank India Limited on quarterly basis. Savings account interest will be calculated on daily product basis or as required by the regulator or as a result of banks own decision, provided it works out to a minimum of Re. 1.
- o Cheques and 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.
- o Account holders must not use these Savings Bank accounts for business transactions.

2. 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 requires a satisfactory introduction of the person(s) opening the account by the way of relevant documents required for identification of the person(s) opening the account. The necessary documents will be informed at the time of opening the account.

The Bank will also require one recent photograph and the 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 (i.e. including partners of Registered/ Unregistered partnership as also Registered/ Incorporated bodies/ companies).

The Bank will provide to prospective customers, the details of the documents required for identification of the entity and the person/s opening the account.

- o Minimum balance as stipulated from time to time will be required to be maintained, the non- maintenance of which will attract charges
- o No interest is paid on credit balances kept in current account.

DBS Bank India Limited Service charges are levied for:

- Cheque books issued
- Non-maintenance of minimum balance
- Return of cheques, etc.,

All other charges as listed in the bank's Schedule of Charges.

3. Term Deposit Accounts

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

Term Deposit accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/ specified associates, etc.

As required by law, while opening this account we will satisfy ourselves about the identity, including verification of address, of a person(s)/ entity 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) opening the account. The necessary documents will be informed at the time of opening the account.

Further, the Bank requires one recent photograph of signatories and the 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)/entity opening the account.

- o 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.
- o No interest will be paid on premature withdrawals of deposit, which has remained with the Bank for less than 7 days.
- o 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
- o In the absence of maturity instructions on Term Deposits, in the case of Individual / HUF/Trust/ Society, DBS Bank India Limited may intimate the depositor in advance regarding date of maturity. Also, in the absence of maturity instructions on Term Deposits, the Bank shall renew your deposit, unless we hear from you to the contrary, for the same period as the original deposit, at the prevailing rate of interest. For Others, the Bank shall credit your Current Account with the maturity proceeds. In the event where you do not hold a Current Account with us, we would hold the maturity proceeds with us till further instructions from you and further no interest shall be paid on such maturity proceeds.
- o 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 ₹10,000, the same is subject to Tax Deduction at Source (TDS) at the rates stipulated by the Income Tax Authorities.
- o The depositor may furnish declaration in Form No. 15G/H, preferably at the commencement of the Financial Year, for receiving interest on deposits without deduction of tax.

- o The Bank will issue consolidated TDS Certificate on a quarterly basis for the tax deducted as per the existing Income Tax Regulations.
- o The Bank pays interest on deposits as per various deposit schemes. Interest rates are revised from time to time and made known to public.
- o Revised interest rates are applicable only to the renewals and fresh deposits while existing deposit continue to get interest at the contracted rate.

4. No frills account

The Bank also offers "No Frills Account" as per the guidelines laid down by the Reserve Bank of India from time to time. All branches offer this account to general public, with a view to achieve the objective of financial inclusion. However, the sum of credit transactions in a financial year should not exceed ₹ 1,00,000 in such "No Frills Accounts".

5. Minor accounts

An account in the name of the minor can be opened and operated by the natural guardian as specified during account opening. However on minor attaining majority the guardian along with minor who attained majority to visit the nearest branch and provide the necessary ID documents and address proof along with latest photograph and specimen signature for conversion of Minor account.

Customers to note that non-adherence of the above may lead to bank acting at its discretion on treatment of such minor accounts.

6. Account of illiterate / blind person

The Bank may open deposit accounts other than Current Accounts of illiterate person. The account of such person may be opened provided he/she calls on the Bank personally along with a witness who is known to both the depositor and the Bank. Normally, no cheque book facility is provided for such Savings Bank Accounts. At the time of withdrawal/ repayment of deposit amount and/or interest, the account holder should affix his / her thumb impression or mark in the presence of the authorized officer who should verify the identity of the person. The Bank official shall explain the terms and conditions governing the account to the illiterate / blind person

7. Payment of Balance in Accounts of Deceased Customers to Survivors/Claimants

As directed by the RBI, the bank has adopted procedures to ensure that settlement of claims in respect of deceased depositors is as simplified as possible.

The bank does not insist on succession certificate from legal heirs irrespective of amount involved. However, the bank adopts such safeguards in considering settling of claims as appropriate including accepting an indemnity bond.

If the depositor has registered nomination with the Bank, the balance outstanding in the account of the deceased depositor will be transferred to the account of / paid to the nominee after bank is satisfying about the identity of the nominee, etc

The above procedure will be followed even in respect of a joint account where nomination is registered with the Bank

In a joint deposit account, when one of the joint account holders dies, the Bank is required to make payment jointly to the legal heirs of the deceased person and the surviving depositor(s). However, if the joint account holders had given mandate for disposal of the balance in the account in the forms such as "either or survivor, former / latter or survivor, anyone of survivors or survivor; etc., the payment will be made as per the mandate to avoid delays in furnishing of legal papers by the heirs of the deceased

In the absence of nomination and when the bank has no reasonable doubts or there are no disputes among the claimants, the Bank will pay the amount outstanding in the account of deceased person against joint application and indemnity by all legal heirs or the person mandated by the legal heirs to receive the payment on their behalf without insisting on legal documents up to the limit approved by the Bank's board from time to time. This is to ensure that the depositors are not put to hardship on account of delays in completing legal formalities.

OTHER SERVICES

1. 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.

2. Nomination

- o Nomination facility is available for all deposit accounts,
- o 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.
- o Nomination can be done in favour of one person only.
- o Nomination can be made, cancelled or varied by the account holder anytime during his/ her lifetime. Nomination can be modified by the consent of account holder. Thumb impression must be attested by two witnesses. No witnesses are required in case of signatures.
- o Nomination can be made in favour of a minor also.
- o For the existing accounts where nomination is not made, the account holder(s) can do so by filling up form (DA1) available with the branches.
- o Customers (new as well as existing) are advised to avail nomination facility, if they have not availed so far.

3. Remittance Service

Customers may remit funds from one centre to another centre by Demand Draft or Electronic Funds Transfer (operated through RBI) within applicable limits, based on availability at various locations and by paying specified charges as per the Bank's rules.

4. Demand Draft

Demand drafts for (rupee sign) ₹ 50,000 and above will be issued by the banks only by debit to the customer's account or against cheques or other instruments tendered by the purchaser and not against cash payment. Similarly, such payments for (rupee sign) ₹ 20,000 and above will be made through banking channels and not in cash.

Issue of Duplicate Demand Draft without Receipt of Non-Payment Advice:

As directed by the RBI, the bank will issue duplicate demand draft upto ₹ 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.

5. Cash Order (i.e. Pay Order, Banker's Cheque)

Cash Order is issued for making payment locally. Issue/ payment of cash order for (rupee sign) ₹ 50000 and above are to be made only through the bank account. With effect from 1st April 2012 validity of Cheque/Pay Order /Demand Draft will be 3 (three) months as per RBI circular no. DBOD.AML BC.No.47/14.01.001/2011-12 dated 4th November 2011. Banks shall not make payment of Cheques/Pay Order/Demand Draft if they are presented beyond the period of three months from the date of such instrument. This can be revalidated by the issuing branch on written request of the purchaser.

6. Collection Service

DBS Bank India Limited has a Cheque collection procedures in line with the directions provided by Reserve bank of India that provides details as regards the collection services offered by the Bank.

7. Exchange of Soiled/ Slightly Mutilated Currency Notes

All the branches of the Bank will exchange freely, soiled / slightly mutilated currency notes and certain other types of mutilated currency notes of all denominations. The Bank follows RBI guidelines in this respect. RBI has permitted the banks to exchange mutilated currency notes which are genuine and where mutilations are such as not to cause suspicion or fraud.

Kindly refer to the following link on the RBI website for other details on the currency and exchange of soiled and mutilated notes

<http://www.rbi.org.in/currency/banknotes.html>

8. Interest on Deposits

The Bank pays interest on deposits as per various deposit schemes (please contact our branch for details or you may visit our website www.dbs.com/in). 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.

9. 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, issue of guarantees, issue of duplicate instruments/statements, etc. Details of service charges will be made available on request. We will provide advance information to the customers about any proposed changes in the service charges. Tariff related to Banking transactions and Wealth management is available on our website www.dbs.com/in

10. Foreign Exchange Business

The Bank offers a wide range of Foreign Exchange Products and Services to all customers, through its branches. All Foreign Exchange transactions are conducted subject to Rules and Regulations under the Foreign Exchange Management Act, 1999 (FEMA). For more information, please contact the branch or visit our website

11. Insurance Products

DBS Bank India Limited distributes an array of Life and Non-Life Insurance solutions offered by Aviva Life Insurance Company Ltd. and Royal Sundaram General Insurance Company Ltd. DBS Bank India Limited is a licensed Corporate Agent of Aviva Life Insurance Company Ltd. and Royal Sundaram General Insurance Company Ltd. Prior to selecting the insurance companies whose products are proposed to be distributed by the bank to its customers, a detailed due diligence of the insurance company is undertaken by the Bank.

DBS Bank India Limited does not manufacture any of these products but as mentioned above acts purely as a distributor of the products offered by the insurance company. The offers represented by the insurer may be withdrawn/ modified at their sole discretion.

12. Grievance policy:

At DBS Bank India Limited, we want to make sure that you get only the best of service from us, service which you, our valued customer, deserve.

The Bank's Grievance Redressal policy follows the following principles:

- Customers are treated fairly at all times.
- Complaints raised by customers are dealt with courtesy and in a timely manner.
- Customers are informed of avenues to escalate their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints.
- The Bank employees work in good faith and without prejudice, towards the interests of the customers.

If, at any stage, you feel that our service levels are not up to your expectations, here is what you can do:

Customers who wish to provide feedback or send in their complaint may use the following Channels available with the Bank:

- **Customer Care:** Contact our 24-hour toll free customer service helpline number 18002094555 / 18001039897 or our overseas customer service number 91-44-66854555.
- **E-mail:** Customers can email at customercareindia@dbs.com.
- **Branch:** Please write to our [Customer Service Managers](#) on below link explaining the details of the issues concerned.

We shall respond to your complaint within 3 working days.

Escalation Levels

Level 1

In case our Customer Service Managers fails to contact you within 3 working days, or if you are not satisfied with the response, please write to the [City Business Head / Branch Head](#) explaining the details of the concern. You will receive a response within a period of 3 working days of the City Business Head / Branch Head receiving the complaint.

Customers are required to quote the complaint reference number provided to them in their earlier interaction with the Bank, to help us understand and address their concerns.

Level 2

If you are still not satisfied with the resolution you receive, please write to the Nodal Officer:

Ms. Kaunain Esmile

Nodal Officer

DBS Bank India Limited,
Express Towers,
Behind Air India Building,
Nariman Point, Mumbai,
Maharashtra 400021, India
Direct- 022 6614 7578

Email – dbsnodalofficer@dbs.com

We shall respond to your complain within 7 working days.

Level 3

If you do not hear from the Nodal Officer within 7 working days, or if you are not satisfied with the response, please write to the [Senior Management](#).

You will receive a response from us within a period of 7 working days of the receiving the complaint

Level 4

If you are not satisfied with the response, please write to Chief Executive Officer and General Manager.

Mr. Surojit Shome

Chief Executive Officer & General Manager, India
DBS Bank India Limited,
Express Towers,
Behind Air India Building,
Nariman Point, Mumbai,
Maharashtra 400021, India
Direct+ 91 2266388847

Email – ceodbsindia@dbs.com

You will receive a response within a period of 7 working days of Mr. Shome receiving the complaint.

If you do not hear from Mr. Shome within 7 working days, or if you are not satisfied with the response, please write to the Banking Ombudsman, a statutory body appointed by the Reserve Bank of India to look into the provision of satisfactory service by banks.

The Reserve Bank of India has appointed an Ombudsman, who can be approached for redressing customer grievances if they have not already been redressed by DBS Bank India Limited. The salient features of the Scheme are as follows, and the following conditions will apply before the Ombudsman can be approached:

- The complainant, before making a complaint to the Ombudsman, had made a written representation to DBS, and the Bank had either rejected the complaint, or the complainant had not received a reply within a period of one month after the complaint was received by the Bank, or the complainant was not satisfied with the reply given by the Bank.
- The complaint is made not later than one year after the complainant has received DBS' reply to his/her representation or, where no reply is received, not later than one year and one month after the date of the representation to DBS
- The complaint has not been settled by the Ombudsman in any previous proceedings.
- The complaint is not the subject matter of proceedings before any court, tribunal, arbitrator or any other forum.
- The complaint is not frivolous or vexatious in nature.
- The complaint is made before the expiry of the period of limitation prescribed under the Indian Limitation Act, 1963 for such claims.

A copy of the Banking Ombudsman Scheme along with the addresses of its centers in the various cities can be procured from the Branch Managers.

If you are not satisfied with our grievance redressal, you may contact the [Banking Ombudsman](#).

To know more about the Banking Ombudsman Scheme 2006 [click here](#) the below link to view the document (PDF format).