

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 July 2022 and is subject to change / revision. This document is limited to DBIL. 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](http://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.
- For any queries regarding credit cards, please call our 24 Hrs Customer Helpline (1860 267 6789) 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 realization of the Cheque deposited by the Customer, as per DBS Bank India Limited policy/procedures on collection of cheques/ instruments.

## FAIR BANKING PRACTICES

**Customers are requested to**

1. Ensure confidentiality and safe custody of Fixed Deposit Advice, account statements, cheque book, debit card, credit 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, credit 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, credit card outstanding balance/dues 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 / Credit Card PIN/ OTP/ 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/ Debit card PIN/ Credit card 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 7days.
- 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 Maturity instructions are mandatory which is to be provided by the customer at the time of booking the deposit which is updated in the system. The Bank does not have a process of accepting a deposit without maturity instructions
- 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 INR 40,000 (for senior

citizen INR 50,000) 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. Basic Savings Bank Deposit Account (BSBDA):**

The Basic Savings Bank Deposit Account is a simple, basic account for routine banking transactions with no minimum balance requirement. The account holder are also provided with cheque book as required by extant regulation.

#### **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). For details please refer to the DBIL Deposit Policy.

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.

#### **8. Credit Cards**

Credit Card is a payment facility bearing a distinctive identification number with a credit limit that can be used for purchasing goods and services, obtaining cash disbursements on credit (to the extent of cash limit) and availing loan facility. The card member is subsequently billed by the Bank for repayment of the credit/ loan extended either in full by the end of a specified period or can be settled in part, with the balance taken as extended credit as per the card issue terms and conditions. Interest is charged based on the terms of the card member Terms and Conditions and the Card member may at times be required to pay fees (such as annual fees etc.), which will clearly be communicated at the time of the card application or during the life cycle of the card relationship.

Applicants can choose from a wide variety of DBS Bank Credit Cards, including but not limited to, DBS Bank branded cards and co-branded cards. Each card comes along with its unique features and rewarding benefits, which are communicated at the time of application and/or subsequently using various channels of communication. The Bank aims at enhancing the customer experience with best offers from time to time.

When a customer applies for a Credit Card, the Bank will verify KYC details of the applicant, in line with regulatory requirements, as updated from time to time

The Bank will provide to prospective customers details of the documents required for KYC and other verifications in line with Bank's policy.

Unsolicited cards will not be issued. In case, an unsolicited card is issued and activated without the consent of the recipient, the bank will reverse the charges immediately along with payment of penalty, if any, in line with the regulatory guidelines. Any loss arising out of misuse of such unsolicited cards will be the responsibility of the Bank

The consent for the cards issued or the other products offered along with the card has to be explicit and should not be implied. Unsolicited loans or other credit facilities will not be offered to the credit card customers.

Bank will not unilaterally upgrade credit cards and enhance credit limits. Prior consent of the borrower will be taken whenever there are any change/s in terms and conditions.

The Bank shall provide the 'Most Important Terms and Conditions' (MITCs) to the prospective customer/customers through various channels of customer interaction. The Bank displays the Schedule of Charges on its website and shall also provide the same to prospective customer/ customers along with the MITC. Method of calculation of annualized percentage rates (APR) and Late Fee on card are explained with examples for better comprehension.

The Bank will send the Card member a monthly statement, showing payments and transactions for the month, provided the Card has been active during the said period. The statements are not sent to customers if there are no transaction during the said period even though the card is active. Customers should ensure that at least the Minimum Amount Due is paid by the Payment Due Date to keep the card account current and to avoid levy of penal charges. If a part payment is made, there would be no interest free period and interest charges would be applicable (including on fresh purchases, if any) via an average daily balance method.

Payments received against the Card outstanding will be adjusted against all taxes, fees and other charges, interest charges, cash advances and purchases in that order.

Customers should contact the Bank immediately at 24-Hour DBS Bank call center, if a Card is lost, stolen, misplaced, or if someone else knows the PIN or other security information. DBS Bank helpline contact for credit cards given below:

Cards helpline - 1860 267 6789 and E-mail: SuperCardCare@dbs.com. Contact Us immediately to log a complaint or block your card in any of the following scenarios:

- You have lost your DBS Credit Card.
  - You received an alert for a transaction you did not make.
- You suspect fraudulent or unauthorized use of your Credit Card

- You used an ATM to withdraw cash and the money is not dispensed

The Bank will share credit information to the credit bureaus authorized by RBI including but not limited to current balance, payment history etc., along with demographic details with these credit bureaus, as per the Credit Information Companies (Regulation) Act, 2005.

In case of charge disputes, the Bank should be informed immediately, and the Bank shall follow internal process as guided by compensation policy /RBI guidelines from time to time.. On receipt of such information, the Bank may reverse the charge on a temporary basis. If, on completion of subsequent investigations, the liability of such charges is ascertained to be to the Account holder/cardholder, the charge will be reinstated in a subsequent statement. The complainant would have a time frame for informing the Bank of any other complaints/grievances as per grievance policy available in the Bank's website . If the Card member notifies the Bank of a billing dispute, the Bank will suspend reporting to the bureau till the dispute is resolved.

Customers' should promptly report fraudulent usage attempts on the Cards to the Bank; so that the card is blocked for further usage. This reporting can be done using DBS call center helpline/email. Customers should ensure to update their mobile numbers at all times with the Bank. Customers are required to mandatorily share their mobile numbers at the time of issuance of Credit Card and opening of Bank accounts.. In cases where the loss is due to negligence by a customer, such as where he has shared the payment credentials, the customer will bear the entire loss until he reports the unauthorised transaction to the bank. Any loss occurring after the reporting of the unauthorised transaction shall be borne by the bank.

Similarly, if the loss has occurred due to any fault/ negligence/ deficiency on part of the Bank or its employees, the liability of such transactions would rest with the Bank.

For the comprehensive Cardmember Terms and Conditions, Most Important Terms and Conditions & relevant credit card information please visit the Bank's website [www.dbsbank.com/india](http://www.dbsbank.com/india).

## 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 For more details on nomination, you may please refer to DBIL Deposit Policy
- 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 INR 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 INR 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 INR 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 INR 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 [https://rbi.org.in/Scripts/ic\\_exchangeofnotes.aspx](https://rbi.org.in/Scripts/ic_exchangeofnotes.aspx)

## 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](http://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](http://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 Ltd. having the Certificate of Registration Number: 0257 issued by the Insurance Regulatory and Development Authority of India (IRDAI), having its Registered office at GF: Nos. 11 & 12, Capitol Point BKS Marg, Connaught Place, Delhi-110001, is the Composite Corporate Agent the insurance companies mentioned on the website at <https://www.dbs.com/in/iwov-resources/pdf/related-links/commission-structure-for-investments-and-insurance-products.pdf>

DBS Bank India Limited (Bank) does not underwrite the risk or act as an insurer. The contract of insurance is between the insurer and the insured and not between the Bank and the insured. Bank does not give any warranty, as to the accuracy and completeness of the policies. Bank does not accept any liability or losses attributable to your contract of Insurance. Participation

by the Bank's customers in the insurance products is purely on a voluntary basis and is not linked to avilment of any other facility from the bank. ISNP registration valid.

For more details on risk factors, terms and conditions, exclusions, please read sales brochure of insurer and policy terms and conditions carefully before concluding a sale. Tax benefits are available as per the prevailing tax laws, which are subject to change

## 12. Investment Products

DBS Bank India Limited acts as a distributor and has distribution license to sell third party investment products like Mutual fund schemes. DBS Bank acts as distributor for MF transactions under Execution only mode. DBS's role as a Mutual Fund Distributor (MFD) is highlighted in all customer communication related to Mutual Fund.

DBS Bank India Limited has a AMFI registration number – ARN-155319. This ARN from 1<sup>st</sup> March'19 onwards is used in all the applications forms submitted to Asset management Companies (AMCs). The mapping of EUIN (Employee Unique Identification Number) of sales staff is with DBS Bank India Limited.

Bank has a tie-up with 21 AMCs which covers over 90% of the industry AUM. Investment products like Mutual Funds are sold through 4 channels Branch, Branch-Power of Attorney, Internet banking and Digibank mobile app.

There are two models in which DBIL operates:

Execution Only:

DBS Bank acts as distributor for MF transactions under Execution only mode.

Referral model:

DBS will play the role of an introducer where the customer basis the details provided by the service provider will take a decision to invest. DBS will only facilitate the transaction and not play any active role in the same.

However, DBS needs to do the customer risk assessment, suitability, and appropriateness checks\* before we refer any third-party products to the customers.

\*as required under Charter of Customer Rights issued by RBI, Code of Conduct (as promulgated by Banking Codes and Standards Board of India) and overall guidance given in RBI MD – Financial Services.

Details pertaining to the commission earned from AMC by DBIL is available on the website in the following link: <https://www.dbs.com/in/iwov-resources/pdf/related-links/commission-structure-for-investments-and-insurance-products.pdf>

## 13. Sovereign Gold Bonds

DBS Bank India Limited (DBIL) acts as a receiving office (RO) notified by RBI to service Sovereign Gold Bonds. DBIL offers Sovereign Gold Bonds to all its customers – Individual and Non-Individuals (HUFs, trusts, universities, and charitable institutions) through its designated branches. To offer Sovereign Gold Bonds service to its clients, DBIL follows the eligibility conditions and other terms and conditions specified in the relevant notifications of Government of India/Reserve Bank of India issued from time to time.



## 14. 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:

You can visit the Bank's grievance policy available on the Bank's website:

<https://www.dbs.com/in/treasures/common/redressal-of-complaints-and-grievances.page>

The grievance policy will help you with the contact details, timelines, and escalation levels for you to lodge your complaints. In case, you are not happy with the resolution provided by the Bank, the policy also guides you on the process and how to approach Banking Ombudsman.