

Suryoday Small Finance Bank Limited

Citizen's Charter

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Preface

This document highlights Suryoday Small Finance Bank's ("Bank") commitments towards customer satisfaction, thus ensuring accountability and responsibility amongst its officials and staff.

This charter for customers not only explains the Bank's commitment and responsibilities along with the redressal methods but also specifies the obligation 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.

While we maintain continuous consultations with our customers through various interactions, customer meets, etc to evaluate, improve and widen the range and quality of services to customers, we request all our customers to keep us informed of their experiences about the various services rendered by the Bank and to feel free to comment on this Charter.

Copy of the Citizen's Charter will be available in a comprehensive information booklet at all our branches and on our website.

NOTE

Information given in this Note is as of January 15, 2022, which is subject to change/ revisions.

This Note should not be considered as a legal document creating rights and obligations. It is for promoting better understanding between the Customer and Banker.

Only key information on various services/ facilities is provided in this Note. Each service has its own detailed terms and conditions, which are displayed on the Bank's website or can be made available on request.

For further details/ information, visit your nearest Suryoday Small Finance Bank branch or call our phone banking number 18002667711 or visit our website www.suryodaybank.com

1. Applicability of Charter

This Charter applies to all products and services provided by the Bank through its branches or other channels, that may be availed across the counter, by post, by phone or through interactive electronic devices and electronic channels.

All our offerings of products and services can be viewed on our website.

2. Common Practices followed by our Branches

- i. Display business hours.
- ii. Render courteous services.
- iii. Attend to all customers at the earliest and before the close of business hours.
- iv. Provide Smile Officers at large branches manned by Branch Managers.
- v. Offer nomination facility to all deposit accounts (i.e., account opened by individuals as well as deposits held in the name of a sole proprietary concern).

- vi. Provide assistance to customers in handling banking relationship across life events
- vii. Assist customers for processing their transactions especially those new to banking
- viii. Display interest rates for various deposit schemes from time to time.
- ix. Notify interest rates/ service charges and changes in interest rates/ service charges from time to time.
- x. Provide details of various deposit schemes/ services of the Bank.
- xi. Display Time - Norms for various banking transactions. xii. Pay interest for delayed credit of outstation cheques, as applicable under extant guidelines. xiii. Provide complaint/ suggestion box in the branch premises.
- xiv. Display address of Head Office as well as Nodal Officer (NO) and Principal Nodal Officer (PNO) dealing with customer grievances/ complaints and details of the Banking Ombudsman.
- xv. Insure deposits of all customers with Deposit Insurance and Credit Guarantee Corporation of India up to Rs. 5 lakh and make customers aware about DICGC coverage.
- xvi. Issue acknowledgement of the pay-in slip /receipt for Loan dues paid.

Customers are requested to

- Ensure safe custody of cheque book and debit card.
- 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. As far as possible, issue cheques after rounding off the amount to nearest rupee. •
 Not to issue cheque without adequate balance
- Not to sign blank cheque/s.
- Maintain minimum balance as specified by the Bank from time to time for applicable products.
- Bring proof of identity, while withdrawing cash from savings bank account through withdrawal slip.
- Use nomination facility.
- Note down account numbers, details of Fixed Deposit Receipts (FDRs), etc. separately.
- Inform change of address, telephone/ mobile number, etc., to the Branch.

Customers shall provide the Bank with updated proof of identity and address to enable the Bank to conduct revalidation of KYC in line with the frequencies as prescribed by the Bank from time to time. Customers are further requested to:

- Inform loss of fixed deposit receipt, cheque leave (s)/book, debit card etc., immediately to the Bank Branch.
- Avail of standing instructions facility to repeat transactions.
- Provide feedback on our services.
- Pay interest, instalments, and other dues on time.
- Avail services such as ECS (including local, regional, and National ECS), NACH, AEPS, etc., offered by the branch.
- Utilize electronic remittance facilities wherever possible instead of issuance of cheques
- Bring any deficiency in services to the notice of the branch.

- Ensure that confidential information relating to the accounts including passwords/ PINs are not shared with any other person including staff of the Bank.
- Ensure that all services and products offered by the Bank are availed through direct interaction with Bank staff and or any bank authorized intermediary and that no commission is paid to any intermediary regarding availing of Bank services and products.
- Ensure that the savings and current accounts that have been opened with the Bank are kept active/ operative through regular use;
- Ensure that all accounts opened with the Bank are not used by any person other than the account holder(s)
- Check the statement regularly and inform the Bank immediately in case of any discrepancy.
- Change and memorize the PIN, password and other security information provided for the account.
- Do not write PIN or passwords on the passbook or cheque book.
- Change PIN/Password at regular intervals.
- Do not record specimen signature on the cheque book.
- In case of need to place stop payment of a cheque or cancel standing instruction, do so by giving a written instruction at bank branch or through our mobile banking or internet banking channels.

3. Mobile Business Correspondents (Smile Money Agents)

In addition to the branch network of the Bank, there is a parallel network deployed by the Bank called the Mobile Business Correspondents/Smile Money Agents which is an extended arm of the branch.

The Smile Agent shall act as the mobile agent of the Bank who shall work from his/her place of residence or his place of business and shall go to the nearby locations to do the transactions. A bouquet of services is provided by the Smile Money Agent/s using the bank's mobile application through which customers can enjoy banking services near their homes.

Services Provided include:

- i. Remittance (DMT),
- ii. AEPS Withdrawal from any bank account in India,
- iii. Balance Enquiry and Mini Statement of any Bank account in India
- iv. Suryoday Loan Repayment
- v. BBPS Utility Bill Payment
- vi. Savings Account Opening
- vii. Term Deposit Opening (FD/RD)
- viii. Service Request
- ix. Micro ATM Services-
- x. Social Security Schemes

For all type of services at these Smile Money agents, only Customer's Mobile number and biometric is required. The services provided by the Smile Money Agents are completely digital and provide instant fulfillment thereby enabling customers' satisfaction

4. Common areas of Customer-Banker Relationship

Savings Bank Account

- i. These accounts are designed to help the individuals to inculcate habit of savings and to meet their future requirement of money. The amounts can be withdrawn from these accounts by way of debit cards/ cheques/ withdrawal slips. Customers can deposit money in the account by cash, cheques or inward wire transfers. It helps the customers to keep their cash secure with the Bank and earning interest with only a minimum amount held at home to meet essential requirement.
- ii. The Bank shall make available 'Basic Savings Bank Deposit Account' (BSBDA) to all customers, without the requirement of any minimum balance and provide minimum common facilities without any charges.
- iii. Savings Bank accounts can be opened by eligible person/s and certain organization/ agencies (as approved by the RBI).
- iv. As required by law, while opening this account Bank 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.
- v. The Bank is required to obtain two recent photographs of the person/s opening the account, as per RBI directives.
- vi. The Bank is required to obtain Permanent Account Number (PAN) or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act (vide Section 139 A) from the person/s opening the account.
- vii. The Bank will provide to the prospective customers—details of documents required for identification of the person/s opening the account. Documents normally accepted are the Aadhaar card/ PAN card/ voter's identity card/ driving license/ passport /Job card issued by NREGA etc
- viii. The account holder is required to maintain certain minimum balance for accounts, as specified by the Bank from time to time. Non-compliance of this requirement could attract penal charges.
- ix. The Bank shall credit interest on savings deposits at quarterly or shorter intervals as defined and on regular basis irrespective of the operational status of the account.
- x. The customer is advised to specify a nominee in the case of every deposit account opened with the Bank

Current Account

- i. Current Accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/ specified associates, societies, trusts, etc.
- ii. As required by law, while opening this account Bank will satisfy 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 misuse of the banking system.
- iii. The Bank is required to obtain two recent photographs of the person/s opening/ operating the account, as per RBI directives.
- iv. The Bank is required to obtain KYC documents (Proof of Identity and Proof of Address) in line with the Bank's/RBI policy

- v. The Bank is required to obtain Permanent Account Number (PAN) from the person/s opening the account (i.e., including partners of Registered/Unregistered partnership as also Registered/Incorporated bodies/companies).
- vi. The Bank will provide to the prospective customers, details of the documents required for identification of the person/s and entity opening the account.
- vii. Minimum balance, as stipulated from time to time, will be required to be maintained. viii. No interest is paid on credit balances kept in current account.
- ix. Service charges are levied in the following circumstances:
 - Cheque books issued over and above the free limit as per product variant.
 - Non-maintenance of AQB/AMB (Average Quarterly Balance / Average Monthly Balance) for applicable products.
 - Cheques returned in clearing and other services as specified in the Schedule of charges of the Bank from time to time.
- x. For opening special types of current accounts viz Executors, Administrators, Trustees, Liquidators etc, the Branch Manager will be the contact point who will help in opening these types of accounts.
- xi. The Bank will not open accounts of those individuals, corporates etc. whose names are on the banned list of RBI or other agencies as notified by the government.

Term Deposit Account

The Bank has tailored various deposit schemes to suit the needs and expectations of investing people in every walk of life.

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

- i. As per KYC norms, while opening this account 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 ourselves against fraud and other misuses of the banking system.
- ii. The Bank is required to obtain two recent photographs of the person/s opening and/or operating the account, as per RBI directives.
- iii. The Bank is required to obtain Permanent Account Number (PAN) or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act (vide Section 139 A) from the person/s opening the account.
- iv. The Bank is required to obtain KYC documents in line with the Bank's/RBI policy
- v. Premature withdrawals are allowed, unless specified otherwise, at the rate of interest applicable for the period for which the deposit has run or the contracted rate whichever is lower, subject to penalty, if any prescribed by the Bank. No interest will be paid on premature withdrawals of deposit for a tenor of less than 7 days.
- vi. Generally, loans/overdrafts against deposits are allowed. Except non premature /non-callable deposits, such loans are sanctioned by charging interest at rates as prescribed by the Bank in line with regulatory directives.

- vii. 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.
- viii. The Bank shall calculate interest at quarterly intervals on term deposits and pay at the rate decided by the Bank depending upon the period of deposits. In case of term deposits with monthly interest pay-outs, interest is paid at a discounted rate.
- ix. Interest on overdue deposit is paid if the deposit is renewed, as decided by the Bank from time to time.
- x. Interest on bank deposits is exempt from income tax up to a limit specified by Income Tax authorities from time to time.
- xi. The Bank has statutory obligation to deduct tax at source (TDS) if the total interest paid/ payable on all term deposits held by a person exceeds the amount specified under the Income Tax Act.
- xii. The depositor may furnish declaration in Form No. 15 G/ 15 H preferably at the commencement of the Financial Year for receiving interest on deposits without deduction of tax.
- xiii. The Bank will issue TDS Certificate for the tax deducted.

Dormant Accounts

Savings and Current account not operated for a continuous period of more than 2 years by the customer (excluding system generated transactions like credit interest/debit interest) will be treated as a Dormant Account in the interest of the depositor as well as the Bank. The depositor can request the bank to activate the account for operating it.

5. Payment of Balance in Accounts of the customers to nominee/ survivors/ claimants

The Bank shall exercise due care and caution in establishing the identity of the survivor(s) / nominee and the fact of death of the account holder, through appropriate documentary evidence as documented in the Bank's Deposit Policy. In case of deceased accounts with nominee or survivors, the Bank shall desist from insisting on production of succession certificate, letter of administration or probate, etc, or obtain any bond of indemnity or surety from the survivor(s) / nominee, irrespective of the amount standing to the credit of the deceased account holder.

The Bank shall confirm that there is no order from the competent court restraining the Bank from making the payment from the account of the deceased. The Bank shall inform the survivor(s) / nominee that he/she would be receiving the payment from the bank as a trustee of the legal heirs of the deceased depositor and that such payment to him shall not affect the right or claim which any person may have against the survivor(s) / nominee.

The settlement of claims pertaining to deceased accounts without nominee / survivor shall be governed by guidelines provided in Bank's Deposit Policy / Policy on settlement of claims in respect of deceased account holders.

The Bank shall collect all documents as per its Deposit Policy. The Bank shall settle the claims in respect of deceased depositors and release payments to survivor(s) / nominee within a period not exceeding 15 days

from the date of receipt of the claim subject to the production of proof of death and relevant documents as per Bank's Deposit Policy.

6. Standing Instructions

Standing instructions can be given to the Bank for transfer/remittance of funds from one account to another account/s maintained in the same branch, any other branch of the Bank or any other bank or any other third party.

7. Nomination

Nomination facility is available for all deposit accounts. 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 favor of one person only. Nomination can be made in favor of a minor also, subject to other major individual being named appointee(s) during the minority period.

Nomination can be made, cancelled or varied by the account holder/s anytime during the subsistence of his/her account. While making nomination, cancellation or variation, witness is required only if the account holder provides thumb impression, and the request shall be attested by the witnesses. There is no need of witness if the account holder signs while making, cancelling or changing the nomination.

For the existing accounts where nomination is not made, the account holder/s can do so by filling up form available with the branches

The depositor will be informed of the advantages of the nomination facility while opening a deposit account.

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

The Bank will provide an acknowledgement to the customer when a nomination is made on the deposit account. Facility of printing legend 'Nomination Registered' or 'Name of the Nominee' on the passbook / deposit receipts is provided based on choice of account holder/s.

8. Remittance Services

Customers may remit funds from one location to another location by Demand Draft or Banker's Cheque or NEFT / RTGS / IMPS, etc., by paying specified charges as per the Bank's rules.

Issue of Duplicate Demand Draft

All Demand Drafts will be crossed Account Payee by the Bank. The Bank shall ensure that drafts drawn on its branches are paid immediately. The Bank shall issue a duplicate draft, in lieu of lost draft, up to and including Rs 5,000 to the purchaser on the basis of adequate indemnity and without insistence on seeking non-payment advice from drawee office.

Banker's Cheque

Issue/payment of Banker's Cheque for Rs 50000 and above is to be made only through the bank account. Validity period of a Banker's Cheque is 3 months. This can be revalidated by the issuing branch on written request of the purchaser.

Collection Services

In case of Local cheques, the Bank would give credit to the customer account on the same day on which the final clearing settlement takes place or at the most the next working day of their presentation in clearing.

In case of Outstation cheques, the Bank shall process cheques drawn on outstation CBS branches of a drawee bank in the Local Clearing under the Speed Clearing arrangement within T+1 working day like local cheques if the Drawee bank has a branch presence at the local centre.

However, the customers will have to bear the usual service charges and other associated costs. In case the cheque is returned due to no fault of the customer, the Bank shall not levy any cheque return charge.

9. Interest on Deposits

The Bank pays interest on deposits as per various deposit schemes. Interest rates are revised from time to time and made known to public. Revised interest rates are applicable only to the renewals and fresh deposits while existing deposit/s continue to get interest at the contracted rate.

10. Service Charges

The Bank provides various services to customers for which service charges are levied. The charges reviewed/revised from time to time shall be informed to the customer atleast 30 days in advance.

Service charges are levied for collection and remittance of funds, processing of loan proposals, issue of duplicate instruments/statements, etc. Details of service charges will be made available on account opening or on customer's request.

11. Non - Discrimination policy

The Bank shall not discriminate between its customers on the basis of age, race, gender, marital status, religion, disability or financial status.

12. Lending

- i. The Bank has a Board approved Credit policy.
- ii. The Bank will base its lending decisions on a careful and prudent assessment of the customer's financial position and capacity to repay.
- iii. The Bank will not discriminate on grounds of sex, caste and religion in the matter of lending. However, this does not preclude the Bank from instituting or participating in schemes framed for specified sections of the society.

13. Loans

General Information

The Bank will:

- a) Give the customers the Most Important Terms and Conditions (MITC) governing the loan / credit facility.
- b) Give the customers information explaining the key features of the loans including applicable fees and charges while communicating the sanction of the loan.
- c) Advise about the information / documentation required to apply for a loan. The Bank will also advise customers what documentation is required from customers with respect to the customers identity, address, employment, etc. and any other document that may be stipulated by statutory authorities (e.g. PAN details), in order to comply with legal and regulatory requirements.
- d) Verify the details mentioned by customers in the loan application by contacting customers at their residence and / or on business telephone numbers and / or physically visiting customers residence and/or business addresses through agencies appointed by the Bank for this purpose, if deemed necessary.
- e) Offer customers an overdraft against Fixed Deposit, or an increase in customers' existing overdraft limit, tell customers if the overdraft facility is repayable on demand or otherwise. The Bank will, if required, also advise about the method of calculation of overdrawn amount and also the computation of interest.

14. Special Customers

The Bank shall ensure that banking facilities are invariably offered to the visually and physically challenged without any discrimination.

The Bank shall endeavor to provide infrastructure facilities within branches by providing adequate space, proper furniture, drinking water facilities, with specific emphasis on pensioners, senior citizens, disabled persons and such other categories. The branches shall make magnifying glasses available for the use of persons with low vision.

15. Collection of Dues

The Bank shall clearly communicate the repayment schedule, viz. amount, tenure and periodicity of repayment at the time of sanction of loans and shall have a defined process for collection of dues. The Bank shall give the customer the option to let equated monthly instalments (EMIs) stay constant and changed tenure or vice-versa when the interest rate changes. The Bank shall explain the methodology for calculation of interest on loans.

16. Exchange of soiled/slightly mutilated currency notes

As a Small Finance Bank, this facility is currently not offered across any of the branches.

17. Internet Banking

The Bank will take all necessary steps to put in place security systems to enable safe access to and transacting through internet banking. The Bank will take appropriate measures to ensure that the Internet Banking system and technology are secure and are regularly reviewed and updated for this purpose.

Various initiatives to educate the customer on online security by way of periodic e-mails & SMS Alerts, will be undertaken through the Bank’s website and at various customer touchpoints.

18. Mobile Banking

The Bank will take appropriate measures to ensure that the Mobile Banking applications are secure and regularly reviewed and updated for this purpose.

If the customer opts for mobile banking services - the Bank will, prior to the registration for the service, inform the security procedure adopted by the Bank for user authentication.

19. Time norms for various banking transactions

The following time norms etc. are indicative only.

1	Cash payment through cashier	10 to 15 minutes
2	Receipt of cash	10 to 15 minutes
3	For issuance of demand draft /fixed deposit advise	15 to 25 minutes
4	Payment of fixed deposit receipts	15 to 20 minutes
5	Opening of an account	20 to 25 minutes
7	Statement of accounts	Within 7 days
8	Collection of cheques (Local)	2 to 4 days
9	Collection of cheques (Outstation)	10 to 14 days

20. Redressal of Complaints

In case of any complaint, the matter may be first brought to the notice of concerned Branch Manager for immediate redressal. If the complaint is not redressed to the satisfaction of the customer, the matter may be taken up with the Nodal Officer (NO). If the complaint is not resolved by the NO, the customer can escalate his complaint to Principal Nodal Officer (PNO). The Bank shall display the detailed grievance redressal mechanism and contact details of the NO and PNO at all branches and on the website.

In case the customer does not get any response from the Bank within one month from date of complaint or the customer is not satisfied with the response received from the Bank, the customer has a right to approach the Banking Ombudsman appointed by RBI.

Please note that anonymous complaints will not be entertained.

Escalation Matrix:

Please use the following escalation matrix if grievances remain unresolved. Please refer the Bank's website which is updated in with the latest information including other details such as name of the current Nodal Officer and Principal Nodal Officer.

Level 1**Smile Centre**

Suryoday Smile Officer is available to address the customer's account and servicing needs.

- Contact on our tollfree number 1800 266 7711 (available 24*7) or
- Write on smile@suryodaybank.com

Fraud Reporting

- Call on 1800 266 7711 (24*7 Toll free number)

If not satisfied with the resolution received, the issue may be escalated to:

Level 2 Nodal Officer

- Email: nodalofficer@suryodaybank.com
- Mobile No: 022-40941556
- Timings: 9:30am to 6:00pm (On all working days)
- Registered and Corporate Office Address: 1101, Sharda Terraces, Plot No.65, Sector 11, CBD Belapur, Navi Mumbai – 400614

If still not satisfied with the resolution received, the issue may be escalated to:

Level 3**Principal Nodal Officer**

- Email: pno@suryodaybank.com
- Mobile No: 022-40941555
- Timings: 9:30am to 6:00pm (On all working days)
- Registered and Corporate Office Address: 1101, Sharda Terraces, Plot No.65, Sector 11, CBD Belapur, Navi Mumbai – 400614

Level 4**Escalation to Integrated Ombudsman:**

Please note that the first point of contact for redressal of a complaint is the Bank itself. If not satisfied with the grievance redressal or if the grievance is not redressed by Bank within 30 days of submitting the grievance, the customer may approach Integrated Ombudsman by filing an online complaint at <https://cms.rbi.org.in>.

For complete details on the Banking ombudsman Scheme, please refer to following Link:

https://rbidocs.rbi.org.in/rdocs/Content/PDFs/BOS2006_2302017.pdf