TTC Co-operative
Bank Ltd.
Ahmedabad

CUSTOMER SERVICES AND RIGHTS POLICY

RBI License issued: UBD GJ 516/P

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Registered No. : SA 10938 Dt. 06.02.1970

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Contents

A. Definition of a Customer:

Customer is an important entity in any business. In the domain of banking, there are different kinds of customers. Generally in banking, customer is a person who maintains an account and/or has a business relationship with the bank. But here the customer need not always be a living person. The customer may also be a partnership firm, a limited company, Trust or foundations, registered associations or societies, unincorporated association or body of individuals, etc.

In the competitive world of banking, it is essential for a bank to render excellent and satisfactorily banking and customer services to its clients. According to the Reserve Bank of India, the quality of customer service in Primary (Urban) Co-Operative Banks has to be high as they are established primarily to fill the existing gaps in the banking and credit needs in urban and semi urban areas.

The customer right's policy is entitled to render information about the basic rights of the customers and the responsibilities of the bank towards any kind of the customer. The policy has been framed after taking into consideration the rules and the regulations framed by the Reserve Bank of India.

Following are the elements of the Customer Rights Policy of Textile Traders Co-Operative Bank.

B. Objective of the policy:

The major concern behind framing Customer Rights Policy is to make the customers aware about their rights and responsibilities during their dealings with the bank. This will also make the clients aware about various services and products provided by all the branches of the bank.

C. Vision:

Our vision is to provide the utmost satisfaction to our customers by giving them the authentic and unbiased banking experience without discriminating or differentiating on the bases of class, cast, religion, gender, etc.

D. Mission:

Our mission is to thrive constantly for achieving synergy between technology, human intelligence and human resources to meet the aspirations of the clients belonging to each and every segment of the society.

E. Services provided to the customers:

In order to avoid the cases of money laundering and terrorist funding, we will fully comply with the regulatory requirements while opening an account. We will adhere to the Know Your Customer (KYC) Norms and Anti Money Laundering (AML) guidelines as given by the Reserve Bank of India. In order to conform to the norms and the guidelines, the customer needs to supply the bank with the required identity proof and the address proof for the concerned services.

Products:

- All deposit accounts e.g. various types of products under Savings accounts, Current Accounts, Term Deposits, Recurring Deposits, DDS.
- Safe deposit locker facility.
- Fund based (Retail loans, Demand Loans, Term Loans, Cash credit, overdrafts) and Non fund based (Bank Guarantees) facilities.
- Third party products.
- RuPay
- Debit card.

Services:

- Remittance facility to the customers by transfer through RTGS/NEFT/ECS/ by issuing Demand Drafts, Pay orders, etc.
- Collection of local clearing and outside cheques.
- Indian currency exchange facility/ adjudication of notes.
- Settlement of claim cases in the deceased accounts.
- Mobile and internet banking.
- Nomination facility to all the deposit holders and all the safe deposit locker hirers.

F. Safe Deposit Lockers:

Bank provides the facility of Safe Deposit Lockers as an auxiliary (subsidiary) service.

Bank will take proper care and needed precautions for the maintenance of the lockers. But on the larger grounds, bank will not be responsible for any damage or harm incurred to the lockers. The bank will not be liable or answerable in case of loss of any particulars from the locker, irrespective of the circumstances.

Following are the major concerns governing the above service:

1. The facility of a locker is given to an individual who is not minor. The locker can also be hired by a firm, a limited company, some associations or organizations and societies.

2. The individual or the institution availing the safe deposit locker facility is also given the nomination facility.
3. In case of the loss or damage of the keys of the locker by hirer, the hirer should inform the branch immediately. All the expenses incurred for repairing the lock and keys will be borne by the respective hirer.
4. The hirer may also use his or her own pad lock for the locker.
5. Lockers in variant sizes are available.
6. Lockers are rented to the individual for a minimum period of 3 years. Rent will be charged in advance and it would be according to the rates and charges decided by the bank. If the rent is overdue then the locker holder will be charged penalty according to the current norms. The norms with respect to the amount of rent and penalty may change from time to time. The locker hirer may also pay rent of the locker from his savings/current account.
7. In the case when rent is not paid despite of sending numerous notices to the locker hirer, the bank has the right to break open the locker and the charges will then be recovered.
8. The facility of safe deposit lockers is also provided to the customers. In terms of operational convenience, the customers of the bank are given the facility of the automated annual locker rent payment service by opening a savings bank account or current account with the bank.
9. If the customer of the bank wills to avail the safe deposit locker facility then the customer needs to deposit a predetermined amount as Locker Deposit according to the Service Charges of the bank. The amount of these charges may change from time to time according to the decision taken by the board.
10. If the locker hirer has not operated the locker for more than a year, then the bank will contact the hirer even if the hirer is paying the rent regularly. In case if the hire neither responds nor operates the locker then taking into consideration the risk category of the customer, the branch has right to open the locker after giving due notice to the hirer. In this case, locker hirer is advised, either to operate the account or surrender the same.

G. Remittance Services:

- Customers of our bank are also provided remittance services. Customers can remit funds from one centre to the other or from one bank to the other by various modes like RTGS, NEFT/EFT, Demand Drafts and pay orders. The customers can avail this facility by paying respective changes as decided by the bank. The structure of the changes may change from time to time according to decisions made by the Board.

- In case if the customer wants to remit the amount above ₹50,000/- , then the bank will remit it only by debit to the customer's account or against cheques or other instruments tendered by the purchaser and not against the cash payment.

- Payment of a banker's cheque/pay-order for ₹ 20,000/- and above will not be made in cash. It will be made through banking channels only.

- Before taking any delivery of the drafts/ pay-order, customer needs to verify that whether the draft/pay order is complete in all the terms or not, including signature of the officials and their specimen signature numbers at the place provided for.

- Duplicate demand draft/ pay order will be issued to the customer within a fortnight from the receipt of request only after obtaining indemnity where prescribed and fulfilment of procedure.

- According the guidelines given by the Reserve Bank of India, the validity of the period of any negotiable instrument such as cheques, Demand Drafts, Pay Orders, and Banker's Cheque, etc. has been reduced to 3 months from 6 months, from the date of the issue of the instrument. This guideline has been in effect from 1st April, 2012.

H. Senior Citizens:

Senior citizens and physically challenged people will be provided efficient and rapid services at all the respective branches of the bank.

I. Self Help Groups:

With respect to the concept of financial inclusion, bank will also be considerate about opening Savings Bank Accounts of Self Help Groups and its members.

J. Payment of Balance in Accounts of the deceased Customers to Survivors/ Claimants:

The bank is making the constant efforts for creating awareness regarding the availability of the facility offered by the bank in terms of provisions of the Banking Regulation Act. The bank is following a very simple procedure for settlement of death claims. The balance in the accounts of the deceased customers is settled after the death of the customer when the heir or the successor produces a successor certificate. The claim made by the successor would be settled and considered appropriate after accepting an indemnity bond. Such safety measures are to be undertaken in order to avoid the cases of money laundering and financial frauds.

We provide nomination facility on all the deposit accounts that are opened on the name of a natural person to facilitate rapid settlement of balances in the accounts of the deceased customers.

The procedure for the settlement of the claim is as under:

1. Settlement of claim cases on the basis of Nomination:

In the case of the death of the deceased customer, if the customer had made the facility of nomination then the heir or the nominee is required to make a request on the prescribed form at the concerned branch. The nominee is also supposed to furnish the form with the death certificate.

The nominee is supposed to insert his/her identity at the bank. If the bank receives any kind of order from any person or legal authority (Court) for restraining the payment of the claim amount to the nominee then the Bank has complete right to stop the payment. In the normal cases, the nominee will receive the money or the particulars of the locker as the trustee of the legal heirs of the deceased.

2. Settlement of Claim Case in Joint Accounts with Survivorship Clause:

If the survivor of the joint account claims for the acquisition of the amount after the death of the joint account holder, then the survivor needs to produce the death certificate of the joint account holder. The payment of the amount will not be made to the survivor in case if the bank receives any kind of order from the person or legal authority (Court) for restraining the payment. Amount would be paid to the survivor only if the account opening form provides for the payment of the balance to the survivor.

3. Settlement of Claims in absence of Nomination and/or Survivorship Mandate:

In the cases where there are no nominees or survivors, the claimant is needed to submit a claim form. If the legal heirs of the deceased customer are identifiable and if there are no disputes among the legal heirs, then the bank can settle the claims by obtaining Succession Certificate/ Letter of Administration etc. These claims will be settled after obtaining Indemnity with or without Surety to the satisfaction of the bank. In case if there is only one legal heir who wants to claim the acquisition of the money of the deceased account holder or the one who wants to possess all the particulars of the locker , then he/she is supposed to obtain a Power of attorney in his/her favour from the legal heirs. Producing such a Power of Attorney will enable him to acquire the amount of the Deposit Accounts and/or the particulars of the locker.

4. Timeline for Settlement:

If all the required formalities are completed by the claimant(s), the claim will be settled within 15 working days from the date of submission of the documents of the claim. It is necessary to submit all the necessary document at the respective branch of the bank.

At the time of payment of the claim, the claimant shall give receipt to the branch, as per the prescribed format of the bank.

5. Exchange of Slightly Mutilated Currency Notes:

According to the note refund rules prescribed by the Reserve Bank of India, the soiled and slightly mutilated notes will be exchanged freely at all the branches of the bank. This facility will be available to the clients of the bank as well as for the general public.

According to the permission given by the Reserve Bank of India, we will exchange mutilated and soiled currency notes which are genuine and where mutilations are not suspicious. The Bank's branches exchange all categories of mutilated currency notes. Refund value of such notes will be paid as per the Note refund rules prescribed by the Reserve Bank of India.

K. ATM and Debit Card Transactions:

When any doubt or dispute arises regarding ATM transactions, the copy of the Electronic Journal (EJ) OR Journal Printer (JP) log is called for from an acquiring bank. The copy would have the details which are required to deal with the disputed or doubtful transaction.

L. Mobile Banking:

Debit and credit alerts will be sent to the account holders through SMS when any transaction takes place.

M. ECS Mandate Management System:

Bank will ensure that ECS Mandate Management System is working effectively in order to comply with the mandate given by the customer in respect of limit of debit amount, expiry date, withdrawal of mandate, etc. Withdrawal of mandate for any ECS debit payment will not be left to the mercy of the beneficiary.

N. Loans and Advances:

As mentioned in the loan agreement or advised separately, additional or penal interest will be charged to the borrowers if they make any delay in repayment of scheduled instalments.

Housing loan Interest certificate required for the purpose of income tax will be provided to all the Housing Loan Customers in the month of April-May every year.

Borrowers will be informed and made aware about the documents that they are supposed to produce for the procedure of the loan. They will also be told about the processing charges when the application of the loan will be processed.

The customers will be given back the title deeds which the bank might have obtained as security for loans and advances after the loan closure.

If there will be any changes in the interest rates on loans, the customers will be informed by sending an SMS or email alerts or letters. The bank may also display the changes in interest rates by putting them on the notice board in the premises of the bank or on the website of the bank.

O. Standards for Services:

It is the duty and responsibility of the respective branch- in charge to provide ATM, Internet Banking Services, Mobile Banking, etc. to the customers as per the standard norms. In case of query/ grievance or complaint, the customers are supposed to address to the Branch In-charge or the Nodal Officer appointed at the Head Office.

Customers can easily avail the information regarding the products and services provided by the bank from the Bank's website (www.ttcbl.com) or from the respective branches of the bank. Bank possesses all the rights to make amendments in the bank's policies and servicers from time to time as decided by the Board.

P. Services provided to the Customers as per the laid Standards:

- Following are the services provided by the bank ,

1. Suggestions from the customers regarding the services and the products provided by the bank are always welcomed.
2. Working hours of the bank are displayed on the notice board in the branch.
3. All the employees will make sure that they will talk politely and courteously with the customers.
4. All the customers present in the banking hall will be attended personally by the concerned employee till the close of the business hour.
5. The interest rates concerning different products and services are displayed in the bank and they are also displayed on the website of the bank. Details about deposit schemes and services of the bank are also displayed on the website of the bank
6. Changes taking place in the interest rates, charges and other terms and conditions will be displayed on the notice board of the branch or they will be place on the website of the bank.
7. Details about various services and loans offered by the bank are freely available on the website of the bank.
8. Telephone number of a Nodal officer dealing with the grievances and complaints of the customers is displayed on the notice board of the branch.
9. We have basic facilities of drinking water and sitting in the bank.
10. We also have the provision of opening Basic Savings Bank Accounts/ Small Savings Bank Account for needy individuals.

11. While adhering to the norms and the rules laid for Know Your Customer (KYC) purposes, we seek Officially Valid Documents (OVDs) for,
    a. Identity proof
    b. Address proof

11. Savings Accounts can be opened on the name of,
    a. Individual or joint account
    b. Accounts of minors who are 10 years or older than 10 years.
    c. Minors below the age of 10 years can open their accounts jointly with the natural or the legal guardian.
    d. An illiterate, visually impaired and physically challenged individuals can also open their account with the bank.

12. Customers will be provided facility of standing instructions in case of Recurring Deposit Accounts or for the recovery of locker charges and loan instalments.
13. The name of the payee as well as the instrument number in case of debit entries will be provided by the bank in passbooks/ statement of accounts.
14. Premature withdrawals will be allowed at the rate of interest applicable for the period for which deposit has run but such premature withdrawals will be charged penalty as per the prescribed rules by the bank. Customers will not be paid any interest on premature withdrawals of deposits which has remained with the bank for less than **7 days.**
15. Customers are generally allowed to take loans or make overdrafts against deposits except on Tax Saver Scheme FD. These kinds of loans are sanctioned by charging interest at the rates determined by the Reserve Bank of India and it may change from time to time.
16. In order to protect the interest of depositors against loss of interest, the bank is providing auto renewal facility to the customers for term deposits. The customers will be made alerts regarding term deposit renewal notice by sending them an SMS generated through system.
17. Interest on deposits will be paid to the customers either monthly at a discounted value or quarterly or on the date of maturity, according to the option selected by the depositor in the particular deposit scheme. Maturity proceeds of ₹20,000/- and above will be paid only by account payee Banker’s cheque or will be credited to the account and No Cash payment will be made.
18. The bank will provide Interest certificate and TDS Certificate (Form 16 A) where in all the details of gross interest credited and TDS debited will be mentioned to the customers.
19. Bank will also issue duplicate term deposit receipt if the original term deposit receipt is misplaced or lost by the customer. Duplicate receipt will be issued only when the depositor completes required formalities predetermined by the bank. These formalities are subject to change from time to time.

Q. Expectations from the Customers:

In order to avail banking services efficiently, customers are also required to follow certain steps which would be beneficial to them as well as to the bank. They are as follows:

1. Customers should check their statement of account or passbook regularly.
2. Customers should get their passbooks updated from time to time.
3. Cheque books, passbooks, ATM/Debit cards should be placed safely.
4. Customers are advised to issue crossed/account payee cheques as far as possible.
5. Before dropping any cheque in the cheque drop box, one should ensure that the cheque is crossed and the account number and the mobile number are written at the back of the cheque.
6. Customers should check all the details of the cheque, like date, amount in words and figures, crossing, etc. before issuing the cheque. It is advised to the customers to issue the cheque after rounding off the amount to the nearest rupee. There should not be any cutting or overwriting on the cheque. There should not be any changes or corrections made on the cheque. If there are any changes in the payee's names, courtesy amount (amount in figures) or legal amount (amount in words) etc., fresh cheque forms should be used by the customers. This will help bank to recognize and control fraudulent alterations. Cutting in date, wherever required should be for re-validation of Stale Cheque. Blanks in spaces that are meant for writing Payee's Name/Amount in word and figure should be securely plugged by putting cross/drawing a line. Cheques that are issued with cuttings may be rejected if presented in the clearing function under Cheque Truncation System (CTS), even if the cuttings made are authentic.
7. Customers should avoid signing blank cheques. They should also not record the specimen of their signature either on passbook or on cheque book. Customers are suggested to send cheques and other financial instruments by registered post or by courier.
8. Cheques should not be issued if the balance in the account is inadequate. Customers should maintain minimum balance as determined by the bank.
9. Customers are advised to use nomination facility for deposit accounts/ locker accounts.
10. In case of change in address, telephone number or mobile number, the customers should intimate bank about the same.
11. In case of loss of demand drafts, term deposit receipts, cheque leaves or cheque book, locker 'Key, debit/credit cards, etc. customers should immediately inform the branch.
12. Customers should pay interests, instalments, locker rent and other dues on time.
13. Customers are suggested to operate Deposit account regularly to maintain the status as operative or active. Bank should be informed if the customer is not willing to operate the account for some period of time, given that the norms for residential account are fulfilled without any change.
14. Passwords for internet or mobile banking and PIN for Debit cards should be kept confidential

15. If the ATM/Debit card is lost by the customer, the bank should be notified immediately so that the bank can take certain steps to prevent it from being misused. Customer will be held responsible for any sort of loss until the time the bank has been informed about it.
16. Customers should not share account details, password, net security code or any other security information with anyone. Customer is required to memorize his/her personal identification number (PIN) and change it on the regular basis.
17. Customers are advised not to save ID/PIN in internet explorer browser.
18. Passwords should not be shared with any third party. Customers should restrain themselves from giving any information about their accounts to the Fake bank calls. Bank never asks for such information from the customers.
19. Customers should cooperate with bank/police and any other investigating agency, for any kind of investigation carried out on any transaction on their account.
20. Customers should not respond to any unauthorised email or any mail asking for passwords and PIN.
21. At the commencement of the financial year, the customers are supposed to submit correct PAN number/form 15G or 15H.
22. Customers in form of account holders are not supposed to use their account for money laundering or for any fraudulent transactions.
23. Customers are obliged to utilize the loan taken by the bank for genuine purpose. They should repay the amount of loan timely.
24. Complaints and grievances regarding customer services on the part of bank should be brought to the direct notice of the higher authority of the branch.

R. Customer Information:

1. Bank will make special efforts to educate customers, so that they can use internet and mobile banking facilities of the bank.
2. Bank will be fully transparent to the customers while levying various fees and charges for certain services.
3. Bank has also established a proper functional Customer Grievance Mechanism in order to resolve customer issues and complaints.

S. Right to Fair Treatment:

The customer as well as the service provided at the branch have right to be treated with courtesy and respect. The customer should not be the victim of discrimination on the grounds of age, sex, gender, race, religion, cast and physical abilities while offering the banking services and the facilities. The method of dealing with the customers should be unbiased.

In adherence to the above rights of the customers, bank will

A. Promote good, fair and just banking practices.

B. Promote a fair and equitable relationship between the bank and the clients,

C. Banking staff is trained appropriately and adequately to attend customers with courtesy.

D. Customers will be treated without any bias and discrimination. Banking may also introduce certain banking schemes for the target audience with an aim to uplift them on the basis of their economic backwardness. Such kinds of groups may include women or other backward classes or backward castes. Introduction of such schemes should not be considered as discriminative or biases banking practices.

E. All the banking services and the products will be provided to the customers according to the relevant laws, rules and regulations.

F. Customers are also expected to behave courteously, respectfully and honestly while dealing with the banking authorities and the banking staff.

T. Right to Transparency, Fair and Honest Dealing:

All the services provided to the customers and the agreements made with the customers by the bank will be transparent. The documents concerning the agreement and the product are made in very simple and easy language. Customer will be explained all the details about the product very clearly. Bank will strive continuously to make sure that the clients are not made victims of the unethical and unfair business practices and misleading representations.

For maintaining the above rights of the customers, the bank will take the following steps.

A. Bank's dealings with the customers are based on the principles of equity, integrity and transparency.

B. Bank will provide customers with the clear and detailed information about products, services, conditions and interest rates.

C. It will be ensured that all the terms and conditions are fair and respective rights, liabilities and obligations are set out in simple language and are stated clearly.

D. If the risks are associated in the products in which the customer is interested then the bank will inform the client regarding risks involved and if the services would be disadvantageous to the customers then he will be informed prior to the commencement of the services.

E. Most Important Terms and Conditions (MITC) associated with the products or services will be clearly brought to the notice of the customers while offering the product. It will be ensured that such terms will not inhibit customer's future choices. Tariff schedules related to the services and the products will be informed to the customer when he is approaching the particular product or the services.

F. Basic information on interest rates, fees, charges and tariff schedules are displayed either on the notice board or website or through help-lines or help-desk and at places where the customer can be informed directly.

G. Customers will be informed when any changes will take place in the services and the conditions. The registered customers will be informed by sending an SMS to them regarding the same.

H. Customers will be given information about penalties leviable in case of breach of any terms and conditions governing the products and services chosen by the customers.

I. Efforts are made to ensure that staff dealing in particular products and services is trained accurately to provide relevant information to the customers honestly.

J. Ensure to communicate to the applicant within a reasonable time period as decided by the bank about the acceptance / non-acceptance of applications submitted for availing a product / service and convey in writing the reasons for not accepting / declining the application. Such period will be notified in the bank's website and also in the application of the particular product or service.

Communicate unambiguously the information about –

1. Relocation of the offices
2. Changes in working hours
3. Change in telephone numbers
4. Closure of any office or branch

With advance notice of at least 30 days.

Customer's relationship with the bank will not be terminated without giving any particular reason for the termination.

Marketing material should be understandable, clear and should not be misleading.

K. The customers should not be threatened with physical harm or engage in such a behavior which may be perceived as harassment.

L. Bank shall ensure that the fees taken on products and services and its structures are not unreasonable to the customers.

M. Bank shall not terminate relationship with any customers without giving adequate reasons for doing so.

U. Right to Suitability:

The products and services offered in bank are appropriate to the needs of customers. The types of services are always decided after analytical assessment of the customer's economic background, financial circumstances understanding.

In the observance of the above right, the bank will take following steps.

Bank will ensure that it has a Board approved policy for assessing suitability of products for customers prior to sale.

A. Efforts are made to make sure that the products or services provided are appropriate to the customer's needs and his financial positioning. Assessments made on such grounds are also documented in the records.

B. Customer will never be compelled to subscribe to any third party products as a quid-pro-quo for any services availed from bank.

C. Third party products will be sold only if it is authorized to do so. It is possible only after the approval of the policy for marketing and distributing third party financial products by the board.

D. All the products and services provided to the customers including third party products are congruent with extant laws, rules and regulations.

E. Customers are also expected to provide all the relevant information that is sought by the bank in order to enable them to determine the suitability of the product to the customers.

V. Right to Privacy:

Customer's information is always kept confidential unless and until the authorities have offered specific consent to the financial service provider or such information is required to be provided under the law or it is proposed for a mandated business purposes. Customers have the right to protection from all kinds of communications, electronic or otherwise, which infringe upon their privacy.

A. Customer's personal information is treated as private and confidential, even when customer is no longer banking with the bank.

B. Information will not be disclosed unless and until
   1. The customer has authorized such discloser explicitly in writing.
   2. When discloser is compelled by the law.
   3. Bank has a duty to disclose to public in public interest.
   4. When bank has to protect its interest through disclosure.
   5. It is for a regulatory mandated business purposes such as disclosure of default to credit information companies or debt collection agencies.

C. Bank will never share or use customer's personal information for marketing purpose, unless the customer has specifically authorized it.

D. Bank will adhere to Telecom Commercial Communications Customer Preference Regulations, 2010 issued by Telecom Regulatory Authority of India, while communicating with the customers.

W. Customer Grievance Redressal Policy:

In order to make the redressal system of the bank more effective and efficient, a structured system has been built in order to reach the goal. The bank ensures that the redressal sought will be fair and just and it will be within the ambit of the frame-work of rules and regulations that the bank operates in.
The basic idea behind dealing with this policy is to deal with the complaints quickly and sympathetically. The intention of this policy is as follows,

A. Handling customer's complaints promptly.
B. Correcting mistake promptly and cancelling any bank charges that the bank had applied by mistake.

C. Making the customer know how he or she can take forward his/her complaint if satisfactorily response is not received from the bank.

D. Providing suitable alternate avenues to mitigate problems arising out of the technological failures.

1. Registration of Complaints:

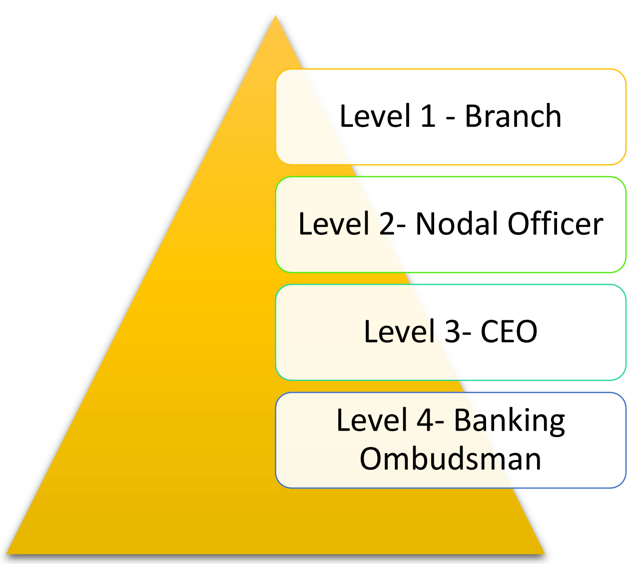
A. Customer can register the complaint in written, verbal or electronic form.

B. At the branch customers can even communicate with the respective officials regarding the problems and seek for resolution of their issues or register their grievance through the complaint.

C. Customers can also contact our Customer Care Officers over the phone for redressal of issues or they can write us at Textile Traders Co-Operative Bank Limited, Head Office, 6-Vasant Vihar Society, Near Mithakhali Six roads, Navrangpura, Ahmedabad- 380009. Toll free Number is 18002339876 and its timings are 10:00 A.M. to 06:00 P.M. and customers can also send a mail at headoffice@ttcbank.co.in

D. All the customers registering a complaint will get an appropriate acknowledgement of the same from the bank, depending on the channel through which the complaint is received.

Bank has its own internal grievance handling machinery. The internal machinery is at 4 levels.



Level 1- Branch Level:

Customers generally have to deal in abundance with the branch. Thus it would be very easy for the customers to approach the branch office. The branch manager is responsible for attending to the complaints and grievances of the customers at the branch level.
He will be responsible for ensuring the satisfactory closure of all the complaints received at the branch level.
Bank should inform to the customer its stand on any complaint. According to the policy, the complaints at the branch level should be solved within 15 working days.

Level 2- Nodal Officer:

If the customer is not satisfied with the verdict given by the Branch manager, then he/she may approach the Nodal Officer appointed at the Head Office. The name and the contact details of the Nodal officer will be displayed on the notice board and on the website by the bank.

Complaints sent to the Nodal Officer should be in writing. Nodal officer will evaluate the complaint received from the customer and refer the matter to the concerned Department or the functional Head for immediate resolution.
The complaint will be resolved within 15 working days.

Level 3- CEO (Chief Executive Officer):

If the customer is not satisfied with the solution given by the Nodal officer then the customer is free to report the problem or grievance to the CEO.

The CEO will try to resolve the issue within 7 working days.

Level 4- Banking Ombudsman:

According to the Banking Ombudsman Scheme, 2006, under section 35 of Banking Regulation Act, 1949 by the Reserve Bank Of India, the customer can even send the complaint to Banking Ombudsman if he/she has not received any reply from the bank within the period of 1 month after the bank has received one’s complaint, or the bank rejects the complaint, or if the customer is not satisfied within the reply given by the bank.

Banking Ombudsman should be approached only in the cases when the customer is not satisfied by the solutions given by the Nodal Officer.

2. Grievance Related to Technology:

Grievances related to the technology arise when consumer use various services like ATM, Net Banking, Mobile Banking, etc.

A. When our customers are using our ATMs, the following inconveniences can happen,
   - Transaction is unsuccessful, but the customer's account is debited.
   - Transaction is successful and the account is debited but Cash is not dispensed.
       - Account debited twice but the cash is not at all dispensed or is dispensed only once.
       - Cash is partially dispensed but the full amount is debited from the account of the holder.

B. Our customers using other bank's ATMs or other bank's consumers are using our bank's ATM services.

   ATM failed transactions automatically get reversed within a period of 24 hours, hence customers may be requested to wait for a day and then lodge a complaint in case the amount is not automatically reversed.

   In case if ATM failed/disputed transaction is not reversed within a day, then customer can lodge grievance through any mode (writing, e-mail, etc.) wherein complaint gets registered and a complaint number is provided to the customer. Complaints related to ATM transactions are dealt in the Head Office. Over there the concerned officer will verify the transaction and either credit the amount to the customer's account of the unsuccessful transaction or provide a copy of log as an evidential document to the customer for successful transaction.

   If the customer is dissatisfied and the complaint is again raised then it is taken up with Head Office, Service branch through ATM owing branch on pre arbitration basis with other banks for providing no excess cash report, CCTV footage and an Engineer's report for resolving the matter.

   For other help in ATM cum Debit card related operations and other issues relating to alternate Banking Channels, toll free helpline number 18002339876 timing has been made available. The customers may also contact their home branch or contact us through mail at headoffice@ttcbank.co.in for redressal of their complaints.

C. Mobile Banking:
   Disputed transactions in Mobile Banking such as account debited twice for the same transaction, account debited and the amount not credited at the other end/received by the merchant establishment, online dispute transactions like failed online transaction but account debited, erroneous debits, etc. can be lodged through any mode of channels mentioned above.

   For assistance in Internet Banking or Mobile Banking the customer may contact the same helpline numbers as for ATM card transactions.

3. Limited Liability of a Customer:

A. *Zero Liability of a Customer:*

A customer's entitlement to zero liability shall arise where the unauthorized transaction occurs in the following cases.

- Contributory fraud/negligence/deficiency on the part of the bank (irrespective of whether or not the transaction is reported by the customer)
- Third party breach where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system and the customer notifies the bank within ***3 working days*** of receiving the communication from the bank regarding unauthorized transactions.

B. *Limited Liability of a Customer:*

A customer shall be liable for the loss occurring due to unauthorized transactions in the following cases.

- In cases where the loss is due to negligence of a customer, such as where he has shared the payment credentials, the customer will bear the entire loss until he reports the unauthorized transaction to the bank. Any loss occurring after the reporting of the unauthorized transaction shall be borne by the bank.
- In cases where the responsibility for the unauthorized electronic banking transaction lies neither with the bank nor with the customer, but lies elsewhere in the system and the customer notifies the bank regarding such a transaction within ***7 working days*** of receiving a communication of the transaction, the per transaction liability of the customer shall be limited to the transaction value or the amount mentioned in ***Table 01*** below.

Maximum liability of a customer	
Type of Account	*Maximum Liability (₹)*
• BSBD Accounts	5,000
• All other SB accounts • Prepaid payment instruments and Gift Cards • Current/Cash, Credit/Overdraft Accounts of MSMEs • Current Accounts/cash Credit/Overdraft Accounts of Individuals with the annual average balance (for 365 days preceding the incidents of fraud)/ limit up to ₹. 25 lakhs. • Credit cards with limits up to ₹. 5 lakhs.	10,000
• All the current/Cash Credit/Overdraft Accounts	25,000

Table 01

Further, if the delay in reporting is beyond ***7 working days***, customer liability will be determined as per table 02 mentioned below. Bank will provide details of their policy in regard to customers' liability formulated in pursuance of these directions at the time of opening the accounts.
Overall liability of the customer in the third-party breaches, where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, is summarized in the following ***Table 02***.

Summary of Customer's Liability	
Time taken to report the fraudulent transaction from the date of receiving the communication	***Customer's Liability (₹)***
Within 3 working days	Zero Liability
Within 4-7 working days	The transaction value or the amount mentioned in Table 01, whichever is lower
Beyond 7 working days	**the customer shall bear the entire loss arising out of the unauthorized transaction**

Table 02

The number of working days mentioned in table 02 shall be counted as per the working schedule of the home branch of the customer excluding the date of receiving the communication.

C. ***<u>Reversal Timeline for Zero Liability/ Limited Liability of Customer:</u>***

On being notified by the customer, the bank will credit (shadow reversal) the amount involved in the unauthorized electronic transactions to the customer's account within 10 working days from the date of such notifications sent by the customer (without waiting for settlement of insurance claim, if any) the credit will be value dated to be as of the date of the unauthorized transactions. Bank may also at its discretion decide to waive off any customer liability in case of unauthorized electronic banking transactions even in cases of customer negligence.

Further, bank will ensure that:

i. A complaint is resolved and liability of the customer, if any, established and the customer is compensated as per provisions as above, within such time as it is specified in the policy, but not exceeding 90 days from the date of receipt of the complaint
ii. Where it is unable to resolve the complaint or determine the customer's liability, if any, within 90 days the compensation as prescribed as above is paid immediately to the customer.

iii. In case of debit card/bank account, the customer does not suffer loss of interest, and in case of credit card, the customer does not bare any additional burden of interest.

X. Time frame:

A. If any client encounters physical or verbal harassment of any kind by an employee of the bank within the premises of the bank then they are free to register the complaint against the particular employee to the higher authority of the bank.

- ❖ The grievance of the customers will be solved in the mentioned timeline.

LEVELS	AUTHORITY	TIME LIMIT	DESCRIPTION
1st	Branch Manager	15 Days	If the customer is not satisfied with the response given by the Branch Manager, then he can approach the Nodal Officer.
2nd	Nodal Officer	15 Days	Nodal officer will review the complaint or the suggestion and refer the same to the respective department.
3rd	CEO	7 Days	If the customer is not satisfied with the solutions given by the Nodal officer then he/she may report the problem to the CEO. CEO will try to solve the grievance within **7 working days.**
4th	Banking Ombudsman		If the customer is not satisfied with the response given by the Nodal officer at the Head Office then he/she may even approach Banking Ombudsman which came into existence in 2009, under the regulations of the Reserve Bank of India.

Staff of the bank is trained properly to handle the complaints very patiently and sensitively. Grievance handling will be operated very smoothly at all the levels.

The policy is liable to undergo changes from time to time as per the discussions and decisions taken by the board from time to time.

CHAIRMAN

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