



e-MANUAL

Term Deposits operational Guidelines

Updated as on 31.03.2026





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1. Types of Deposit Accounts & definitions:

While various deposit products offered by the bank are assigned different name, the deposit products can be broadly categorized into the following types.

Definition of major deposit schemes are as under:

- (i) **“Demand deposit”** means a deposit received by the bank, which is withdrawable on demand;
- (ii) **“Composite Cash Credit”** means a type of loan product having a cash credit limit with a fully savings module designed to take care of farmer’s interest.

Interest on the minimum credit balance in the composite cash credit account of a farmer during the period from the 10th to the last day of each calendar month shall be paid as per interest rate on savings deposits.
- (iii) **“Term deposit”** means an interest-bearing deposit received by the bank for a fixed period and shall also include deposits such as Recurring /Cumulative /Annuity /Fixed/Reinvestment deposits and Cash Certificates.
- (iv) **“Bulk Deposit”** means: Single Rupee Term Deposits of Rupees Three Crore and above.

Presently, there is no penalty for premature closure of Bulk Deposit and the rate of interest will be payable at the rate prevailing on the date of opening, for the run period of the deposit.
- (v) **“Notice deposit”** means term deposit for specific period but withdrawable on giving at least one complete banking days’ notice or as specified in the scheme of the product.
- (vi) **“Domestic Rupee Deposits”** mean rupee deposits maintained in India in the form of current account, savings deposits or term deposit.
- (vii) Three type of Bulk Deposit schemes are currently available in our Bank:

	Amount	Period

Type of Deposit	Minimum	Maximum	Minimum	Maximum
Callable Deposit	₹3 Crores	No Limit	7 Days	120 Months
Notice Period Deposits*	₹3 Crores	No Limit	32 Days	120 Months
Non-Callable Deposits	₹3 Crores	No Limit	61 Days	36 Months

*In case of notice period deposits, customers have to give 31 days' notice in advance for premature closure of that deposit.

Waiver of clause of notice period of 31 Days for premature closure of Notice period Deposit can only be allowed in circumstances as given below;

- (i) death of depositor/first depositor in case of joint account
- (ii) bankruptcy of the depositor/s
- (iii) in case of specific order from Government/Regulator
- (iv) in case of court order

Delegated Authority for waiver of clause of notice period of 31 Days for premature closure of Notice period Deposit:

For the cases mentioned above, the power of waiver of clause of notice period of 31 Days for premature closure of Notice period Deposit will be vested with Vertical Head/GM, DMD Vertical.

- (viii) **“Non-Callable Term Deposit”** means Term Deposits without premature closure facility. Presently, our Bank offers Non-Callable Deposits for amounts of ₹3.00 crore and above under the Bulk Deposit category only.

Our Bank may also introduce Non-Callable Deposits with approval of the Competent Authority for amounts above ₹1.00 crore and less than ₹3.00 crore also under the Retail Term Deposit category. These deposits would carry a differential interest rate (revised from time to time) and remain without a premature withdrawal option.

With effect from April 01, 2026, a deposit, hitherto excluded from LCR computation (for instance a non-callable fixed deposit), contractually pledged as a collateral to

secure a credit facility or loan, shall be treated as callable for LCR purposes and following provisions will be applied:

1. A bank generally allows loans against deposits of customers. If a deposit is contractually pledged as collateral to secure a credit facility or loan that will not mature or be settled in the next 30 days, then a bank may exclude such pledged deposit from the LCR calculation, i.e., outflows, only if the following conditions are met:

- (i) the loan will not mature or be settled in the next 30 days
- (ii) the pledge / lien arrangement is subject to a legally enforceable contract disallowing withdrawal of the deposit before the loan is fully settled or repaid; and
- (iii) the amount of deposit to be excluded cannot exceed the outstanding balance of the loan (which may be the drawn portion of a credit facility).

2. The above treatment does not apply to a deposit which is pledged against an undrawn facility, in which case the higher of the outflow rate applicable to the undrawn facility or the pledged deposit applies.

3. Interest Clause: If a Non-Callable Deposit is closed within 60 days under any of the below mentioned circumstances, no interest shall be payable to customer.

Premature closure of Non-Callable Term Deposit can only be allowed in circumstances as given below;

- (i) death of depositor/first depositor in case of joint account
- (ii) bankruptcy of the depositor/s
- (iii) in case of specific order from Government/Regulator
- (iv) in case of court order

Delegated Authority for closure of Non-Callable Term Deposits

For the cases mentioned above, the power for premature closure of non-callable deposits will be vested with Vertical Head/GM, DMD Vertical.

- (ix) “Green Deposit” means an interest bearing deposit for a fixed period and the proceeds

of which are earmarked for being allocated towards lending to and/or investing in the activities/projects that contribute to climate risk mitigation, climate adaptation and resilience, and other climate related or environmental objectives- including biodiversity management and nature based solution.

- (x) “Gig Workers” means a person who perform a work or participates in a work arrangement and earns from such activities outside of traditional employer-employee relationship, shall be eligible to open deposit accounts with the Bank under applicable KYC norms.

The Bank shall endeavour to design deposit products tailored to the needs of Gig Workers, offering features such as flexible minimum balance requirements, digital onboarding, and recurring deposit options, thereby promoting financial inclusion for this emerging segment. The Bank shall ensure that all personal and financial data of Gig Workers is collected, processed, and stored strictly in accordance with the provisions of the Digital Personal Data Protection Act, 2023 (DPDP) and DPDP Rules, 2025.

2. Features

- i. Each Term Deposit Receipts is a separate contract.
- ii. A Term Deposit is accepted for a period 7 days and above only.
- iii. The bank will not accept Deposits for period longer than 10 years. However, exceptions may be made in terms of orders of Competent Court or in case of minors where interest of minors is involved.
- iv. Minimum amount acceptable as Term Deposit is Rs.1000/-depending on schemes.
- v. In the case of online creation of Term Deposits, the minimum amount is Rs.1000/-
- vi. No Change in the terms and conditions permissible, except under statutory obligations or as per RBI directives, till the deposit matures for payment.
- vii. Term Deposit Receipts are not negotiable instruments.
- viii. Loan against Term Deposits are allowed except in cases of Tax Saver Schemes, Capital Gain scheme, Money Flex term deposit, MACAD & Non- Callable Deposits.
- ix. Term Deposits are accepted as collateral for other loans.
- x. Branches should ensure that unknown parties/brokers/agents approaching branches with assurance to mobilize deposit/business are not entertained.

3. Eligibility

Term deposit accounts can be opened by,

- a) a person in his/her own name

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- b) two or more persons in their joint names payable to:
- both or all of them or to the survivor(S)
 - either or any one or more of them or to the survivor(s)
- c) a natural guardian on behalf of a minor
- A natural guardian in the joint names of himself/herself and the minor, payable to either or survivor
 - A person in name of any minor of whom he/she is the guardian appointed by a competent court
 - By Mother alone as guardian even if the natural guardian is alive subject to :
 - An undertaking will be submitted by the mother stating that the money belongs to her and that same is deposited in the minor's account opened for the benefit of the minor
 - While opening an account, a satisfactory proof of age of the minor should be obtained.
- d) a minor aged ten years or above in his/her single name to be operated upon by himself/herself
- e) a club, association, society, educational institution and other such bodies
- f) Trustees/Executors/Administrators/Courts
- g) Proprietary concerns, Partnership firms and Limited Companies
- h) Central/State Government Departments/ Corporations/ Organizations, Local Bodies and statutory authorities, Quasi Government Bodies etc.,
- i) Members of Staff /Ex-staff of Union Bank of India/erstwhile Andhra Bank & Corporation Bank.

4. Account Opening and Operation of Deposit Accounts

- The bank before opening any deposit account will carry out due diligence as required under “Know Your Customer” (KYC) guidelines issued by RBI Anti Money Laundering rules, and regulations and or such other norms or procedures as per the Customer Acceptance Policy of the bank. Know your Customers Business (KYC-B) is an integral and important part of KYC process through which the Bank comes to know its customers, the nature of customers’ business/occupation and inflows /outflows associated with that business, this is requisite information to provide customized business products and solutions. KYC-B is also to be done at the time of account opening. Policy on KYC compliance & Anti Money Laundering Measures and

other guidelines issued by bank should be followed while doing KYC of the customers. If the decision to open an account of a prospective depositor requires clearance at a higher level, reasons for any delay in opening the account will be informed to him and the final decision of the bank will be conveyed at the earliest to him. Customer shall be provided with a privacy notice at the time of opening of bank account. The Privacy notice shall clearly specify the categories of personal data collected, the purpose of processing such data, the rights available to the customers under the Digital Personal Data Protection Act, 2023, and contact details of the Data Protection Officer (DPO).

- II. Deposit accounts can be opened by an individual in his own name (known as account in single name) or by more than one individual in their own names (known as Joint Account). The Savings Bank Account opened by minor jointly with natural guardian/guardian can be operated by such guardian only. Minors above the age of 10 years will also be allowed to open and operate saving bank account independently provided the minor should be able to read and write and be capable in the opinion of the branch manager/authorised officer of understanding of what he/she does. However, no overdraft/loan will be granted to such minors. For accounts opened in the name of a minor, the Bank shall obtain verifiable consent of the parent prior to processing the personal data of the minor, in accordance with the provisions of Digital Personal Data Protection Act, 2023.
- III. Operation of Joint Account - The Joint Account opened by more than one individual can be operated by single individual or by more than one individual jointly. The mandate for operating the account can be modified with the consent of all account holders. The Savings Bank Account opened by minor jointly with natural guardian/legal guardian can be operated by such natural/legal guardian only.
- IV. The joint account holders can give any of the following mandates for the disposal of balance in the above accounts:

Either or Survivor: if the account is in the name of two individuals says, A & B, the final balance along with interest, if applicable, will be paid to either of account holders i.e. A or B, on date of maturity or to the survivor on death of any one of the account holders.

Anyone or Survivor: If the account is in the name of two or more individuals say, A, B & C, the final balance along with applicable interest (if any), will be paid to any of account holders

i.e. A or B or C, on the date of maturity. On the death of any one of account holder say A, the final balance along with interest if applicable, will be paid to any two of the surviving accountholders i.e. B or C. On the death of any two of account holder say A and B, the final balance along with interest if applicable, will be paid to surviving accountholder i.e. C.

Former or Survivor: If the account is in the name of two individuals say, A & B, the final balance along with interest, if applicable, will be paid to the former i.e. A on date of maturity and to the survivor on death of anyone of the account holders.

Later or Survivor: If the account is in the name of two individuals say, A & B, the final balance along with interest, if applicable, will be paid to the latter i.e. B on date of maturity and to the survivor on death of anyone of the account holders. The above mandates will be applicable to or become operational only on or after the date of maturity of term deposits. This mandate can be modified by the consent of all the account holders.

In case of absence of any instructions deposits will be treated as an auto renewal deposit and would be renewed for a similar period as that of matured deposit at the prevailing rate on due date. (Except certain specified deposits like Tax Saver and Bulk deposits etc.)

5. Nomination Facility

Nomination facility is available on all deposit accounts opened by individual(s). Nomination is also available to an account opened by a sole proprietor. In deposits, nomination can be made in favour of minimum one and maximum four individual only (Refer IC no 101139-2025 dt 31.10.2025).

If the person opening the account does not want to nominate anybody, a specific letter to that effect that he does not want to make nomination is to be obtained from the person. In case the person opening the account declines to give such a letter, the fact shall be recorded on the account opening form and account will be opened if he is otherwise found eligible.

Inability of an existing depositor to furnish details required by the Bank to fulfil statutory obligations could also result in closure of the account after giving due notice(s).

Individuals resident in India may be permitted to include non-resident Indian (NRI) close relative (s) (NRI as defined in regulation 2(vi) of Notification No. FEMA 5(R)/2016 RB dated April 01, 2016 as amended from time to time and {relative as defined in Section 2 (77) of the Companies Act,

2013} as a joint holder(s) in all types of resident bank accounts on “Either or Survivor” basis subject to the following conditions:

- (a) Such account will be treated as resident bank account for all purposes and all regulations applicable to a resident bank account shall be applicable.
- (b) Cheques, instruments, remittances, cash, card or any other proceeds belonging to the NRI close relative shall not be eligible for credit to this account.
- (c) The NRI close relative shall operate such account only for and on behalf of the resident for domestic payment and not for creating any beneficial interest for himself.
- (d) Where the NRI close relative becomes a joint holder with more than one resident in such account, such NRI close relative should be the close relative of all the resident bank account holders.
- (e) Where due to any eventuality, the non-resident account holder becomes the survivor of such an account, it shall be categorized as Non-Resident Ordinary Rupee (NRO) account as per the extant regulations.
- (f) Onus will be on the non-resident account holder to keep AD bank informed to get the account categorized as NRO account and all such regulations as applicable to NRO account shall be applicable.
- (g) The above joint account holder facility may be extended to all types of resident accounts including savings bank account.

6. Interest Rate

Term deposit interest rates are decided by the bank within the general guidelines issued by the reserve Bank of India from time to time. Interest rates on Domestic term deposits shall vary only on account of one or more of the following reasons:

i. Tenor of Deposits:

Subject to the condition that minimum tenor of the deposit offered shall be seven days.

ii. Size of Deposits:

Differential interest rate shall be offered only on bulk deposits.

Provided that differential interest shall not be applicable on deposit schemes framed on the basis

of the Bank Term Deposit Scheme, 2006 or the deposits received under the Capital Gains Accounts Scheme, 1988.

iii. Non- availability of Premature withdrawal option:

Term Deposit without premature withdrawal option.

Provided that all term deposits accepted from individuals (held singly or jointly) for number of Rupees One Crore and below shall have premature-withdrawal facility.

Interest is calculated at quarterly intervals on domestic term deposits and paid at the rate decided by the bank depending upon the period of deposits. Interest on deposits repayable for less than 181 days, shall be paid proportionately for the actual number of days reckoning the year at 365 days.

On Fixed deposits for duration of 181 days or more, interest should be calculated in the following manner,

- a) For completed quarters on quarterly basis.
- b) For the incomplete quarter i.e. for days, if any-for actual number of days on the basis of 365 days in a year.

In case of monthly deposit scheme, the interest shall be calculated for the quarter and paid monthly at discounted value.

- a. A bank may, at its discretion, formulate term deposit schemes specifically for resident Indian senior citizens, offering higher and fixed rates of interest as compared to normal deposits of any size.

Presently, Resident Senior Citizens will get additional interest of 0.50% irrespective of the deposit amount. Depositors will get the benefit of additional interest of 0.50% over the contracted rate, on attaining Senior Citizen status during the currency of the term deposits.

Presently, Resident Super Senior Citizens (individual who is 80 years or above) will get additional interest of 0.75% over and above the rate applicable to general public i.e. 0.25% above RoI for Senior Citizen, irrespective of deposit amount. Depositors will get the benefit of additional interest from the date of attaining Super Senior Citizen status even during the currency of the

existing term deposits.

However, the additional interest rate may be increased/decreased for senior citizens (including Super Senior Citizen) with approval of the Competent Authority. The approving authority for increasing the additional rate is ALCO.

Provided that this facility is not offered on the term deposit standing in the name of an HUF or the Karta of the HUF, even if the Karta is a resident Indian senior citizen.

The benefit of additional interest rate on deposits on account of being bank's own staff or senior citizens shall not be available to NRE and NRO deposit.

- b. Staff members/Retired staff members/spouse of deceased staff members who are senior citizen will get additional rate of 1.50% p.a. over the rates payable to general public.
- c. Staff members/Retired staff members/spouse of deceased staff members who are super senior citizens will get additional rate of 1.75% p.a. over the rates payable to public irrespective of the deposit amount.
- d. Preferential rate will be allowed for all categories of customers -senior citizen, super senior Citizen including senior/super citizen staff irrespective of deposit amount.
- e. Deposits Maturing on non- business working day(s) / Holiday(s)

- i) In case of Fixed deposits/Short Term deposits, Bank shall pay interest at the originally contracted rate on the principal amount for the non-business working day(s)/holiday(s), intervening between the date of maturity of the specified term of the deposit and the date of payment of the proceeds of the deposit on the succeeding working day.
- ii) In case of reinvestment deposits (DRIC) and recurring deposits, Bank shall pay interest for the intervening non-business working day(s)/holiday(s) on the maturity value at originally contracted rate.

7. Interest on Overdue Term Deposits

If a Term Deposit matures and the proceeds are neither renewed nor paid, the amount shall be kept in a separate office account of the Bank and treated as overdue deposits. Such overdue

deposits left unclaimed with the Bank

- i. When presented for payment shall be paid the maturity value together with the interest for the intervening period i.e. from the date of maturity to the date of payment at the rate applicable to savings deposit as on the date of payment or the contracted rate of interest on the matured Term Deposit, whichever is lower.
- ii. If the request for renewal is received for such overdue deposit within 14 days from the date of maturity (both days inclusive), the deposit will be renewed from the date of maturity at the interest rate applicable for deposits as on the date of maturity.
- iii. In case the request for renewal is received after 14 days from date of maturity (both the days inclusive), the term deposit will be renewed from date of request at the interest rate applicable on the date of renewal. However, interest for the intervening period i.e. from the date of maturity to the date of renewal will be paid at the rate applicable to savings deposit as on the date of payment or the contracted rate of interest on the matured Term Deposit, whichever is lower.
- iv. Additional interest of 1% as given to staff under normal circumstances is to be provided for payment of overdue deposits of staff.
- v. Following overdue deposits will be permitted for back dated renewal, on case to case basis and when there is no malafide intention, even if request for renewal is received after 14 days:

Bulk deposits (Callable), Lien marked deposits, Special retail deposits, Deposits not auto renewed/auto closed because of technical error etc.

Competent Authority for permitting Back dated renewal after 14 days will be:

Principal Amount	Delegation
Retail Term Deposits	Zonal Head
Bulk Deposits	Vertical Head/GM, DMD

- vi. The rate of interest on deposits will be prominently displayed in the branch premises.

Changes, if any, with regard to deposit schemes and other related services shall also be communicated upfront by way of public notice and/or Bank's web site and shall be prominently displayed.

vii. The bank has statutory obligation to deduct tax at source if total interest paid/ payable on all term deposits held by a person exceed the amount specified under the Income Tax Act. In case of re-investment deposits, in order to get the full maturity value on the due date, the depositor may give instructions to deduct tax payable on the term deposit, from operative account linked to the term deposit account; otherwise the amount of tax would be deducted from interest payable on term deposit and the maturity proceeds of the deposit will be lower than that mentioned on the term deposit receipt. The bank will issue a tax deduction certificate (TDS Certificate) for the amount of tax deducted. The depositor, if entitled to exemption from TDS can submit declaration in the prescribed format at the beginning of every financial year. Failure to furnish PAN will result in deduction of the TDS at rates as advised by Income Tax Department. If the total interest paid to the depositor in a financial year exceeds the threshold limit as specified by Income Tax Department, tax will be deducted at source and no declaration will be accepted as per Income Tax rules/laws.

- The claims related to short interest payment in Savings, Term and Flexi deposit accounts due to technical reasons shall be examined and approved on a case to case basis. The delegated authority for approval of short interest payment in deposit accounts per customer/per occasion will be same as mentioned in Appendix-I (delegated authority for approval of compensation per customer/ per occasion/ per sanction), of compensation policy.
- Consequence of transfer of branch of one bank to another bank

Deposits accounts transferred from one bank branch to another bank branch on account of takeover of bank branches in rural and semi-urban centres shall adhere to the following conditions:

- (i) Deposit accounts shall deemed to be transferred to the new bank and will continue to be governed by the terms of contract agreed to between the customer and the bank branch that is being taken over.

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- (ii) The same rate of interest shall be payable till maturity on such transferred deposits, as was payable at the time of takeover of the branch.

8. Term Deposits over Ten Years (Court Order)

The Domestic & NRO Rupee Term Deposits can be opened for minimum period of 7 days and maximum up to 10 Years. For NRE Term Deposits, minimum period is 1 Year and maximum up to 10 Years. However, Depositors are allowed for Domestic Rupee Term Deposits to be opened for more than permissible period, i.e. 10 Years, in case of Court Order issued in favour of the depositor, minor, Govt. sponsored scheme and Banks special scheme.

The Rate of Interest eligible for these Term Deposit Accounts shall be the Rate of Interest applicable for the Domestic, NRO & NRE Rupee Term Deposits of Ten Years on the account open effective date.

Accounts of beneficiaries of MACT Award money, should be opened under MACT/MACAD/relevant Deposit schemes only for crediting the award amount as per direction of the court. Annuity payment should be credited in MACT Saving Bank account only. Premature closure or part lump sum payment of Motor Accident Claims Annuity (Term) Deposit Account (MACAD) during the life of the claimant will be made with permission of the court. However, if permitted, new annuity account will be opened for balance tenure & amount, applicable rate of interest will be the prevailing rate as on the date of opening of new account. In case of balance tenure is less than 36 months then new MIS (Fixed deposit) account will be opened at current prevailing rate. Premature closure penalty will not be charged. In case of death of the claimant, payment to be given to the nominee. The nominee has an option to continue with the annuity or seek pre-closure. If balance tenure will remain less than 36 months, then MIS (Fixed deposit) account to be opened at current prevailing rate.

9. Minors' Accounts

Saving Bank account and Term Deposit Accounts including Recurring Deposits can be opened in the name of minor (known as Minor's Account) by natural guardian or guardian appointed by court (legal guardian). Savings Bank Account or Term Deposit Account can also be opened in the name of a minor jointly with natural guardian or with mother as the guardian (known as Minor's

Account) or jointly with a major, where minor is represented by natural guardian. Minors above the age of 10 years will be allowed to open and operate saving bank account independently provided the minor should be able to read and write and be capable in the opinion of the branch manager/authorised officer of understanding of what he/she does with the following terms and conditions.

- a. There will be no minimum balance requirement in the account.
- b. The account will always remain in credit and will not be allowed to be overdrawn under any circumstances whether operated independently or through a guardian.
- c. Cheque book will be issued to minor account holder. However, the cheque book would be allowed to be used for the sole purpose of self-cash withdrawal from the account. Minor account holder cannot issue/draw cheque favoring a third party.
- d. No overdrafts will be granted to these minors.
- e. An undertaking indemnifying the Bank relating to operations in the account by the minor will be obtained from the father/mother/legal guardian at the time of opening the account.
- f. KYC norms & due diligence of minor should be ensured while opening and operating these accounts. On attaining majority, fresh operating instructions and specimen signature & photo of the account holder shall be obtained and kept on record. Moreover, if the account is operated by the guardian, the balance shall be got confirmed. The erstwhile minor should confirm the balance in his/her account and if the account is operated by the natural guardian / guardian, fresh specimen signature of the erstwhile minor duly verified by the natural guardian would be obtained and kept on records. Such account holders are to be communicated these requirements in advance to ensure fulfilment of these requirements.
- g. Since Minor's account are mainly aimed at inculcating savings habit in the minors and familiarizing them with the basics of banking, following restrictions will be applicable to the accounts:
 - Maximum Debit to the such account should not exceed ₹ 10,000/- on Single transaction by Cash, withdrawal, Mobile banking, Internet banking & any other UPI Platform.
 - Maximum Debit in a day to such account should not exceed ₹ 10,000/.
 - Maximum balance to the credit of such account should not exceed ₹5,00,000/- at any time.
 - Total credits in the account in a year should not be more than ₹ 10,00,000/.
- h. Minor accounts where independent operations are allowed having age 10 years and above can be issued with Debit Cards/Mobile Banking/Internet Banking.

10. Account of Illiterate Persons

The bank may at its discretion open deposit accounts other than Current Accounts of an 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 Account. 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 will explain the need for proper care and safe keeping of the passbook etc. given to the account holder. The bank official shall explain the terms and conditions governing the account to the illiterate person.

11. Accounts of Transgender Persons:

In case of a person claiming to be transgender and needs to open account or to do any banking transaction, the person will be recognized as “Third Gender” and the details shall be accepted in the AOFs/ or other applicable forms as such. All transgender customers shall be treated equally to other male/ female.

12. Account of Visually Challenged Persons

Bank will facilitate opening of Saving Bank accounts as well as Term Deposit accounts of persons with visual impairment. Such accounts will be operated by the accountholder personally. Cheque book facility will be made available. Such accountholders will have to be present before the branch official and affix thumb impression and they will be identified through their photograph to facilitate operations. Bank is also committed in introducing technology banking facilities progressively via ATM & Internet banking in keeping with the availability of supporting technology which will enable visually challenged persons to operate their own accounts.

13. Account of persons with Autism, Cerebral palsy, Mental Retardation & Multiple Disabilities

Savings bank and term deposits can also be opened in the name of persons with autism, cerebral palsy, mental retardation and multiple disabilities by the legal guardian appointed by the District Court under Mental Health Care Act, 2017 or by the Local Level Committees set up under the National Trust for welfare of Persons with Autism, Cerebral palsy, Mental Retardation and Multiple Disabilities under Act, 1999. Legal guardian, so appointed, will furnish an indemnity-cum-undertaking bond duly stamped as per the local law in force along with Guardianship Certificate. The Bank shall take reasonable measures to verify the identity and authority of the lawful guardian of the person with disability before processing personal data.

14. Addition or Deletion of the Name/s of Joint Account Holders

The bank may at the request of all the joint account holders allow addition or deletion of name/s of joint account holder/s if the circumstances so warrant or allow an individual depositor to add the name of another person as a joint account holder.

15. Customer Information

The customer information collected from the customers shall not be used for cross selling of services or products by the Bank, its subsidiaries and affiliates. If the bank proposes to use such information, it should be strictly with the consent of the account holder.

16. Secrecy of Customer's Accounts

The bank shall not disclose details/particulars of the customer's account to a third person or party without the expressed or implied consent from the customer. However, there are some exceptions, viz. disclosure of information under compulsion of law, where there is a duty to public to disclose and where interest of the bank requires disclosure.

17. A. Penalty on premature withdrawal of domestic term deposit:

In case of premature closure/withdrawal of term deposits which have run for a period of 7 days and above, a penalty of 1%, unless stated otherwise, shall be charged on run period interest rate.

16.A.1. The components of penalty shall be clearly brought to the notice of the depositors at the time of acceptance of the deposits. If not, no penalty shall be levied.

16.A.2. In case of splitting of the amount of term deposit at the request from the claimant/s of deceased depositors or Joint account holders, no penalty for premature withdrawal of the term deposit shall be levied if the period and aggregate amount of the deposit do not undergo any change.

16.A.3. No penalty for premature withdrawal shall be levied, where depositors of the Branch as mentioned in para 11.16 of this policy, desire premature withdrawal of deposit consequent to the transfer of business to another bank.

16.A.4. Penalty for delayed payment of RD instalments (Refer IC 100876-2025 dt. 25.09.2025)

- A penalty of Rs 1.00 for every Rs 100 per month will be imposed for all RD accounts

irrespective of the tenure of the deposit.

- The penalty will be deducted from the maturity proceeds of the RD account.
- In case six consecutive instalment not received, the account shall be prematurely auto closed by the system and closure proceeds will be auto credited to the linked operative accounts.
- In view of this change, all branches are instructed to display notice prominently within the branch premises, including the notice board, customer waiting area and ATM premises to educate and inform customer about the new penalty clause on recurring deposit accounts.

16.B. Premature Withdrawal of Term Deposit

The Bank, on a request from the depositor, at its discretion may allow withdrawal of term deposit before completion of the period of the deposit agreed upon at the time of placing the deposit. The bank shall make depositors aware of the applicable rate along with the deposit rate. The bank has in place following policy for premature withdrawal of term deposit:

16.B.1. Unless expressly prohibited under a deposit scheme, premature withdrawal of deposit will be allowed, irrespective of the period, it has run, but no interest will be paid on term deposits, which remain with the bank for less than 7 days.

16.B.2. For term deposits which have run for 7 days and above, interest will be paid at the rate applicable on date of deposit for the period for which it has actually remained with the bank or the contracted rate whichever is lower with penalty if any for premature withdrawal for the term deposits.

16.B.3. Penal Interest shall be applicable for NRO deposits also and provision of penal interest shall be applicable for the new as well as renewed retail term deposits.

18. Premature Renewal / Extension of Term Deposit

In case the depositor desires to renew the deposit by seeking premature closure of an existing term deposit account, the bank will permit the renewal at the applicable rate on the date of renewal, provided the deposit is renewed for a period longer than the balance period of the original deposit.

While prematurely closing a deposit for the purpose of renewal, interest on the deposit for the period it has remained with the bank will be paid at the rate applicable on the date of deposit to the period for which the deposit remained with the banker contracted rate of interest whichever is lower, without any penalty.

19. Renewal of Term Deposits

Depositors can give instructions at the time of opening the account for payment of maturity proceeds to their accounts or by draft or for renewal of the deposit for the period of their choice. In the absence of any instructions from customer, the bank will renew the deposit on due date for the same period for which the matured deposit was placed. However, the depositor will have a choice to change the auto renewal period within 14 days from the date of maturity with value dated effect for such period. Request for change of the auto renewal period received after 14 days from the date of maturity will be treated as premature renewal of deposit.

However, auto renewal option is not available for bulk deposits.

After death of the depositor, renewal (as per mandate given at the time of opening of account) / auto renewal in the account shall be treated as null/void. (In absence of death intimation, if a deposit is renewed/ auto renewed after death of the depositor same will be treated as null/void). Interest for the said deposit will be paid at the rate applicable to savings deposit as on the date of payment.

20. Advance Against Deposits

The Bank may consider request of the depositor/s for loan / overdraft facility against term deposits duly discharged by the depositor/s & execution of necessary security documents. The Bank will also consider a loan against a deposit standing in the name of minor, however a suitable declaration stating that the loan is for the benefit of the minor is to be furnished by the depositor-applicant.

21. Premature Repayment of Term Depositor in Banks with “Either or Survivor” or “Former or Survivor” mandate.

In case of Term Deposits with Either or Survivor or Former or Survivor mandate, banks are permitted to allow premature withdrawal of the deposit by the surviving joint depositor on the death of the other, only if there is a joint mandate from the joint depositors to this effect.

The joint deposit holders may be permitted to give the mandate either at the time of placing

fixed deposit or anytime subsequently during the term/tenure of the deposit. If such a mandate is obtained, banks can allow premature withdrawal of term/fixed deposits by the surviving depositor without seeking concurrence of the legal heirs of the deceased joint deposit holder. It is also reiterated that such premature withdrawal will not attract any penal charge.

22. Settlement of Dues in Deceased Depositor's Account

- a. Bank will follow a simplified procedure for settlement of accounts of deceased account holders. The claims in respect of deceased depositors and release of payments to survivor(s)/nominees will be made within a period not exceeding 15 days from the date of receipt of the claim subject to the production of proof of death of the depositor and suitable identification of the claimant(s) to the bank's satisfaction.
- b. If the depositor has registered a 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 the Bank satisfies itself about the identity of the nominee, etc.
- c. The above procedure will be followed even in respect of a joint account where nomination is registered with the Bank.
- d. In a joint deposit account when one of the joint account holders dies, the Bank is required to make payment jointly to the legal heirs of the deceased person and the surviving depositor(s). However, if the joint holders had given mandates for disposal of the balance in the account in the forms such as either-or survivor, former / latter or survivor, anyone or survivors or survivor; etc., the payment will be made as per the mandate.
- e. In the absence of nomination and when there are no disputes among the claimants, the Bank will pay the amount outstanding in the account of deceased person against joint application 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. This is to ensure that the common depositors are not put to hardship on account of delays in completing legal formalities. For the amount outstanding over the prescribed limit the necessary legal formalities as prescribed by the Bank from time to time need to be completed.
- f. In the case of balances lying in Current account standing in the name of a deceased individual depositor/sole proprietorship concern, interest should be paid only from 1st May, 1983, or from the date of death of the depositor, whichever is later, till the date

of repayment to the claimants at the rate of interest applicable to savings deposit as on the date of payment.

23. Interest Payable on Term Deposit in Deceased Depositor's Account

- In the event of the death of the depositor before the date of maturity of the deposit and amount of the deposit is claimed after the date of maturity, the Bank shall pay interest at the contracted rate till the date of maturity. After date of maturity, interest will be paid at the rate of interest applicable to savings deposit as on the date of payment for the period for which the deposit remained with the Bank beyond the date of maturity.
- If the amount of deposit is claimed before the date of maturity, interest at the rate applicable to the period for which the deposit has remained with the bank will be paid without any penalty.
- However, in the case of death of the depositor after the date of maturity of the overdue deposit, the bank shall pay interest as per Bank's policy on overdue deposit.

24. Closure of Accounts:

- Accounts can be closed on written request of the depositor. Request for closure of account should state the reason for closure. The passbook, unused cheque leaves and ATM cum Debit card (after cutting into two pieces across the magnetic strip) must accompany such request. Joint accounts can be closed only at the request of all such joint signatories.
- Under normal circumstances, we will not close depositors account without giving at least 30 days' notice indicating the reasons for such closure. In such cases, account holder will be required to make alternate arrangements for cheques already issued and desist from issuing any fresh cheques on such account.
- Upon closure of the customer's account, the Bank shall ensure that all associated personal data is securely deleted or anonymized once the purpose of processing is fulfilled, unless retention of such data is required under applicable laws, regulations or regulatory obligations.

25. Insurance Cover for Deposits

All bank deposits are covered under the insurance scheme offered by the Deposit Insurance and

Credit Guarantee Corporation of India (DICGC). The details of the insurance cover in force will be made available to the depositor.

Bank while offering deposit products linked to insurance benefits will give choice to the customer for availing the insurance benefit and will explicitly specify the insurance cost if the depositor opts for insurance cover.

26. Stop Payment Facility

The bank will accept stop payment instructions from the depositors in respect of cheques issued by them. Charges, as specified, will be recovered.

27. Dormant Accounts

Accounts which are not operated for a period of two years will be classified as dormant accounts in the interest of the depositor as well as the bank. The depositor will be informed of charges, if any, which the bank will levy on dormant/inoperative accounts. The depositor can request the bank to activate the account for operating it after complying with the conditions as per KYC norms.

28. Non-Resident Accounts

As defined by FEMA, Non-Resident Indian (NRI) means person resident outside India who is citizen of India or is a person of Indian origin. NRI may open following types of accounts.

27.1 “FCNR(B) account” means a Foreign Currency Non-Resident (Bank) account referred to in Foreign Exchange Management (Deposit) Regulations, 2000, as amended from time to time.

27.2 “RFC account” means a Resident Foreign Currency account referred to in Foreign Exchange Management (Foreign currency accounts by a person resident in India) Regulations, 2000, as amended from time to time.

27.3 Rupee Deposits: Rupee deposits accepted from Non-resident Indians and persons of Indian Origin are maintained in the form of NRO & NRE accounts. Only individuals can open these accounts.

27.4 Non-Resident Ordinary Account (NRO): NRIs can open non-resident ordinary deposit

accounts for collecting their funds from local bonafide transactions. NRO accounts being rupee accounts, the exchange risk on such deposits is borne by the depositor themselves. When a resident becomes an NRI, his/her existing rupee accounts are designated as NRO accounts. NRO accounts can also be opened to meet the requirements of foreign nationals' resident in India. These accounts can be maintained as current, savings or Term deposit accounts. The interest rates applicable in these deposits are in accordance with RBI guidelines. However, the interest earned is subjected to tax as per IT act. While the principal amount of NRO deposits is non repatriable, current income and interest earned is repatriable.

27.5 Non-Resident (External) Rupee Account (NRE): These accounts are opened with funds remitted to India through a banking channel from abroad. These accounts are maintained as current, savings or term deposit. NRE term deposit is accepted for a minimum period of one year as per RBI directives. Local payment can be made freely. This is a repatriable account and transfer of fund from another NRE or FCNR(B) account is also permitted. Since these accounts are maintained in rupees, the depositor is exposed to exchange risk for conversion into foreign currency. The interest rates payable on NRE deposits have been deregulated w.e.f 16.12.2011.

29. Permissible Debits and Credits in NRO Accounts

Credits

- I. Proceeds of remittances received in any permitted currency from outside India through banking channels or any permitted currency tendered by the account holder during his temporary visit to India or transfers from rupee accounts of non-resident banks.
- II. Legitimate dues in India of the account holder.
- III. Transfers from other NRO accounts.
- IV. Any amount received by the account holder in accordance with the rules or regulations made under the FEMA and RBI regulations.

Debits

- I. All local payments in rupees including payments for investments subject to compliance with the relevant regulations made by the Reserve Bank.

II. Remittance outside India of current income in India of the account holder net of applicable taxes.

III. Transfers to other NRO accounts.

IV. Settlement of charges on International Credit Cards issued by authorized dealer/ banks in India to NRIs or PIOs, subject to the limits for repatriation of balances held in NRO accounts specified in regulation 4(2) of Foreign Exchange Management (Remittance of Assets) Regulations, 2016.

30. Permissible Debits and Credits in NRE Accounts:

Permitted Credits:

1. Proceeds of remittances to India in any permitted currency.
2. Proceeds of personal cheques drawn by the account holder on his foreign currency account and of traveler's cheques, bank drafts payable in any permitted currency including instruments expressed in Indian rupees for which reimbursement will be received in foreign currency, deposited by the account holder in person during his temporary visit to India, provided the Bank/Branch is satisfied that the account holder is still resident outside India, the travellers' cheques/ drafts are standing/ endorsed in the name of the account holder and in the case of travellers' cheques, they were issued outside India.
3. Proceeds of foreign currency/ bank notes tendered by account holder during his temporary visit to India, provided
 - a. the amount was declared on a Currency Declaration Form (CDF), where applicable, and
 - b. The notes are tendered to the bank/branches in person by the account holder himself and the bank/branch is satisfied that account holder is a person resident outside India.
4. Transfers from other NRE/ FCNR (B) accounts.
5. Interest accruing on the funds held in the account.
6. Current income in India due to the account holder, subject to payment of applicable taxes in India.

7. Maturity or sale proceeds of any permissible investment in India which was originally made by debit to the account holder's NRE/ FCNR (B) account or out of remittances received from outside India through banking channels. Provided that the investment was made in accordance with the foreign exchange regulations in force at the time of making such investment.
8. Refund of share/ debenture subscriptions to new issues of Indian companies or portion thereof, if the amount of subscription was paid from the same account or from other NRE/ FCNR (B) account of the account holder or by remittance from outside India through banking channels.
9. Refund of application/ earnest money/ purchase consideration made by the house building agencies/ seller on account of non-allotment of flat/ plot/ cancellation of bookings / deals for purchase of residential/ commercial property, together with interest, if any (net of income tax payable thereon), provided the original payment was made out of NRE/ FCNR(B) account of the account holder or remittance from outside India through banking channels and the bank is satisfied about the genuineness of the transaction.
10. Any other credit if covered under general or special permission granted by Reserve Bank.

Permitted Debits:

- a. Local disbursements.
- b. Remittances outside India.
- c. Transfer to NRE/ FCNR (B) accounts of the account holder or any other person eligible to maintain such account.
- d. Investment in shares/ securities/ commercial paper of an Indian company or for purchase of immovable property in India provided such investment/ purchase is covered by the regulations made, or the general/ special permission granted by the Reserve Bank.
- e. Any other transaction if covered under general or special permission granted by the Reserve Bank.

FOREIGN Currency Deposits:

31. Foreign Currency Non-Resident Account (FCNR - B)

These deposits are accepted from non-resident individuals of Indian nationality or origin (NRI) and are maintained in US Dollar, Pound Sterling, Euro, CAD, JPY and AUD. Only term deposits are accepted under this category. The depositors are protected from exchange risk. As per the RBI directives the minimum maturity period is one year, and maximum maturity period is five years.

All debits/ credits permissible in respect of NRE accounts as specified in Section 32.5.4 shall be permissible in respect of these accounts also.

i. Resident Foreign Currency Account

NRIs returning permanently after a continuous stay of minimum one-year abroad can open resident foreign currency accounts. Those who have returned after less than a year's stay abroad needs to obtain permission from the RBI for opening RFC accounts. Funds held in an RFC account can be remitted abroad freely without the RBI's approval. The funds can also be withdrawn in rupees to meet payments in India. If one subsequently goes abroad to become an NRI, the balance in their RFC account can be converted to an NRE/FCNR account. As long as one maintains the status of 'Resident but not Ordinarily Resident', the interest on the deposit will be exempt from tax. The money held in NRE/FCNR accounts and other foreign exchange funds brought in at the time of return can be freely invested in RFC deposits. So also, any income from assets which one continues to maintain abroad.

b. Interest rates on Rupee Deposits-Non-Residents

i. Interest on deposits of money accepted or renewed under NRE/NRO deposit scheme shall be on the terms and conditions specified in the ensuing paragraphs:

(a) Interest rates on NRE/NRO term deposits shall vary only on account of one or more of the following reasons:

i. Tenor of Deposits:

Minimum tenor of NRE term deposits shall be one year and that of NRO term deposits shall be seven days.

Maximum tenor of NRE and NRO term deposits shall be 10 years.

ii. Size of Deposits

Differential interest rate shall be offered only on bulk deposits

- iii. Non-availability of Premature withdrawal option: Banks shall have the freedom to offer NRE / NRO term deposits without premature withdrawal option, provided that all NRE / NRO term deposits accepted from individuals (held singly or jointly) for amount of Rupees one crore and below shall have premature-withdrawal-facility.

(b) Interest rates on NRE/ NRO deposits shall not be higher than those offered by the banks on comparable domestic rupee term deposits.

(c) The benefit of additional interest rate on deposits on account of being bank's own staff or senior citizens shall not be available to NRE and NRO deposits.

(d) Interest on savings deposits shall be credited at quarterly intervals.

(e) If an NRE account holder, immediately on return to India, requests for conversion of the NRE term deposit into Resident Foreign Currency Account (RFC), interest shall be paid as under:

- i. If the NRE deposit has not run for a minimum period of one year, interest shall be paid at a rate not exceeding the rate payable on savings deposits held in RFC accounts.
- ii. In all other cases, interest shall be paid at the contracted rate.

ii. Prohibition on marking lien

Bank/Branches shall not mark any type of lien, direct or indirect, against NRE saving deposits

iii. Penalty on premature withdrawal of NRE deposits, Subject to the following:

- (a) In case of premature closure/withdrawal of NRE term deposits which have run for a period of 1 year and above, a penal interest of 1%, unless stated otherwise, shall be charged on run period interest rate.
- (b) Penal Interest on premature withdrawal shall also be applicable on NRO deposits.

- (c) The components of penalty shall be clearly brought to the notice of the depositors at the time of acceptance of the deposits.
- (d) No penalty shall be levied for premature withdrawal of NRE term deposits for conversion into Resident Foreign Currency (RFC) Account.
- (e) Penalties for premature withdrawal shall be levied for conversion of NRE deposit into FCNR (B) deposit and vice versa.
- (f) In case of splitting of the amount of term deposit at the request from the claimant/s of deceased depositors or Joint account holders, no penalty for premature withdrawal of the term deposit shall be levied if the period and aggregate amount of the deposit do not undergo any change.
- (g) No penalty for premature withdrawal shall be levied, where depositors of the branch desires premature withdrawal of deposit consequent to the transfer of business to another bank.

iv. Interest payable on the NRE term deposit account of deceased depositor

In case the claimants of an NRE term deposit account of a deceased depositor are residents, the deposit on maturity shall be treated as a domestic rupee term deposit and interest shall be paid for the subsequent period at a rate applicable to a domestic term deposit of similar maturity.

c. Interest Rate on Foreign Currency (Non-resident) Accounts (Banks) Scheme

i. Interest on deposits of money accepted or renewed under the Foreign Currency (Non-Resident) Accounts (Banks) Scheme shall be in accordance with the terms and conditions specified in the ensuing paragraphs:

(a) Interest rates on term deposits under the FCNR (B) scheme shall vary only on account of one or more of the following reasons:

- i. Tenor of deposits- The maturity period for term deposits under the FCNR (B) scheme shall be as under:
 - a. One year and above but less than two years
 - b. Two years and above but less than three years

- c. Three years and above but less than four years
- d. Four years and above but less than five years
- e. Five years only

Provided that Acceptance or renewal of FCNR (B) deposits over five years and acceptance of recurring deposits under the FCNR (B) scheme shall not be permitted by the Bank.

ii. Size of deposits

Bank shall, at their discretion, decide the currency-wise minimum quantum on which differential rates of interest may be offered.

- (b) The interest rates on all deposits, including where differential rates of interest are offered, shall be subject to the overall ceiling prescribed at (f) below.
- (c) Interest on floating rate deposits shall be paid within the ceiling of swap rates for the respective currency/ maturity and in case of fixed rate deposits, interest shall be paid within the ceiling of Overnight Alternative Reference Rate for the respective currency / maturity.
- (d) The interest reset period shall be six months for all floating rate deposits.
- (e) The Overnight Alternative Reference Rate for the respective currency /SWAP rates as on the last working day of the preceding month shall form the base for fixing ceiling rates for the interest rates offered effective in the following month
- (f) The interest rates ceiling on FCNR (B) deposits shall be as under:

Period of deposit	Ceiling rate
1 year to less than 3 years	Overnight Alternative Reference Rate for the respective currency/ Swap plus 250 basis points

3 years and above up to and including 5 years	Overnight Alternative Reference Rate for the respective currency / Swap plus 350 basis points
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(g) The Overnight Alternative Reference Rate for the respective currency / Swap rates quoted/displayed by Financial Benchmarks India Pvt Ltd (FBIL) shall be used as the reference for arriving at the interest rates on FCNR (B) deposits.

ii. Manner of calculation of interest on FCNR(B) deposits

- (a) Interest on the deposits accepted under the scheme shall be calculated on the basis of 360 days to a year.
- (b) The interest on FCNR (B) deposits shall be calculated and paid at intervals of 180 days each and thereafter for the remaining actual number of days.

Provided that the option to receive the interest on maturity with compounding effect shall vest with the depositor.

iii. Calculation of interest on renewal of FCNR (B) deposits

Interest calculation on renewal of FCNR(B) deposits shall be as under:

- (a) If the period from the date of maturity till the date of renewal (both days inclusive) does not exceed 14 days, the rate of interest payable on the amount of the deposit so renewed shall be the appropriate rate of interest for the period of renewal as prevailing on the date of maturity or on the date when the depositor seeks renewal, whichever is lower.
- (b) In all other cases of renewal, interest rates for the overdue period on the renewed amount shall be determined by treating it as a fresh term deposit.
- (c) If, after renewal, the deposit is withdrawn before completion of the minimum stipulated period under the scheme, scheduled commercial banks may, at their discretion, recover the interest paid for the overdue period i.e. period beyond the original date of maturity.

iv. Interest payable on the deposit of a deceased FCNR(B) depositor

Bank shall pay interest on the term deposits standing in the name(s) of a deceased FCNR(B)

individual depositor or two or more joint depositors where one of the depositors has died, as under: -

- (a) If paid on the maturity of the deposit, interest shall be paid at the contracted rate;
- (b) If the deposit is claimed before the maturity date, interest shall be paid not at the contracted rate but at the rate applicable to the period for which the deposit remained with the bank and without charging penalty for pre-payment;
- (c) In case the depositor dies before the date of maturity of the deposit but the amount of the deposit is claimed after the date of maturity, interest shall be paid at the contracted rate till the date of maturity and simple interest at the applicable rate operative on the date of maturity for the period for which the deposit remained with the bank beyond the date of maturity.
- (d) In case of death of the depositor after the date of maturity of the deposit, the interest rate operative on the date of maturity in respect of savings deposits held under Resident Foreign Currency (RFC) Account Scheme shall be paid from the date of maturity till the date of payment.
- (e) In case the claimants are residents, the maturity proceeds shall be converted into Indian Rupees on the date of maturity and interest shall be paid for the subsequent period at the rate applicable to a domestic term deposit of similar maturity.

v. Payment of interest on FCNR (B) deposits of NRIs on return to India

Bank/Branches may, at their discretion, on receipt of the request from the depositor, allow FCNR (B) deposits of persons of Indian nationality/origin who return to India for permanent settlement to continue till maturity at the contracted rate of interest subject to the conditions that:

- (a) The rate of interest as applicable to FCNR (B) deposits shall continue.
- (b) Such deposits shall be treated as resident deposits from the date of return of the account holder to India.
- (c) The FCNR (B) deposits on maturity shall be converted into Resident Rupee Deposit Account or RFC Account (if eligible) at the option of the account holder.
- (d) The rate of interest on the new deposit (Rupee account or RFC Account) shall be

the relevant rate applicable for such deposit account.

vi. Conversion of FCNR (B) Accounts of Returning Indians into RFC Accounts/Resident Rupee Accounts- Payment of interest

Subject to the conditions as per FEMA and RBI Directions, Bank shall pay interest at the time of conversion of FCNR(B) Account into RFC/Resident Rupee Account even if the deposit has not completed the minimum maturity period.

Provided that the rate of interest shall not exceed the rate payable on savings bank deposits held under RFC Account Scheme.

vii. Premature withdrawal of deposits

- (a) Bank shall, on request from the depositor, permit premature withdrawal of deposits under the FCNR(B) Scheme.
- (b) If the premature withdrawal of FCNR(B) deposits takes place before completion of the minimum stipulated period as mentioned in section 32.8.1.(a). above, no interest shall be paid.

viii. Penalty on Premature Withdrawal of deposits

There shall be a comprehensive policy on penalties for premature withdrawal of FCNR(B) term deposits approved by the Board of Directors or any committee of the Board to which powers have been delegated, subject to the following:

- (a) The components of penalty shall be clearly brought to the notice of the depositors at the time of acceptance of the deposits. If not, the exchange loss arising out of premature withdrawal shall be borne by the Scheduled Commercial Banks.
- (b) Penalty shall be levied on premature withdrawal of FCNR(B) deposits
 - (i) When the depositors return to India for permanent settlement.
 - (ii) For conversion of FCNR (B) deposits into NRE deposits or vice-versa.
- (c) In case of splitting of the amount of term deposit at the request from the claimant/s, no penalty for premature withdrawal of the term deposit shall be levied if the period and aggregate amount of the deposit do not undergo any change.

(d) Bank shall, at their discretion, levy penalty to recover the swap cost in the case of premature withdrawal of FCNR (B) deposits.

(e) No penalties shall be levied in the case of premature conversion of balances held in FCNR (B) deposits into RFC Accounts by Non-Resident Indians on their return to India.

ix. Change of Residential Status of NRO Account Holder

(a) From Resident to Non-resident

When a person resident in India leaves India for a country (other than Nepal or Bhutan) for taking up employment or for carrying on business or vocation outside India or for any other purpose indicating his intention to stay outside India for an uncertain period, his existing account should be designated/converted as a Non- Resident (Ordinary) Account.

(b) From Non- resident to Resident

NRO accounts may be re-designated as resident Rupee accounts on return of the account holder to India for taking up employment, or for carrying on business or vocation or for any other purpose indicating his intention to stay in India for an uncertain period.

Where the account holder is only on a temporary visit to India, the account should continue to be treated as non-resident during such visit.

x. Change of Residential Status of the NRE Account Holders

NRE accounts should be re-designated as resident accounts or the funds held in these accounts may be transferred to the RFC accounts (if the account holder is eligible for maintaining RFC account) at the option of the account holder immediately upon the return of the account holder to India for taking up employment or for carrying on business or vocation or for any other purpose indicating intention to stay in India for an uncertain period. Where the account holder is only on a short visit to India, the account may continue to be treated as NRE account even during his stay in India.

xi. Change of Residential Status of the FCNR (B) Account Holders

When an account holder becomes a person resident in India, deposits may be allowed to continue till maturity at the contracted rate of interest, if so desired by him. However, except

the provisions relating to rate of interest and reserve requirements as applicable to FCNR (B) deposits, for all other purposes such deposits shall be treated as resident deposits from the date of return of the account holder to India. Bank/Branches should convert the FCNR(B) deposits on maturity into resident rupee deposit accounts or RFC account (if the depositor is eligible to open RFC account), at the option of the account holder and interest on the new deposit (rupee account or RFC account) shall be payable at the relevant rates applicable for such deposits.

32. Staff Deposits and Payment of Additional Interest:

a. Payment of additional interest:

As per RBI directives, Master Direction DBR.Dir.No.84/13.03.00/2015-16, scheduled commercial banks shall at their discretion, allow additional interest of 1% (one percent) per annum, over and above the rate of interest mentioned in the schedule of interest rates on saving or term deposits of bank's staff and their exclusive associations as well as on deposits of Chairman, Chairman & Managing Director, Executive Director or such other Executives appointed for a fixed tenure, subject to the following conditions:

- i. The additional interest is payable till the person continues to be eligible for the same and in case of his ceasing to be so eligible, till the maturity of term deposit account.
- ii. Additional interest of 1% p.a. over the rates payable to public shall be allowed in all term deposit accounts irrespective of amount and in all types of Saving deposit schemes opened in the name of the following:
 1. Member or a retired member of the bank's staff, either singly or jointly with any member or members of his/her family; or
 2. The spouse of a deceased member or a deceased retired member of the bank's staff; and
 3. An Association or a fund, members of which are members of the bank's staff;

The additional interest may be paid after obtaining a declaration from the depositor concerned that the monies deposited, or which may be deposited from time to time into such account

belongs to the depositor.

On the above, further it is clarified that:

As per policy point No.33.2.6 And (b) herein above shall exclude legally separated spouse of a staff member/retired staff member. Further a declaration shall be obtained from the depositor concerned that the monies deposited, or which may from time to time or be deposited into such account from time to time belong to the depositor (format furnished as Appendix-1). The same shall continue to be obtained in the Amalgamated Entity.

b. Joint Deposits of Staff:

- i. Staff Deposits jointly with family members: Where a joint holder of a deposit is a staff member, in order to be entitled for 1.0% p.a. additional interest, the name of the staff member should be first and not subsequent. However, a declaration from the staff member shall be obtained to the effect that the monies deposited, or which may be deposited from time to time into such account/s, belong to the concerned staff member (furnished as Appendix-I). The implication of this is that as per extant norms, applicable TDS will be deducted from the total interest paid and relevant TDS certificate will be issued in the name of the staff member only, irrespective of the fact the account is in joint name.
- ii. Deposit of Retired Staff (Senior Citizen) jointly with family members: If a deposit is held by a retired staff member who is also a Senior Citizen jointly with his parents / spouse / child /children, brother or sister, then the branch can offer both Staff benefit and Senior Citizen benefit subject to obtaining a declaration from the staff member to the effect that the monies deposited or which may be deposited from time to time into such account/s, belong to the concerned retired staff member. In order to be entitled for Senior Citizen benefit, name of the retired staff member should be first and not subsequent in a joint deposit.
- iii. In other words, deposits maintained by retired staff members (who incidentally are senior citizens) jointly with eligible family members would be entitled for the staff benefit by way of additional 1.0% interest along with senior citizen benefit, only when

the retired staff member is named first and not subsequent to the deposit.

iv. Staff Deposit jointly with Senior Citizens: Where a joint holder of a deposit made by the Senior citizen is a staff member, to be entitled for 1% p.a. additional interest, only when the name of the staff member is first and not subsequent. A declaration from the staff member shall be obtained to the effect that the monies deposited, or which may be deposited from time to time into such account/s, belong to the concerned staff member.

The benefit of additional interest of 0.5% p.a. as extended to senior Citizen scheme shall not be extended to such deposits (since the serving staff member is not a senior citizen). Applicable TDS will be deducted from the total interest paid and relevant TDS certificate will be issued in the name of the staff member only.

v. Deposits in the name of spouse of a deceased staff (jointly or singly): If a deposit is held jointly by the spouse of the deceased member of the staff who is senior citizen, then the branch can offer both staff interest and senior citizen interest subject to obtaining of the declaration that deposits belong to him/her. Here again, in order to be entitled for Senior Citizen benefit, name of the spouse of the deceased staff member, who is also a Senior Citizen, should be first in a joint deposit.

vi. Premature closure of staff account:

On premature closure of a staff member's Term Deposit, penalty as applicable shall be levied (1% less than the card rate applicable for staff deposits as prevailing on the date of deposit for the tenure up to which the deposit remained with the Bank).

vii. Ceiling on Staff Deposits:

The maximum ceiling of ₹5.00 crore on the aggregate principal amount invested in Term Deposits (Principal amount) at all branches of the Bank put together under the staff category, is discontinued. Accordingly, there will be no upper limit on the amount that can be invested under the staff category for individuals, whether opened singly or jointly with family members, viz. staff, ex-staff, or the spouse of a deceased staff member or deceased retired staff member, for availing the benefit of an additional 1% p.a. interest. This will remain subject to any guidelines issued by the Competent

Authority from time to time.

viii. Accounts which are ineligible for benefits of staff accounts:

- (i) Ex-staff members who have resigned from the service of the Bank (irrespective of the number of years of service put in) will not be eligible for the benefit of the staff accounts in respect of the deposits placed/renewed by them after their resignation from the service of the Bank.
- (ii) Even if the Karta of the family is a member of Bank's staff, the accounts of HUF shall not be eligible for staff rate of interest.
- (iii) Bank Employees Federations, in which bank employees are not direct members, shall not be eligible for additional interest.
- (iv) Deposits in the name of staff under Capital Gains account: If a deposit is held by the staff under Capital Gains Account, no additional interest benefit is available on that deposit. Likewise, additional interest for Senior citizen is also not available for staff deposits under Capital Gains.
- (v) NRE/NRO Deposits of Staff Members: Deposits held by the staff under NRE / NRO Deposit Account shall not be eligible for the additional interest benefit.

33. The Depositor Education and Awareness Fund Scheme, 2014 (DEAF)

RBI has established The Depositor Education and Awareness Fund (the Fund). Under the provisions of Fund the amount to the credit of any account with the Bank which has not been operated upon for a period of ten years or any deposit or any amount remaining unclaimed for more than ten years shall be credited to the Fund, within a period of three months from the expiry of the said period of ten years. The Fund shall be utilized for promotion of depositors' interest and for such other purposes which may be necessary for the promotion of depositors' interests as specified by RBI from time to time. The depositor would, however, be entitled to claim from the Bank his/her deposit or any other unclaimed amount or operate his/her account after the expiry of ten years, even after such amount has been transferred to the Fund. The Bank would be liable to pay the amount to the depositor/claimant and claim refund of such amount from the Fund.

34. Customer Grievances Redressal Machinery

Depositors having any complaint/grievance with regard to services rendered by the bank have a right to approach the authority (ies) designated by the bank for handling customer complaints/grievances. The details of internal set up for redressal of complaints/ grievances will be displayed in branch premises. The branch officials shall provide all required information regarding procedure for lodging the complaint.

The person aggrieved with banking services will first complain to the bank and if he does not receive any reply or is unsatisfied with the reply of the Bank, he may approach Banking Ombudsman appointed by the Reserve Bank of India, for redressal of his grievance.

Customers shall have the right to seek grievance redressal in respect of any act or omission by the Bank relating to the processing of their personal data or the performance of its obligations under the Digital Personal Data Protection Act, 2023.

35. Framework for acceptance of Green Deposits

A. Purpose/Rationale

To offer green deposits to customers, protect interest of the depositors, aid customers to achieve their sustainability agenda, address greenwashing concerns and help augment the flow of credit to green activities/projects.

B. Green Deposit Framework- Denomination, interest rates and tenor of deposits

Green deposits shall be issued as cumulative/non-cumulative deposits. On maturity, the green deposits would be renewed or withdrawn at the option of the depositor. The green deposits shall be denominated in Indian Rupees only. The tenor, size, interest rate and other terms and conditions as defined in the Policy of the Bank.

C. Financing Framework

Financing Framework (FF) for effective allocation of green deposits covering, inter-alia, the following:

- (i) the eligible green activities/projects that could be financed out of proceeds raised through the green deposits (as permitted below in paragraph 5 under “Use of

Proceeds”);

(ii) the process for project evaluation and selection (i.e., climate-related or environmental objectives) including identifying the projects fit for lending/investing within the eligible categories, monitoring and validating the sustainability information provided by the borrower;

(iii) the allocation of proceeds of green deposits and its reporting, third-party verification/assurance of the allocation of proceeds and the impact assessment (as per the details given below in the paragraphs 6 and 7 under ‘Third party Verification/Assurance and Impact Assessment’); and

(iv) the particulars of the temporary allocation (which would only be in liquid instruments up to a maximum original tenure of one year, which shall be specified under the Financing Framework) of green deposit proceeds, pending their allocation to the eligible activities/projects.

A copy of the ‘Financing Framework’ specifying the above aspects shall be made available on the website. The Bank shall also arrange to carry out an external review of their FF and the opinion from the external reviewer shall be made available on its website before implementation of the FF.

D. Use of proceeds

The allocation of proceeds raised from green deposits shall be based on the official Indian green taxonomy. Pending finalization of the taxonomy, as an interim measure, Bank shall be required to allocate the proceeds raised through green deposits towards the following list of green activities/projects which encourage energy efficiency in resource utilization, reduce carbon emissions and greenhouse gases, promote climate resilience and/or adaptation and value and improve natural ecosystems and biodiversity.

Sector	Description
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Renewable Energy	- Solar/wind/biomass/hydropower energy projects that integrate energy generation and storage. - Incentivizing adoption of renewable energy
Energy Efficiency	- Design and construction of energy-efficient and energy-saving systems and installations in buildings and properties. - Supporting lighting improvements (e.g. replacement with LEDs). - Supporting construction of new low-carbon buildings as well as energy-efficiency retrofits to existing buildings. - Projects to reduce electricity grid losses.
Clean Transportation	- Projects promoting electrification of transportation. - Adoption of clean fuels like electric vehicles including building charging infrastructure.
Climate Change Adaptation	Projects aimed at making infrastructure more resilient to impacts of climate change.
Sustainable Water and Waste Management	- Promoting water efficient irrigation systems. - Installation/upgradation of wastewater infrastructure including transport, treatment and disposal systems.

	Water resources conservation. Flood defence systems.
Pollution Prevention and Control	Projects targeting reduction of air emissions, greenhouse gas control, soil remediation, waste management, waste prevention, waste recycling, waste reduction and energy/emission-efficient waste-to-energy
Green Buildings	Projects related to buildings that meet regional, national or internationally recognized standards or certifications for environmental performance.
Sustainable Management of Living Natural Resources and Land Use	- Environmentally sustainable management of agriculture, animal husbandry, fishery and aquaculture. - Sustainable forestry management including afforestation/reforestation. - Support to certified organic farming. - Research on living resources and biodiversity protection
Terrestrial and Aquatic Biodiversity Conservation	- Projects relating to coastal and marine environments. - Projects related to biodiversity preservation, including conservation of endangered species, habitats and ecosystems.
Exclusions - Projects involving new or existing extraction, production and distribution of fossil fuels, including improvements and upgrades; or where the core energy source is fossil- fuel based. - Nuclear power generation. - Direct waste incineration. - Alcohol, weapons, tobacco, gaming, or palm oil industries. - Renewable energy projects generating energy from biomass using feedstock originating from protected areas. - Landfill projects. - Hydropower plants larger than 25 MW	

The Bank will ensure that the funds raised through green deposits are allocated to the eligible green activities/projects.

Reporting and Disclosures

1. A review report shall be placed by the Bank before its Board of Directors within three months of the end of the financial year which shall, inter-alia, cover the following details:

- amount raised under green deposits during the previous financial year
- list of green activities/projects to which proceeds have been allocated, along with a brief description of the projects
- the amounts allocated to the eligible green activities/projects
- a copy of the Third-Party Verification/Assurance Report and the Impact Assessment Report.

9. Bank will make appropriate disclosures in their Annual Financial Statements on the portfolio-level information regarding the use of the green deposit funds as per the proforma prescribed in Annex III.

36. Prohibitions:

Bank shall not:

- Pay any remuneration or fees or commission or brokerage or incentives on deposits in any form or manner to any individual, firm, company, association, institution or any other person except:
 - Commission paid to agents employed to collect door-to door deposits under a special scheme
 - commission paid to direct selling agents/direct marketing agents as part of the outsourcing arrangements
 - remuneration paid to business facilitators or business correspondents
- Offer prize/lottery/free trips (in India and/or abroad), etc or any other initiative having element of chance for mobilizing deposits. However, inexpensive gifts costing not more

than Rupees 250/- which is the amount prescribed by the Indian Banks' Association (IBA) as part of the Ground Rules and Code of Ethics framed by them may, at the bank's discretion, be given to depositors at the time of accepting deposits.

- c. Open a savings deposit account in the name of Government departments / bodies depending upon budgetary allocations for performance of their functions / Municipal Corporations or Municipal Committees / Panchayat Samitis / State Housing Boards / Water and Sewerage / Drainage Boards / State Text Book Publishing Corporations / Societies / Metropolitan Development Authority / State / District Level Housing Cooperative Societies, etc. or any political party or any trading/business or professional concern, whether such concern is a proprietary or a partnership firm or a company or an association and entities other than individuals, Karta of HUF and organizations/agencies listed in Schedule -I.

Explanation

For the purposes of this clause, 'political party' means an association or body of individual citizens of India, which is, or is deemed to be registered with the Election Commission of India as a political party under the Election Symbols (Reservation and Allotment) Order, 1968 as in force for the time being.

37. Review and Validity of the Policy

The Policy shall be valid till 31.03.2027 and its continuity may be extended for a further period not exceeding three months with specific approval of MD & CEO.

38. References

Circular No.	Topic
101943-2025	Policy on Bank deposits
101067-2025	Compliance with guidelines as non Callable Term Deposits
100982-2025	Display of Notice regarding Introduction of Penalty of recurring Deposit instalment
100876-2025	Introduction of policy for delayed payment of recurring deposit instalments.

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same excellence, same commitment because
OUR RELATIONSHIPS ARE LIFELONG

