FAIR PRACTICE CODE – BANKING (CUSTOMERS)

1. INTRODUCTION

This is a voluntary Code, which sets standards of fair banking practices for member banks of the Indian Banks' Association, to follow when they are dealing with individual customers. Though voluntary, the standards set by the IBA in the Fair Practice Code provide valuable guidance to banks while dealing with its day to day transactions

The Code applies to the following accounts and services offered by the Bank to its individual customers through various channels such as branches, Call Centre, Net-Banking, ATMs , Mobile Banking or any other mode:

- Current, Savings, Term Deposit & Recurring deposit accounts and related services
- Third party products & related services
- Demat Account
- Cheque Collection and Domestic/Cross Border Remittance services
- Loans and Overdrafts of all types
- Foreign-exchange services
- Safe Deposit Locker

About this Code

As a voluntary Code, it promotes competition and encourages market forces to achieve higher operating standards for the benefit of **customers.** In the Code, 'you' denotes the **customer** and 'we' shall mean RBL Bank Ltd.

The standards of the Code are covered by the four key commitments found in section 2.

Unless it says otherwise, all parts of this Code apply to all the products and services listed above, whether they are provided by the branches across the counter, over the phone, by post, through interactive electronic devises, on the internet or by any other method such as doorstep banking, SMS banking etc..

Commitments outlined in this Code are applicable under normal operating environment. In the event of force majeure, we may not be able to fulfill the commitments under this Code.

Our key commitments to you

Acting fairly and reasonably in all our dealings with you by:

- Meeting the commitments and standards in this Code, for the products and services we offer, and in the procedures and practices our staff follow.
- Making sure our products and services meet relevant laws and Regulations
- Our dealings with you will rest on ethical principles of integrity and transparency.

Helping you understand how our financial products and services work by:

- Giving you the required information in about them in plain Hindi and/or English and/or the local language as much as practically possible.
- Explaining financial implications of products and services.
- Helping you choose the products and services that meets your needs.

Dealing quickly and sympathetically with things that go wrong by:

- Giving you clear information through various channels about our issues / complaint handling procedures and options
- Correcting mistakes quickly
- Handling your complaints quickly
- Telling you how to take your complaint forward if you are still not satisfied and
- Reversing any bank charges that we apply due to our mistake.

Publicize this Code

- Updating it on our website
- Ensuring copies are available at the branches
- Ensuring staffs are trained to provide relevant information about the codes.

2. INFORMATION

Helping you to choose products and services, which help you meet your needs:

Before you become a customer, we will:

- Give you clear information explaining the key features of the services and products you show interest in.
- Give you information on any type of account facility which we offer and may suit your needs
- Seek the required information we need from you to prove your identity and address and to comply with local and internal guidelines, legal and regulatory requirements.
- Request for additional information about you and your family to build a database, but such information can be furnished by you, only if you wish and we will not compel you to give these information for opening your account
- Inform you of the various modes by which products and services are offered
- Guide you as to how you can seek more information about our Products and Services.

Once you decide on an account or service, and become a customer we will:

- Give you information on the relevant Products and Services and upfront inform you about the benefits and applicable charges if any.
- Give you information on your rights and responsibilities.
- Recommend that you avail nomination facility offered on all deposit accounts, articles in safe custody and safe deposit vaults.
- Guide you on how we will deal with deposits and other assets held with us in the name of a deceased person in the absence of nomination.

3. INTEREST

You may get information about our interest by

- Looking at the notices in our branches
- Contacting our branches or our Call Centre
- Visiting our website
- Asking our designated staff.

When you become a **customer**, we will give you information on the interest rates which apply to your accounts:

- When interest on your deposits are credited and the method of calculation
- Debit interest on your loan accounts
- Update website, our Call centre numbers, branches and the other channels should there be any change in the interest rates.
- We will explain how we apply interest to your account.
- At the time of opening of the account, we will inform you of the rate at which interest is paid on your savings deposits, how it is calculated and its periodicity.

4. CHARGES

- We will give upfront details of any charges applicable to the products and services chosen
- If we increase any charges or introduce a new charge, it will be notified at least one month before the revised charges are levied / become due.
- We will tell you the charge for any other service or product before we provide that service or product, and at any time you ask.
- All details about the charges will be updated on the website
- We will give you details of any charges we levy for using our or any other network/Bank's locally or internationally

5. TERMS AND CONDITIONS

When you accept a product for the first time, we will give the relevant terms and conditions for the service/products requested.

Ensure written terms and conditions will be fair and will set out rights and responsibilities clearly and in plain language.

Use legal or technical language only where necessary.

Changes to Terms and Conditions

Changes to the Terms and Conditions would be communicated through any of the following channels like statements, letters, branch notice boards, email or website

Normally, changes [other than interest rates] will be made with prospective effect giving notice of at least one month.

If the changes are to your disadvantage, you may close the account at any time up to two months from the date of the notice without having to pay any extra charges or interest for doing this.

Changes in the interest rates on our products [deposits and advances] from time to time will be notified as per the bank's policy/practice.

6. ADVERTISING AND MARKETING

Make sure that all advertising and promotional material is clear, fair, reasonable and not misleading.

Seek specific consent for giving details of your name and address to any third party including other entities in our group, for marketing purposes.

We would like to provide with the entire range of financial services products, some of which are our own products while some others are the products of our group/associate/entities or companies with whom we have tie -up arrangements**.** We will however inform about our associate / group entities or companies having business tie-up arrangements with us and if desired, direct their staff / agents for marketing their products.

7. ACCOUNT OPERATIONS

Statements

To help manage your account and check entries on it, we will provide account statements at regular intervals unless this is not appropriate type of account for the type of account you have [like an account where you have a passbook].

Provide you E-statement facility if applied for.

We normally provide you with a passbook as per our policy, depending on the nature of account – you can ask us to provide you with account statements more often than is normally available on your type of account, but there may be a charge for this service.

Download and view transaction by using internet banking services if registered.

Clearing Cycle / Collection Services

Inform you about the clearing cycle, including when you can withdraw money after lodging collection instruments and when you will start to earn interest.

You may approach us for assistance on immediate credit of outstation/local cheques lodged by you. This facility will be provided after complete evaluation of the account and basis satisfactory conduct of the account.

Cash Transactions

Guide you to count notes and ensure correctness before leaving the cash counter.

Guide you to avoid writing anything on the face of the notes and co-operate with us by remitting notes in unstapled / unstitched conditions as required under RBI's clean Note Policy.

Handle fake notes detected per RBI guidelines and internal bank policy.

Direct debits and standing instructions

Act upon mandates given for direct debits [say ECS] and other standing instructions.

Cheques Issued by

We will keep original cheques paid from your account or copies, for such periods as required by law

If, within a reasonable period after the entry has been made on your statement, there is a dispute about a cheque paid from your account, we will give you the cheque or a copy as evidence.

In the case of **unpaid cheques** and **out-of-date [stale] cheques,** we will return cheques . Such cheques are returned with the appropriate cheque return memo attached indicating the reason(s) of return.

Foreign-exchange services offered through authorized offices

Provide details of the service, exchange rates and charges that apply to foreign exchange transactions, which you are about to make – or that, have been made on your behalf (such as inward remittances credited, etc.). If this is not possible, we will tell you how these will be worked out.

If you want to transfer money abroad, we will tell you how to do this and will give you:

- A description of the services and how to use them
- Details of when the money you have sent abroad should get there and the reasons for possible delays
- The exchange rate applied when converting to the foreign currency; and
- Details of any commission or charges which you will have to pay.
- Details of documentation required to meet internal and regulatory guidelines

If money is transferred to your bank account from abroad, we will tell you the original amount received and charges, if any. If the sender has paid all charges, we will not deduct charges when we pay the money into your account.

Guide you about regulatory requirements or conditions relating to foreign exchange services offered by us as and when required by you.

Protecting your account

Guide you on the steps to be taken to protect your accounts. To know more visit section 11 of this Code.

In the event your cheque book, passbook or ATM/Debit card has been lost or stolen, or that someone else knows your PIN or other security information, we will, on your notifying us, take immediate steps to try to prevent these from being misused.

8. CARDS AND PINs

Ensure that we only send you a **card** if you ask for one

If you do not recognize a **card** transaction that appears on your statement, provide you with more details. In some cases, you will be required to give confirmation or evidence that you have not authorized a transaction.

Inform about our systems to allow you to choose or change your **PIN**. This should make it easier for you to remember the **PIN** of your choice

We will not reveal your **PIN** to anyone else.

9. PROTECTION

Confidentiality

Treat all your personal information as private and confidential [even when you are no longer a **customer**]. We will not reveal transaction details of your accounts to a third party, including entities in our group, other than in the following four exceptional cases when we are allowed to do

To give the information by law

Duty to the public to reveal the information

If our or your interests as understood by us require us to give the information [for example, to prevent fraud) but we will not use this as a reason for giving information about you or your accounts (including your name and address] to anyone else, including other companies in our group, for marketing purposes

If you ask us to reveal the information, or if we have your permission to provide such information to our group/ associate /entities or companies when we have tie- up arrangements for providing other financial service products.

Wherever we have installed CCTV for close surveillance as part of **security** arrangements, the same will be indicated.

10. **WHAT YOU CAN DO TO PROTECT YOUR ACCOUNTS**

Updating your communication details

Ensure you update your bank records with your latest

Communication address

Contact Number

Email ID

Checking your account

Recommend that you check your bank account activities regularly by updating your passbook, ensuring your review you statements, contact the call centre to confirm transactions , visiting our Net- Banking to check your account details, enabling for alerts. If there is an entry, which seems to be wrong, you should inform us as soon as possible.

If we need to investigate a transaction on your account you should co-operate with us and the police or any other authority, if we need to involve them.

11. **TAKING CARE**

Care for your cheques, passbook, **cards, PINs** and **other security information** is essential to help prevent fraud and protect your accounts. Please make sure that you follow the advice given below:

Do not keep your cheque book and **cards** together.

Do not keep the blank cheque leaves signed

Do not hand over to any of our employees or any other person, a pre-signed but blank or incompletely filled in instruction/form

Do not allow anyone else to use your **card**, **PIN, password** or **other security information**

If you change your **PIN** you should choose your new **PIN** carefully so that it is not easily identifiable or guess-able by any other person

Always remember your **PIN, password** and **other security information**, and destroy the notice as soon as you receive it

Never write down or record your **PIN, password** or **other security information**

Always take reasonable steps to keep your **card** safe in your personal custody and your **PIN, password** and **other security information** secret at all times

Keep your **card** receipts safe and dispose of them carefully

Never give your account details **password** or **other security information** to anyone unless you know who they are and why they need them

If you send a cheque through the post, it will help to prevent fraud if you clearly write the name of the person you are paying the cheque to and cross the cheque if you do not want it to be encashed at a Bank cash counter. Write such cheques with carbon on the reverse to avoid chemical alterations.

If you are paying a cheque into a bank account, always write on the cheque the name of the account holder (ABC Bank Account – XYZ). You should draw a line through unused space on the cheque so unauthorized person cannot add extra numbers or names.

Please hand over all unused cheque leaves to the bank at the time of closing your account.

Never reply to any email asking for your account details, please note we never ask for you account details.

Precautions while using internet banking facilities

Visit our internet banking site directly. Avoid accessing the site through a link from another site and verify the domain name displayed to avoid spoof websites.

Do not reply to, or provide any information in response to any e-mail asking for your **password** or **PIN** instead, the same should be brought to our attention immediately.

We advise you not to use cyber cafés to access our internet banking site.

We advise you to update your PC with latest anti virus software regularly. A suitable firewall installed in a computer to protect your PC and its contents from outsiders on the internet would be an added **security** measure.

What to do if you lose your chequebook, passbook, or card or if someone else **knows your PIN or password, or has unauthorized physical custody of your registered mobile phone.**

It is essential that you tell inform us as soon as you can if you suspect or discover that:

- Your cheque book, **card** has been lost or stolen or
- Someone else knows your **PIN**, **password** or **other security information**.
- Or if your registered mobile phone has been stolen

The best way of informing us about the loss will usually be by phone, using the numbers we have given you, or visit the nearest branch location. Other means may result in delayed receipt of such information by us, and hence delayed actions.

12. CANCELLING PAYMENTS

If you want to cancel a payment or series of payments you have authorized, you should do the following:

To place a stop payment on a cheque, you may either inform us over a phone To cancel standing instruction given, you must inform us in writing

To cancel a direct debit, you can either inform the **originator** of the direct debit or inform us. We recommend you do both. It may not be possible to cancel payments if you do not give enough notice of your decision to cancel.

13. LIABILITY FOR LOSSES

If you act fraudulently, you will be responsible for all losses on your account. If you act without reasonable care, and this causes losses, you may be responsible for them**.**

14. LOANS AND ADVANCES

Before we lend you any money or increase your overdraft, credit card limit or other borrowing, we will assess whether we feel you will be able to repay it.

If we offer you an overdraft, or an increase in your existing overdraft limit, we will tell you if your overdraft is repayable on demand or otherwise.

, reasons for rejection of loans will be conveyed to you

15. GRIEVANCE REDRESSAL

Complaints / Grievances and Feedback / Suggestion

If you want to make a complaint, we will tell you how to do this and what to do if you are not happy about the outcome. Our staff will help you with any questions you have.

We will respond to you within 3 days of receiving your letter or email depending on the nature of your query and the time required for resolution and communication.

We appreciate any feedback that you may have. This will help us in our endeavor of achieving service excellence. You may submit your feedback at our branches, call centre, or by filling an online feedback form available on home page of our website.

In the event that you do not receive a 'final response' within 30 days from the date you first raised your issue, or are dissatisfied with the same you may approach the Banking Ombudsman for an independent review. Our staff would explain the procedure in this regard. You may refer the detailed compensation policy available on our website in case for some reason beyond our control or inadvertently, we are unable to meet the service levels committed by us in our dealings with you.

16. MONITORING

We have a 'Principal Code Compliance Officer to ensure compliance of the Code.

We have a Nodal officer who monitors compliance to the Banking Ombudsman guidelines.

A Standing Committee who works with the Nodal Officer to monitor the effectives of the various departments of the bank.

17. MORE INFORMATION ABOUT THE CODE

If you have any enquiries about this Code, you may contact
the Nodal Officer – RBL Bank
One Indiabulls Centre

Tower 2B, 6th Floor
841, Senapatu Bapat Marg
Lower Parel West
Mumbai 400 013

Copy of the codes will be made available to you at the branches and on our website.

ANNEXURES

ATM
- An automated teller machine [**ATM**] or freestanding machine, which a **customer** can use their **card** in to get cash, information and other services.

Card
- A general term for any plastic **card** which a **customer** may use to pay for goods and services or to withdraw cash. In this Code, it includes debit, credit, or **ATM cards**.

Individual Customer
- A person who has an account (including a joint account with another person or an account held as an executor or trustee, but not including the accounts of sole proprietorships, partnerships or LLPs, companies, POA's and societies) or who receives other services from a financial institution.

Originator
- A company [either a retail or service organization] which collects payments from a **customer**'s account in line with the **customer**'s instructions.

Other security information
- A selection of personal facts and information [in an order which only the **customer** knows], which is used for identification when using accounts.

Out-of-date [stale] cheque
- A cheque, which has not been paid because the date written on the cheque is too old [older than three months]

Password
- A word or an access Code which the customer has chosen, to allow them to use a phone or internet banking service. It is also used for identification.

PIN [personal identification number]
- A confidential number, which allows **customers** to buy things, withdraw cash and use other electronic services offered by the bank.

Security
- A word used to describe valuable items such as title deeds to houses, share certificates, life policies and so on, which represent assets used as support for a loan or other liability.