



**Annex – II**  
**(See paragraph**  
**8.3.1)**

**Format of**  
**Comprehensive Notice Board**

(Updated up to \_\_\_\_\_)

**A. CUSTOMER SERVICE INFORMATION:**

- (i) We have separately displayed the key interest rates on deposits in the branch.
- (ii) Nomination facility is available on all deposit accounts.

**B. SERVICE CHARGES:**

| Sr.No. | Type of Account           | Minimum Balance Requirement (₹) | Charges for non-maintenance thereof (₹)                                 |
|--------|---------------------------|---------------------------------|---|
| 1      | Advantage Savings Account | 0                               | 0   |
| 2      | Classic Saving Account    | 10,000                          | 5% of shortfall* + GST, Subject to Min Rs. 100 + GST, Max Rs. 750 + GST |
| 3      | Premium Saving Account    | 25,000                          | 5% of shortfall* + GST, Subject to Min Rs. 100 + GST, Max Rs. 750 + GST |
| 4      | Current Account           | 50,000                          | 1000+GST.   |

**C. GRIEVANCE REDRESSAL:**

- (i) If you have any grievances/complaints, please approach:
- (ii) If you are not satisfied with our grievance redressal, you may approach the Banking Ombudsman at: (Name, address, telephone numbers and email address should be given)

**D. OTHER SERVICES PROVIDED:**

- i) We open 'Basic Savings Bank Deposit Accounts'.

**E. INFORMATION AVAILABLE IN BOOKLET FORM**  
**(Please approach 'MAY I HELP YOU' Counter)**

- (i) All the items mentioned in (A) to (D) above.
- (ii) Time norms for common transactions.
- (iii) Design and security features of all the bank notes.
- (iv) Policy documents relating to Grievance Redressal Mechanism, Security repossession and Compensation.
- (iv) The complete service charges, including services rendered free of charge.
- (v) Fair Practices Code/The Code of Bank's Commitment to Customers.