

Mumbai Branch - India



## **Citizen's Charter**

### **First Abu Dhabi Bank (FAB)**

*Review and Update: The Citizen's Charter will be reviewed at least annually and revised, if necessary.*

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## **1. INTRODUCTION**

The ability of the banking industry to achieve the socio-economic objectives and in the process bringing more and more customers into its fold will ultimately depend on the satisfaction of the customers. We have a strong belief that a satisfied customer is the foremost factor in developing our business.

A need was felt by us at National Bank of Abu Dhabi (hereinafter referred to as 'NBAD' or 'the Bank') that in order to become more customer friendly, the Bank should determine a charter of its services for the customers. This document highlights NBAD's commitments towards the customer satisfaction, thus ensuring accountability and responsibility amongst its officials and staff. This charter for customers not only explains our commitment and responsibilities along with the redressal methods but also specifies the obligation on the part of customers for healthy practices in customer-banker relationships.

This is not a legal document creating rights and obligations. The charter has been prepared to promote fair banking practices and to give information in respect of various activities relating to customer service.

We maintain constant consultations with our clientele to evaluate, improve and widen the range of services to customer. However, all our customers are requested to keep us informed of their experiences about the various services rendered by the Bank and feel free to comment on this charter.

Kindly note that information given in this document pertains to India Products and Services of NBAD, as of December 2014 and is subject to change/ revision. This document should not be considered as a legal document creating rights and obligations. It is for promoting better understanding between a customer and NBAD. Only key information on various facilities/services is given in this document. Each facility/service has its own detailed terms and conditions; which can be made available on request.

## **2. COMMON PRACTICES FOLLOWED BY US**

- Display business hours.
- Render courteous services.
- Attend to all customers present in the banking hall at the close of business hours.
- Provide separate 'Enquiry' or 'May I Help You' counter at the Bank.
- Offer nomination facility to all deposit accounts.
- Display interest rates for various deposit schemes from time to time.
- Notify change in interest rates on advances.
- Provide details of various deposit schemes/services of the Bank.
- Issue Demand Drafts, Pay Orders, etc.
- Pay interest for delayed credit of outstation cheques, as advised by Reserve Bank of India (RBI) from time to time.
- Accord immediate credit in respect of outstation and local cheques upto a specified limit subject to certain conditions, as advised by RBI from time to time.
- Provide complaint/suggestion box in the branch premises.
- Display address of Nodal Officer dealing with customer grievances/complaints.

## **3. FAIR BANKING PRACTICES**

Customers are requested to

- Ensure safe custody of cheque book and pass book.
- Preferably use reverse carbon while writing a cheque.
- Issue crossed/account payee cheques as far as possible.

- Check the details of the cheque viz. date, amount in words and figures, crossing etc. before issuing it. As far as possible, issue cheques after rounding off the amount to nearest rupee.
- Issue cheque after ensuring adequate balance; maintain minimum balance as specified by us from time to time.
- Send cheques and other financial instruments by Registered Post or by courier.
- Use nomination facility.
- Safe keep account numbers, details of FDR, locker numbers, etc., and ensure confidentiality.
- Provide accurate information about name, address, telephone number, etc., and also inform changes, if any, to us immediately.
- Inform loss of demand draft, fixed deposit receipt, cheque leave (s)/book, key of locker, etc., immediately to us.
- Avail standing instructions facility for repeat transactions.
- Provide feedback on our services.
- Pay interest, instalments, locker rent and other dues on time.
- Avail services such as ATM, ECS, EFT, etc., if offered by the Bank.
- Bring any deficiency in services to the notice of the branch.
- Not to sign blank cheque(s). and also do not record your specimen signature either in the pass book or in the cheque book.
- Not to introduce any person who is not personally known to you for the purpose of opening account.

#### **4. COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP**

##### **a) Savings Bank Account**

- These accounts are designed to help the individuals (personal customers) to inculcate habit of saving money and to meet their future requirement of money. The amounts can be deposited/withdrawn from these accounts by way of cheques/Debit cards and withdrawal slips/ATMs. It helps the customers to keep minimum cash at home besides earning interest.
- Savings Bank accounts are very popular. These accounts can be opened by eligible person/s and certain organisation/agencies (as approved by the RBI).
- While opening this account we will satisfy ourselves about the identity, including verification of address, of a person(s) seeking to open an account, to assist in protecting the prospective customer(s), members of the public and ourselves against fraud and other misuses of the banking system.
- The Bank requires a satisfactory introduction of the person/s opening the account by a person acceptable to the Bank.
- The Bank is required to obtain two recent photographs of the person/s opening the account.
- As per the provisions of section 139A of the Income-Tax Act, 1961, while opening an account, the Bank is required to obtain Permanent Account Number (PAN) of the person(s) opening the account or General Index Register Number or alternatively obtain declaration in Form No. 60 or 61 as the case may be from the person(s) opening the account.
- The Bank will provide to the prospective customers details of the documents required for identification of the person(s) opening the account in addition to a satisfactory introduction. Documents normally accepted are the current gas/telephone/electricity bill or ration card or voter's identity card or driving licence or passport, etc. A detailed list of document is available on the application form which is available at our branch and also on the website for the Mumbai branch
- The account holder is required to maintain certain minimum balance in the account, as specified by the Bank from time to time. Non-compliance of this would attract service charges.
- Cheques, dividend warrants drawn in the name of account holder(s) will only be collected through this account. Financial Instruments endorsed in favour of the account holder(s) will not be collected through savings bank account.

##### **b) Current account**

- Current Accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/specified associates, societies, trusts, etc.
- While opening this account, we will satisfy ourselves about the identity, including verification of address, of a person/s seeking to open an account, to assist in protecting the prospective customer/s, members of the public and ourselves against fraud and other misuses of the banking system.
- The Bank requires relevant documents for identification of the prospective customer(s) opening/operating the account.
- The Bank requires a satisfactory introduction of the person(s) opening the account by a person acceptable to the Bank.
- The Bank is required to obtain two recent photographs of the person/s opening/operating the account.
- As per the provisions of section 139A of the Income-Tax Act, 1961, the Bank is required to obtain Permanent Account Number (PAN) or General Index Register Number or alternatively obtain declaration in Form No. 60 or 61 of the prospective customer.
- The Bank will provide to the prospective customers details of the documents required for identification of the person(s) opening the account in addition to a satisfactory introduction. Documents normally accepted are the current gas/telephone/electricity bill or ration card or voter's identity card or driving license or passport, etc.
- Minimum balance as stipulated from time to time will be required to be maintained.
- As per the relevant regulations, no interest is paid on credit balances kept in current account.
- For opening special types of current accounts like for Executors, Administrators, Trustees, Liquidators etc., the Branch Manager may be contacted who will help in opening these type of accounts.
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c) Term Deposit Account

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

Branch staff shall welcome you to seek more details and shall also be glad to assist in the area of investment in various deposit schemes vis-a-vis your requirement.

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

- While opening this account, we will satisfy ourselves about the identity, including verification of address, of a person/s seeking to open an account, to assist in protecting the prospective customer(s), members of the public and ourselves against fraud and other misuses of the banking system.
- The Bank requires relevant documents for identification of the prospective customer(s). The necessary documents will be advised to you at the time of account opening.
- The Bank requires a satisfactory introduction of the person/s opening the account by a person acceptable to the Bank
- The Bank is required to obtain two recent photographs of the person/s opening the account.
- As per the provisions of section 139A of the Income-Tax Act, 1961, the Bank is required to obtain Permanent Account Number (PAN) or General Index Register (GIR) Number or alternatively obtain declaration in Form No. 60 or 61 from the person/s opening the account.
- The Bank will provide to the prospective customers details of the documents required for identification of the person opening the account. Documents normally accepted are the current gas/telephone/electricity bill or ration card or voter's identity card or driving license or passport, etc.
- Premature withdrawals are allowed, unless specified otherwise, at the rate of interest applicable for the period for which the deposit has run or the contracted rate whichever is lower, subject to penalty, if any prescribed by the

Bank. No interest will be paid on premature withdrawals of deposit which has remained with the Bank for less than 15 days.

- Generally loans/overdrafts against deposits are allowed except on Certificates of Deposit. Such loans are sanctioned by charging interest at rates directed by RBI from time to time or as prescribed by the Bank.
- Deposits are renewed by the Bank on due dates on request.
- Interest on deposits is payable either monthly at discounted value or quarterly or compounded quarterly (i.e., reinvestment of interest) or on the date of maturity, at the option of the depositor, as applicable under particular deposit scheme.
- Interest on overdue deposit is paid if the deposit is renewed, as decided by the Bank from time to time.
- Interest on bank deposits is exempt from income tax up to a limit specified by Income Tax authorities from time to time.
- Presently, if the total interest on deposits, per depositor, per branch, per financial year exceeds Rs.10,000/-, the same is subject to Tax Deduction at Source (TDS) at the rates stipulated by the Income Tax Authorities.
- The depositor may furnish declaration in Form No. 15 H preferably at the commencement of the Financial Year for receiving interest on deposits without deduction of tax.
- The Bank will issue TDS Certificate for the tax deducted. Account holders are required to furnish their PAN to the Bank, failing which the interest on Term Deposit would be liable for TDS at higher rates, in accordance with the requirements of the Income-Tax Act, 1961.

## **5. PAYMENT OF BALANCE IN ACCOUNTS OF THE DECEASED CUSTOMERS TO SURVIVORS/CLAIMANTS**

The Bank will not insist on succession certificate from legal heirs irrespective of amount involved. However, the banks may adopt such safeguards in considering settling of claims as appropriate including accepting an indemnity bond.

## **6. STANDING INSTRUCTIONS**

Standing instructions can be given to the Bank for transfer/remittance of funds from one account to other account(s) maintained by the account holder.

## **7. SAFE DEPOSIT LOCKERS**

Should the Bank offers Safe Deposit Lockers facility, the major aspects governing the services would be:

- A locker may be hired by an individual (not minor), firms, limited companies, specified associations and societies, etc.
- Nomination facility will be available to individual hirer of Safe Deposit Locker.
- Loss of key should be immediately informed to the Branch.
- Lockers will be available in different sizes.
- Lockers will be rented out for a minimum period of one year. Rent will be payable in advance. In case of overdue rent, the Bank will charge penalty as decided from time to time.
- With standing instruction, the rent may be paid from the deposit account of the hirer.
- The Bank will hire locker only if the required documents for identification and other required documents are provided.
- The Bank reserves right to break open the locker if the rent is not paid inspite of giving notices as per the Bank rules and recover charges thereof.

## **8. NOMINATION**

- Nomination facility is available for all deposit accounts, articles in safe custody and safe deposit vaults.
- Nomination is available for accounts opened in individual capacity (i.e. single/joint accounts as well as accounts of a sole/proprietary concern) only i.e. not for accounts opened in representative capacity.

- Nomination can be done in favour of one person only.
- Nomination can be made, cancelled or varied by the account holder any time during his/her lifetime. While making nomination, cancellation or variation, witness is required and the request should be signed by all account holders.
- Nomination can be made in favour of minor also.
- For the existing accounts where nomination is not made, the account holder(s) can do so by filling up form available with the Bank.
- Customers (new as well as existing) are advised to avail nomination facility, if they have not availed so far.

## **9. REMITTANCE SERVICE**

Customers may remit funds from one centre to another centre by Demand Draft or Telegraphic Transfer (TT), etc., by paying specified charges as per the Bank's rules.

The customers can utilise the facility of Real Time Gross Settlement (RTGS), National Electronic Funds Transfer (NEFT) System operated through RBI for transferring funds to and from other centres.

Demand drafts, telegraphic transfers and travellers cheques will be issued by the banks only by debit to the customer's account or against cheques or other instruments tendered by the purchaser and not against cash payment. Similarly, payment towards such instruments will be made through banking channels and not in cash.

## **10. ISSUE OF DUPLICATE DEMAND DRAFT WITHOUT RECEIPT OF NON-PAYMENT ADVICE**

As directed by the RBI, the Bank will issue duplicate demand draft on the basis of adequate indemnity and without obtaining Non-Payment Advice from the drawee branch.

## **11. TIME FRAME FOR ISSUE OF DUPLICATE DRAFT**

As directed by the RBI, the Bank will issue duplicate demand draft to the customer within a fortnight from the receipt of request. For delay in issuing duplicate draft beyond the above stipulated period, the Bank will pay interest at the rate specified in our Compensation Policy.

## **12. CASH ORDER (i.e. PAY ORDER, BANKER'S CHEQUE)**

- Cash Order is issued for making payment locally.
- Issue/payment of cash order is to be made only through the bank account.
- Validity period of cash order is 3 months. This can be revalidated by the issuing branch on written request of the purchaser along with the original instrument.

## **13. COLLECTION SERVICE**

NBAD has a cheque collection policy in line with the directions provided by RBI that provides details as regards the collection services offered by the Bank. The cheque collection policy is available at the Bank's website for the Mumbai office.

Amongst other points the policy defines the turnaround time and compensation that will be provided in the event there is a delay in realization of the Cheque deposited by an account holder.

## **14. INTEREST ON DEPOSITS**



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

## 15. SERVICE CHARGES

The Bank provides various services to customers for which service charges are levied. The charges are reviewed/revised from time to time.

Service charges are levied for collection and remittance of funds, processing of loan proposals, issue of guarantees, safe custody, issue of duplicate instruments/statements, ledger folio charges etc. Details of service charges will be made available on request and such details are also available on website/ displayed on notice board at the branch of the Bank.

## 16. TIME-NORMS FOR VARIOUS BANKING TRANSACTIONS

1.	For Cash Payment	8 to 15 minutes
2.	Receipt of cash	10 to 20 minutes
3.	For issuance of demand draft/traveller cheques/fixed deposit receipt	15 to 25 minutes
4.	Payment of demand drafts	10 to 20 minutes
5.	Payment of fixed deposit receipts	15 to 20 minutes
6.	Opening of an account	20 to 25 minutes
7.	Retirement of bills	20 to 30 minutes
8.	Updation of pass books	5 to 15 minutes
9.	Statement of accounts	Within 7 days
10.	Collection of cheques	
a)	Local	2 to 4 days
b)	Outstation	10 to 14 days

## 17. FOREIGN EXCHANGE TRANSACTIONS

The Bank offers Foreign exchange services to all the customers. All Foreign exchange transactions are conducted subject to Rules and Regulations under the Foreign Exchange Management Act, 1999. For more information, please contact the branch or visit our website.

## 18. NRI ACCOUNTS

What are commonly known as "NRI accounts" are bank accounts in India opened for Non-Resident Indians/ Person of Indian Origin. For more information on such accounts, contact the branch or visit our website.

## 19. REDRESSAL OF COMPLAINTS

At NBAD, we strive to provide the best customer services in the market. However, if you have a grievance or wish to register a complaint, you may reach us at any of the following access channels.

### Contact Details:

Email us at: [CustomerCareIndia@nbad.com](mailto:CustomerCareIndia@nbad.com)

Call at: +91 22 33311111

Write to us at: National Bank of Abu Dhabi Mumbai (India) branch,  
Unit No. 1101 & 1201,  
Platina Building,  
C-59, G-Block, Bandra Kurla Complex,  
Bandra (E), Mumbai – 400 051

Complaints register is also available at the NBAD branch. Please refer to the complaints and grievances policy for more information regarding the contact details of the designated officials for handling the complaints and grievances.

You can expect a response from these channels between 2 working days to 14 working days (taking into account postal and other delays that may occur beyond the control of NBAD)

## **20. ESCALATION OF YOUR COMPLAINTS**

If you are not satisfied with the response that you receive from the above access channels or if you do not hear from us in 30 days, you can escalate your complaint as per the 'Grievance Redressal Policy'.

## **21. RBI – BANKING OMBUDSMAN SCHEME**

If you are not satisfied with the resolution provided by any of the above channels or individuals appointed by NBAD to provide resolution to your queries or complaints, please feel free to contact the Banking Ombudsman, a statutory body appointed by the RBI to look into the provision of satisfactory service by banks. The details of the Banking Ombudsman Scheme as well as the contact details of the Ombudsman for your City or State are available at the bank and <http://www.rbi.org.in>.

**It may be noted that anonymous complaints will not be entertained.**

## **22. LIST OF REGULATIONS**

- Indian Banking Association – Model Citizen's Charter
- Reserve Bank of India – Department of Currency Management Guidelines on Citizen's Charter