

**Banker's Fair Practice Code
&
Practice Code for Lenders**

First Abu Dhabi Bank (FAB)

Review and Update

The Banker's Fair Practice Code and Practice Code for Lenders will be reviewed at least annually and revised, if necessary.

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Section I: Banker's Fair Practice Code

1. Introduction

In the Code, 'The Bank', 'We' or 'NBAD' would denote **National Bank of Abu Dhabi, Mumbai (India) Branch** and 'you' would denote the customer. This is a voluntary Code of Customer Rights, which sets minimum standards of banking practices that member banks of the Indian Banks' Association have to follow while dealing with individual customers.

The Code does not replace or supersede regulatory or supervisory instructions of the Reserve Bank of India (RBI) and the Bank will comply with such instructions/directions issued by RBI from time to time. It applies to all the products and services listed below, whether they are provided by us or the agents acting on our behalf, whether across the counter, over the phone, by post, through interactive electronic devices, on the internet or by any other method. However, all products discussed here may or may not be offered by us.

- Current accounts, savings accounts, term deposits, recurring deposits
- Remittances by way of Demand Drafts, wire transfers and all electronic transactions e.g. RTGS, NEFT;
- Demat accounts, equity, Government bonds;
- Indian currency notes/coins exchange facility;
- Collection of cheques
- Loans, overdrafts and guarantees;
- Foreign exchange services including money changing;
- Third party insurance and investment products marketed through our branches and / or our authorised representatives or agents;

2. Key commitments towards the customers

The Bank will act reasonably and fairly in all the dealings with the customers by:

- a. Operating secure and reliable banking and payment systems.
- b. Meeting the commitments and standards in this Code, for the products and services that NBAD offers, and in the procedures and practices that our staff follows.

- c. Making sure that our products and services meet the requirements of relevant laws and regulations and resting our dealings with the customer on ethical principles of integrity and transparency.
- d. Informing our customers about the options open to them for carrying forward any such complaint if they are still not satisfied with our assistance.
- e. Reversing any bank charges that the Bank applies due to an error on our part.
- f. Providing suitable alternative methods to resolve problems arising out of technological difficulties.
- g. Helping our customer understand how our financial products and services work by:
 - Providing them information about the products/services in Hindi and/or English and/or the local language and written information in English.
 - Making sure that our advertising & promotional literature is clear and is not misleading.
 - Explaining the financial implications of the financial products/services.
 - Assisting the customer in choosing the financial product/service that meet his/her needs.
 - Providing periodic & appropriate updates regarding products that the customer has purchased.
 - Making sure that the customer is given clear information about our products and services, the terms and conditions and the interest rates/service charges, which apply to them.
 - Informing the customers about the benefits that they are entitled to and how the benefits can be availed by them.
 - Providing information to the customers on who they can contact for their queries.
- h. Assisting our customers while using their account or service by providing them with regular updates on the changes brought about in the terms and conditions and interest rates.
- i. Promptly and proactively dealing with complaints and rectifying mistakes
- j. Publicizing the Code and making it available on request either over the counter or

by electronic communication or mail at every branch and on our website and ensuring that our staff is trained to provide relevant information about the Code and put the Code into practice.

- k. Not discriminating between our customers on the basis of gender, physical ability, race or religion.
- l. Treating all customers' personal information as private and confidential as per our Privacy Policy.
- m. Prominently display in bilingual / trilingual at all our branches the documents required for opening Basic Savings Bank Deposit Accounts. We will also display the relaxed requirements for opening "Small Accounts".

Before an individual/entity becomes a customer, the Bank will:

- Clearly explain all the key features of the services and products that the customer is interested in along with the interest rates, common fees and charges and inform the customers about the types of account facilities offered by us advising them on which would best suit their needs.
- Assist and inform the customers about the various modes by which our products and services are offered and how they can find out more about our products & services.
- Clearly inform the customers about the fees/charges, if any, payable for processing an application, the amount of such fees refundable in the case of non-acceptance of application, pre-payment options and any other matter which affect the interest of the borrower, so that the prospective borrower can weigh his options in comparison to other banks and take an informed decision.
- Ask for the information the Bank needs in order to prove the identity and address of the individual/entity and to comply with legal and regulatory requirements and internal policy.

Once an individual/entity chooses an account or service and becomes our customer, the Bank will:

- Intimate our customer on how to access/avail and use the account/service.
- Inform the customer on their rights and responsibilities as an account holder.
- Recommend the customers to avail the nomination facility offered on all deposit accounts.

- Clearly explain our customers on how we will deal with deposits and other assets held by the Bank in the name of a deceased person in the absence of nomination.
- Provide an option of registering oneself under the 'Do not Call' service whereby the Bank will not inform/extend to the customer information regarding any new products or services through telephone calls/sms messages/emails unless the customer consents in writing to avail of such information/service.
- Display in its branches the Names & address of the Regional/Zonal Manager/Principal Nodal Officer (PNO) whom the customer can approach if the grievance is not addressed at the branch
- Information whether policies on deposits, cheque collection, grievance redressal, compensation, collection of dues & security repossession are displayed on the website.
- We will, on request, make available to you, at a cost, records pertaining to your transactions, provided this is within the prescribed preservation period of such record.

3. Interest rates

The customer can find out about our interest rates by looking at the notice at our branch, phoning our branch, looking on our website or asking our designated staff.

We will give information on:

- a) The interest rates which apply to a customer's deposit and loan accounts, when we will pay interest on your deposits or charge interest on your loan accounts, how we apply interest to customer's deposit and loan accounts and how we calculate interest thereon.
- b) In case of loans at fixed rate of interest, details of interest reset clause, if any, in the loan agreement and the effective date thereof
- c) In case of loans at floating rate of interest, the reference rate to which the customer's floating rate will be linked and the premium or discount applied to the reference rate for determining the rate of interest on your loan. This reference rate will remain uniform for customers contracting the loan at different points of time.
- d) Whether the loan agreement will contain a minimum rate of interest clause
- e) Whether NBAD gives you the option for conversion of your loan from fixed rate to floating rate and vice versa.
- f) We will inform the customer of changes in interest rates and changes in the reference rate to which the floating rate of interest is linked within a fortnight of the decision via letter and

email. We will also display information on the Notice Boards in our branch as also on our website.

4. Charges

- a) We will provide upfront the details on all charges applicable to the products / services chosen by the customers.
- b) The customer can also find out about our charges by asking our staff at the branch or checking the website or checking the guide to fees and charges kept at the branch.
- c) We will also provide you information about the penalties leviable in case of non-observance/violation of any of the terms and conditions governing the product/ services chosen by the customer.
- d) If we increase any fee or charge or introduce a new fee or charge, it will be notified in writing and at the notice board at our branch, one month prior to the revised charges becoming effective. This information will also be made available on our website.

5. Terms and conditions

- a) When you become a customer or accept a product for the first time, we will give you the relevant terms and conditions for the service you have asked us to provide. All terms and conditions will be fair and will set out respective rights especially with regard to nomination facility and liabilities and obligations clearly and as far as possible in plain and simple language.
- b) We will inform you about the changes to terms and conditions through any one or more of the following channels, namely letter, statement of account and email one month prior to the revised terms and conditions becoming effective. This information will also be made available on the Notice Board in our branch and our website.
- c) If we have made any change without notice, we will notify the change within 30 days. If such change is to the customer's disadvantage, you may within 60 days and without notice, close your account or switch it without having to pay any extra charges or interest.

- d) We will immediately update on our website, any changes in the terms and conditions. We will give you, on request, a copy of the new terms and conditions or a summary of the changes.

6. Advertising, Marketing and Sales

- a) Our representatives for sales and marketing will identify themselves when they approach you for selling or marketing our products. We would like to provide you with the entire range of financial service 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 tell you about our associate/group entities or companies having business tie-up arrangements with us and if you so desire, direct their staff/agents for marketing their products.
- b) The Bank will ensure that all our advertising and promotional materials are clear, fair, reasonable and not misleading.
- c) In any advertisement through any media that draws attention to a banking service or product that refers to an interest rate, the applicability of any other fees and charges if any will also be indicated. The full details of the relevant terms and conditions will be made available on request.
- d) The Bank will seek consent from our customers, unless already provided by the customer to the Bank as per the Privacy Policy, for giving details of their name and address to any third party for marketing purposes, and ensure that such third parties handle our customer's personal information with the same degree of confidentiality and security as the Bank would.
- e) A code of conduct has been prescribed for Direct Selling Agencies and the Bank has to ensure that any third party or agent acting on the bank's behalf shall comply with the code of conduct.
- f) In the event of receipt of any complaint from a customer that a representative/courier or DSA has engaged in any improper conduct or acted in violation of this Code, the bank shall take appropriate steps to investigate and to handle the complaint and to make good the loss as per the compensation policy.

- g) Any third party or agent acting on the bank's behalf or selling the bank's product shall disclose the fee or commission they are paid upon completion of sale.

7. Privacy and Confidentiality

- a) NBAD will treat all your personal information as private and confidential [even when you are no longer a customer]
- b) We will not reveal information or data relating to our customers' accounts, whether provided by the customer or otherwise, to anyone, including other companies / entities in our group, other than in the following exceptional cases:
- If we have to give the information by law
 - If there is a duty towards the public to reveal the information
 - If our interests 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, in writing
 - If we are asked to give a banker's reference about you, we will need your written permission before we give it
- c) We will not use the customer's personal information for marketing purposes by anyone including ourselves unless the customer specifically authorizes us to do so.

8. Credit Information Companies

- a) The Bank will inform our customers that when they open an account with us, the Bank may pass their account details to the credit reference agencies and make checks with them.
- b) On request from the customer, the Bank will provide them with a copy of the information that the Bank will be giving the credit reference agency and details explaining how credit referencing works.
- c) The bank is required to submit information to Credit Information Companies ('CIC') at periodical intervals about credit availed from the bank. This would include information about personal debts that the customer owes with the Bank when, the customer has fallen behind his payments or the amount owed is in dispute. If the loan amount has been in

default, but thereafter regularized, the Bank shall update the information with the CIC in the next report.

9. Complaints, Grievances and Feedback

- a) If a customer wants to make a complaint, we will specify: how to do so, where a complaint can be made, to whom a complaint can be made, when to expect a reply, whom to approach for redressal and what to do if you are not satisfied about the outcome.
- b) We will display the name of the official at the branch whom the customer may approach for a grievance. If the complaint is unresolved at the branch level, the customer may approach the Regional/Zonal Manager/Principal Nodal Officer (PNO) at the address displayed at our branch.
- c) If the complaint has been received in writing, we will endeavor to send you an acknowledgement/ a response within a week. If your complaint is relayed over phone at our designated telephone helpdesk or customer service number, we shall provide you a complaint reference number and keep you informed of the progress within a reasonable period of time.
- d) After examining the matter, we will send our final response to the customer or explain why we need more time to respond and shall endeavor to do so within 30 days of receipt of his / her complaint and will tell the customer, how to take his / her complaint further if he / she is still not satisfied.
- e) Within 30 days of lodging a complaint with us, if the customer does not get a satisfactory response from us and wishes to pursue other avenues for redressal of grievance, he /she may approach the Banking Ombudsman appointed by Reserve Bank of India under the Banking Ombudsman Scheme. Our staff would explain the procedure in this regard.
- f) We will display the Banking Ombudsman Scheme on our website. A copy will be made available on request at a nominal charge. We will display at our branches the name and contact details of the Banking Ombudsman under whose jurisdiction the branch falls.
- g) We shall endeavor to organize meetings of customers at periodic intervals as a regular channel for exchange of ideas and suggestions.

10. Account Operations

10.1 Account Opening and operation of deposit accounts

- a) Before opening any deposit account, the Bank will carry out due diligence as required under "Know Your Customer" (KYC) guidelines, ask the customer to submit or provide necessary documents or proofs to do so.
- b) Obtain only such information to meet with our KYC, Prevention of Money Laundering or any other statutory requirements. In case any additional information is asked for, it will be sought separately and we will explain the reason for obtaining such additional information. Providing such information will be voluntary, unless required by law. The information will be kept confidential, unless required by law enforcing agency / banking regulator.
- c) Provide the account opening forms which will contain details of essential information required to be furnished and documents to be produced for verification and/or record for meeting the KYC requirements.
- d) Require the customer to submit documents in respect of KYC at periodic intervals to enable us to update our records as required.
- e) Explain the procedural formalities and provide necessary clarifications sought by the customer while opening a deposit account
- f) Give the customer the Terms and Conditions governing the deposit facility you have sought to avail.
- g) At the time of opening of the account, make available to the customer the details of the insurance cover in force under the insurance scheme, subject to certain limits and conditions offered by the Deposit Insurance and Credit Guarantee Corporation of India (DICGC).

10.2 Minimum Balance

- a) The minimum balance to be maintained in the Savings Bank account will be displayed in our branch.
- b) For deposit products like Savings Bank Account and Current Account or any other type of Deposit Account, we will inform the customer about the minimum balance to be maintained as part of terms and conditions governing operation of such accounts.
- c) Charges which will be levied in case of failure to maintain the minimum balance in the account by the customer. Details of the charges will be included in the Tariff Schedule.

- d) 30 days in advance, of any change in minimum balance to be maintained. During this notice period, we will not charge the customer for non-maintenance of such higher minimum balance prescribed.

10.3 Charges

Specific charges for issue of cheque books, additional/duplicate statement of accounts, duplicate passbook, copies of paid cheques, folio charges, verification of signature, return of cheque, change in mandate or style of account closure of Savings Bank / Current accounts etc., will be included in the Tariff Schedule. Concessions or relief given will not be withdrawn during the original validity period of the concession/relief.

10.4 Passbook/statements

- a) The Bank will provide you with a monthly statement / e-mail statement (subject to your acceptance) of account unless you have opted for a passbook.
- b) You can ask us to provide you with account statements more often than is normally available on your type of account, at a charge. This charge will be indicated in the Tariff schedule.
- c) We will indicate our MICR Code and IFS Code in passbooks and statements of accounts. We will make available the Customer Care number of the bank / Contact number of the branch in passbooks and statements of accounts.

10.5 Inoperative/Dormant accounts

- a) We will inform you when you open your account, the circumstances under which your account will be classified as inoperative / dormant. You will also be informed at least three months before your account is classified as inoperative/dormant and the consequences thereof. We will also endeavor to send e-mail advising that your account is being classified as inoperative/dormant.
- b) We will notify the joint holder/s before an account is classified as inoperative / dormant, inform you of the procedure to be followed if you want to activate the account, not levy

any charge merely because an account is inoperative / dormant and not charge you for activation of the inoperative account.

10.6 Closing your account

Under normal circumstances, NBAD will not close your account without giving you at least 30 days' notice indicating the reasons for such closure. In such cases, you will be required to make alternate arrangements for cheques already issued by you and desist from issuing any fresh cheques on such account.

10.7 Clearing Cycle

- a) Our customers will be informed about the clearing cycle, including when they can withdraw money after lodging collection instruments and when they will start to earn interest (if applicable). Immediate credit at our discretion may be given to our customer's account for local/outstation cheques lodged by them and should they require, the Bank will allow the customer to draw against such instrument[s] under collection as per prevailing RBI guidelines. Interest will be paid on the funds involved, if collection is delayed beyond the normal period as stipulated by RBI due to any delay on our part.
- b) We will proceed as per our Cheque Collection Policy and provide all assistance for you to obtain a duplicate cheque/instrument in case a cheque/instrument tendered by you is lost in transit and compensate you as per our Cheque Collection / Compensation Policy.
- c) We will give the above information when you open your account and whenever you ask for it. If there is any change in our Cheque Collection policy, the revised policy will be displayed on our website and will be made available at all our branches.

10.8 Cash Transactions

- a) We request all customers to count currency notes and ensure correctness before leaving the cash counter. The customer should 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.
- b) For transactions above Rs. 50,000 we may require the customer to furnish the PAN.

10.9 Direct debits and standing instructions

The Bank will:

- a) At the time of opening the account tell you how direct debits/ standing instructions work and how you may record/cancel them and the charges connected with them. We will credit your account along with interest as soon as it is determined that any amount has been unauthorised/erroneously debited from your account and compensate you as per the Compensation Policy of the Bank.
- b) Act upon mandates given by you for direct debits [say Electronic Clearing Service (ECS)] and other standing instructions. In case of any delay or failure in executing the mandate resulting in financial loss or additional cost, we will compensate you as per the compensation policy of the bank. If the mandate cannot be executed due to insufficient balance in your account, we will levy charges as per the Tariff Schedule.

10.10 Stop Payment facility

The Bank will:

- a) Accept stop payment instructions from you in respect of cheques issued by you. Immediately on receipt of your instructions, we will give an acknowledgement and take action provided these cheques have not already been cleared by us. Charges, if any, for executing a stop payment instruction will be communicated to our customers as part of the Tariff Schedule.
- b) Reimburse and compensate you as per the Compensation Policy of the Bank in case a cheque is paid subsequent to the receipt of stop payment instructions by us.

10.11 Cheques/debit instructions issued by the customer

The Bank will:

- a) Keep original cheques/debit instructions paid from your account or copies or images of the cheques received from the presenting bank under CTS, for such periods as required by law.
- b) Give you the cheque / image of cheque / debit instruction or a copy thereof as evidence as long as records are available with us. If there is a dispute about a cheque paid / debit

instructions from your account and in case the request for such cheque, etc. is made within a period of one year from the date of cheque / debit instruction, no charge will be levied. In respect of requests received beyond this period, charges will be levied as per the Tariff Schedule.

- c) Inform you how we will deal with unpaid cheques and out-of-date [stale] cheques. The details of charges to be levied will be included in the Tariff Schedule.

10.12 Term Deposits, Savings and Current Accounts

- a) When you place a term deposit with us, we will obtain instructions from you in the account opening form for the disposal of your deposit at maturity. Where there are no instructions for disposal of the deposit at maturity, we will inform you well in advance (by sending intimation before 7 days of the maturity date of Term Deposits), through letter / mail / SMS about its impending date of maturity.

- b) In case we still do not receive any instruction from you we will renew the deposit, excluding deposits like tax savings deposits etc, for the same period of time as the matured deposit at the prevailing rate of interest. We will inform you the procedure for withdrawal of term deposit before maturity. This information will also be made available in the account opening form / T&C / reverse of the FDR. We will inform you of the interest rates applicable and charges for premature withdrawal of term deposit. We will permit premature withdrawals of term deposits in accordance with the mandate 'Former or Survivor / Either or Survivor', provided you have given us a specific joint mandate from all the depositors for the purpose. We will provide for such a mandate in the account opening form.
- c) We will inform you, at the time of acceptance of the deposit, the terms and conditions and interest rate applicable in case you renew the deposits on a date after the date of maturity. This information will also be made available in the account opening form / T&C / reverse of the FDR.
- d) We will advise you of provisions of Income Tax Act applicable to the interest income accruing to you on your deposits, our obligations under the Act and provisions available to you for seeking exemption from Tax Deduction at Source. We will obtain Form 15 G or 15 H as applicable from you at the time of application if you are not liable to pay tax on your interest income. You may submit to us such a Form periodically as required, if you are not liable to pay tax on your interest income. We will issue the requisite certificate within the stipulated period if we deduct tax from interest paid / accrued on your deposits.
- e) We will indicate the tax deducted, if any, on interest on term deposits credited to your Savings / Current account in the passbook / statement of account. We will also explain the facility of loan/overdraft available against term deposits
- f) We will keep the customer informed about the number of transactions, cash withdrawals, etc that can be done free of charge in a given period. We will also update our clients on the rate at which interest is paid on savings deposits, how it is calculated and the periodicity of payment.

10.13 Settlement of claims in respect of deceased account holders

The Bank will follow a simplified procedure for settlement of accounts of deceased account holders. We will provide claim forms for settlement of claims of the accounts of deceased persons, to those who approach us for the forms. We will also place the claim forms on our website. Please refer to the 'Deceased Depositors Policy' for information on the Bank's procedures for settlement of claims, with respect to Deceased Depositors.

10.14 Foreign Exchange services

- a) We will provide you details of the service, exchange rates and charges that apply to foreign exchange transactions. If this is not possible, we will tell you how these will be worked out.
- b) If you want to transfer money abroad, we will explain to you how it can be done and will provide:
 - 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.
- c) 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.
- d) We will guide you about regulatory requirements or conditions relating to foreign exchange services offered by us as and when required by you.

10.15 Remittances within India

- a) If customers want to remit money within India we will inform them how to effect the transfer and will give them a description of the services and how to use them

- b) Suggest the best way to send the money to suit their needs, disclose the details of all charges including commission that the customer will have to pay for the service as per the Tariff Schedule and as amended from time to time
- c) In case of any delay we will compensate the customer as per our compensation policy for the loss/additional expenses incurred by the said customer.

11. Third party products

- a) The Bank will inform you if we, as agents of any investment / asset management company or insurance company, offer any type of investment product including mutual funds or insurance products. We will ensure that all investment and insurance products we are selling are in accordance with extant rules and regulations.
- b) In the case of securities provided by you for loans availed from us, we will not insist on your obtaining insurance cover from any particular provider / same organisation. Obtention of insurance products if any offered by us will be purely on voluntary basis.
- c) We will, at regular intervals, educate you by way of advertisement/ notice board/information on website/ distribution of pamphlets, etc the benefit of the products being sold at our branches, unless you have opted not to receive such information. We will ensure that all investment and insurance products sold at the branches will be explained to you by personnel who are duly qualified to sell the products. We will apply appropriate customer due diligence measures before selling investment / insurance products to you.
- d) The Bank will ensure that the charges for related service for selling of various products will be displayed and made available to you. We will ensure that the statement / policy documents will be delivered to you within 30 days from the completion of all the formalities (including medical examination) as per the scheme. We will disclose details of all commissions / other fees received, if any from mutual funds/insurance/other finance companies marketing their products.

12. Protecting your Accounts

- a) We will install CCTVs, wherever feasible, for close surveillance as part of security arrangements.
- b) Please make sure you register your current address, phone number, mobile phone number and / or e-mail Id with us to enable us to send you necessary alerts.

- c) Please make sure you let us know, promptly, when you change your name, address, phone numbers and e-mail Id so that we are able to contact you when required.
- d) We recommend that you check your statement or passbook regularly. If there is an entry, which seems to be wrong, you should tell us as soon as possible so that we can investigate the same.
- e) Regular checks on direct debits and standing orders will help you ensure the money is going where you want it to. If we need to investigate a transaction on your account, you should co-operate with us and with the police/ other investigative agencies if we need to involve them.
- f) Due care by you of your cheques, passbook and other security information is essential to help prevent fraud and protect your accounts. To stop payment of a cheque or cancel standing instruction given, you must tell us in writing.
- g) We will accept any instruction on withdrawal of mandate by you without necessitating you to obtain the prior concurrence/approval for withdrawal from the beneficiary / user institution. It may not be possible to cancel payments if you do not give notice of your decision to cancel.
- h) If you act fraudulently, you will be responsible for all losses on your account. If you act without reasonable care, which results in losses, you may be responsible for them.
- i) In order to prevent misuse of their accounts, we request our customers to draw a line through unused space so that an unauthorised person cannot add extra details, to not keep any signed blank cheque or disclose account details. The name of the account holder should be written on the cheque, when paying a cheque into a bank account.
- j) Fraud can be prevented while sending a cheque through post, by drawing an Account payee cheque and clearly writing the name of the beneficiary on the cheque.
- k) Our customers should intimate us at the earliest, if they suspect or discover that, their cheque books or account statements have been lost or stolen or someone else is aware of their confidential information.

Section II: Fair Practice Code for Lenders

1. General information

- a) We will give you the Terms and Conditions (T&C) and key features governing the loan to individuals, you have sought to avail. We will advise you about the information / documentation we need from you to enable you to apply. We will also advise you what documentation we need from you with respect to your identity, address, employment, etc. and any other document that may be stipulated by statutory authorities (e.g. PAN details), in order to comply with legal and regulatory requirements.
- b) 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. We will, if required, also advise about the method of calculation of overdrawn amount and also the computation of interest.

2. Applications for retail/individual loans and their processing

- a) At the time of sourcing a loan product, we will provide as part of the loan application form, information about the interest rates, the fees/charges which payable for processing, pre-payment options and charges, if any, penal rate of interest for delayed repayments and any other matter which affects the interest of the borrower, so that a customer can make a proper comparison with other banks and make an informed decision.
- b) We will provide you with a checklist of documents to be submitted (compliant with legal and regulatory requirements) along with the loan application form to enable you to submit the application complete in all respects.
- c) We will convey our decision on your loan application for a limit up to 20 lakh within 30 working days from the date of receipt of the application provided your application is complete in all respects and is submitted along with all the documents as per 'check list' provided. We will convey our decision on applications beyond 20 lakh within a reasonable time frame.

- d) For all categories of loans, irrespective of threshold limits, if the application is not approved, the Bank will convey in writing the main reason/s which have led to rejection of the loan application.
- e) We will provide you with an annual statement of account of your term / demand loans.
- f) We will return to you all the securities / documents/title deeds to mortgaged property within 15 days of the repayment of all dues agreed to or contracted.

3. Loan appraisal and terms/conditions

- a) We will ensure that loans are disbursed only after conducting a proper assessment of the application.
- b) We will convey to the borrower the credit limit along with the terms and conditions thereof and keep the borrower's acceptance of these terms and conditions on record.
- c) We will provide terms and conditions and other caveats governing credit facilities.
- d) A copy of the loan agreement along with a copy each of all enclosures quoted in the loan agreement would be furnished to the borrower.
- e) The loan agreement will stipulate that credit facilities are given solely at the discretion of the Bank. In the case of lending under consortium arrangement, the Bank will evolve procedures to complete appraisal of proposals in the time bound manner to the extent feasible, and communicate its decisions on financing or otherwise within a reasonable time.
- f) We will not have an obligation to meet further requirements of borrowers on account of growth in business, etc, without proper review of credit limits.

4. Disbursement of loans and Post disbursement supervision

- a) We will ensure timely disbursement of loans sanctioned in conformity with the terms and conditions.
- b) Before taking a decision to recall / accelerate payment or performance under the agreement or seeking additional securities, we will give a notice to borrowers, as specified in the loan agreement or a reasonable period, if no such condition exists in the loan agreement.

- c) In case of receipt of request for transfer of borrowal account, either from the borrower or from the Bank, which proposes to take- over the account, the consent or otherwise i.e., objection of the Bank, if any, would be conveyed within 21 days from the date of receipt of request.

5. Guarantees

- a) If you want us to accept a guarantee or other security from a third party for your liabilities, we may ask you for your permission to give confidential information about your finances to a person giving the guarantee or other security, or to their legal adviser.
 - b) We will also encourage them to take independent legal advice to make sure that they understand their commitment and the possible consequences of their decision, inform them that by giving the guarantee or other security they may become liable instead of, or as well as, you, give a copy of the terms and conditions of the loan sanctioned / loan agreement, to the guarantor(s) of the credit facility availed by you.
 - c) When you are considering to be a guarantor to a loan, we will tell you - your liability as guarantor; circumstances in which we will call on you to pay up your liability, whether we have recourse to your other monies in the bank if you fail to pay up as a guarantor, whether your liabilities as a guarantor are specified quantum or they are unlimited; and of any material or adverse change in the financial position of the borrower to whom you stand as a guarantor.
- **Monitoring**

We have a 'Nodal Officer' to ensure compliance of the Code. Our internal procedures will make sure we meet the Code.

- **More Information about the Code**

If you have any queries about this Code, you may contact the Nodal Officer.

Head of Compliance

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
Email: NodalOfficerIndia@nbad.com

We will have notices in our branch and on our website explaining that copies of the Code are available and how you can get one and we will make copy available to you on request. You can get a copy of this Code from our website.

- **Regulations**
 - a) Code of Bank's Commitment to Customers – Banking Code and Standards Board of India
 - b) Circulars of the Reserve Bank of India on Fair Practices Code for Lenders – May 5, 2003 and March 6, 2007