

Notice to Customers

The following materials are available for customers for their information and reference:

- 1. The Code of Bank's Commitment to Customers**
- 2. Bankers' Fair Practice Code**
- 3. Savings Bank Rules**
- 4. Current Account Rules**
- 5. Cheque Collection Policy**
- 6. Compensation Policy**
- 7. Fair Lending Practices Code**
- 8. Banking Ombudsman Scheme**
- 9. Rates of Interest**
- 10. Service Charges**
- 11. Time Norms for various services**
- 12. Nomination Rules**
- 13. Salient features of genuine currency notes**
- 14. Citizens' Charter**

RBI's Clean Note Policy

Important Notice to the Public

In view of the directions received from Reserve Bank of India, currency sections shall not be stapled and instead secured with paper bands/ twines only.

Customers are requested to check and verify the loose as well as banded currency sections before leaving the counter and no claims whatsoever will be entertained later.

Public are also requested not to write anything on the Currency Notes.

Notice to the Public

Soiled currency notes and notes with slight mutilations which do not interfere with their identification as genuine notes are freely exchanged at our branches. In case of complaint, if any, please contact the Branch Manager.

Authentication of Pass book entries

In computerized branches any entry made manually in the pass book/statement of account should be authenticated by an Officer of the branch. **Your may insist for the same.**

Have a Secured banking with Indian Bank