

ANDHRA PRADESH MAHESH CO-OPERATIVE URBAN BANK LTD

CITIZEN'S CHARTER

Vision

To make brand "Andhra Pradesh Mahesh Co-op Urban Bank Ltd" synonymous to trust and reliability, to be a leader amongst the Multi-State Scheduled Co-operative Banks in the whole of South India, to render excellent and personalized services and to contribute to Co-operative movement, making credit available to the customers, more particularly to Individuals, SMEs, thereby contributing to their growth and striving to maintain Net NPAs at "0%" level throughout.

Core Values

- Strong Relationship
- Socially Responsible
- Focused on Future Readiness
- Being Ethical and Moral

Application of Charter

Disclaimer:

It is not a legal document creating rights and obligations. The Citizen's Charter does not by itself create new legal rights, but it surely helps in enforcing existing rights. This Charter applies to all products and services listed below whether provided by the branches across the counters, through interactive electronic devices and through technology (alternate delivery channels).

Products:

- All deposit accounts e.g., Savings Accounts, Current Accounts, Term Deposits, Recurring Deposits.
- Fund based (Retail Loans, Demand Loan, Term Loan, Cash credit, Overdrafts) and Non fund based Letter of Credit/ Bank Guarantee)
- Foreign exchange products
- Third party products i.e., Bancassurance and Mutual Funds
- Card products, including Debit Card

Services

- Nomination facility to all Deposit Accounts (i.e., account opened by Individual/ Proprietorship capacity) and all safe deposit locker hirers (i.e., Individual hirers)
- Remittance facility to the customers by transfer through RTGS/NEFT/EFT/IMPS, Issuance of Demand Drafts, Banker's Cheques, etc.
- Mobile Banking/SMS Banking etc.
- Collection of Cheques etc.
- Safe Deposit Locker facility etc.
- Indian Currency Notes exchange facility etc.
- Settlement of claim cases in deceased accounts etc.



- Internet Banking Services etc.
- All our offerings of products and services can be viewed on our website: www.apmaheshbank.com

Regulatory/Statutory Compliance

- In order to comply with regulatory/ statutory requirements, while opening an account, we will adhere to the Know Your Customer (KYC) Norms and Anti Money Laundering (AML) as laid down in regulatory guidelines by satisfying ourselves about the identity of the person seeking to open an account and verification of the address of that person/s, thereby protecting prospective customer/s, members of the public, the Bank and other stakeholders against fraud and other misuse of the banking system.
- We will also satisfy ourselves about the sources of income of the existing/ prospective customer. In order to meet the above, the Bank shall ask customers to provide documents and information as may be required.
- Customers must also provide to the Bank such documents and information as required for updating and verifying customer information periodically as required.

Our Commitments

To act fairly and reasonably in all dealings with the customers in matters of:

- Providing minimum banking facilities such as receipt and payment of cash/cheques at the bank's counters and opening basic savings bank deposit accounts opened for the purpose of financial inclusion
- Ensuring that products and services adhere to relevant laws and regulations in letter and spirit
- Ensuring that dealings with the customers rest on ethical principles of integrity and transparency
- Operating a secure and reliable banking service and payment system
- Dealing quickly and sympathetically with customer grievances arising due to errors, delays in handling of customer related issues or on account of problems arising due to technological failure
- Ensuring that customers are treated fairly at all times and complaints raised by customers are dealt with courtesy and on time.
- Ensuring that customers are fully informed of avenues to escalate their complaints/grievances within the Bank and their rights to alternative remedy if they are not fully satisfied with the response of the bank to their complaints

Disclosure:

The Bank shall not disclose details/particulars of the Customer Information or Statistical Information to a third person or party, without the expressed or implied consent from the customer. However, there are exceptions in terms of circumstances mentioned in Paragraph No.25 of RBI Master circular on customer service dated 01.07.2014., as listed below:

- Where disclosure is under compulsion of law
- Where there is duty to the public to disclose
- Where interest of the Bank requires disclosure
- Where the disclosure is made with the express or implied consent

Additionally, the Bank may use the Customer Information for customer verification, provision of products and services, for personalization of products or services, marketing or promotion of our financial services or



related products; for creation of Statistical Information, statistical analysis or credit scoring, enforcement of the customer's obligations, any other purpose that will help us in providing customers with optimal and high-quality services.

To display on the Bank's website

- The Integrated Ombudsman Scheme: Reserve Bank of India (RBI) and Banking Ombudsman (BO) offices propagate the education of the public about the Integrated Ombudsman Scheme. The Scheme is displayed on the Bank's website, and is also available at branches for customer information

To publicize the Charter

- Provide the customer a copy of the Charter on request
- Make available this Charter on Bank's website
- Ensure training to the staff to put the provisions of Charter into practice

Special Customers

The Bank commits to the following while dealing with special customers

Senior Citizens:

- There will be prioritized service to senior citizens persons at all branches
- The Bank will endeavor to provide 'Doorstep' banking (pick up of cash/ instruments for credit to the account or delivery of cash / demand drafts against issue of cheque / requisition in writing) in special circumstances like ill health, inability to come to the branch, etc.

Customers at all our Branches:

- Bank will ensure proper currency exchange facilities and also the quality of notes disbursed to customers, especially in rural areas. It will be ensured that the branches remain open for public transactions during the prescribed business hours on all working days

Providing banking facilities to the visually challenged/differently abled:

- **Making physical access to branches and ATMs convenient –**

The Bank will endeavor, wherever possible, at Branches and ATMs to make it easy for special customers to get physical access. The Bank staff shall be sensitized to offer assistance to customers over the step, wherever stepped access cannot be avoided.

- **Staff Sensitization -**

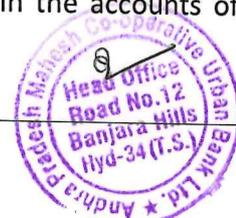
The Bank shall endeavor to sensitize the staff to assist differently abled customers in carrying out their banking transactions

Payment of Balance in Accounts of the Deceased Customers to Survivors/ Claimants:

The Bank follows a simplified procedure for settlement of death claims without insisting on production of a succession certificate in settlement of claims of deceased customers, relating to deposit accounts, lockers and articles kept in safe custody within prescribed limits, wherever nomination are available.

The Bank will, however, adopt such safeguards in considering the settlement of claims as appropriate, including accepting an indemnity bond.

Nomination facility is available to facilitate speedy settlement of balances in the accounts of deceased



customers.

Our customers are periodically made aware of the availability of the facility offered in terms of provisions of the Banking Regulation Act.

Exchange of Soiled/Slightly Mutilated Currency Notes:

All the branches of the bank will exchange freely soiled and slightly mutilated/cut notes of all denominations at counters. No essential feature of the note should be missing. The bank's branches will exchange torn/mutilated / defective notes free of cost. Currency exchange facility is offered to the Bank's customers and others.

RBI has permitted the banks to exchange mutilated currency notes which are genuine and where mutilations are such as not to cause suspicion or fraud. The Bank's branches exchange all categories of mutilated currency notes. Refund value of these notes, however, paid as per RBI (Note refund) Rules.

Safe Deposit Vaults (Lockers):

There will be a completely transparent process in the allocation of locker facility. The bank's branches offering this Facility will indicate / display this information. The identification of locker branches shall be done by the Bank at its discretion based on potential and commercial considerations etc. as the relationship of the Bank with the locker hirer(s) that of Bailor and Bailee. Bank shall exercise due care and necessary precautions for the safety of lockers provided to the customers, however, bank shall not be liable for any damage or loss to lockers or its contents, due to any reasons(s) whatsoever.

The major aspects governing the services:

- A locker may be hired by an individual (not minor), firm, limited Company, specified associations, societies, etc.
- Nomination facility is available to the Individual hirer of safe deposit Locker.
- Loss of key should be immediately informed to the branch. However, all the expenses incurred in repairing the lock and key shall be borne by the hirer(s).
- Lockers are available in different sizes.
- Locker rent is payable in advance. In case of overdue rent, the bank may charge penalty as decided from time to time.
- The Bank reserves its right to break open the locker if the rent is not paid despite notices sent by the bank as per the rules and recover charges thereof.

Remittance Services:

- Customers may remit funds from one centre to another centre by RTGS, NEFT and Demand Drafts by paying specified charges. It can be in the same city from one bank to another bank irrespective of location
- Demand Drafts for Rs. 50,000/- and above 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, such payments for Rs. 20,000/- and above will be made through banking channels and not in cash



Mobile Banking

- Mobile Banking provides a secure, anytime, anywhere banking experience from a mobile device by enabling access to services like fund transfer to Mahesh Bank or any other Bank account, payment of utility bills and prepaid recharges.

Internet Banking

- The Bank provides internet banking facility to its retail and corporate customers which enables a host of services like statement enquiry, funds transfer, All transactions are built on the concept of two-factor authentication to make it secure.
- The Bank takes appropriate measures to ensure that Internet Banking system and technology are secure and are regularly reviewed and updated for this purpose

SMS Alerts

Bank will send SMS alerts for all debit and credit transactions in the accounts of the customer who have registered their Mobile Number in their accounts.

Loans and Advances:

- All Terms and Conditions of Loans will be in strict conformity with the Regulatory Guidelines and correctly capture the risks involved
- Housing Loan Interest Certificates are required for Income Tax purpose by the borrowers every year
- CBS software will be enabled to generate/issue such certificates in respect of all Housing Loan customers in the month of April every year
- Loan Statement - Bank will ensure that loan statements are issued to the borrowers periodically giving details of loan disbursed, demands and repayments effect along with interest and details of charges
- Loan Documents - Borrower will be made aware of upfront about various documents required to be produced for sanctioning of loan application
- Bank will send SMS or e-mail alert informing the change in lending rate on loan availed

Standards for Services

In Mahesh Bank, we have several channels of providing services to the customers viz. Branch, ATMs, Internet Banking Service, Mobile Banking etc. Bank always ensures that it provides excellent services to its customers through various channels and make the service experience memorable.

Customer obligations for Qualitative and Efficient Services

The Bank suggests that customers take the following precautions in order to safeguard their interest as well as that of the Bank-

- Passbook, if issued, should be updated from time to time
- Crossed/account payee cheques should be issued as far as possible
- On the reverse of a cheque, the account and contact numbers should be mentioned, before dropping it in a cheque drop box for collection
- Details of the cheque viz. date, amount in words and figures, crossing, etc., should be verified before it is issued



- Blank cheque/s should not be signed, and customers should not record their specimen signature either on passbook or on cheque book
- Cheques should not be issued without ensuring adequate balance at the time of issuance.
- The Nomination facility should be used. Account numbers, details of Term Deposits, locker number, etc., should be noted separately
- Loss of demand draft, term deposit receipt, cheque leave(s)/book, keys of locker, etc. should be immediately notified to the Bank
- Interest, instalments, locker rent, and other dues should be paid on time
- Customers should report complaints relating to deficiency of customer service within a reasonable time as the Bank is committed to preserving relevant records only for the prescribed periods
- Customers should operate their accounts regularly to maintain its status as operative/active
- Customers should avail standing instructions facility for repeat transactions
- Confidentiality of password for internet banking and mobile banking and PIN for Debit Card should be ensured at all times. Passwords and PINs must not be recorded on any paper or accessible electronic devices to prevent frauds
- In case of loss of ATM/Debit card, the Bank (Bank's Call Centre) to be notified to take immediate steps to prevent the same from being misused. Customer shall be liable for any misuse until the time the Bank has been notified
- Customers should not respond to any phone calls or emails asking for password/PIN
- Customer Meets are held at regular intervals to get feedback from customers for improving the customer service

Customer Education

- Special efforts will be made to educate the customers in the use of technology in banking.
- Bank will ensure full transparency to the customer in levying of various fees/ service charges and penalties
- Use of various technology channels for customer education and gathering suggestion for improving service will be made
- Bank has established a proper Customer grievance mechanism which works in an integrated manner across channels such as branches, phone banking centres, emails, letters, the Bank's website, to capture and track customer issues and complaints

Grievance Redressal Mechanism

At Andhra Pradesh Mahesh Co-operative Urban Bank Ltd., we want to make sure our customers get the best service from us. If at any stage, customers feel that our services or products are not up to their expectations, the customers can register a complaint via any of the following channels:

- Directly with any branch official at our branch
- Email Channel: info@apmaheshbank.com

The Bank shall strive to resolve the complaints at the various touch points itself, within the stipulated timelines. In addition, a complaint escalation mechanism is in place.

The Bank will acknowledge the receipt of the complaint and will ensure that a response is provided as per defined timelines in its Grievance Redressal policy.

In the unlikely event of a customer not receiving a response within one month from the date of lodgment of the initial complaint, or in case of dissatisfaction with the response given by the Bank, he may approach the Integrated Ombudsman.

Details of the Integrated Ombudsman are available on the Bank's Website and also at



the website of RBI.

Deposit Insurance and Credit Guarantee Corporation (DICGC)

Bank deposits up to Rs. 5,00,000/- in respect of each depositor are fully protected by the Deposit Insurance and Credit Guarantee Corporation under the Deposit Insurance Scheme. The scheme covers all commercial banks (including Regional Rural Banks) operating in India and also co-operative banks in states and Union Territories to which the scheme has been extended by the Central Government. These banks are registered as insured banks with corporation. The Corporation's liability in respect of insured deposits will arise in following cases:

- If a bank goes into liquidation: The Corporation will Arrange to pay every depositor directly or through the liquidator, the amount due to him under the Insurance Scheme
- If a bank is reconstructed or amalgamated with another bank and the scheme of reconstruction or amalgamation does not entitle a depositor to get credit for the full amount of his deposit: The Corporation will arrange to pay the reconstructed bank or the amalgamated bank an amount equivalent to the shortfall between the amount due to the depositor under the insurance scheme and the amount of Credit received by him under the scheme of reconstruction or amalgamation
- The details of Scheme of DICGC are displayed on Bank's Website.

The Literature on the following is displayed on Notice Board of all Branches:

- Service Charges
- Educative literature on IRAC Norms
- Customer Grievance Policy & details of Grievance Officer
- Rate of Interest on Deposits

