



CITIZENS' CHARTER

PREFACE

The success of the banking industry to achieve its socio-economic & growth objectives will depend upon the ability to provide satisfactory service of high standard to the customers at an affordable cost. For any business for that matter, a satisfied customer is a key factor for its growth & development.

In order to achieve the twin objectives of socio-economic responsibilities and growth, ING Vysya Bank Ltd has come out with a "Citizens' Charter" which clearly defines and lays down the rules, regulations, terms & conditions governing its products and services, the commitment and responsibilities of its employees towards the customers, the redressal procedure in case of unsatisfactory service and the rights & obligations which the customers are entitled for.

This booklet should not be considered as a legal document creating rights and obligations but a document which is aimed at promoting fair banking practices between the banker and the customer and to provide information to the customers in respect of various products & services offered by the Bank.

Only key information on the various products and services has been provided in this booklet. Each product / service is governed by its own rules, regulations and terms and conditions, which could be obtained on specific request from any of the Branches / Offices of the Bank or on our Website www.INGVysyaBank.com

We wish to acknowledge the initiative taken by the Ministry of Finance, Government of India and Ministry of Administrative Reforms and Public Grievances for highlighting the need to bring out this Charter.

We maintain constant touch with our clientele through seminars, customer meets, and personal contact in order to evaluate, improve and widen the range of products and services to the customers. We request all our customers to keep us informed of their banking experience with us and also to provide their valuable comments / suggestions to enable us to improve the existing processes and procedures so that we could provide customer service of very high standard.

Bangalore
August 9, 2004

Managing Director & CEO

UNIFORM PRACTICES FOLLOWED BY OUR BRANCHES:

1. Display business hours.
2. Render equitable and courteous services.
3. Attend to all customers present in the banking hall at the close of business hours.
4. Provide separate 'Enquiry' or 'May I Help You' services with dedicated "Customer Care Officers" at select branches.
5. Offer nomination facility to all deposit accounts (i.e. account opened in individual capacity) and all safe deposit locker hirers (i.e. individual hirers).
6. Display prevailing interest rates for various deposit accounts.
7. Notify change in interest rates on advances through specific communication to borrower
8. Provide details of various deposit schemes/services of the Bank
9. Issue Demand Drafts, Pay Orders, Mail Transfer, Telegraphic Transfers, etc.
10. Complete the transactions within reasonable time.
11. Pay interest for delayed credit of outstation cheques as per norms in forces.
12. Accord immediate credit in respect of outstation and local cheques up to a specified limit subject to certain conditions.
13. Provide complaint/suggestion box in the branch premises.
14. Display address of **Customer Care Unit** and / or Regional Office dealing with customer grievance /complaints.
15. Provide extended hours of banking for convenience of customers at select branches.
16. Notify depositors about maturity of their deposits in advance
17. Make available the product literature / brochures of the products / services offered by the bank.

The list is illustrative but not exhaustive.

FAIR BANKING PRACTICES:

Customers are requested to:

1. Ensure safe custody of chequebook and passbook / Statement of account/debit Card/Internet Banking passwords, supplied by the bank.
2. Preferably use reverse carbon while writing a cheque or use cheque protection stickers to avoid material alteration at a later stage.
3. Issue crossed / account payee cheques as far as possible.
4. Check the details of the cheque, viz. date, and amount in words and figures, crossing etc. before issuing it. As far as possible, issue cheques after rounding off the amount to nearest rupee.
5. Do not introduce any person who is not personally known to you for the purpose of opening of account.
6. Not to issue cheque without adequate balance and to maintain minimum balance as specified by the Bank, from time to time.
7. Send cheques and other financial instruments preferably by Registered Post or by courier.
8. Bring passbook, where applicable, while withdrawing cash from savings bank account through withdrawal slip/loose leaf cheque.
9. Get pass book (where applicable) updated at regular intervals and check the entries to ensure that unwarranted debits / credits do not appear in your account. In case of unwarranted debits / credits, inform the same to the Bank immediately in writing.
10. Use nomination facility.
11. Note down account numbers, details of term deposits, locker numbers etc. separately.
12. Inform change of address, telephone number, mode of operations, change in nomination etc. to the Branch without delay.
13. Inform loss of demand draft, fixed deposit receipt, cheque leave (s) / book, key of locker, etc., immediately to the Branch.
14. Avail standing instructions facility for repeat transactions.
15. Pay interest, installments, locker rent and other dues on time.
16. Avail services such as ATM, ECS, EFT, RTGS, Mib@nk (Internet Banking), etc. to enhance your banking experience.
17. Bring any deficiency in services to the notice of the branch head; your suggestions for improving the same are more than welcome.
18. Do not sign blank cheque/s Or Record specimen signature either on the passbook or on the chequebook.
19. Observe announcements in Notice Board for any changes in the terms and conditions that could be of interest to you.

COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP

SAVINGS BANK ACCOUNT

1. These accounts are very popular and designed to help the individuals (personal segment) to inculcate the habit of saving money and to meet their future requirement of money.
2. Amounts could be deposited / withdrawn from these accounts through cheques / withdrawal slips/ATMs.
3. It helps the customers to carry minimum cash besides earning interest on the balance in the account.
4. These accounts could be opened by eligible person/s and certain organizations / agencies (as approved by the Reserve Bank of India (RBI)).
5. Customers have to provide the following documents for opening the account:
 - Proof of Address (latest telephone / electricity, latest credit card / bank statement, certificate from existing employer confirming address)
 - Proof of Identity – which shall be photo based (Passport, Driving License, Identity Card issued by Government/ Defence Establishments, PAN Card, Voter's ID Card, Certificate from the existing employer confirming identity)
 - Two recent photographs of the accountholder(s)
 - Permanent Account Number (PAN) / GIR Number / Declaration in Form No. 60 / 61(The above documents are required to identify the accountholder(s) and to protect the accountholder(s) from any misuse / frauds)
6. Satisfactory introduction acceptable to the Bank
7. Maintain certain minimum balance in the account as per bank's norms.
8. Non-maintenance of minimum applicable balance will attract charges.
9. Interest @ 3.5 % per annum (prevailing interest) will be paid on a daily product basis. Interest rates are subject to changes, without notice.
10. Interest is credited to the account at half-yearly intervals on 30th, September and 31st, March of each financial year.
11. Only Cheques, dividend warrants etc. drawn in the name of account holder/s will be collected in the account.
12. Financial Instruments endorsed in favour of the account holder/s by a third party will not be collected in this account.
13. Accounts are provided with multiple facilities depending upon the nature of account.

COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP

CURRENT ACCOUNT

1. Current Accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/specified associates, societies, trusts, etc.
2. Customers have to provide the following documents for opening the account:
 - Proof of Address (latest telephone / electricity, latest credit card / bank statement, certificate from existing employer confirming address)
 - Proof of Identity (which shall be photo based (Passport, Driving License, Identity Card issued by Government / Defence Establishments, PAN Card, Voter's ID Card, Certificate from the existing employer confirming identity)
 - Two recent photographs of the accountholder(s) / authorized signatories
 - Permanent Account Number (PAN) / GIR Number / Declaration in Form No. 60 / 61
 - Partnership Letter / Deed, Memorandum / Articles of Association, Board / Trust / Managing Committee Resolution etc. depending upon the nature of the account.(The above documents are required to identify the accountholder(s) and to protect the accountholder(s) from any misuse / frauds)
3. Satisfactory introduction acceptable to the Bank.
4. Minimum balance as stipulated from time to time will have to be maintained. Non-maintenance of stipulated minimum balance will attract charges.
5. No interest is paid on credit balances kept in current account.
6. 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.

COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP

TERM DEPOSIT ACCOUNTS

1. Bank has number of tailor made deposit schemes to suit the needs and expectations of various types of customers.
2. Customers can obtain the specific details of each scheme from any of the Branches of the Bank. Term Deposit accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/specified associates, etc.

3. Depending upon the type of customer the following documents shall be required to open the Term Deposit Account

- Address Proof ((latest telephone / electricity, latest credit card / bank statement, certificate from existing employer confirming address)
- Identity Proof which shall be photo based (Passport, Driving License, Identity Card issued by Government / Defence Establishments, PAN Card, Voter's ID Card, Certificate from the existing employer confirming identity)
- Two recent photographs of the depositor(s)
- PAN / GIR Number / Form 60 / 61 depending upon the type of customer
- Other documents depending upon the type of customer

4. Satisfactory introduction acceptable to the Bank.

5. Premature withdrawals are allowed, unless specified otherwise, at the rate of interest applicable for the period for which the deposit was actually kept with the Bank or the contracted rate whichever is lower, subject to penalty, if any prescribed by the Bank from time to time.

6. No interest will be paid on deposits that have been withdrawn prematurely, if the deposit has not remained with the Bank for a minimum number of days for which the Bank accepts term deposits.

7. Loans / Overdraft facility against Deposits is available on request at the discretion of the Branch Manager at interest rates as prescribed by the Bank, from time to time.

8. Deposits are renewed by the Bank on due dates upon specific written request received from the depositor. As a measure of good customer service, the Bank shall intimate the depositor in advance regarding date of maturity of the deposit.

9. Depositors have the option for automatic renewal of deposit for similar / different period.

10. Deposits are accepted in multiples of Rs.1000 subject to a specified minimum per deposit account. This is not applicable in case of renewal of deposits.

11. 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.

12. In case of cumulative/recurring deposits interest is payable at the end of the contracted period only.

13. Regular interest payments, if any, are generally paid into the account of the depositor, where account is held with the bank.

14. No Interest is paid on overdue deposit, unless the deposit has been renewed within 14 days from the date of its maturity.

15. Overdue deposit could be renewed with retrospective date provided the request for the same is provided within 14 days of the date of maturity or as decided by the Bank from time to time.

16. Interest on bank deposits is exempt from income tax up to a limit specified by Income Tax authorities from time to time.

17. Interest on the deposit beyond the exemption limit is subject to Deduction of Tax at Source & Cess or any other levies prescribed by Income Tax Dept at the rate prescribed from time to time under the Income Tax Act.

18. The eligible depositors may furnish declaration in Form No. 15 H / 15 G preferably at the commencement of the Financial Year for receiving interest on deposits without deduction of tax.

19. The Bank will issue TDS Certificate for the tax deducted at the end of the financial year unless specifically requested at a higher frequency by the customer.

20. Repayment of deposit proceeds is through credit to the depositor's account with the bank or by way of "Account Payee" PO/DD in line with the Income Tax Rule applicable at the time of payment.

21. Bank follows the procedure of providing "**Deposit Confirmation**" for the Term Deposits held with the bank.

22. Minimum deposit to be made will vary from time to time and from one category to another category of branches.

23. Interest Certificate will be issued to the depositor upon specific request received in writing.

24. In the case of cumulative/recurring deposits where the depositor has defaulted in remittance of installment/s as per the contracted schedule, charges at the rate of 2% per month is chargeable on the delayed installments.

PAYMENT OF BALANCE IN ACCOUNTS OF THE DECEASED CUSTOMERS TO SURVIVORS/CLAIMANTS (other than cases where "Nomination" is lodged with the bank)

1. The Bank may not insist on succession certificate from legal heirs irrespective of amount involved unless there is a dispute among the claimants and / or all the legal heirs do not join in indemnifying the bank.

2. However, bank may adopt such safeguards in considering settling of claims as appropriate including accepting an indemnity bond.

STANDING INSTRUCTIONS

1. Standing instructions can be given to the Bank for transfer / remittance of funds from one account to other account/s maintained in the same branch, any other branch of the Bank or any other bank or any other third party.

2. Applicable charges are payable on execution of such standing instructions.

SAFE DEPOSIT LOCKERS

The facility of Safe Deposit Lockers is an ancillary service offered by the Bank. The Bank's branches offering this facility will indicate/display this information.

The major aspects governing the services are:

1. A locker may be hired by an individual (not minor), firms, limited companies, specified associations and societies, etc.
2. Lockers are generally allotted to bank's existing customer. The Branch Managers have the discretion to allot lockers to others at their discretion who do not maintain account with us provided recovery of annual rent will not be an issue.
3. Nomination facility is available to individual hirer of Safe Deposit Locker.
4. In case of Loss of key, the same should be informed to the Branch immediately.
5. Lockers are available in different sizes.
6. Lockers are rented out for a minimum period of one year.
7. Locker will be allotted only to the properly introduced persons
8. Annual Rent is payable in advance. In case the locker is surrendered, advance rent for unexpired period will be refunded as per bank's rules.
9. In case of delay in payment of the annual rent, the Bank will charge interest in the form of penalty as applicable from time to time.
10. Customers have the option to provide standing instruction for the payment of annual rent.
11. In case of undue delay / default in the payment of annual locker rent, the Bank reserves right to break open the locker and recover charges by disposal of the contents or through legal recourse.

ARTICLES IN SAFE CUSTODY

1. Articles like shares, securities, etc., could be accepted for safe custody with the Bank on prescribed charges wherever such facility is offered.
2. Large/small boxes must be locked by the customer(s) and particulars must be written/painted thereon.
3. The lock should be wrapped with cloth and sealed with the customer's seal. Relationship of Banker and customer shall be that of Bailer and Bailee.
4. For details, customers could approach any of the branches providing safe custody facilities.

NOMINATION

1. Nomination facility is available for all deposit accounts, articles in safe custody and safe deposit vaults.
2. 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.
3. Nomination can be done in favour of one person only. However, nomination in favour of more than one person (i.e. up to 2 persons) is permissible in jointly operated locker accounts with common consent. Nomination can be made, cancelled or varied by the account holder anytime during his/her lifetime.
4. While making nomination, cancellation or variation, witness is required and the request should be signed by all account holders. Nomination can also be made in favour of a minor for the existing accounts where nomination is not made, the account holder/s can do so by filling up appropriate forms available with our branches. All customers (new / existing) are advised to avail nomination facility, if they have not availed so far.

REMITTANCE SERVICE

1. 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.
2. The customers can utilize the facility of Electronic Funds Transfer (EFT) System operated through RBI for transferring funds from one centre to another centre covered under the scheme.
3. Demand drafts, telegraphic transfers and travellers cheques 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, payments for Rs.20, 000 and above will be made through banking channels and not in cash.

ISSUE OF DUPLICATE DEMAND DRAFT WITHOUT RECEIPT OF NONPAYMENT ADVICE

The bank will issue duplicate demand draft up to Rs. 5,000/- on the basis of adequate indemnity and without obtaining Non-Payment Advice from the drawee branch in respect of all networked branches.

TIME FRAME FOR ISSUE OF DUPLICATE DRAFT

1. The bank will issue duplicate demand draft to the customer within a fortnight from the receipt of request in line with bank's requirements.

2. In case of any delays in issuing duplicate draft beyond the above stipulated period, the banks will pay interest at the rate applicable for fixed deposit of corresponding maturity in order to compensate the customer for such delay.

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

1. Cash Order is issued for making local payments.
2. Issue/payment of cash order for Rs.50000/- and above is to be made only through the bank account.
3. Validity period of cash order is 6 months.
4. The validity of the cash order could be extended on receipt of written request from the purchaser.

COLLECTION SERVICE

1. Immediate credit of local as well as outstation cheques up to Rs. 7500/- (as per RBI guidelines from time to time) is provided to the individuals (personal customers) who are maintaining satisfactory accounts with the bank.
2. The customers will have to bear normal charges and postal charges.
3. In the event of cheques being returned unpaid, the customer shall be liable to pay interest for the period for which funds were utilized. All cheques (local and outstation) deposited by the customers are cleared by the Bank as follows:

HIGH VALUE CLEARING: This facility is available for the clients of selected branches at designated centres. Cheques of high value (Rs. 1 lac & above) are cleared on the same day (if lodged before a specified time).

LOCAL CLEARING: Cheques are cleared normally on the third working day, depending on the centre, clearing house rules and time of deposit of the cheque.

NATIONAL CLEARING: Cheques drawn on Metropolitan centres listed in national clearing are cleared in 8 days. All cheques drawn on other centres are cleared in 14 days. The Bank will credit the proceeds of an outstation cheque within the following time norms

- State Capital other than North Eastern States & Sikkim - 10 working days
- Other centres - 14 working days

If the Bank fails to provide credit to the customer account as above, interest will be paid at the rate applicable for appropriate tenure of fixed deposit for the period of delay beyond the stipulated days mentioned above. Further, if the delay is abnormal then penal interest at the rate of 2% above fixed deposit rate applicable will also be paid.

Customers are requested to deposit their cheques within the stipulated timeframe at the branches. At the risk and responsibility of the customer the instruments are sent for collection by accepted mode of delivery like post/courier to another bank (if available) other than the drawee or to the drawee bank itself, at the option of the ING Vysya Bank.

COLLECTION OF GOVT. DUES

The Bank handles collection of various taxes on behalf of Govt. of India/State Government/Local authorities, through selected designated branches.

INTEREST ON DEPOSITS:

The Bank pays interest on deposits as per contracted rates on 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/as per RBI guidelines.

REIMBURSEMENT OF EXPENSE FEE

To cover cost of operations fees are levied which are reviewed from time to time. These are usage based and give the customer to optimize his expense returns. The bank encourages transactions through electronic channels due to speed, safety and assured fulfillment.

- Collection and remittance of funds
- Processing of loan proposals
- Issue of guarantees, letters of credit
- Safe custody of articles
- Issue of duplicate instruments/statements
- Ledger folio charges
- Closure of account (for certain a/cs)
- Execution of standing instruction

- Issue of cheque books
- Stop payment of cheque/s
- Bulk cash deposits
- Non maintenance of minimum balance in the accounts
- Return of cheques
- Clearing house charges
- Purchase / Discount / Collection of cheques/bills
- Enquiry/verification of old records
- Attestation of signature
- Issuance of 'No Dues Certificate' and other certificates.
- Outward cheques/bills for collection
- Transaction fee etc.
- Tariff of charges will be made available on request.

Charges are liable to Tax / Cess etc. if any, that may be levied under the tax laws.

TIME-NORMS FOR VARIOUS BANKING TRANSACTIONS

- It is the endeavor of the Bank to complete the transactions within the shortest possible time.
- The time period required to complete each transaction will depend upon the location of the branch, type of branch, nature of the transaction, rush hours etc.
- In case of any undue delay, the customers could approach the Branch Manager.

CREDIT CARDS:

- The Bank has introduced "ING VYSYA BANK CREDIT CARD", a unique credit card exclusively branded as a product of ING Vysya Bank Ltd
- The credit card is a plastic card, which allows you to buy products & services on credit up to the pre set limits.
- The free credit period allowed on the ING Vysya Bank credit card would range from 20 – 50 days, depending on the date of purchase by the cardholder.
- The credit card would be issued to individuals between the ages of 18 to 70 years.
- The maximum credit limit of the credit card will be Rs. 75,000 and the minimum credit limit will be Rs. 12,000.at present and would change from time to time depending on the policy of the bank
- While the broad criteria for issuing the credit cards are as follows they are subject for change from time to time based on the policy of the bank. The income criteria for issuing the credit card are as follows:
 - Salaried Public Limited / Public Sector Rs. 72,000 per annum
 - Other Salaried Rs. 96,000 per annum
 - Self – employed Rs. 96,000 per annum
 - Business Income Rs. 96,000 per annum
 - Other Income Rs. 96,000 per annum
 (Agricultural Income in excess of Rs. 10,000 will not be reckoned for arriving at the annual income).
- The annual fee for the Primary Card is Rs. 750 per annum at present and is subject to change as per the policy of the bank.
- First year fee is billed in the first statement of account of the cardholder.
- The minimum payment due against each billing will be 5 % of the total amount due with a minimum of Rs. 100 if he opts for revolving credit and the card member has the option of paying the total amount due.
- Late payment charges are levied in case the cardholder fails to make payment by the due date even for the minimum amount due.
- Service charge @ 2.95 % per month or at such other rates decided by the bank from time to time on the balance carried forward from the previous bill and on all subsequent drawings on the card from the date of the transaction.
- Service charges are applicable on Cash Advances as well as non-EMI drafts.
- Charges will cease on the day all outstanding due are settled.
- The following supporting documents are required at the time of applying for the credit card.
 - If salaried – Public Ltd / Public Sector – photocopy of IT Returns / TDS – 16 /Salary Slip
 - If salaried – Private Ltd – photocopy of IT Returns / photocopy of last six month's bank personal bank's statement
 - If self employed – photocopy of IT Returns / photocopy of last six month's personal bank's statement
- All photocopies of the documents should be self –attested by the card applicant.
- The turnaround time for processing the credit card application would be 15 days (normally) from the date of dispatch of card application by the Branch.

ADD ON CARDS

- Up to a maximum of five add on cards can be issued to spouse, children, brothers, sisters and parents.
- Membership Fee Rs.350-00 per card, per annum is chargeable.
- Add on Card member will not get the monthly demand bill. All charges will be debited to principal card account.
- There is no separate credit limit for add on card and limit will be shared with the Principal card limit only.

- No insurance coverage.

PERSONAL LOANS:

The following types of loans could be taken from the Bank.

- Personal Loans
- Consumer Durable Loans
- Vehicle Loans
- Educational Loans
- Housing Loans

Details of the loans could be obtained from any of the Branch

NRI SERVICES:

• The bank provides various services exclusively to Non-resident Indians. The details of the deposit & loan schemes could be obtained from any of the Branches of the Bank providing this service.

FOREIGN EXCHANGE TRANSACTIONS:

The Bank provides foreign exchange services in the form of

- Inward and outward remittances
- Discount / purchase / collection of cheques & other instruments
- Purchase / issue of travellers cheques
- Discount / purchase / collection of import / export bills
- Issue of letters of credit & bank guarantees

Customers could obtain complete details of the above facilities from any of the designated branches / Trade Finance Units of the Bank.

ANY OTHER FACILITY / SERVICE:

The Bank provides the following additional facilities to the customers subject to certain terms and conditions:

- Anytime, Anywhere & Anyhow (AAA) Banking facility
- Deposit of Cash / Clearing at any of the networked branches
- Withdrawal of Cash from any of the networked branches
- Debit / ATM Cards
- Smartserv facility
- ECS
- EFT
- R T G S

REDRESSAL OF COMPLAINTS

- Customer grievances are normally sorted out at the Branches itself.
- In case of unsatisfactory redressal, customers have the option to escalate their grievances to: **Customer Care Unit**, ING Vysya Bank, # 22, M G Road, Bangalore – 560 001
- The customers also have the option to approach any of the senior executives in the Regional Office / Corporate Office with prior intimation.
- After exhausting all the above machinery/channels, if the customer is not satisfied, he may write to Chairman / Managing Director /CEO of the Bank and even after this, not satisfied he is free to take recourse to the following:

A. Directorate of Public Grievances, Govt. of India, Cabinet Secretariat, Sansad Marg, New Delhi.

B. The Banking Ombudsman located in State Capitals under RBI Ombudsman Scheme, 1995.

C. The District Consumer Forum under Consumer Protection Act, 1985.

ANONYMOUS COMPLAINTS:

- The Bank does not entertain any complaints not providing complete name and contact details of the complainant.