



SHIVALIK SMALL FINANCE BANK LTD.

Branch Name _____

(Updated up to.....)

Comprehensive Notice Board

List Of Mandatory RBI Displays

A. CUSTOMER SERVICE INFORMATION:

- (I) We have separately displayed the key interest rates on deposits & Forex rates in the branch.
- (II) Nomination facility is available on all deposit accounts, articles in safe custody and safe deposit vaults.
- (III) We exchange soiled notes and mutilated notes.
- (IV) We accept/ exchange coins of all denominations.
- (V) If a bank note tendered here is found to be counterfeit, we will issue an acknowledgement to the tenderer after stamping the note.
- (VI) Please refer to our cheque collection policy for the applicable times frames for collection of local and outstation cheques.
- (VII) For satisfactory accounts, we offer immediate credit of outstation cheque up to Rs. 15,000 (Please refer cheque collection policy).
- (VIII) Please refer the Display Stand/Display File for latest Base Rate, BPLR and its effective date.

B. SERVICE CHARGES:

S.No.	Type of Account	Minimum Balance Requirement	Charges for non-maintenance thereof
1	Basic Saving Bank Deposit Account	NA	NA
2	Savings Account	1000	Minimum Rs. 50 and Maximum Rs. 100
3	Current Account	5,000	Minimum Rs. 250 and Maximum Rs. 500

Please refer General Schedule of Features and Charges available in Display Stand/ Display file as well as with Branch Head/Branch Operations Manager.

* We also offer other variants of Savings Account/ Current Account.



C. GRIEVANCE REDRESSAL:

- (I) If you have any grievances/ complaints, please approach: Branch manager or contact our Phone Banking Officer on 1800-202- 5333 or send an Email to complaints@shivalikbank.com.
- (II) If your complaint is unresolved at the branch level, you may approach our Regional nodal officer (Address and contact details available in Grievance Redressal Mechanism available in Display Stand/ Display File/www.shivalikbank.com)
- (III) If you are not satisfied with our grievance redressal, you may approach the Banking Ombudsman (Address and contact details available in Grievance Redressal Mechanism available in Display Stand/ Display File/www.shivalikbank.com)

D. OTHER SERVICES PROVIDED:

- (I) We open Basic Savings/Small Accounts.
- (II) We offer various deposit products.
- (III) We offer- Home Loans, Personal Loans & Gold Loan.
- (IV) We offer- Mobile/Net Banking.
- (V) We Offer RTGS/NEFT facility at our branches.

E. INFORMATION AVAILABLE IN BOOKLET FORM

- (I) All the items mentioned in (A) to (D) above.
- (II) The citizen's Charter for Currency Exchange facilities.
- (III) Time norms for common transactions.
- (IV) Design and security features of all the bank notes (Security Features of Currency Notes)
- (V) Policy documents relating to cheque Collection, Grievance Redressal Mechanism and Compensation.
- (VI) The complete service charges, including services rendered free of charge. The code of Bank's Commitment to customers.
- (VII) Fair Practice Code / The Code of Bank's Commitment to Customers.