



Shinhan Bank - India

Customer Service and Deposit Policy

(This is an extract of the comprehensive “Customer Service and Deposit Policy” of the bank)



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Introduction:

This paper outlines Shinhan Bank, India Branch's transparent and comprehensive policy for Customer service and setting out the rights of the depositors in general. The policy covers all aspects of Account opening subject to KYC norms and operations of deposit accounts, charges leviable and other related issues to facilitate interaction of depositors at the branch.

This policy is framed as per the extant guidelines issued by RBI and the guidelines issued from time to time and with special reference to the RBI circular Ref. DBOD. No. Leg. BC 9/09.07.006/2009-10 dated July 01, 2009. Special attention and care is taken for incorporating the items brought forward by the series of studies conducted by various committees set up by RBI on Customer Service viz., Talwar Committee, Goiporia Committee and Tarapore Committee. Shinhan Bank is committed to bring in improvement in performance and procedure involved in the dispensation of hassle-free customer service to the customers.

Rights of the Depositors:

The following are the rights of the depositors, which are not exclusive in nature:

- To inquire about the charges levied in respect of banking services availed by him.
- To have option of Statement of account or Pass book.
- To inquire about the various products/services offered by the bank and also demand the 'Schedule of Charges' for various banking services.
- To receive an acknowledgement of the cheques deposited at the branch for clearance.
- To inquire about the interest rates on fixed deposits and choose the term as per their requirements.
- To lodge complaints for any deficiencies in relation to the banking services and ask for an acknowledgement for the same from the appropriate authority

Philosophy and Policy:

1. The Branch's deposit policy is aimed at achieving the above objectives of having a transparent and comprehensive document setting out the rights of the depositors.
2. The bank's philosophy is in extending quality customer service to retain them for a long and mutually beneficial business relationship.



Opening and Operations of Deposit Accounts:

- Customer Identification Procedure for individual accounts – The bank is generally guided by RBI instructions on KYC / AML for opening the accounts. The detailed Customer Identification procedure is clearly spelled in the KYC / AML / CFT / PML policy of the bank.
- Savings bank / Current / Fixed Deposit account – The detailed procedure for opening and operations of the above deposit accounts is given in the KYC policy of the bank. Keeping in view the importance of credit discipline the detailed procedure for opening of current accounts is strictly adhered as given in the KYC policy.
- Minimum balance in the savings bank accounts – At the time of opening the account the bank will inform the customers in a transparent manner the requirement of maintaining the minimum balance and levying of charges etc., if the minimum balance is not maintained. Any change levied subsequently will be made known to all depositors in advance with one month's notice.
- Purchasing of local cheques, drafts – The bank has a management approved policy on collection of cheques / instruments and actions will be in tune with that. In case of contingencies like the suspension of clearing house operations etc. the bank may temporarily accommodate their constituents, both the borrowers and depositors to the extent possible by purchasing the local cheques / drafts etc. While extending the facility bank will take into consideration factors like creditworthiness, integrity, past dealings and occupation of the constituents, so as to guard themselves against any possibility of such instruments being dishonored subsequently.
- The facility of 'immediate credit of outstation cheques for personal accounts is displayed in the bank premises. The bank will generally be guided by the management approved Policy on Collection of Cheques / Instruments.
- Issue of Cheque books – The bank will issue cheque books to the No-Frill/ Savings / Current account holders with minimum of 25 cheque leaves for Savings and maximum of 100 cheque leaves for Current Account. The cheque book will be handed to the customer over the counter or dispatched by courier as per the customers' request.
- Term Deposit Account – The bank will issue term deposit indicating therein full details such as date of issue, period of deposit, due date, applicable rate of interest etc.

Transferability of deposit receipts – Term deposits should be freely transferable from one office of bank to another.

Disposal of deposits – Advance instructions from depositors for disposal of deposits on maturity may be obtained in the application form itself. Wherever such instructions are not obtained, banks will ensure sending of intimation of impending due date of maturity well in advance to its' depositors as a rule in order to extend better customer service.

Notifying the changes in interest rates – Change in interest rates will be made available to customers as well as the bank branches expeditiously.



Payment of interest on fixed deposit – The bank has adopted the method of reckoning the year at 366 days in a leap year and 365 days in other years for the calculation of interest on fixed deposit. The bank will provide information to their depositors about the manner of calculation and will mention in the FD account opening form.

Premature withdrawal of term deposit – The bank upon request of the customer will allow premature withdrawal and the rate of interest payable will be applicable rate (at the time of opening the fixed deposit account) for the period it has remained with the bank and not at the contracted rate. However if the contracted rate is lower than the applicable rate, then the interest will be paid at the contracted amount and vice versa.

Partial Premature withdrawals – Partial premature withdrawals are allowed except deposits which are solicited under special schemes and the interest will be calculated at the applicable bank rates, for which the fixed deposit has remained with the bank. The minimum partial premature withdrawals should be for Rs. 1,00,000/- and in multiples thereof.

Interest Rate on Deposits and Deposits with and with-out premature withdrawal facility - The deposit rates are decided by ALCO/Treasury based on bank requirement for Funds. Various factors considered for evaluation of deposit rates is Liquidity requirements, LCR, ALM – Cash flow and interest rate gaps and deposit rates of competition. Expected loan disbursements and expected future trajectory of market interest rate will also play a key role in setting deposit rates. The ALCO/Treasury will also take into account business/strategy aspects while deciding on these rates. Additionally for large bulk deposits where treasury is quoting rates to branches on a case to case basis, costs related to each deposit may also be incorporated. In such cases, treasury may give different rates due to timing differences of the quote request or any other factor. Treasury will endeavor to ensure that they quote same rate for same amounts/tenor for the same day. Treasury will inform ALCO of such deposits raised in its Meetings.

For Deposits less than 2 Crore- Interest will be decided by ALCO based on the above framework and published on the web site. Branches will give the rate as approved by ALCO to their customers depending on the tenor of deposit.

Deposit greater than 2 Crore – Treasury will internally publish the interest rates on a daily basis to branches specifying the amount range and tenor. The interest rates may be in multiple buckets based on tenor and Amount. Branches will quote these published rates to the customers. For amounts greater than what is published in the daily posting, branches will contact treasury and take rates on a case to case basis.

The bank may run special fixed deposit schemes as approved by ALCO. To protect the interest of customers and to ensure transparency at highest level, Treasury will submit a report of all bulk deposits. (above 2 Cr) raised and highlight divergences from treasury published rates to ALCO in its monthly meeting. In addition Treasury will put up the Bulk deposit Interest rate calculation to ALCO for information purposes to ensure transparency. Interest rates on savings account – ALCO may decide on the interest rates for Savings account. ALCO may decide to offer differential rates for End of day balance exceeding Rs 1 Lakh or any larger amount. Deposits without



Premature withdrawal – The bank currently does not have any such product but the ALCO may decide to incorporate such features and give different rates. All deposits less than 15 Lakhs accepted from individuals (singly or jointly) will compulsorily have Premature withdrawal facility as per RBI guidelines. However for large Bulk deposits Treasury may negotiate with customers through branches on this issue and quote differential rates on mutually acceptable basis.

- **Renewal of overdue deposits - **** The bank would normally insist for clear cut closure instructions for the treatment of deposits on maturity. However in the absence the bank will act as follows:

Up to and inclusive of 14 days from the date of maturity – Deposit can be renewed from the date of maturity and the interest will be the appropriate rate prevailing on the date of maturity. The deposit would be renewed further at least for the minimum period for which deposits of such size are accepted as per current instructions in force.

If overdue period is more than 14 days from the date of maturity – Interest for the overdue period would be paid separately at simple rate prevailing on the maturity date or date of renewal or savings bank interest rate whichever is lower* **. The deposit amount (either with or without interest) would be placed as fresh deposit at least for the minimum period for which such deposits are accepted as per current instructions in force.

If an overdue deposit renewed and closed prematurely before the minimum period for which such deposits are accepted as per current instructions in force, from the date of renewal then no interest is payable on the renewed deposit, in addition the interest already paid for the overdue period should be recovered.

* Not applicable for bulk deposits. The bank will require the Term deposit closure instructions on the FD application itself out of any one of the three options 1) Credit to account 2) Renew on maturity with /without interest for a further period of __ days 3) Auto renewal.

** Under GM approval

- **Recurring Deposit Account (RD)** – The bank will issue recurring deposit receipt / advice indicating therein full details such as date of issue, period of deposit, monthly installment amount, due date, applicable rate of interest etc. The general terms and conditions of the RD as and when deemed necessary may be modified by the bank.

The term of the RD would be for a minimum period of 12 months and in multiples of 3 months thereafter upto a maximum tenure of 5 years. Typically, once the RD term is fixed the term may not be changed. At the time of creation of the RD;

The depositor shall inform the bank of the installment amount and the term for which the RD is to be placed;

- the depositor shall indicate the option to be treated / executed (as mentioned in the



- RD form) in case of delay in installment payment;
- the depositor shall also be given and explained the prevailing terms and conditions and as such a declaration stating “have read and understood” should be signed by the depositor;

Payment of installments by the depositor would be on the due date as fixed by the bank and except in the case of the first installments, payments would be executed by way of automatic debits to the SB account of the specified SB account.

The Interest rate chart of the bank (displayed on the notice board and electronic gadget) will reflect the minimum and the maximum tenure the RD can be placed with the bank and the minimum and the maximum monthly installment amounts for an RD account with the bank.

This facility is made available to Resident Individuals only.

- Delay in Installment Payment – Any delay in installment payment would be executed as per the instruction indicated by the Depositor at the time of opening of the RD and would be guided by the Terms and Conditions of the RD product.
- Default in Installment Payment – In case of defaults, the bank would notify the depositor of such defaults. In case of defaults of more than six installments the bank shall automatically close the RD and repayment would be made as per articles pertaining to premature withdrawal further elaborated in the terms and conditions of the RD.
- Transfer of Recurring Deposit Accounts - a recurring deposit account can be transferred from one office of the Bank to another branch.
- Disposal of Deposits – Advance instructions from depositors for disposal of deposits on maturity may be obtained in the application form itself. Wherever such instructions are not obtained, banks will ensure sending of intimation of impending due date of maturity well in advance to its’ depositors as a rule in order to extend better customer service.
- Notifying the Changes in Interest Rates – Change in interest rates will be made available to customers as well as the bank branches expeditiously.
- Payment of Interest on RD – The bank has adopted the method of reckoning the year at 366 days in a leap year and 365 days in other years for the calculation of interest on RD (Act / act basis). The bank will provide information to their depositors about the manner of calculation. Interest rate on deposits would be applied on a quarterly compounding basis at applicable rates as communicated to the depositor/s at the time of opening the RD. Such interest rates would be in accordance with the directions issued by the RBI from time-to-time. The Interest will be paid on Maturity and the matured total amount (P + I) would be directly credited to the depositor’s SB account with advice to the depositor.

As per Income Tax Act, TDS at applicable rates will be deducted on RD accounts by the bank. Premature Withdrawal of RD – The bank upon request of the customer will allow premature withdrawal. On such premature withdrawals the interest rates applicable would be as applicable / published (Card Rates) on the date of withdrawal of the RD and would be paid for the tenure (date of deposit till one day before withdrawal, for each installment)



that the RD has actually remained with the bank. If any installment is deposited with the bank for a period less than one month, no interest shall be applied for the same installment. Partial repayment of RD would not be allowed by the bank. Penalty would be applied by the bank depending on any delay in installment payment as per the prevailing terms and conditions of the RD.

Renewal of Deposits – There would be no automatic re-newal of the RD. The RD would not be renewed on maturity and the maturity instructions given at the time of placing the RD would be executed by the bank. The bank would adhere to the extant internal as well as regulatory (RBI) guidelines at all times in respect of RD

Statement of accounts / Pass Books – The bank at all times will give constant attention to ensure entry of correct and legible particulars in the pass book and statement of account. The bank will always ensure intelligible particulars are invariably entered in the pass books / statement of accounts. The bank will not deny pass book to the individual account holder if the same is requested instead of statement of account. The periodicity of sending statement of account to the current account holders is fixed as monthly. However the customer may demand 'Statement of Account' at more than the specified time intervals, which would be complied by the bank, at no extra cost. The customer may also demand in soft form at a secured mailbox. The customers' request for Passbook would be entertained and the passbooks will be updated upon presentation. The telephone number and the address of the branch will be mentioned on the passbook in order to improve the quality of service made available to the customer.

Customer confidentiality obligations- The bank shall always protect the customer interest and shall keep confidentiality of customer personal information. However such information may be divulged to third parties on exceptions under circumstances which are well defined. The following exceptions are

- i. Where the disclosure is under compulsion of law
- ii. Where there is a duty to the public to disclose
- iii. Where the interest of the bank requires disclosure
- iv. Where the disclosure is made with the express or implied consent of the customer.

Grievance Redressal Mechanism - The bank will maintain a 'Compliant-cum- Suggestion' book, for the customers, who can access the same from the reception and lodge complaints for any deficiency in the banking services, also they are free to provide any suggestions for improving customer service. Any complaints noted by the customer would be given top priority and corrective/suitable action would be initiated. The bank will generally be guided by the principles as laid down in the Grievance Redressal policy which inter alia has the procedure of internal mechanism to handle the grievance, time frame for resolution, closure of complaints.

Acceptance / Withdrawal of cash over the counter – The bank will accept and will allow withdrawal of cash over the counter to its customer during the working hours of the bank. The bank will not incorporate clauses in the terms and conditions which restricts deposit and withdrawal of cash over the counter.



Ensuring reasonableness of Bank charges – The principles for ensuring reasonableness in fixing and communicating the service charges, as enunciated by the Working group is being followed by the bank. The bank ensures that the customers are made aware of the service charges upfront and the changes in the service charges are implemented only with the prior notice to the customers.

Accepting standing instructions of customers – The standing instructions will be freely accepted for all current and savings bank accounts. The scope of standing instructions service will be enlarged to include payments on account of taxes, bills, transfers etc.

Nomination Facility – The bank has the Nomination facility for its depositors and the extract 45ZA is given in the Account Opening Form. The bank will explain the benefits of nomination and it will enable the bank to make payment to the nominee of the deceased depositor, the amount standing to the credit of the deposit holder.

Nomination facility in single deposit accounts – The bank will provide guidance to deposit account holders on the benefits of nomination facility and the survivorship clause. Despite the best efforts in this regard, the bank will still be opening single deposit accounts without nomination. The bank will insist that the person opening a deposit account makes a nomination. In case the person opening an account declines to fill in nomination, the bank will explain the advantages of nomination facility. If the person opening the account still does not want to nominate, the bank will ask him to give a specific letter to that effect that he does not want to make a nomination. In case the person opening the account declines to give such a letter, the bank shall record the fact on the account opening form and proceed with opening of the account if otherwise found eligible. Under no circumstances the bank will refuse to open an account solely on the ground that the person opening the account refused to nominate.

Nomination facility for Sole Proprietary Concern – The bank may extend the nomination facility also in respect of deposits held in the name of sole proprietary concern.

Acknowledgment of Nomination – The bank will devise a proper system of acknowledging the receipt of duly completed form of nomination, cancellation and / or variation of the nomination. Such acknowledgment will be given irrespective of whether the same is demanded by the customers.

Registering the nomination – The bank will maintain a register in its books the nomination, cancellation and / or variation of the nomination.

Incorporation of the legend 'Nomination Registered' in the passbook, deposit receipt and indicating the name of the nominee in the passbook / fixed deposit receipt – The bank will indicate on the passbook / deposit receipt that the nomination facility is availed by the account holder with the legend 'Nomination Registered' so that the relatives can know about the nomination. Further if the customer is agreeable for indicating the name of the nominee on the passbook / deposit receipt in addition to the legend 'Nomination Registered' the bank may consider incorporating the same.



Nomination rules clarification - The Nomination shall be made only in favor of individuals, as such the nominee cannot be an Association, Trust, Society or any other organization. The bank will ensure that there cannot be more than one nominee in respect of joint deposit account. The bank will allow variation / cancellation of a subsisting nomination by all the surviving depositors acting together. This is also applicable to deposits having operating instructions 'either or survivor'. In the case of joint deposit accounts the nominee's right arises only after the death of all the depositors.

Settlement of claims in respect of deceased depositors – The bank has Deceased Depositors policy in place and all settlement of claims in respect of deceased depositors would be meticulously followed.

Where no nomination is made or there is no surviving depositor in joint accounts, the bank has fixed a minimum threshold limit of INR 10,000/-for settlement of claims in respect of deceased depositors without insisting on production of documents other than a letter of indemnity.

The bank would ensure that the front/desk staff properly guides the customers, so as to provide efficient customer service. The 'Reception Staff' for enquiries in availing banking service would guide the customers.

Code of Bank's commitment to customers – The bank will follow the various provisions of the code of bank's commitment to customers. The salient features of the Banking Ombudsman Scheme is displayed at a prominent place, the customers are also provided an entire copy of the scheme on request.

Compensation to Depositors – Frauds / Erroneous Debits and for delayed credits

In the event of reversal of erroneous debits arising on fraudulent or other transactions, the bank shall compensate the depositors, as detailed below:

- a) In case of any fraud, if the branch is convinced that an irregularity / fraud has been committed by its staff towards any constituent, branch will at once acknowledge its liability and pay the just claim
- b) In case where the branch is at fault, they may compensate the customer without demur.
- c) In cases where neither the branch nor the customer is at fault, but the fault lies elsewhere in the system, bank will compensate the customers upto a limit of Rs. 100000/- (Rupees One Lakh Only)

In case of delay in crediting the beneficiary customer's account or in returning the uncredited amount to the remitter received through electronic mode, the bank will pay penal interest at the current RBI LAF Repo Rate plus two percent for the period of delay / till the date of refund as the case may be to the affected customers.



Compensation to Depositors –Refunds of electronic payment transactions

Limited Liability of a Customer

(a) Zero Liability of a Customer

A customer's entitlement to zero liability shall arise where the unauthorized transaction occurs in the following events:

- i) Contributory fraud / negligence / deficiency on the part of the bank (irrespective of whether or not the transaction is reported by the customer).
- ii) Third party breach where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, and the customer notifies the bank within three working days of receiving the communication from the bank regarding the unauthorized transaction.

(b) Limited Liability of a Customer

A customer shall be liable for the loss occurring due to unauthorized transactions in the following cases:

- i. In cases where the loss is due to negligence by a customer, such as where he has shared the payment credentials, the customer will bear the entire loss until he reports the unauthorized transaction to the bank. Any loss occurring after the reporting of the unauthorized transaction shall be borne by the bank.
- ii. In cases where the responsibility for the unauthorized electronic banking transaction lies neither with the bank nor with the customer, but lies elsewhere in the system and when there is a delay (of four to seven working days after receiving the communication from the bank) on the part of the customer in notifying the bank of such a transaction, the per transaction liability of the customer shall be limited to the transaction value or the amount mentioned in Table 1, whichever is lower.



Table 1

Maximum Liability of a Customer under paragraph b		
Type of Account		Maximum liability ()
*	BSBD Accounts	5,000
*	All other SB accounts	10,000
*	Current / Cash Credit / Overdraft Accounts of MSMEs	
*	Current Accounts / Cash Credit / Overdraft Accounts of Individuals with annual average balance (during 365 days preceding the incidence of fraud) / limit up to Rs.25 lakh	
*	All other Current / Cash Credit / Overdraft Accounts	25,000

Further, if the delay in reporting is beyond seven working days, the customer compensation shall be limited to maximum amount of INR 10,000 (Ten thousand only) or the actual amount whichever is lower.

Overall liability of the customer in third party breaches, as detailed in paragraph (a) and paragraph (b) above, where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, is summarized in the Table 2:

Table 2	
Summary of Customer's Liability	
Time taken to report the fraudulent transaction from the date of receiving the communication	Customer's liability ()
Within 3 working days	Zero liability
Within 4 to 7 working days	The transaction value or the amount mentioned in Table 1, whichever is lower
Beyond 7 working days	Transaction amount or maximum INR10,000/- (Rupees Ten Thousand Only) whichever is lower

The number of working days mentioned in Table 2 shall be counted as per the working schedule of the home branch of the customer excluding the date of receiving the communication.

Reversal Timeline for Zero Liability / Limited Liability of customer

On being notified by the customer, the bank shall credit (shadow reversal) the amount involved in the unauthorized electronic transaction to the customer's account within 10 working days from the date of such notification by the customer (without waiting for settlement of insurance claim, if any). Bank with the approval of CEO of India may also at their discretion decide to waive off any customer liability in case of unauthorized electronic banking transactions even in cases of customer negligence. The credit shall be value dated to be as of the date of the unauthorized transaction.



Bank will ensure that:

- i. a complaint is resolved and liability of the customer, if any, established within such time, as specified above, but not exceeding 90 days from the date of receipt of the complaint, and the customer is compensated as per provisions of paragraphs above.
- ii. Where it is unable to resolve the complaint or determine the customer liability, if any, within 90 days, the compensation as prescribed in paragraphs above is paid
- iii. In case of Debit card / bank account, the customer does not suffer loss of interest

Banking Facilities to the Visually Challenged

The bank at its discretion will open deposit accounts other than Current accounts in the name of visually challenged person. The account may be opened provided he/she calls on the Bank personally along with a witness who is known to both the depositor and the bank. The Bank will ensure that all banking facilities as made available to other account holders would be made available to such visually challenged persons. The bank will not discriminate the facilities between other account holders and visually challenged account holders.

The Bank will explain the need for proper care and safekeeping of the passbook, cheque book etc given to such account holders. The Bank official will explain the terms and conditions governing the account of blind person, while opening of such accounts.

Operation of Account by old and incapacitated persons and persons with Autism, Cerebral Palsy, Mental retardation and multiple disabilities

With a view to enabling the sick / old / incapacitated account holders the bank will follow the procedure as under:

Wherever thumb or toe impression of the sick / old / in capacitated account holder is obtained, it should be identified by two independent witnesses known to the bank, one of whom should be a responsible bank official.

Wherever the customer cannot even put his / her thumb impression and also would not be able to be physically present in the bank, a mark will be obtained on the cheque / withdrawal form which should be obtained on the cheque / withdrawal form which should be identified by two independent witnesses, one of whom should be a responsible bank official.

The bank will also facilitate the customer by asking the customer to indicate to the bank as to who would withdraw the amount from the bank on the basis of cheque and that person will be identified by two independent witnesses. The person who would be actually withdrawing the money will be asked to furnish his signature to the bank.

For the purpose of opening / operating bank accounts by persons affected with autism, cerebral palsy, mental retardation and multiple disabilities, the bank will allow the legal guardians of persons to act on their behalf. The bank will assist by way of providing essential guidance / details about the facilities, for obtaining the certificate under the Mental Disabilities Act etc. and it would be ensured that the parents / relatives of the disabled person do not face any difficulty in this regard.



Closure of Accounts suo-motto by the Bank

The bank would close the account of the customer if the bank is dissatisfied with the way the customer is using the account, or feel that its relationship with the customer has broken down irretrievably. However the bank will not close an account for an improper reason – for instance, because of unfair bias or unlawful discrimination.

The bank would give reasonable amount of time to make alternate arrangements. The reasonable period for the bank is at least 30 days' notice, from the date bank conveys to the customer about its intention to close the account after which the bank would close the account in normal circumstances. The examples of circumstances which are not 'normal', where the customer was threatening or abusive to the bank's staff, the bank would close the account immediately.

The bank would also suo-motto close the account if it feels that there is an improper conduct of the account operations viz., Frequent return of cheques, Transactions happening not in synchronization with the type of account, Failure to update customer identification data as per KYC norms etc.

Unclaimed Deposits / In-operative accounts in Bank

A savings as well as current account will be treated as inoperative / dormant if there are no transactions in the account for over a period of two years. There will not be any charges for activation of inoperative account. Interest on savings bank account will be credited on regular basis.

The bank will make an annual review of accounts in which there are no operations (i.e no credit or debit other than crediting of periodic interest or debiting of service charges).

The bank will contact the customer and inform them in writing enquiring about the non-operation of the account. In case the non-operation in the account is due to shifting of customers the customer may be asked to provide details of the new bank accounts to which the balance may be transferred. In case the whereabouts of the customers are not traceable, the bank will also consider contacting the person who has introduced the account holder. The bank will also consider contacting the account holder telephonically.

In case the customer gives a satisfactory reply for not operating the account, the bank will continue to classify the same as an operative account for one more year. However in case the account holder still does not operate the same during the extended period, the bank will classify the account as inoperative after the expiry of extended period.

The segregation of the inoperative account is from the point of view of reducing the risk of frauds. However adequate care would be taken so as not to inconvenience customer in any way. The classification is to bring to the attention of dealing staff, the increased risk in the account. The transaction may be monitored at the higher level from the point of view of preventing fraud.

There may be instances where the customer has given a mandate for crediting the interest on Fixed Deposit to the Savings bank account. As per the extant guidelines issued the bank will treat the account as operative account as long as interest on Fixed Deposit is credited to Savings Bank account. The savings bank account can be treated as inoperative only after two years from the date



of the last entry of interest on Fixed Deposit account.

The account once classified as 'Dormant / Inoperative' will be normalized and transactions will be allowed only after getting an application for keeping the account active. The activation of the dormant account should be after the authorization by the General Manager. The branch should for making the dormant account active should collect the application and OVD documents as given in the KYC Policy of the bank.

Process for claim of unclaimed deposits

As per RBI circular - RBI/2011-12/389 DBOD.No.Leg.BC. 81 /09.07.005/2011-12 February 7, 2012 the list of unclaimed deposits / inoperative accounts which are inactive / inoperative for ten years or more has been displayed on Bank's website. The list so displayed will contain only names of account holders(s) and his/her address in respect of unclaimed deposits / inoperative accounts.

Claim Process:

Claim from Customer - Customer may visit the nearest branch and submit the Unclaimed Deposits claim form (As per annexure 2 below) duly filled and signed, along with valid Identity proof document.

Claim from legal heir / Nominee - For claim process, legal heir may visit the nearest branch and submit the Unclaimed Deposits claim form (As per annexure 2 below) duly filled and signed, along with following documents. ' Valid Identity proof of the claimant ' Copy of death Certificate of Deposit holder For detailed process, the Policy on Bank Deposit, section 14: Settlement of dues in deceased deposit account may be referred on the website.

Claim from Other entities - For claim of other accounts, the Claim form need to be submitted in Company's letter head duly signed by authorized signatories along with valid identity proof. At the time of submission of claims the original documents have to be produced for the purpose of verification at the branch.

Transfer of Account from one branch to another

Instructions of customer to transfer of his account from one office to another will be carried out immediately on receipt of, and in accordance with his instructions. It will be ensured that balance of the account, the relative account opening form, specimen signatures, standing instructions, etc wherever obtained will be simultaneously transferred under advice to the customer.

Review

This policy shall be reviewed and shall be amended so as to incorporate the extant guidelines issued by the Reserve Bank of India from time to time.



**Annexure _1
(On Stamp paper)**

I Mr./Ms an adult Korean/Indian resident having my current/permanent address at _____ hereby represent and declare that:

1) I am appointed as the Authorized Signatory for the Current Account No. _____ of M/s. _____.

2) My signature appearing on the Pan Card/ Passport which I have given you as an evidence of my signature does not match with the one I have signed on the account opening form of M/s. _____ Account No. _____ as I have modified my signature.

3) My signature appearing on the Pan Card/Passport is as below:

.....

4) I hereby declare that my modified signature is as below and I request you to accept the same as a specimen signature for your record.

.....

(Modified signature for Banks' record)

5) I hereby authorize you to act on my instructions given herein and take my modified signature on your record as my specimen signature.

6) In consideration of your having acted on my above said instructions and honoring my modified signature, I hereby irrevocably and unconditionally undertake to indemnify Shinhan Bank, ("Bank") and save it harmless against all costs, expenses, charges, claims (including all attorney's fees) for defending a claim or claims, that the Bank may suffer or incur in consequence of or arising from the Bank acting on my modified signature as said above.

Signed this Day of..... 20__

Place:



Annexure _1A
(To be filled by applicant only on plain paper)

Date:

The Manager
Shinhan Bank
_____ Branch

Dear Sir / Madam,

I Mr./Ms. an adult Korean/Indian resident wish to open Savings / Current Account with Shinhan Bank, _____ branch.

My current/permanent address as per OVD submitted is _____

My signature appearing on the Pan Card/ Passport which I have given you as an evidence of my signature does not match with the signature affixed on the account opening form submitted to you.

My signature appearing on the Pan Card/Passport is as below:

I hereby declare that my modified signature for the account opening and operating will be as below and I request you to accept the same as a specimen signature for your record.

(Modified signature for Banks' record)

I hereby authorize you to act on my instructions given herein and take my modified signature on your record as my specimen signature.

In consideration of your having acted on my above said instructions and honoring my modified signature, I hereby irrevocably and unconditionally undertake to indemnify Shinhan Bank, ("Bank") and save it harmless against all costs, expenses, charges, claims (including all attorney's fees) for defending a claim or claims, that the Bank may suffer or incur in consequence of or arising from the Bank acting on my modified signature as said above.

Thank You.

Name and Employee ID of the Bank Official
before whom the declaration is given

_____ (Name and Signature of applicant)



(Annexure 2)
Format for claiming amount available under Unclaimed Deposit/In operative Accounts

To

The Branch Manager
Branch_____

Sir,

I furnish the following details/documents for activating the account/payment of the balance amount from my account

- i. Name of the customer
- ii. Account Particulars
- iii. Documents enclosed(like Pass Book/TDR Receipt)
- iv. Identification Proof (PAN Card/Passport/driving License/Aadhaar Card)
- v. Address proof (Aadhar Card / Voter ID card / Passport etc)

I/we certify that the unclaimed account as per details displayed on the website of the bank belongs to me /us and as owners of the account I/We claim the amount from the account. I/we also understand that I/we will be required to procure all documents desired to establish my/our claim till settlement.

Signature
Name & Address
Phone No/mobile E-
mail ID



Annexure – 3

Request for Account Activation

To,
The General Manager
Shinhan Bank
_____ Branch

Dear Sir,

Subject: Request for activation of my Dormant Account No. _____

My below mentioned account is in dormant status. Please activate the account basis the documents enclosed.

Account No: _____

Please find below / tick as applicable:

1. A self-attested copy of my ID Proof with address (Mandatory)
2. A cheque for Rs. _____ /- drawn on _____ Bank to be deposited in my dormant account.
3. Cash _____ /- deposited in my dormant account.

Reason for Dormancy:

Name and Signature of the account holder

Terms and conditions:

1. Your account will be activated on the date of application or on the next working day
2. Signatures of account holder (s) required as per the mode of operation of the account. Self-attested ID proof to be attached.
3. If cheque or cash is not deposited into the account, then any one financial transaction will have to be done for activation of the account.