
Credit Suisse AG, Mumbai Branch

Customer Service Policy

Original Issuance: 17th October, 2012

Last Update: 17th May, 2022

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I. Background

With reference to Master Circular on Customer Service in Banks issued by Reserve Bank of India, vide DBR No.Leg.BC. 21/09.07.006/2015-16 dated July 1, 2014 banks were advised that Customer Service should be projected as a priority objective of banks along with profit, growth and fulfillment of social obligations. Banks should have a board approved policy to take care of the customers' needs.

Broadly, a customer can be defined as a user or a potential user of bank's services. So defined, a 'Customer' may include:

- A person or entity that maintains an account and/or has a business relationship with the bank;
- One, on whose behalf the account is maintained (i.e. the beneficial owner);
- Beneficiaries of transactions conducted by professional intermediaries, such as Stock Brokers, Chartered Accountants, Solicitors, etc., as permitted under the law, and
- Any person or entity connected with a financial transaction which can pose significant reputational or other risks to the bank, say, a wire transfer or issue of a high value demand draft as a single transaction.

Further, as advised by the Reserve Bank of India (RBI), Indian Banks' Association (IBA) has forwarded through its letter dated 28.11.2011, a list of 77 recommendations of the Committee on Customer Service in Banks, popularly known as Damodaran Committee for immediate implementation by the Bank. Out of those recommendations, recommendation no. 44, 71 & 72 are stipulated as under:

No.	Recommendation
44	The Banks must have a well-defined policy that sets out their approach to Customer Care. This also must take into account the human resources angle starting from recruitment Process to take care of attitudinal aspects.
71	The Board should ensure that the following policies are in place : A comprehensive policy for Customer Acceptance, Customer Care and Customer Severance.
72	The policies should clearly lay out approach to Customer Care taking into account the geographic spread of branches, segments of customers, need of special sections like senior citizens, widows, physically challenged persons etc. This policy must also clearly define and distinguish the features for different products and services and must indicate the target customer group.

To implement the above referred recommendations, the Bank is under an obligation to formulate a comprehensive Policy on Customer Service and Customer Severance, which will primarily govern the operational aspects of Account opening, Customer Care facilities and Customer Severance. In line with the RBI guidelines envisaged in the above circulars, we have formulated our Customer Service Policy which is summarized as under.

Credit Suisse's reputation for integrity and fair dealing is one of its most valuable assets. In conducting business and dealing with other employees, clients and third parties, the Bank must ensure that it maintains

the highest standards of ethics and professionalism. The Bank must also commit to maintaining a strong control culture at Credit Suisse to safeguard the Bank's reputation. In particular, the Bank should consider both whether a proposed course of action complies with all applicable laws, regulations and Bank policies and whether it could reflect poorly on the Bank. Remember, all activities will be reviewed with the benefit of hindsight. The Bank must avoid not only actual misconduct, but also any appearance of impropriety. Commitment to a strong control culture also means that the Bank proactively questions unusual incidents and it is the Bank's obligation, in accordance with the policy on Reporting Unusual Incidents and Misconduct, to report such incidents, as well as potential or actual misconduct. If the staff is unsure about the appropriate course of action, the staff should consult his/her supervisor or the General Counsel Department ("GCD").

This Policy, however, does not constitute an all-inclusive, exhaustive treatment of the laws, regulations and Bank policies governing staff conduct.

II. Credit Suisse's Code of conduct

Credit Suisse's Code of Conduct establishes the framework within which Credit Suisse and its employees conduct business. Credit Suisse's reputation for integrity and fair-dealing requires that it maintains the highest standards of ethics and professionalism. It is expected to incorporate the ten key values contained in the Code of Conduct into the role of every employee at Credit Suisse. These ten key values also provide the backdrop for the topics in this Policy and are summarized as follows:

1. **Integrity:** We know that our values and our reputation for integrity, fairness and professionalism are essential to our long term business success.
2. **Responsibility:** We honor our commitments and take personal responsibility for our actions.
3. **Respect:** We believe in the respectful and fair treatment of our stakeholders. We support equal opportunities and a work environment free of discrimination and harassment of any sort.
4. **Compliance:** We strive for compliance with all applicable laws, regulations, policies and standards. We are committed to exemplary management discipline and a first class control and compliance environment.
5. **Confidentiality:** We treat confidential information as such and do not disclose non-public information concerning Credit Suisse, its clients, and employees, unless required by law.
6. **Risk Culture:** We base our operations on disciplined and intelligent risk-taking.
We believe in independent risk management, compliance and audit processes and full management accountability for the interests and concerns of our stakeholders.
7. **Service and Excellence:** We are committed to providing superior service to our clients.
8. **Sustainability:** We believe that ensuring a sustainable approach to business is one of the keys to our long term success.
9. **Collaboration:** We believe in achieving more for our stakeholders by working together across businesses and regions to leverage our individual and collective strengths and abilities.



10. Commitment: We recognize employees' individual efforts, taking into account personal contributions towards the realization of objectives.

For more information, go to the [Credit Suisse Code of Conduct](#).

III. Institutional Framework on Customer Service

Bank has formed Customer Service Committee to specifically address the customer service requirements. The members of this committee are as follows:

- Branch Head (Chief Executive Officer)
- Chief Operating Officer (COO)
- Head – Trading
- Head - Compliance
- Head - Sales
- Head - Treasury
- Head - Operations
- Head – HRD
- Branch Advisor

The committee meets every quarter to discuss the issues pertaining to the queries and complaints, if any, received from the customers, deposit accounts, cheque collection policy, charges levied and minimum balance for SB accounts etc. among others. Additionally, the following subjects are covered:

- Ensure compliance to directives of RBI on Customer Service
- Discussion on Business/new products
- Review of Customer Service Manuals and dissemination of information to customers
- Formulate and annual Review of Customer service related policies such as Comprehensive Deposit, Cheque Collection, Customer Compensation, Customer Grievance Redressal, etc.
- Analysis of Customer Queries received during the quarter and necessary action thereon.
- Analysis of the complaints and the steps/ measures taken in that regard to ensure timely redressal of customer grievances
- Ensure smooth and effective functioning of Banking Ombudsman Scheme
- Review and Deliberate on Customer Service
- Appointment of Nodal department / Official for customer service in the bank
- Any other issues having a bearing on the quality of customer service rendered.

All the customer queries received via phone, email or in person are logged and monitored for resolution. Such items will be discussed in the above mentioned committee meetings and a report is sent to Business/COO/CEO and LCD on a monthly basis.

IV. Customer Service Policies

The Bank is committed to a significant, qualitative and enduring improvement in customer service. It has constantly brought into sharp focus on review, examination and evaluation of customer service across the vast branch network with customer centricity. The Bank's approach to develop 'Client First Attitude' is well documented in various customer centric policies adopted by the Local Management Committee (LMC), as



listed below:

- Deposit Policy,
- Cheque Collection Policy
- Customer Service Policy
- Compensation Policy
- Customer Grievance & Redressal Policy.
- Unclaimed Deposit Policy

All the policies are reviewed on annual basis to incorporate the expectation of the customers, regulators and to pass on the benefits of technology to all the customers, particularly the common person. With the adoption of Damodaran Committee recommendations, the concept of customer care has assumed a great importance for the Bank.

Copies of these policies are placed on the Bank's website and information like Bank's Tariff Structure etc. are displayed on the Banks' notice board also.

V. Client Identification

Before establishing a business relationship with a new client, Credit Suisse and its employees must have a reasonable belief that the true identity of the client has been established. The client must provide identifying information for him/herself and for the beneficial owner, if different, and Credit Suisse must verify that information to its satisfaction, in accordance with the global standards set forth in Client Identification ([GP-00054](#)) and related local policies.

VI. Enhanced Due Diligence

Certain business relationships that carry greater potential legal or reputational risk are subject to enhanced due diligence, which entail heightened review processes, greater scrutiny and special monitoring. These relationships generally include those with politically exposed persons and those related to sensitive countries and sensitive clients (addressed below), as well as relationships that meet risk criteria established in Business Relationships with Enhanced Due Diligence Obligations ([GP-00006](#)) and related local policies and procedures. These relationships are identified and subject to ongoing monitoring and diligence procedures to mitigate any attendant risks.

VII. Unique Customer Identification Code (UCIC)

All new accounts opened, will be guided by RBI's Master Direction- KYC for opening of accounts. In case of Intra-bank Deposit Accounts Portability, KYC once done by one branch of the bank will be valid for transfer of the account within the bank as long as full KYC has been done for the concerned account. Periodical updating of KYC data would continue to be done by bank as per prescribed periodicity.

VIII. Aadhaar Card & PAN

As per the notification on Prevention of Money Laundering (Maintenance of Records) Rules, 2017, the Central Government in consultation with the Reserve Bank of India had made Aadhaar number and PAN mandatory for all new as well as existing clients of the bank.

As per the latest amendments to the notification on Prevention of Money Laundering (Maintenance of Records) Rules, dated February 13, 2019, Aadhaar will no longer be mandatory for new as well as existing clients of the bank

Some of the important changes carried out in the Master Direction in accordance with the aforementioned amendment pertaining to Aadhaar:

- a) Proof of Aadhaar number has been added to the list of Officially Valid Documents (OVD) for individuals for KYC purpose.
- b) Banks have been allowed to carry out Aadhaar authentication/ offline-verification of an individual who voluntarily furnishes his Aadhaar number for identification purpose.
- c) For "individuals":
 - i. desirous of receiving any benefit or subsidy under any scheme notified under section 7 of the Aadhaar (Targeted Delivery of Financial and Other subsidies, Benefits and Services) Act, 2016, the bank shall obtain the customers' Aadhaar and may carry out its e-KYC authentication based on his declaration that he is desirous of receiving such benefit/subsidy.
 - ii. For non-DBT (Direct Benefit Transfer) beneficiary customers, the bank shall obtain a certified copy of any OVD containing details of his identity and address along with one recent photograph.
- d) Banks shall ensure that the customers (non-DBT beneficiaries) while submitting Aadhaar for Customer Due Diligence, redact or blackout their Aadhaar number
- e) For non-individual customers, PAN/Form 60 of the entity (for Cos. and Partnership firms– only PAN) shall be obtained apart from other entity related documents. The PAN/Form 60 of Authorised Signatories shall also be obtained.
- f) For existing bank account holders, PAN or Form 60 is to be submitted within such timelines as may be notified by the Government, failing which account shall be subject to temporary ceasing till PAN or Form No. 60 is submitted. However, before temporarily ceasing operations for an account, bank shall give the customer an accessible notice and a reasonable opportunity to be heard.

VIII. CKYCR/ CERSAI

In respect of new individual accounts opened on or after July 15, 2016, the bank uploads KYC data collected, with CERSAI (Central Registry of Securitisation Asset Reconstruction and Security Interest of India) which will act as, and perform the functions of Central KYC Records Registry (CKYCR) for the Government of India,

IX. Products and Services under Customer Care

The Bank shall endeavour to offer wide range of products and services that are not only attractive to the customer but also, empowers them to take better financial decisions, based on their needs.

Photographs of depositors

The Bank will obtain and keep on record, photographs of all depositors/ account holders in respect of accounts opened by them subject to the following clarification.

- i) The instruction will cover all types of deposits including fixed, recurring, cumulative etc.
- ii) They apply to all categories of depositors, whether resident or non-resident. Only Banks, Local Authorities and Government Departments (excluding public sector undertakings or quasi- Government bodies) will be exempt from the requirement of photograph.
- iii) Fresh photographs need not be obtained when an additional account is desired to be opened by the account holder.
- iv) The Branch should obtain photographs of all persons authorized to operate the accounts viz. Savings

Bank and Current Account without exception.

- v) The Branch should also obtain photograph of a 'Pardanishin' woman.
- vi) Photographs cannot be a substitute for specimen signatures.

Financial inclusion - 'no-frill' account

Credit Suisse AG pursues a client focused integrated bank strategy with clients' needs first. With a view to achieve the objectives of greater financial inclusion, the Bank has made available a basic banking 'no-frill' account which can be opened and operated with 'zero' balance. A Basic SB or No-frill account can be opened by any resident individual who is eligible to open Savings Bank account and can avail this offering in single or joint names. The product is not for Non-Resident Indians, Trusts, Societies, etc.

Facility of zero balance

In order to mitigate the difficulties faced by the pensioners as also the special category customers, the Bank will allow maintaining Savings Bank Account with zero balance even if they opt for cheque facility. Account holders who will be eligible to maintain zero balance Savings Bank account are furnished below:

- i) Savings Bank account opened and maintained by female customers either in their single name or as guardian of a minor child.
- ii) Savings Bank account opened and maintained by visually handicapped person.
- iii) Savings Bank account opened and maintained for the purpose of crediting monthly salary of the account holder.
- iv) Savings Bank account opened and maintained by a Senior citizen.
- v) Account opened under financial inclusion.
- vi) Industrial /agricultural laborers, low income families
- vii) Girl students under National Incentive Schemes for higher education.

Minimum Balance in Savings Bank Account

For deposit products like Savings Bank Account and Current Deposit Account, the Bank will normally stipulate certain minimum balances to be maintained as part of terms and conditions governing operation of such accounts. Failure to maintain minimum balance in operative accounts may attract levy of charges as specified by the Bank from time to time which will be communicated at least a month in advance. In case the minimum balance is not restored within a reasonable period, which shall not be less than one month from the date of notice of shortfall, penal charges may be recovered under intimation to the account holder. The penal charges will be directly proportionate to the extent of shortfall observed. In other words, the charges will be a fixed percentage levied on the amount of difference between the actual balance maintained and the minimum balance as agreed upon at the time of opening of account. A suitable slab structure for recovery of charges may be prescribed by the Bank in its schedule of charges

Issuance of Pass Book /Statement of account

Normally, Bank will issue Statement of Accounts to all Current Account and Savings Account holders. If the customer chooses to get passbook in lieu of statement of accounts, the bank will allow issuing passbook without any cost. For duplicate Pass book or additional copy of statement of account, charge may be levied to the account holders.

The Statement of Account/Passbook will also contain the following information by

default.

- a. Address and Telephone number of the Branch
- b. IFSC & MICR Code of the branch.
- c. Date of printing of the statement of account
- d. Account No., Currency & Type of account
- e. Name of the joint account holders and their Customer Ids

Issue of Cheque Book

Bank may issue cheque books if a customer demands the same. Against the cheque requisition slip at a time normally one cheque book will be issued. If a customer is in genuine need of having two cheque books at a time, against written request and establishing the genuine requirement the customer can be issued two cheque books at a time.

All cheque forms / books will be printed in Hindi / English. The customer may, however, write cheques in Hindi, English or in the concerned regional language.

As a CBS enabled bank, the bank will issue "payable at par" / "multi-city" CTS 2010 Standard cheques to all eligible customers without extra charges with appropriate LMC approved risk management procedures based on risk categorization of accounts .

Term Deposit Account

Bank has a separate detailed and Comprehensive Deposit policy.

Repayment of Term deposit in joint names

Term Deposit account may be opened in joint names with operating instructions 'Either or Survivor' or 'Former or Survivor', as the case may be. If a Term Deposit account is opened with operating instructions 'either or survivor', the repayment of the deposit will be dealt with as under:

1. For payment of the amount of deposit on maturity: signature of both the depositor need not be obtained. Anyone can receive the payment subject to Income Tax law by crediting to the account of any one, beyond Rs.20,000/- .In case the deposit is to be paid before maturity: Signature of both the depositors will be obtained.
2. If one of the depositors expires before maturity, no pre-payment of Term Deposit will be allowed without concurrence of the legal heirs of the deceased joint depositor. This, however, will not stand in the way of making payment to survivor on maturity.
 - In case the customers' mandate is 'former or survivor', the former alone can operate or withdraw the matured term deposit, when both the depositors are alive.
 - In case the customers' mandate is 'former or survivor' and the deposit is to be paid before maturity, the signatures of both the depositors are to be obtained.
 - If the former expires before maturity in an account having customers' mandate 'former or survivor', the deposit is to be paid to the survivor on maturity.
 - When a fixed deposit account is opened in the joint as 'Either or Survivor' basis and the said joint depositors already have a savings bank account in their names jointly on 'Either or Survivor' instructions, on maturity of the fixed deposit, proceeds of the matured fixed deposit can be credited to the joint savings bank account already opened in the bank. There is no need for opening a separate savings bank account in the name of the first depositor for crediting the proceeds of the fixed deposit

Premature withdrawal would, however, require the consent of both the parties, when both of

them are alive, irrespective of the operational instruction of 'either or survivor' or 'former or survivor'

Payment of interest on Accounts Frozen by Banks

Banks are at times required to freeze the accounts of customers based on the orders of the enforcement authorities. As best practice, bank will follow the procedure detailed below in the case of Term Deposit Accounts frozen by the enforcement authorities:

1. A request letter will be obtained from the customer on maturity. While obtaining the request letter from the depositor for renewal, the bank will also advise him to indicate the term for which the deposit is to be renewed. In case the depositor does not exercise his option of choosing the term for renewal, the bank may renew the same for a term equal to the original term.
2. No new receipt will be issued. However, suitable note will be made regarding renewal in the deposit ledger.
3. Renewal of deposit may be advised by registered letter / speed post / courier service to the concerned Government department under advice to the depositor. In the advice to the depositor, the rate of interest at which the deposit is renewed will be mentioned.
4. If overdue period does not exceed 14 days on the date of receipt of the request letter, renewal may be done from the date of maturity. If it exceeds 14 days, banks may pay interest for the overdue period as per the policy adopted by them, and keep it in a separate interest free sub-account which should be released when the original fixed deposit is released.

Further, with regard to the savings bank accounts frozen by the Enforcement authorities, banks will continue to credit the interest to the account on a regular basis.

Payment of penal interest for delayed credit /refunds of NEFT transactions:

In case of delay in crediting the beneficiary customer's account or in returning the uncredited amount to the remitter in case of NEFT, 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 suo moto, without waiting for claim from customers.

Classification of accounts as dormant or in-operative

A savings account or Current account will be treated as inactive if there are no transactions in the account for 12 months and will be turned to Inoperative/Dormant if there are no transactions for a period of 24 Months. For the purpose of classifying an account as 'inactive or Dormant' both the type of transactions i.e. debit as well as credit transactions induced at the instance of the customers as well as third party should be considered. However, the service charges levied by the bank or interest credited by the bank are not considered transaction for this purpose. Incidentally, if the interest on Fixed Deposit account of the customer is credited to the Savings Bank account as per mandate of the customer, the same should be treated as customer induced transaction.

Operation in such accounts may be allowed after due diligence as per risk category of the customer. Due diligence would mean ensuring genuineness of the transaction, verification of the signature and identity etc. However, the Bank will ensure that the customer is not inconvenienced as a result of extra care taken by the bank.

1. There will not be any charge for activation of inoperative account.
2. The Bank will ensure that the amounts lying in inoperative accounts ledger are properly audited by the internal auditors / statutory auditors of the bank.
3. The Bank will launch a special drive for finding the whereabouts of the customers / legal heirs in respect of existing accounts which have already been transferred to the separate ledger of 'inoperative accounts'.
4. The Bank will display the list of unclaimed deposits/inoperative accounts which are inactive/inoperative for ten years or more on its website
5. To strengthen the regulatory framework for inoperative accounts and unclaimed deposits, Bank will have a Board approved policy on classification of unclaimed deposits; grievance redressal mechanism for quick resolution of complaints; record keeping; and periodic review of such accounts. Periodic review of unclaimed deposits/inoperative accounts will be put up to Local Management Committee every year.
6. Three months before classifying an account as in-operative, Bank will issue a Notice to the customer at his recorded address to operate the account to keep the account active. However, there will not be any charge for activation of inoperative account. Interest on savings bank accounts will be credited on regular basis whether the account is operative or not.

Customer's declaration (15G/15H) to receive term deposit interest without Tax deducted at source (TDS)

For claiming certain receipts without deduction of tax at source, the customer may submit form No.15G or 15 H as the case may be:

1. 15G Form will be submitted in duplicate by the customer (not being a company or firm) below the age of 60 years.
2. 5H Form will be submitted in duplicate by the senior citizen customers above the age of 60 years.
3. Tax will be deducted at source (TDS) on interest earning exceeding Rs.10,000/- in Term Deposit in case of non-submission of 15G/15H form, while opening the account and by 15th of April every following year, during the life of the term deposit.
4. Providing PAN has been made compulsory in Form 15G/15H with effect from 01.04.2010, otherwise tax will be deducted at the rate of 20%. Normally the rate at which the tax would be deducted at source is 10% for the customers, who have provided the PAN.
5. One copy of the Form 15G/15H is required to be submitted by the Bank Branch to the commissioner of Income Tax on or before 7th of the following month of receipt, failing which penalty of Rs.100/- per day will be imposed by the Income Tax Dept.
6. e-TDS Return in form 26Q has to be submitted by the branch within 15 days of the following month, ending the quarter, failing which the penalty will be imposed.
7. Bank will have to reflect all the sets of transactions in the TDS statement where 15G/15H form has been submitted.
8. To protect the interests of the depositor and for rendering better customer service, bank will

provide TDS Certificate under Form no.16A to the customer every quarter.

Service at the Counter

Banking hours/ working days of the branches

As per RBI's press release dated August 31, 2015, all scheduled and non-scheduled banks – public, private, foreign, cooperative, regional rural and local area banks – will observe public holiday on second and fourth Saturdays from September 01, 2015; and will observe full working days on Saturdays other than second and fourth Saturdays (referred to as working Saturdays).

Business hours of the bank had been extended for both cash as well as non-cash transactions in all the branches as under:

	On week days	On Saturday (1st, 3rd & 5th)
Duration of all Cash transactions	5 ½ hours	2 ½ hours
Duration of non-Cash transactions	6 hours	3 hours

Accordingly, where the commencement of business hour is 10.00 AM, all cash transactions are extended upto 3.30PM, inclusive of half an hour recess on weekdays and 12.30 PM on Saturdays. Non-cash transactions are extended upto 3.00 PM on weekdays and upto 1.00 PM on Saturdays. The Bank prominently display both inside and outside the premises, the details of business and working hours for the convenience of the public.

Commencement of working hours

Commencement of employees' working hours have been fixed at 15 minutes before commencement of business hours to ensure that the members of the staff are available at their respective counters right from the commencement of business hours. When commencement of business hours is 10.00 AM, all officers are expected to attend office by 9.30 AM. All the customers entering the banking hall before the close of business hours should be attended to, if required, after the business hours also.

Securing Electronic Payment Transactions

Currently Bank is not offering on-line banking facility and hence this document is silent on guidelines around this facility.

ATM

Currently Bank is not offering ATM facility and hence this document is silent on guidelines about this facility.

Levy of Service Charges

The Bank has put in place a schedule of charges for various types of services like charges for cheque collection, RTGS/NEFT payments, etc., The schedule of charges is approved by the Local Management committee (LMC) and Customer Service Committee (CSC) and will undergo review on annual basis. However, currently the Bank is not charging any of its customers for the above mentioned charges.

Cheque Drop Box Facility

Both the drop box facility and the facility for acknowledgement of the cheques at regular collection counters will be made available to the customers and no branch will refuse to give an acknowledgement if the customer tenders the cheques at the counters within the branch timings.

Secured mechanism will be put in place to make absolutely fool proof arrangements accounting for the number of instruments each time the box is opened so that there are no disputes and the customer's interests are not compromised.

Dishonor of cheques -

DBR.RBI.No BC.3/09/07/005/2016-17 vide RBI's circular on "Dishonour of Cheques – Modification in procedure" dated August 04, 2016 has advised of having granted freedom to banks, to determine their response to dishonor of cheques of the account holders. Banks have been advised to put in place an appropriate policy taking into consideration the need to prevent misuse of the cheque drawing facility and avoid penalizing customers for unintended dishonour of Cheques.

Cheques are returned for Financial and Non financial reasons. The Bank as a conscious measure does not levy any penal charges for return of cheques for Non-financial (technical) reasons, However charges may be levied in case of cheque returns for Financial reasons. These penalties are not only a fee for handling the instrument but also as a deterrent for recurrence of such misconduct on part of the customer.

Incidentally, a higher percentage of return of cheques (including return of electronic payment instructions) is monitored and flagged by RBI as a matter of serious concern.

In case a cheque valuing Rs.1 crore and above drawn on a particular account of the drawer is returned on four occasions during the financial year for insufficient funds no fresh cheque book will be issued and such accounts would be considered for closure.

X. Guidance to the customers and Disclosure of Information

Assistance/guidance to the customer

The bank should have "May I Help You" counter either exclusively or combined with other duties, located near the entry point of the banking hall.

Display of Comprehensive Notice Board

Comprehensive Notice Board as per Reserve Bank of India guidelines and format will be displayed in all branches. This display enables the customers to take informed decision regarding product and services. Customers will have the information clubbed on certain categories such as 'customer service information, 'service charges, 'grievance redressal' and 'others'. Comprehensive Notice Board will display the name address & contact number of the Nodal Officer, whom the customer can approach for all unresolved complaints lodged at the branch level. If the customer is not satisfied with the grievance redressal, he can approach the Banking Ombudsman, in whose jurisdiction the branch is located. The name, address, telephone number and e-mail address of the Banking Ombudsman will be displayed on the Comprehensive Notice Board in all Branches.

Display of information relating to interest rates and service charges/rates at a quick glance.

For customers benefit all branches should display in a prominent way key interest rates on deposits, Rates at a quick glance covering basic banking in deposits, loans and services in RBI format.

Information Booklet

As per RBI guidelines, an Information Booklet containing the detailed information /documents of the following aspect will be made available at the 'May I Help You' counter or at a place that is frequented by most of the customers.

1. Availability of nomination facility on all deposit accounts, articles in safe custody and safe deposit vaults.
2. facility of exchange of soiled and mutilated notes.
3. facility of deposit/exchange of coins of all denominations.
4. procedure for dealing with counterfeit notes.
5. availability of facility for immediate credit of outstation cheque.
6. Bank's Benchmark Prime Lending Rates (BPLR) & effective date of BPLR.
7. Grievance redressal procedures.
8. Design and security features of Bank/ currency notes.
9. Cheque Collection Policy.
10. Compensation Policy.
11. Tariff Schedule.
12. Banking Ombudsman Scheme-2006.

In order to ensure that banking facilities percolate to the vast sections of the population, bank should make available all printed material used by retail customers including cheque books, pay-in-slips, passbooks, etc., in bilingual form (where ever possible) i.e., English and Hindi

Display of salient features of genuine notes.

Bank would display pictorial representation of salient features of genuine notes, for information of the public, customers in particular, nearer to the cash counters in a prominent place. One copy of salient features of each note will be included in the Information Booklet and kept in "May I Help You" counter.

Website

Display of information on product and services on website is found to be an effective channel for reaching to the customers. Bank's website will/would provide all customer centric policy guidelines, information relating to Banking Ombudsman, short description of bank's deposit & credit product, interest rates on deposit & advances, service charges, and other customer care information with all customer service phone numbers.

XI. Nomination Facility

The Banking Companies (Nomination) Rules, 1985 provides for nomination facility available for (i) Deposits, (ii) Safe Custody and (iii) Safe Deposit Vaults. Nomination facility is intended for individuals including a sole proprietary concern. There cannot be more than one nominee in respect of a deposit account. In case of a joint account the nominee's right arises only after the death of all the depositors. Any nomination other than in favour of an individual will not be valid. Bank will educate depositors to assign a nominee against each deposit account.

Witnesses in Nomination Forms

The Banking Companies (Nomination) Rules provides that the thumb impression of the account holder on the nomination Form (DA1, DA2, & DA3) is required to be attested by two witnesses. However, signatures of the account holders in forms DA1, DA2, & DA3 need not be attested by the witnesses.

Registering the nomination

In terms of Rules 2(10), 3(9) and 4(10) of the Banking Companies Nomination Rules, 1985 banks are required to register in its books the nomination, cancellation and/or variation of the nomination. The bank branch will accordingly maintain a separate Register for recording/registering the nominations or changes therein, if any, made by the depositors/hirer.

XII. Rounding off of the transactions

All transactions, including payment of interest on deposit/charging of interest on advances, should be rounded off to the nearest rupee i.e. fraction of 50 paisa and above shall be rounded off to next higher rupee and fraction of less than 50 paisa shall be ignored. Issue prices of cash certificates should also be rounded off in the same manner. However, banks should ensure that Cheques/drafts issued by clients containing fractions of a rupee are not rejected or dishonored by them.

XIII. Customer Care at the Branch

Courtesy

As Mahatma Gandhi once said, "A customer is the most important visitor on our premises", any person visiting the branch, be it a customer or a casual visitor, he will be extended all due courtesies, whether or not the bank is in a position to meet his/her needs. Every customer who comes in shall be greeted & welcomed with a smile and made to feel comfortable. This basic minimum entitlement of every customer shall be unfailingly ensured by every staff member during their interactions with customers.

Efficiency and timeliness

The staff of the Bank shall attend to the needs of the customers promptly and efficiently, ensuring that the time norms laid down by the Bank are followed. Bank has adopted a Citizen's Charter for this purpose.

Awareness among the staff

The bank will ensure that the staff members who interface with the customers are fully conversant with the products and services it offers, so as to be able to answer any query from customers in a professional manner. They shall also provide the brochures/pamphlets on these products/services, as applicable, to the customers to assist them in making informed decisions. Additionally, the bank will also display information on its various products, services, procedures and charges inside the branch premises.

In order to provide excellent Customer Service, the bank shall adhere to the following aspects of general management in the branch:

1. Provide basic infrastructure facilities like adequate space, proper furniture (seating etc.), and drinking water, sufficient lighting, clean wash rooms, etc. also considering the specific needs of senior citizens,

disabled persons, etc.

2. Providing "May I help you" counter at all branches
3. Providing customers with booklets consisting of important details of services and facilities available at the Bank
4. Periodically review and improve upon the existing security system in the branch so as to instill confidence amongst the employees and the public.
5. Training of staff in line with the customer service orientation.
6. Wearing on person the identification card displaying the photograph and name thereon by the employees.
7. Keeping the branch premises clean, dirt free & hygienic and to keep the ambience aesthetically pleasing.
8. Clearly establishing a New Product and Services approval process which would require approval by the Local Management Committee especially on issues which involve the rights of the customers.
9. Bank will display its tariff structure for all the products and services, on the branch notice board & website. This will be updated as and when any change is done to the structure.

XIV. Walk-in-Customer

In case of transactions carried out by a non-account based customer, that is a walk-in customer, where the amount of transaction is equal to or exceeds rupees fifty thousand, whether conducted as a single transaction or several transactions that appear to be connected, the customer's identity and address would be verified by obtaining copy of the documents regarding identity & address proof as done for a normal customer. If the Bank has a reason to believe that a non-account based customer is intentionally structuring a transaction into a series of transactions below the threshold of Rs.50,000/- the Bank will verify the identity and address of the customer and also consider filing a suspicious transaction report (STR) to FIU-IND.

XV. Communication

Standards for Communications with the Public:

When communicating with the public on behalf of the Bank, Bank's communications must be clear, accurate, balanced and not misleading. In particular, the Bank may not:

- give a client or potential client inaccurate information about the demand for an investment or inaccurate information regarding its fundamental or trading characteristics;
- omit from a communication any material fact or qualification, the omission of which would make it misleading;
- make misleading, exaggerated, unwarranted or false claims or statements;
- make "promises" or "guarantees" of future results or returns;

- disseminate externally any materials or correspondence intended for "internal use" or "internal distribution" only;
- disseminate material research communications on a preferential or selective basis (see Bank Research Policy ([GP-00375](#));
- provide material that contains statistical information, opinions or information from third parties (e.g., Reuters) without disclosing the source of the information and an appropriate disclaimer and ensuring that due consideration is given to copyright concerns.

XVI. Marketing Materials

Credit Suisse is subject to a variety of regulations regarding the use of marketing materials. Marketing materials generally include any written communication material (hard copy or electronic) that is an invitation, inducement or offer to provide services or products that is directed to the public, clients or potential clients or otherwise meets any local legal or regulatory definition of Marketing Material.

Standards. Marketing materials must follow the standards for communications with the public as mentioned above, and satisfy the following principles:

- Risks must be clearly disclosed
 - No inflammatory, misleading, unwarranted or exaggerated statements are permitted
 - Materials must make a fair representation of possible outcomes, including upside and downside scenarios, where necessary
 - Forward-looking statements must indicate the material assumptions on which they are based
 - All requisite disclaimers must be included
 - Fees must be disclosed, consistent with Credit Suisse requirements
 - No statements that any particular investment is appropriate for all investors
 - Material conflicts must be disclosed
 - No direct comparisons with competitors or their respective services or products is allowed, unless consistent with Credit Suisse policy and applicable law
 - Indicators of past or simulated past performance should be drafted not to selectively limit the history so as to distort a representation of the likelihood of future success, and should include a prominent warning that past performance is not a reliable indicator of future results.
- 1) **Review Process.** All marketing materials are subject to the appropriate review and oversight process, which reasonably ensures that the materials satisfy Credit Suisse requirements, and takes into account legal and regulatory requirements, product risk and the intended target group. Whether the Bank creates marketing materials or uses marketing materials, the Bank must ensure that the materials are subject to an appropriate review process.
 - 2) **Responsibility.** When the Bank uses marketing materials (even if merely forwarding them), the Bank is responsible for ensuring that the materials follow standards and have been appropriately reviewed.

For additional information on content standards, review processes and other requirements, go to [Marketing Materials \(GP-00020\)](#).

While communicating with customers on behalf of the Bank either orally or otherwise, employees shall make it a point to identify themselves and be polite. They shall also be considerate while talking to the customers. Bank will ensure to always protect the privacy and confidentiality of the customer information, be it any channel of communication. Bank has a policy on Privacy and Confidentiality to safeguard the interest of the customer, which will be religiously followed.

XVII. Litigation, Client Compliants and Related Matters

Litigation and Regulatory Inquiries

If the Bank receives legal process, a subpoena or related request for information (whether written or oral) relating to a civil or criminal complaint, litigation matter, arbitration proceeding, or regulatory investigation or inquiry involving Credit Suisse, the staff must immediately forward it to the appropriate area of GCD (e.g., Litigation, Compliance). There are many events and items of information that Credit Suisse must report to its regulators and legal authorities relating to it and its registered persons. Communications with legal authorities and regulators should only be made by those employees whose job function requires them to do so.

The staff must promptly advise their supervisor and GCD if they become involved, either while at Credit Suisse or resulting from service with a previous employer, in any litigation, arbitration or investigation initiated by any regulatory organization, law enforcement agency or other governmental entity. Any significant development in any such matter would have to be reported to GCD.

Client Complaints

Credit Suisse's commitment to excellence and client service requires that client complaints be escalated, considered and responded to in a manner that is prompt, thorough, respectful, and that meets the Bank's high standards of integrity and fair dealing. The prompt and effective handling and analysis of client complaints is also an essential part of the Credit Suisse control culture. In addition, in many jurisdictions where Credit Suisse conducts business, client complaints must be reported to regulators in a timely manner.

A Client Complaint is an oral, written or electronic communication from a client, former client, or actively solicited potential client that expresses a grievance regarding the solicitation or execution of that client's business, or potential business, with Credit Suisse. Client complaints include threats of litigation or other legal or regulatory escalation, requests or demands for payment of reimbursement or allegations of wrongdoing, among other things.

Complaints must be treated in accordance with the following guidelines:

- Escalation** - Complaints must be promptly escalated in accordance with local procedures. Where none exist, it must be brought to the immediate attention of a supervisor and/or the Legal and Compliance Department (LCD). An employee who receives a client complaint should not respond before the complaint has been escalated.
- Investigation** - The facts and circumstances surrounding the complaint must be gathered and assessed. The appropriate responder is responsible for taking steps to preserve relevant documents, assess the facts and circumstances surrounding the complaint and, if warranted, consider referring the complaint to the appropriate area of GCD (e.g., Litigation, Compliance).

- Response** - Responses should be prompt, courteous, reasonable and should consider the interests of the client and of the Bank.
 - Legal requirements** - Responses should accord with applicable legal and regulatory requirements, including, but not limited to, content, regulatory reporting, recordkeeping and document preservation requirements.
 - Confidentiality** - Complaint information should only be shared with those who have a legitimate business need to know, in accordance with Credit Suisse requirements for the treatment of confidential information, and may be further restricted to satisfy requirements of certain jurisdictions.
- **Complaint/suggestion Box:** Complaints/suggestions box are provided at each branch/office of the Bank. Further at every branch, a notice requesting the customers to meet the Branch Manager should be displayed regarding grievances, if remaining unaddressed.
 - **Complaint Book/Register:** Complaint book in each set has been introduced, so designed as to instantly provide an acknowledgement to the customers and intimation to the Compliance officer. Bank should make the complaint book available to the customer instantly on request.
 - **Complaint Form:** Further, a complaint form, along with the name of the Nodal Officer for Complaint redressal has been made available in the homepage of the website to facilitate online complaints. All complaints received at Branch, would have to be acknowledged immediately and action should be initiated for redressal within the time limit prescribed in Grievance Redressal Policy of the Bank.
 - **Publicity of Grievance redressal policy :** Bank has given wide publicity to the grievance redressal policy of the Bank, Banking Ombudsman Scheme-2006, by placing them prominently on the website and also otherwise widely disseminating the policies by including them in the Information Booklet placed in all Branches "May I Help You" counters. In all Branches, the name & contact number and full address of the Nodal Officer for grievance redressal and name & contact details of the Banking Ombudsman of the area are prominently displayed.
 - **Time frame for grievance redressal:** Branch level functionaries should endeavour to resolve the issue within 7 days from the date of receipt of any complaint. The Bank should endeavour to resolve the complaint received at their end within 15 days from the date of receipt of the complaint. In case the complaint is not resolved at the Bank level even after the lapse of one month, aggrieved customers may approach the Banking Ombudsman within whose jurisdiction the branch of the Bank is located.

XVIII. Creating a positive customer

Bank has taken the pledge to achieve zero complaint status for which behavioural pattern of the employees has great bearing on customer environment. A long term plan since recruitment of the employees, takes care of this aspect so as to ensure that with proper training of soft skill, work knowledge, professional mannerism, the customers are offered pleasant surprises.

The employee, who has an attitude of wanting to help solve a problem, is the key person to ensure zero complaint status. Therefore, starting from the recruitment process, the attitude of the prospective employees will be judged very critically. Rude & improper behaviour with the customers, not only gives rise to complaint, the image of the bank is tarnished and entails adverse effect on business prospect. Before hiring an employee, examination of behavioural pattern and attitude of the prospective employee will be thoroughly checked in a scientific manner.

XIX. Customers Confidentiality Obligations

The Bank's obligation to maintain secrecy arises out of the contractual relationship between the Bank and the customer and as such no information should be divulged by anybody of the branch/branch to third parties except under circumstances which are well defined. The following exceptions to the said rule are normally accepted where:

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

Accordingly, if the Bank receives a complaint, escalate it promptly pursuant to local procedures, taking into account the considerations noted above. If the staff has any doubt as to whether a client communication constitutes a complaint, they must notify their supervisor and LCD. The staff should consult their relevant divisional, regional and/or local policies for further guidance.

For more information, go to [Handling Client Complaints \(GP-00029\)](#).

XX. The extra effort for the sake of Customer assistances and Conclusion

All employees should make a conscious effort to assist a customer in finding what he or she needs in resolving the issue, if there is one. If the solution to an issue does not lie with the Bank, the staff shall to the best of their knowledge and capacity, extend necessary guidance to the customer with regard to the person/authority to be approached for resolution of the issue and the manner of doing so.

XXI. Reference

1. RBI Master Circular "**Master Circular on Customer Service in Banks**", published by RBI every year in July
2. Recommendations of Damodaran Committee forwarded by Reserve Bank of India (RBI) & Indian Banks' Association (IBA) through its letter dated 28.11.2011, a list of 77 recommendations of the Committee on Customer Service in Banks, popularly known as Damodaran Committee for immediate implementation by the Bank.
3. Master Direction-Know Your Customer (KYC) Direction, 2016 (Updated as on July 12, 2018)