



**CTBC BANK**  
中國信託銀行

## Citizens' Charter

### **Preface**

The ability of the banking industry to achieve the socio-economic objectives and in the process bringing more and more customers into its fold will ultimately depend on the satisfaction of the customers. We have a strong belief that a satisfied customer is the foremost factor in developing our business.

We felt a need at CTBC Bank that in order to become more customer friendly the Bank should come out with charter of its services for the customers. This document highlights CTBC Bank's commitments towards customer satisfaction, thus ensuring accountability and responsibility amongst our officials and staff. This charter for customers not only explains our commitment and responsibilities along with the redressal methods but also specifies the obligations on the part of customers for healthy practices in customer-banker relationships.

This is not a legal document creating rights and obligations. The charter has been prepared to promote fair banking practices and to give information in respect of various activities relating to customer service.

We maintain constant consultations with our customers and seek their feedback to evaluate, improve and widen the range of services provided by us. All our customers are requested to share their experiences about the various services rendered by the Bank and feel free to comment on this charter. For further details and complete information on terms and conditions of service visit our branches or our website [www.chinatrustindia.com](http://www.chinatrustindia.com) .

We look forward to sharing with you a mutually beneficial & long term banking relationship.

### **Note**

Information given in this document pertains to CTBC Bank Co., Ltd (herein referred to as CTBC Bank) and is subject to change/revision. This document should not be considered as a legal document creating rights and obligations. It is for promoting better understanding between the banker and the customer. Only key information on various services/facilities has been provided in this document. For further details/information, please visit our bank branches in New Delhi and Sriperumbudur or call us on 011-43688888.

## **Common Practices followed by our Branches**

1. Display business hours at our branches as well as on the website.
2. Render courteous services.
3. Attend to all customers present in the banking hall at the close of business hours.
4. Provide separate 'Enquiry' or 'May I Help You' counter at our branches.
5. Offer Nomination facility to all individual deposit accounts
6. Display updated Interest rates on deposits at all times.
7. Notify change in Interest Rates on advances.
8. Provide details of various deposit and lending schemes of the Bank.
9. Issue Demand Drafts, Pay Orders, etc.
10. Display Timing for various banking transactions services.
11. Pay interest for delayed credit of outstation cheques, as per policy
12. Accord immediate credit in respect of outstation and local cheques up to a specified limit subject to certain conditions, as per policy on collection of cheques/instruments.
13. Provide complaint/suggestion box in the branch premises.
14. Display address of our Offices as well as Nodal Officers dealing with customer grievances
15. Provide monthly statement of accounts for all Savings and Current accounts and Pass book facility on savings accounts.
16. Open Basic Savings Bank accounts and Small Accounts for customers

## **Fair Banking practices**

Customers are advised to :

1. Ensure safe custody of cheque book and pass book.
2. Issue crossed/account payee cheques as far as possible.
3. Check the details of the cheque, namely, date, amount in words and figures, crossing etc., before issuing it. As far as possible, issue cheques after rounding off the amount to nearest rupee.
4. Not to issue cheque without adequate balance; maintain minimum balance as specified by the Bank.
5. Send cheques and other financial instruments by Registered Post or by courier only.
6. Use Nomination facility.
7. Safe keep Account numbers, details of Time Deposits, Account statements etc., and ensure confidentiality.
8. Provide accurate information about name, address, telephone number, etc., and also inform change of address, telephone number, etc., to the branch.
9. Inform loss of demand draft, cheque leave(s) / book, etc., immediately to the branch
10. Provide feedback on our services.
11. Pay interest, installments on overdrafts/loans/other lending products, on time.
12. Avail services such as ECS, NEFT, RTGS, Internet Banking.
13. Not to share Internet banking passwords with others and ensure confidentiality.
14. Bring any deficiency in services to the notice of the branch.
15. . Not to sign blank cheque/s and also do not record your specimen signature either on pass book or on cheque book.

## **Common areas of Banker-Customer relationship**

### **Savings Bank Account**

These accounts are designed to help the individuals (personal customers) to inculcate habit of saving money and to meet their future requirement of money. The amounts can be deposited /withdrawn from these accounts by way of cash/cheques/electronic transfers. It helps the customers to keep minimum cash at home besides earning interest.

Savings Bank accounts are very popular and can be opened by eligible person(s) and certain organization(s)/agencies as approved by the Reserve Bank of India (RBI). As required by law, while opening this account we will satisfy ourselves about the identity, including verification of address, of a person(s) seeking to open an account, to assist in protecting the prospective customer(s), members of the public and ourselves against fraud and other misuses of the banking system.

The Bank requires a satisfactory introduction of the person(s) opening the account by a person acceptable to the Bank and/or relevant documents required for identification of the person(s) opening the account. The necessary documents will be informed at the time of opening the account.

The Bank will also require two recent passport size photographs and the Permanent Account Number (PAN) or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act (vide Section 139A) from the person(s) opening the account.

The account holder is required to maintain a certain minimum balance in the account, as specified by the Bank from time to time. Non-compliance of this would attract service charges. Interest at 4% p.a. will be paid on quarterly basis. Savings Account interest will be calculated on daily balances maintained in your account. The interest will be credited to the account only when it is Re. 1 or more.

Cheques and dividend warrants drawn in the name of account holder(s) will only be collected through this account. Financial Instruments endorsed in favour of the account holder(s) will not be collected through savings bank account.

Account holders must use these accounts for personal purposes and not for business transactions.

### **Current Account**

Current Accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/specified associates, societies, trusts etc. As required by law, while opening this account we will satisfy ourselves about the identity, including verification of address, of a person(s) seeking to open an account, to assist in protecting the prospective customer(s), members of the public and ourselves against fraud and other misuses of the banking system.

The Bank requires identification documents of the person(s) opening the account. The necessary documents will be informed at the time of opening the account.

The Bank will also require two recent passport size photographs and the Permanent Account Number (PAN) or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act (vide Section 139A) from the person(s) opening/operating the account (i.e. including partners of Registered/Unregistered partnership as also Registered/Incorporated bodies/companies).

The Bank will provide to prospective customers, the details of the documents required for identification of the person/s opening the account. Documents normally accepted are the current gas / telephone / electricity bill or ration card or voter's identity card or driving license or passport, etc.

Minimum balance as stipulated from time to time will be required to be maintained. No interest is paid on credit balances kept in a current account. CTBC Bank Service charges are levied for Non-maintenance of minimum balance Return of cheques, etc., all other charges as listed in the bank's Schedule of Charges.

For opening special types of current accounts like for Executors, Administrators, Trustees, Liquidators etc., the Customer Services Manager may be contacted who will help in opening these type of accounts.

## **Term Deposit Accounts**

Bank accepts deposits for various tenors to suit the needs and expectations of investing people in every sphere of life. Bank staff shall welcome you to seek more details and shall also be glad to assist in the area of investment in various deposit schemes vis-à-vis your requirements.

Term Deposit Accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/specified associates, etc.

1. As required by law, while opening this account we will satisfy ourselves about the identity, including verification of address, of a person(s) seeking to open an account, to assist in protecting the prospective customer(s), members of the public and ourselves against fraud and other misuses of the banking system.
2. The Bank requires relevant documents for identification of the person(s) opening the account. The necessary documents will be informed at the time of opening the account.
3. The Bank will also require two recent passport size photographs and the Permanent Account Number (PAN) or as above or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act (vide Section 139A) from the person(s) opening the account.
4. Premature withdrawals are allowed, unless specified otherwise, at the rate of interest applicable for the period for which the deposit has run or the contracted rate whichever is lower, subject to penalty, if any, prescribed by the Bank. No interest will be paid on premature withdrawals of deposit, which has remained with the Bank for less than 7 days.
5. Generally loans/overdrafts against deposits are allowed against bank's own Time Deposits. Such loans are sanctioned in line with RBI directions from time to time.
6. Deposits are renewed by the Bank on due dates on request. As a measure of good customer service, the Bank may intimate the depositor in advance regarding date of maturity.
7. Interest on deposits is payable quarterly or compounded quarterly (i.e. reinvestment of interest) or on the date of maturity at the option of the depositor as applicable under particular deposit scheme.
8. Interest on overdue deposit is paid if the deposit is renewed, as decided by the Bank from time to time.

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

10. Presently, if the total interest on deposits, per depositor, per branch, per financial year exceeds Rs. 10,000, the same is subject to Tax Deduction at Source (TDS) at the rates stipulated by the Income Tax Authorities.

11. The depositor may furnish declaration in duplicate in Form No. 15G or 15H, as the case may be (Form 15G does not apply if interest is likely to exceed Rs. 150,000; Form 15H can be used only by senior citizens above the age of 65 years; non-residents are not eligible to submit either of these forms), preferably at the commencement of the Financial Year, for receiving interest on deposits without deduction of tax.

12. The Bank will issue consolidated TDS Certificate at the end of the year for the tax deducted as per the existing Income Tax Regulations.

### **Remittance Service**

Customers may remit funds from one centre to another centre by Pay Orders, Demand Drafts or Electronic Funds Transfers (RTGS/NEFT operated through RBI) or Internet based funds transfer etc., within applicable limits, based on availability at various locations and by paying specified charges as per the Bank's rules.

Pay Orders/ Demand Drafts for Rs 50,000/-and above will be issued by the banks only by debit to the customer's account and not against cash payment.

Issue of Duplicate Demand Draft without Receipt of Non-Payment Advice:

As directed by the RBI, the bank will issue duplicate demand draft up to Rs. 5,000 on the basis of adequate indemnity and without obtaining Non-Payment Advice from the drawee branch.

Time Frame for Issue of Duplicate Draft:

As directed by the RBI, the bank will issue duplicate demand draft to the customer within a fortnight from the receipt of request. For delay in issuing duplicate draft beyond the above stipulated period, the bank will pay interest at the rate applicable for fixed deposit of corresponding maturity in order to compensate the customer for such delay.

Issuance of Pay Orders and Demand Drafts for Rs. 50,000 and above is to be made only through the bank account. Validity period of all such drafts is 3 months. This can be revalidated by the issuing branch on written request of the purchaser.

### **Collection Service**

CTBC Bank has a Cheque collection policy in line with the directions provided by Reserve bank of India that provides details as regards the collection services offered by the bank. The Cheque Collection Policy is available at the Bank's website [www.chinatrustindia.com](http://www.chinatrustindia.com).

Amongst other points the policy defines the turnaround time and compensation that will be provided in the event there is a delay in realisation of the cheque deposited by an account holder.

### **Payment of Balances in Accounts of Deceased Customers to Survivors/Claimants**

As directed by the RBI, the bank has adopted procedures to ensure that settlement of claims in respect of deceased depositors is as simplified as possible. Please refer our website [www.chinatrustindia.com](http://www.chinatrustindia.com) for more details.

## **Standing Instructions**

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

## **Nomination**

- Nomination facility is available for all deposit accounts.
- Nomination is available for accounts opened in individual capacity (i.e. single/joint accounts as well as accounts of a sole proprietary concern) only, i.e. not for accounts opened in representative capacity.
- Nomination can be done in favour of one person only. However, nomination in favour of more than one person (i.e. up to 2 persons) is permissible in jointly operated accounts with common consent.
- Nomination can be made, cancelled or varied by the account holder anytime during his/her lifetime. While making nomination, cancellation or variation, witness is required and the request should be signed by all account holders.
- Nomination can be made in favour of a minor also.
- For the existing accounts where nomination is not made, the account holder(s) can do so by filling up form available with the branches.
- Customers (new as well as existing) are advised to avail nomination facility, if they have not availed so far.

## **Exchange of Soiled/ Slightly Mutilated Currency Notes**

All our branches will exchange freely, soiled/slightly mutilated currency notes and certain other types of mutilated currency notes of all denominations. Currency exchange facility is offered to the Bank's customers and others. The Bank follows RBI guidelines in this respect. RBI has permitted the banks to exchange mutilated currency notes which are genuine and where mutilations are such as not to cause suspicion or fraud. Please refer the Citizen's Charter of the RBI Department of Currency Management at <http://rbidocs.rbi.org.in/rdocs/Publications/PDFs/566811.pdf> for reference.

## **Addresses of RBI Issue Offices / a Currency Chest and their Jurisdictions in New Delhi & Chennai :**

### **The State of Delhi**

The General Manager, Reserve Bank of India, Issue Department, 6, Sansad Marg, New Delhi – 110 001.  
Tel 011-23710223

## **State of Tamil Nadu**

The General Manager, Reserve Bank of India, Issue Department, Fort Glacis No. 16, Rajaji Salai, Chennai 600 001 Tel 044-25362041

## **Interest on Deposits**

The Bank pays interest on deposits as per various deposit schemes. Interest rates are revised from time to time and made known to public. Revised interest rates are applicable only to the renewals and fresh deposits while existing deposit continue to get interest at the contracted rate.

## **Service Charges**

The Bank provides various services to customers for which service charges are levied. The charges are reviewed/revised from time to time. Service charges are levied for collection and remittance of funds, processing of loan proposals, issue of guarantees, issue of duplicate instruments/statements, non-maintenance of average quarterly credit balances, etc. Details of service charges will be made available on request.

## **Foreign Exchange Business**

CTBC Bank undertakes various types of Foreign Exchange Transactions viz.,

- I. Foreign Inward Remittance.
- II. Foreign Outward Remittance.
- III. Exchange Earners' Foreign Currency A/c. (EEFC)
- IV. Resident Foreign Currency A/c. (RFC)
- V. Import Business.
- VI. Export Business.
- VII. Forward Contracts.
- VIII. Currency Exchange (subject to conditions)

## **Redressal of Complaints**

In case of any difficulty faced by customer undertaking banking transactions with the bank, the customers may approach the Customer Services Manager at the branch, who will ensure that the customers' banking needs are attended to. However, if this does not happen, customers may demand the complaint book/Form, which is available in the branch and lodge a written complaint. Bank will provide a copy of the complaint as an acknowledgement of receipt of complaint. The bank's endeavour is to ensure that the redressal of the complaint takes place expeditiously and in any case within a maximum period of three weeks. If for any reason the branch is unable to redress the grievance within three weeks the customer will be informed of the reasons and the action taken for early redressal.

Bank has created following "Levels" for customer grievance redressal mechanism to provide better customer service and speedy complaints redressal.

Please refer to the bank's Grievance Redressal Policy document on the website [www.chinatrustindia.com](http://www.chinatrustindia.com) for information and the names, phone numbers, email addresses of the key persons with regard to the bank's complaints management.

## **RBI Department of Currency Management**

1. **Objective of the Citizens' Charter**  
Citizen's Charter provides information on various facilities provided by the Reserve Bank of India in the matter of exchange of notes and coins and the common standards of the services provided at RBI Issue Offices and commercial bank branches.
2. **Services Available at RBI Issue Offices**  
The RBI Offices, where Issue Department is functioning, offer the facility to members of the public to exchange their notes including soiled and mutilated notes and coins including uncurrent or worn out coins. The Bank is committed to provide exchange facility free of cost at its counters during business hours.
3. **Names of RBI Offices which provide exchange facilities**  
The facilities are provided at the counters of the Bank's Regional Offices located at Ahmedabad, Bengaluru, Belapur (Navi Mumbai), Bhopal, Bhubaneswar, Chandigarh, Chennai, Guwahati, Hyderabad, Jaipur, Jammu, Kanpur, Kochi, Kolkata, Lucknow, Mumbai, Nagpur, New Delhi, Patna and Thiruvananthapuram.
4. **Exchange of notes into coins with the help of coin dispensers**  
Members of the general public can also get their notes exchanged into coins using the coin dispensers installed in the banking halls of the Reserve Bank's Regional Offices.
5. **Exchange of soiled and mutilated notes and coins at the Bank's public Counters** Members of the general public can avail themselves of the following facilities at the counters of the Bank's Offices.
  - (a) Exchange soiled notes. A note which has become limp or which has developed minor cuts due to wear and tear or which is disfigured by oil, colour, ink, etc., will be treated as soiled note. To facilitate easy exchange, notes which have been divided vertically through or near the centre with numbers intact are also treated as soiled notes. Notes on which political or religious slogans are written are not exchangeable under any circumstances.
  - (b) Exchange mutilated notes. A mutilated note is a note of which a portion is missing or a note which is composed of pieces, provided that the note presented is not less than half of the area of the note and that, if the note is composed of a note joined together, each piece is, in the opinion of the 'Prescribed Officer' [as defined in the RBI (Note Refund) Rules] identifiable as part of the same note. The RBI (Note Refund) Rules, 1975 (as amended up to 1980) are posted on the RBI Website <http://www.rbi.org.in> under the Head "Publications" and Sub-Head "Occasional Publications".
  - (c) Exchange of coins including uncurrent coins into notes or coins.
6. **Exchange of mutilated/cut notes received through the Triple Lock Receptacle or by Post.**  
In order to provide note exchange facility to members of the public who cannot wait at the Bank's counters to tender their mutilated/cut notes, the Bank's Offices provide a facility of depositing mutilated/cut notes in a locked box called "Triple Lock Receptacle (TLR)". The TLR box is kept near a specified counter and notes can be dropped into the box in a closed cover which can be obtained from the enquiry counter. The tenderers are required to write the particulars of the notes tendered by them, their name, address and bank account number on the cover. Members of the public can also send mutilated notes by insured and registered post to RBI Offices. In their own interest, such covers should be sent through Registered and Insured post. The exchange value of notes which are found payable under the Note Refund Rules is credited to the bank account of the tenderer through Electronic Clearing Service / Electronic Fund Transfer (EFT) which is at present free of cost. In case the tenderer does not have bank account or the place where he resides does not have a clearing service/provision of EFT, the exchange value is remitted



by means of bank draft/money order at the cost of the tenderer. The TLR facility is available only for mutilated/cut notes and not for soiled notes.

7. General Conditions of Service

(i) The exchange facility over the Bank's counters is available during the business hours of the respective Regional Office and is free of cost.

(ii) The serial numbers of counters where exchange facility is made available at each Office are displayed at the banking hall of each Office of the Bank.

(iii) Mutilated/cut notes in closed covers are received in Triple Lock Receptacle up to one hour after the close of normal business hours.

(iv) The mutilated/cut notes are exchanged by the Bank as of grace under the Reserve Bank of India (Note Refund) Rules. When the mutilated/cut note is not found payable under the Rules, the same is rejected and rejection advice issued to the tenderer. The rejected note is retained by the bank and destroyed after four months.

(v) Notes/coins which are found to have been forged/ counterfeited are impounded and no value thereof is paid. Such notes/coins are retained by the Bank after issue of advice to the tenderer.

(vi) The security features of the bank notes issued by RBI are furnished as information to members of the public in the Bank's website <http://www.rbi.org.in/currency/banknotes.html>

(vii) In case any member of the public faces any difficulty in getting the above exchange facilities at any RBI Offices or is asked for any bribe, he may record a complaint in the complaint book/register maintained at the enquiry counter of the Regional Office or bring it to the notice of the in-charge of the Issue Department of the respective RBI Office.

8. Exchange of soiled and mutilated notes and coins at the counters of commercial Banks

(i) Officers of the Reserve Bank are located at selected centers. The Bank has, therefore, made arrangement for provision of the facility of exchange of soiled notes, exchange of notes to coins and coins to notes at the branches of scheduled commercial banks. While the facility for exchange of soiled notes is available at all branches of public sector banks and currency chest branches of private sector bank, the facility of exchange of mutilated / cut notes is available

only at the currency chest branches of commercial banks. A list of the currency chest branches where the mutilated notes can be exchanged is available at the enquiry counter of the RBI Offices. Such currency chest branches also have instructions to display notice board regarding availability of mutilated notes exchange facility. In case any such branch refuses to provide the exchange facility, aggrieved members of the public can complain to the Chairman and Managing Director/CEO of the commercial bank concerned. In case the grievance is not redressed, the matter may be brought to the notice of the concerned Regional Office of Reserve Bank of India.

(ii) Branches of other banks i.e. Co-operative Banks and Regional Rural Banks are expected to exchange notes and coins at their convenience. They, however, do not have powers to exchange mutilated notes.

9. Suggestion/Comment

In case any member of the public has any suggestion/comment to offer in regard to the Citizens' Charter, he may write to the Chief General Manager, Department of Currency Management, Reserve Bank of India, Central Office, Shahid Bhagat Singh Marg, Mumbai 400 001.

