

Annexure 17: Compensation Policy**Introduction**

The Compensation Policy (the Policy) of DCB Bank Ltd is a reflection of the Bank's on-going efforts to provide superior quality of services to our customers and set higher standards for performance. This Policy is based on principles of transparency and fairness in the treatment of customers.

Objectives

The objective of the Policy is to establish a system where the Bank compensates the customer for any direct financial loss, which can be measured, the customer might have incurred due to deficiency in service on the part of the Bank or any act of omission or commission directly attributable to the Bank. By ensuring that the customer is compensated without having to ask for it, the bank expects instances when the customer has to approach Banking Ombudsman or any other Forum for redressal to come down significantly.

It is reiterated that the policy covers only compensation for financial losses which customers might incur due to deficiency in the services offered by the bank which can be measured directly and as such the commitments under this policy are without prejudice to any right the bank will have in defending its position before any forum duly constituted to adjudicate banker-customer disputes

Scope:

The policy is designed to cover the following areas

1. Unauthorized/erroneous/fraudulent debits from accounts
2. Deficiency of service about NACH direct debits/other debits instruction to accounts
3. Penal interest payable for delays in credit / return of NEFT / NACH / ECS / RTGS transactions
4. Payment of cheques by the Bank even after acknowledgement of stop payment instructions from the customer
5. Payment of interest to customers for delayed collection of Cheques/instruments including outstation cheques
6. Loss of cheque / instrument in Transit/in clearing process or at paying bank's branch
7. Collection of Foreign Currency Cheque including remittances
8. Payment of interest for delay in issue of duplicate draft
9. Violations by Bank's agent
10. Transaction of "at par instruments" of Co-operative Banks by Commercial Banks
11. Lenders liability: Commitments to borrowers
12. Failed Transactions using Authorised Payment Systems
13. Unsolicited cards
14. Loss of contents of safe deposit lockers
15. Mis-selling of third-party products
16. Cash management services
17. Force Majeure
18. Compensation to customers for delayed updation / rectification of credit information

Kindly note that this is an abridged version of the Policy. A detailed Policy is available freely on the Bank's website www.dccb.com. Our Branch officials shall be happy to help you with a print out of the same, if required.
