

**Annexure:4 Neft and Rtgs Service Available Round the Clock**

As per RBI Circular DPSS (CO) RPPD No.1097/04.03.01/2019-20 dated 6<sup>th</sup> December, 2019. NEFT service with effect from 16<sup>th</sup> December 2019 is available round the clock, all through the year.

As per RBI circular DPSS (CO) RTGS No.750/04.04.016/2020-21 dated 4<sup>th</sup> December, 2020, RTGS service, with effect from 14<sup>th</sup> December 2020 is available round the clock, all through the year.

Kindly note that any request to process NEFT and RTGS transactions after closure of customer service hours at the branch will be executed the next working day.

Customers who do not wish to wait for the next working day have the option to use the self-service facility in DCB Internet Banking or DCB Mobile Banking.

DCB Customer Care: 022- 6899 7777, 040-6815 7777

Email [customercare@dcbbank.com](mailto:customercare@dcbbank.com)

DCB Customer Care is available 24x7 for NEFT, RTGS, related queries

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