

Annexure 16: Policy On Bank Deposits

This policy document on deposits outlines the guiding principles in respect of formulation of various deposit products offered by the Bank and terms and conditions governing the conduct of the account. The document recognizes the rights of depositors and aims at dissemination of information with regard to various aspects of acceptance of deposits, conduct and operations of various deposits accounts, payment of interest on various deposit accounts, closure of deposit accounts, method of disposal of deposits of deceased depositors, etc., for the benefit of customers. It is expected that this document will impart greater transparency in dealing with the individual customers and create awareness among customers of their rights.

While adopting this policy, the Bank reiterates its commitments to individual customers outlined in Code of Bank's Commitments to Customers formulated by Banking Codes and Standards Board of India. This document is a broad framework under which the rights of common depositors are recognized. Detailed operational instructions and terms and conditions of various deposit schemes and related services have been issued separately which are subject to change from time to time.

This policy is designed for you, our customers, and includes the following sections:

- Types of Deposit Accounts
- Account Opening & Operation Of Deposit Accounts
- Interest Payments
- Minors' Accounts
- Account Of Illiterate/Blind Person
- Addition Or Deletion Of The Name/S Of Joint Account Holders
- Customer Information
- Secrecy Of Customer's Accounts
- Premature Withdrawal Of Term Deposit
- Premature Renewal Of Term Deposit
- Renewal Of Overdue Term Deposits
- Advances Against Deposits
- Settlement Of Dues In Deceased Deposit Account
- Interest Payable On Term Deposit In Deceased Account
- Insurance Cover For Deposits
- Stop Payment Facility
- Dormant Accounts
- Safe Deposit Lockers

- Redressal Of Complaints & Grievances

Kindly note that this is an abridged version of the Policy. A detailed Policy is available freely on the Bank's website www.dcbbank.com

Our Branch officials shall be happy to help you with a print out of the same, if required.
