

**Important Notice**

Dear Customer,

**Subject: Positive Pay System (PPS) under CTS Continuous Clearing**

In line with the Reserve Bank of India's vision to enhance efficiency, improve fund availability, and reduce risks in the cheque payment system, we are pleased to inform you that Continuous Clearing under the Cheque Truncation System (CTS) has been implemented at the Bank from 4<sup>th</sup> October 2025.

Post the implementation of Continuous Clearing procedure, we have been observing few technical glitches in the Positive Pay System (PPS) detail in the inward transaction files on a real-time basis and so in the meantime, in order to mitigate potential fraudulent transactions arising due to this technical limitation, DCB Bank has introduced an interim control mechanism. DCB Customer Care and branch teams may contact customers who have issued cheques from their DCB Bank accounts and whose transactions are eligible under the Positive Pay System, for obtaining **cheque issuance confirmation**.

This additional verification process is being conducted solely as a customer protection measure, until the time NPCI implements the revised Positive Pay System framework for Continuous Clearing.

We request your cooperation and support to DCB Customer Care and branch teams during this process and regret any inconvenience that may be caused. We all look forward to the stabilised process. This enhancement will provide a smooth and fast cheque clearing experience.

For clarification, please feel free to contact your Branch Head or Branch Service Operations Manager. Alternatively, contact DCB Customer Care at **022-68997777, 040-68157777** or email [customercare@dcb.bank.in](mailto:customercare@dcb.bank.in)

Thank you for your continued banking relationship with DCB Bank.