



Citizens' Charter

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Issuer

National Australia Bank Limited, Mumbai Branch
ABN 12 004 004 937

Registered office

No. 901, 9th Floor Nariman Bhavan,
227 Backbay Reclamation, Nariman Point,
Mumbai 400021, India

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Citizens' charter

In order to provide world class services, we at National Australia Bank, Mumbai Branch ("NAB" or "the Bank") feel that to become more customer friendly the Bank should have a charter of its services for the customers. This document highlights NAB's commitments towards customer satisfaction, thus ensuring accountability, transparency 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.

The Bank acknowledges the guidance provided by the Reserve Bank of India ("RBI") and the Indian Banks' Association to help us bring out this charter.

All our customers are encouraged to keep us informed of their experiences about the various services rendered by the Bank.

The Bank looks forward to sharing with you a mutually beneficial & healthy long term banking relationship.

Kind attention

Information given in this document pertains to NAB and is subject to changes/revisions.

Only key information on various services/facilities has been highlighted in this document. Each service/product offered by NAB has its own detailed terms and conditions, which are displayed on our website www.nabasia.in or enquiry, can be made at our NAB branch at No 901, 9th Floor Nariman Bhavan, 227 Backbay Reclamation, Nariman Point, Mumbai 400021.

Our practices:

The Bank shall:

1. Provide distinct 'Enquiry' or 'May I Help You' counter.
2. Provide competent and swift services.
3. Display business hours and display time norms for various banking transactions.
4. Offer nomination facility to all deposit accounts (i.e. account opened in individual capacity).
5. Display interest rates for various deposit schemes from time to time.
6. Pay interest for delayed credit of outstation cheques, as per NAB's policy on collection of cheques/instruments.
7. Provide details of various deposit schemes/ services of the Bank and notify change in interest rates on advances.
8. Provide statement of accounts monthly for all Savings and Current Accounts and Pass book facility on Savings Accounts.
9. Display address of Regional/Zonal and Central Offices as well as Nodal Officer dealing with customer grievances /complaints.
10. Accord immediate credit in respect of outstation and local cheques up to a specified limit subject to certain conditions, as per NAB's policy on collection of cheques/ instruments.
11. Provide complaint/suggestion box in the bank premises.
12. Abide by all the laws and regulations prescribed by the Government of India, the RBI and all other regulatory and advisory bodies.

Fair banking practises

Customers are requested to:

1. Ensure safe custody of cheque book and pass book.
2. Preferably use reverse carbon while writing a cheque.
3. Issue crossed/account payee cheques as far as possible.
4. 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.
5. Not to issue cheque without adequate balance; maintain minimum balance as specified by the Bank.
6. Send cheques and other financial instruments by Registered Post or by courier.
7. Use nomination facility.
8. Safe-keep account numbers, details of fixed deposit receipts, account statements etc., and ensure confidentiality.
9. Provide accurate information about name, address, telephone number, etc., and also inform change of address, telephone number, etc., to the Bank.
10. Inform loss of demand draft, cheque leaf(ves)/book, key of locker, etc., immediately to the Bank.
11. Avail standing instructions facility for repeat transactions.
12. Provide feedback on our services.
13. Pay interest, installments on overdrafts and other dues on time.
16. Bring any deficiency in services to the notice of NAB.
17. Not to sign blank cheque/s and also do not record your specimen signature either on pass book or on cheque book.
18. Not to introduce any person who is not personally known to you for the purpose of account opening.

Core areas of customer-banker relationship

Savings and Current Bank Accounts

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

Savings Accounts are very popular and can be opened by eligible person(s) and certain organization(s)/agencies as approved by the RBI.

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

The account holders are required to maintain a certain minimum balance in the account, as specified by the Bank. Non-compliance of this would attract service charges. Interest rate will be paid on the basis of the interest rates provided in the 'Interest Rate Sheet' made available at our website and branch. Savings Account interest will be calculated on daily balances maintained in your account. No interest is paid on credit balances kept in a Current Account.

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 Account.

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

As required by applicable laws, while opening either Savings or Current Account, the Bank 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 either Savings or Current 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 one recent passport size photograph 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 (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 including but not limited to the current gas/telephone/ electricity bill or ration card or voter's identity card or driving license or passport, etc.

The Bank's service charges are levied on various services which are provided in the 'Guide to Fees and Charges'.

Term Deposit Accounts

The Bank has customized various deposit schemes to suit the needs and expectations of investing people in every sphere of life.

The 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 the Bank 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 one recent passport size photograph and the 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 in the 'Guide to Fees and Charges'.
5. Generally loans/overdrafts against deposits are allowed except on Certificates of Deposit ("CDs"). 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 monthly, 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 terms and conditions of the account.
8. Interest on overdue deposit is paid if the deposit is renewed, as decided by the Bank from time to time.

Income Tax Rules for deposit accounts

9. The Bank will issue consolidated TDS Certificate at the end of each quarter for the tax deducted as per the existing Income Tax Regulations.
10. 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. 1, 80,000; Form 15H can be used only by senior citizens above the age of 65 years who are residents of India), preferably at the commencement of the Financial Year, for receiving interest on deposits without deduction of tax.
11. Presently, if the total interest for a 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. In the case of time deposits the aforesaid limit of Rs 10, 000 shall apply to interest paid or credited by a branch.

KYC guidelines

1. The Bank has a 'Know Your Customer ("KYC") policy which is in line with the RBI regulations.
2. The KYC requirement is to prevent the Bank from being used, intentionally or unintentionally, by criminal elements for money laundering or terrorist financing activities. The objective of this policy is also to enable the Bank to know / understand its customers and their financial dealings better which in turn will help the Bank to manage its risks prudently.
3. The Bank adopts appropriate KYC procedures and internal controls measures to determine and document the true identity of the customers who establish relationships, open accounts or conduct significant business transactions with the Bank.
4. At the time of account opening, the Bank obtains documents to establish the legal identity, verify the address and the signature of the proposed customer.
5. The indicative documents obtained from the customer are:
 - To establish legal identity and entity of the customer – Passport/PAN card/Voter's identity card/Driving license etc.
 - To verify the address proof – telephone bill/bank account statement/ration card/ electricity bill/passport etc.
 - As signature proof – Valid passport/PAN card/valid driving license etc.

In case of an individual, the photograph is also obtained along with the above mentioned documents.

The Bank also monitors the transactions of the customers on an on-going basis to effectively control and reduce the risk by identifying transactions that fall outside the regular pattern of activity.

Services

Remittance Services

Customers may remit funds from one centre to another centre by Electronic Funds Transfer (operated through RBI) within applicable limits, based on availability at various locations and by paying specified charges as per the Bank's rules.

Cheque Collection Service

NAB has a cheque collection policy in line with the directions provided by RBI that provides details as regards the collection services offered by the Bank. The cheque collection policy is available at the Bank's website: www.nabasia.in

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

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.

Trade Finance and Services, consist of:

1. Purchasing/Import:
 - Issuing Letter of Credit (L/C), Amendment, Acceptance
 - Shipping Guarantee
 - Loans Against Trust Receipt
 - Packing Credit
 - Inward Bills Collection
 - Invoice Financing for Suppliers (purchase)
2. Selling/Export:
 - L/C Advising, L/C Confirmation, Transferable L/C
 - Credit Bills Negotiation Clean and Discrepant
 - Pre-Export Financing
 - Outward D/P & D/A Financing
 - Credit Bills for Collection
 - Export Bills Collection
 - Credit Bills Negotiation
 - Packing Credit (Pre-Export Financing)
 - Invoice Financing for Buyers (sales)

In case the customer is an importer, exporter or domestic retailer, the Bank can provide the customer with credit facility to help you trade on a larger scale and to satisfy your business transaction needs. The Bank offers you the flexibility to select only what is important to you and your business.

Others: Bonds / Guarantees: bid bonds, performance bonds, custom bonds, advance payment guarantee.

Payment of balance in accounts of deceased customers to Survivors/claimants

NAB has a Deceased depositor's policy in line with the directions provided by RBI that provides details as regards the services offered by the bank. The Deceased depositor's policy is available at the Bank's website: www.nabasia.in.

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. Nomination can be made in favour of a minor also.

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.

For the existing accounts where nomination is not made, the account holder(s) can do so by filling up form available with the branches.

Though nomination is not compulsory but Customers are advised to avail the nomination facility.

Miscellaneous

Exchange of Soiled/ Slightly Mutilated Currency Notes

The Bank 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. The Citizen's Charter of the RBI Department of Currency Management is attached in Annexure I hereto for reference.

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.

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 trade facilities, issue of guarantees, safe custody, issue of duplicate instruments/ statements, ledger folio charges etc. Details of service charges is given in the 'Guide to Fees and Charges'.

Time-Norms For Various Banking Transactions

The following time norms etc., are indicative only, the banks at their level decide their bank specific time norms independently.

Foreign exchange business

NAB undertakes various types of Foreign Exchange Transactions viz.

1. Foreign Inward and Outward Remittance.
2. Import Business and Export Business.
3. Forward Contracts.
4. FCNR.
5. Exchange Earners' Foreign Currency A/c.
6. Resident Foreign Currency A/c.

Redressal of complaints

At NAB, we strive to provide the best customer services in the market. However, if you have a grievance or wish to register a complaint, you may reach us at any of the following access channels.

Contact Details:

Email us at: nabin_enquiry@nabasia.com

Call at: +91 22 61988200

Writing to us at:

No 901, 9th Floor Nariman Bhavan,
227 Backbay Reclamation, Nariman Point, Mumbai 400021

Complaints register is also available with the NAB

You can expect a response from these channels between 2 working days to 14 working days (taking into account postal and other delays that may occur beyond the control of NAB)

Escalation of your Complaints

If you are not satisfied with the response that you receive from the above access channels or if you do not hear from us in 30 days, you can escalate your complaint as per the 'Grievance Redressal Policy'

RBI - Banking Ombudsman Scheme

If you are not satisfied with the resolution provided by any of the above channels or individuals appointed by NAB to provide resolution to your queries or complaints, please feel free to contact the Banking Ombudsman, a statutory body appointed by the RBI to look into the provision of satisfactory service by banks. The details of the Banking Ombudsman Scheme as well as the contact details of the Ombudsman for your City or State are available at the bank and <http://www.rbi.org.in>

Annexure I

RBI department of currency management

1. Objective of the Citizens' Charter

Citizen's Charter provides information on various facilities provided by the RBI 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 RBI (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. The designation and addresses of the in-charges are furnished in the Annexure.

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 RBI.
- (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, RBI, Central Office, Shahid Bhagat Singh Marg, Mumbai 400 001.

Addresses of RBI issue offices and their jurisdiction

SR.no	Name and address of RBI office	Jurisdiction
1	The General Manager Reserve Bank of India, Issue Department 2nd Floor, Near Gandhi Bridge Ahmedabad 380 014.	The State of Gujarat and Union Territories of Dadra and Nagar Haveli and Daman and Diu.
2	The General Manager Reserve Bank of India, Issue Department 10/3/8, Nrupathunga Road, Bengaluru - 560 001.	The State of Karnataka.
3	The Deputy General Manager Reserve Bank of India, Issue Department Pt. Jawahar Lal Nehru Marg, Post Box No. 16, Bhubaneswar - 751 001	The State of Orissa.
4	The General Manager Reserve Bank of India, Issue Department Main Building, Shahid Bhagat Singh Marg, Fort, Mumbai - 400 001.	Greater Mumbai i.e. Mumbai island and the suburban district (roughly south of a line connecting Dahisar and Mulund on the Western and Central Railways respectively)
5	The Deputy General Manager Reserve Bank of India, Issue Department, Hoshangabad Road, Post Box No. 32, Bhopal 462 011	The State of Madhya Pradesh.
6	The Deputy General Manager Reserve Bank of India, Issue Department Plot No. 3, Sector 10, H.H. Nirmala Devi Marg, CBD, Belapur, Navi Mumbai - 400 614.	The districts of Ahmednagar, Kolhapur, Nasik, Pune, Raigad, Ratnagiri, Sangli, Satara, Sindhudurg, Solapur, and Thane in the State of Maharashtra and the State of Goa.
7	The Deputy General Manager Reserve Bank of India, Issue Department Central Vista, Opposite Telephone Bhavan, Sector 17, Chandigarh - 160 017.	The States of Haryana, Himachal Pradesh, Punjab and the Union territory of Chandigarh.
8	The General Manager Reserve Bank of India, Issue Department Fort Glacis No. 16, Rajaji Salai, Post Box No. 40, Chennai - 600 001.	State of Tamil Nadu and the Union Territory of Pondicherry.
9	The General Manager Reserve Bank of India, Issue Department Station Road, Panbazar, Post Box No. 120, Guwahati - 781 001.	The States of Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura.
10	The General Manager Issue Department Reserve Bank of India 6-1-65, Secretariat Road, Saifabad, Hyderabad - 500 004.	The State of Andhra Pradesh.
11	The Deputy General Manager Reserve Bank of India, Issue Department Rail Head Complex, Jammu	The State of Jammu and Kashmir.
12	The General Manager Issue Department Reserve Bank of India Rambaug Circle, Tonk Road, Post Box No.12, Jaipur - 302 004.	The State of Rajasthan.
13	The General Manager Issue Department Reserve Bank of India M.G. Marg, Post Box No. 82/ 142 Kanpur - 208001.	The State of Uttar Pradesh and Uttaranchal
14	The General Manager Issue Department Reserve Bank of India, Post Bag No. 49, Kolkata - 700 001.	The States of Sikkim, West Bengal and the Union Territory of the Andaman & Nicobar Islands.
15	The General Manager Reserve Bank of India, Issue Department, Main Office Building, Dr. Raghvendra Rao Road, Post Box No. 15, Civil Lines, Nagpur - 440 001.	The State of Chattisgarh and the districts of Akola, Amaravati, Aurangabad, Beed, Bhandara, Buldhana, Chandrapur, Dhule, Gadchiroli, Hingoli, Jalgaon, Jalna, Latur, Nagpur, Nanded, Osmanabad, Parbhani, Wardha, Yavatmal in the State of Maharashtra.

16	The General Manager Reserve Bank of India, Issue Department, 6, Sansad Marg, New Delhi - 110 001.	The State of Delhi.
17	The Deputy General Manager Reserve Bank of India, Issue Department, South Gandhi Maidan, Post Box No. 162 Patna - 800 001	The State of Bihar and Jharkhand.
18	The Deputy General Manager Reserve Bank of India, Issue Department, Bakery Junction, Post Box No. - 6507, Thiruvananthapuram - 695 033	The State of Kerala and the Union Territory of Lakshdweep.

For more information call
National Australia Bank Limited,
Mumbai Branch

+91 22 6198 8200

or visit www.nabasia.in