

Deutsche Bank

Citizen`s Charter

January 2011

PREFACE

A need was felt by us at Deutsche Bank that in order to become more customer friendly, the Bank should come out with charter of its services for the customers. Citizens' Charter concept was considered as a base instrument to fill this need and accordingly this document was prepared. This document was made in consultation with the users and highlights Deutsche Bank's commitments towards customer satisfaction, thus ensuring accountability and responsibility amongst its officials and staff.

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.

We maintain constant consultations with our customers through various channels to evaluate, improve and widen the range of service to customer. At the same time, our customers are also requested to keep us informed of their experiences about the various services rendered by the Bank and feel free to comment on this charter.

Place : Mumbai

Date : 24th January 2011

NOTE

Information given in this booklet is as of 24th January 2011, which is subject to change/revision.

This document should not be considered as a legal document creating rights and obligations. It is for promoting better understanding between Customer and Banker.

Only key information on various services/facilities is given in this booklet. Each service has its own detailed terms and conditions; which are displayed on the Deutsche Bank website or can be made available on request.

For further details / information, visit our branch offices or write to us at customer.care@db.com, or visit Deutsche Bank's Website at <http://www.deutschebank.co.in>. You may also call our 24/7 phone banking team at 1860 266 6601[#] for immediate assistance.

[#] Customers outside India need to dial +91 22 6601 6601. Customers in Mumbai can also call at 6601 6601. Call charges apply.

INDEX

CONTENTS	PAGE NO.
COMMON PRACTICES FOLLOWED BY OUR BRANCHES	5
FAIR BANKING PRACTICES	6
COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP	7
-Savings Bank Account	7
- Current Account	8
-Term Deposit Account	9
OTHER SERVICES OFFERED BY THE BANK	10
-Payment of Balance in Accounts of Deceased Customer to Survivors / Claimants	10
-Standing Instructions	10
-Safe Deposit Lockers	10
-Nomination	11
-Remittance Service	11
-Cash Order	11
-Collection Service	12
-Exchange of Soiled Currency Notes	13
-Interest on Deposits	13
-Service Charges	13
ACCOUNT RELATED IMPORTANT INFORMATION	13
-Insurance Cover for Deposits	13
-Stop Payment Facility	13
-Dormant Accounts	13
TIME-NORMS FOR VARIOUS BANKING TRANSACTIONS	14
FOREIGN EXCHANGE TRANSACTIONS	14
NON-RESIDENT INDIAN ACCOUNT	14
DEMAT ACCOUNT	15
LOANS	15
ALTERNATE DELIVERY CHANNELS	15
REDRESSAL OF COMPLAINTS	16

COMMON PRACTICES FOLLOWED BY DEUTSCHE BANK BRANCHES

1. Display business hours.
2. Render courteous services.
3. Attend to all customers present in the banking hall at the close of business hours.
4. Provide separate 'May I Help You' counter at our branches.
5. Offer nomination facility to all deposit accounts (i.e. account opened in individual capacity) and all safe deposit locker hirers (i.e. individual hirers).
6. Display interest rates for various deposit schemes from time to time.
7. Notify change in interest rates on advances.
8. Provide details of various deposit schemes/services of the Bank.
9. Issue Demand Drafts, Pay Orders, etc.
10. All banking transactions are carried out from Monday to Friday between 10.00 am to 4.30 pm. and on Saturday between 10.00 am to 2.00 pm or as specified on our website. Branch will remain closed on Sundays and other Public Holidays as specified under the Negotiable Instrument Act communicated by General Administration Department of RBI. In addition to that Branch will remain close on holidays declared by the State Government.
11. Pay interest for delayed credit of outstation cheques, as per Deutsche Bank's Cheque Collection Policy and as guided by Reserve Bank of India (RBI) from time to time.
12. Accord immediate credit in respect of outstation and local cheques upto a specified limit subject to certain conditions, as per Deutsche Bank's Cheque Collection Policy and as advised by RBI from time to time.
13. Provide complaint/suggestion box in the branch premises.
14. Display address of Head Office as well as Nodal Officer dealing with customer grievances / complaints.

FAIR BANKING PRACTICES

Customers are requested to :

1. Ensure safe custody of cheque book and account statements / 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. Maintain minimum balance as specified by the Bank from time to time and not to issue cheque without adequate balance. Send cheques and other financial instruments by Registered Post or by courier when corresponding with the Bank.
6. Get pass book updated from time to time.
7. Use nomination facility.
8. Safe keep account numbers, locker number, details of FDRs, debit cards, account statements, PINs, etc. separately.
9. Do not write your Phone Banking / Internet Banking / ATM pin on Debit card.
10. Immediately inform change of address, contact number, etc., to the Bank.
11. Inform loss of demand draft, fixed deposit receipt, cheque leave (s)/book, key of locker, Debit Card etc., immediately to the Bank.
12. Avail standing instructions facility to repeat transactions or you can do the same through Deutsche Bank's Online Banking Facility.
13. Provide feedback on our services and bring any deficiency in services to the notice of the bank.
14. Pay interest, loan installments, locker rent and other dues on time.
15. Avail services such as ATM, ECS, NEFT, RTGS, Remittance, Forex etc., offered by the bank.
16. Not to sign blank cheque/s. So also do not record your specimen signature either on pass book or on cheque book.
17. Not to introduce any person who is not personally known to you, for the purpose of opening account.

COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP

SAVINGS BANK ACCOUNT

1. These accounts are designed to help the individuals (personal customers) to inculcate habit of saving money and to meet their future requirement of money. The amounts can be deposited / withdrawn from these accounts by way of cheques and debit card. It helps the customers to keep minimum cash at home besides earning interest.
2. Savings Bank accounts are very popular. These accounts can be opened by eligible person/s and certain organisations / agencies (as approved by the Reserve Bank of India (RBI)).
3. As required by law, while opening this account, Deutsche Bank will satisfy itself 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.
4. The Bank is required to obtain one recent photograph of the person/s or Authorised Signatories opening / operating the account, as per R.B.I. directives.
5. The Bank is required to obtain Permanent Account Number (PAN) from the person/s or Authorised Signatories opening / operating the account.
6. The Bank will provide to the prospective customers details of the product specific documents required for identification of the person/s opening the account.
7. The account holder is required to maintain certain minimum balance in the account, as specified by the Bank from time to time. As per RBI guidelines, with effect from 1st April 2010, the interest on Savings Bank Accounts will be calculated on daily product basis, at a rate of interest as specified by RBI from time to time, instead of the earlier methodology of calculating Savings Bank interest on the least balance between the 10th and the end of the month.
8. The interest on Savings Bank Accounts will be paid at half yearly intervals i.e. on 30th June and 31st December every year.
9. Cheques, 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 bank account.
10. For Service charges refer to Schedule of Charges (SOC) booklet or visit Deutsche Bank's Website at <http://www.deutschebank.co.in>.

CURRENT ACCOUNT

1. Current Accounts can be opened by individuals, partnership firms, private and public limited companies, Trusts, HUFs/specified associates, societies etc.
2. As required by law, while opening this account, Deutsche Bank will satisfy itself about the identity / entity, including verification of address, of a person/s / entity 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.
3. The Bank is required to obtain one recent photograph of the person/s or Authorised Signatories opening / operating the account, as per R.B.I. directives.
4. The Bank is required to obtain Permanent Account Number (PAN) from the person/s opening / operating the account / Directors / Authorised Signatories (i.e. including partners of Registered / Unregistered partnership as also Registered / Incorporated bodies / companies).
5. The Bank will provide to the prospective customers details of the product specific documents required for identification of the person/s opening the account.
6. Minimum balance as stipulated from time to time by Deutsche Bank will be required to be maintained by the customer.
7. No interest is paid on credit balances kept in current account.
8. For Service charges refer to Schedule of Charges (SOC) booklet or visit Deutsche Bank's Website at <http://www.deutschebank.co.in>.

TERM DEPOSIT ACCOUNT

Bank has tailored various deposit schemes to suit the needs and expectations of investing people in every walk of life.

1. Term Deposit accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/specified associates, etc.
2. As required by law, while opening this account, Deutsche Bank will satisfy itself about the identity / entity, including verification of address, of a person/s / entity 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.
3. The Bank is required to obtain one recent photograph of the person/s or Authorised Signatories opening / operating the account, as per R.B.I. directives.
4. The Bank is required to obtain Permanent Account Number (PAN) from the person/s or entity / Authorised Signatories opening / operating the account.
5. The Bank will provide to the prospective customers details of the product specific documents required for identification of the person/s opening the account.
6. Generally loans / overdrafts are allowed against deposits held with Deutsche Bank except Certificates of Deposit (CD). Such loans are sanctioned by charging interest at rates directed by RBI from time to time or as prescribed by the Bank.
7. Deposits can be renewed by the Bank on due dates on request.
8. Interest on deposits is payable either monthly at discounted value or 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 deposit scheme.
9. For resident individuals, interest on bank deposits is exempt from income tax upto a limit specified by Income Tax authorities from time to time.
10. Presently, if the total interest on deposits, per resident depositor, per branch, per 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.
11. The depositor may furnish declaration in Form No. 15G (resident individuals) / Form 15H (for Senior Citizens) preferably at the commencement of the Financial Year for receiving interest on deposits without deduction of tax.
12. The Bank will issue TDS Certificate at the end of each quarter for the tax deducted as per the existing Income Tax Regulations.

OTHER SERVICES OFFERED BY THE BANK

Payment of Balance in Accounts of Deceased Customer to Survivors / Claimants

As directed by the RBI, the bank will not insist on succession certificate from legal heirs irrespective of amount involved. However, the banks may adopt such safeguards in considering settling of claims as appropriate including accepting an indemnity bond. For detailed information, please refer to Deutsche Bank's Account Handling of Deceased Depositors Policy.

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.

Safe Deposit Lockers

The facility of Safe Deposit Lockers is an ancillary service offered by the Bank at select branches. The Bank's branches offering this facility will indicate/display this information.

The major aspects governing the services are:

1. A locker may be hired by an individual (not minor), firms, limited companies, specified associations and societies, etc.
2. Nomination facility is available to individual hirer of Safe Deposit Locker.
3. Loss of key should be immediately informed to the Branch.
4. Lockers are available in different sizes.
5. Lockers are rented out for a minimum period of one year. Rent is payable in advance. In case of overdue rent, the Bank will charge penalty as decided from time to time.
6. With Standing Instructions, the rent may be paid from the deposit account of the hirer.
7. The Bank will provide locker facility only if the required documents for identification and other relevant documents are provided.
8. The Bank reserves right to break open the locker, if the rent is not paid inspite of giving notices as per the Bank rules and recover charges thereof.

Nomination

Nomination facility is available for all deposit accounts and safe deposit vaults.

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. However, nomination in favour of more than one person (i.e. upto 2 persons) is permissible in jointly operated locker accounts with common consent.

Nomination can be made, cancelled or varied by the account holder anytime during his/her life time. While making nomination, cancellation or variation, witness is required and the request should be signed by all account holders.

Nomination can be made in favour of a minor also.

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

Customers (new as well as existing) are advised to avail nomination facility, if they have not availed so far.

Remittance Service

Customers may remit funds from one centre to another centre by Demand Draft by paying specified charges as per the Bank's rules.

The customers can utilise the facility of National Electronic Funds Transfer (NEFT) System and RTGS (Real Time Gross Settlement) System etc., operated through RBI for transferring funds.

Demand drafts and travellers cheques will be issued by the bank only by debit to the customer's account. Similarly, payments towards such instruments will be made through banking channels and not in cash.

Cash Order (i.e. Pay Order, Banker's Cheque)

Cash Order is issued for making payment locally.

Issue/payment of cash order for Rs.50,000/- and above is to be made only through the bank account.

Validity period of cash order is 6 months. This can be revalidated by the issuing branch on written request of the purchaser alongwith the original instrument.

Issue of Duplicate Cash Order without receipt of non-payment advice

As directed by the RBI, the bank will issue duplicate demand draft upto Rs. 5,000/- on the basis of adequate indemnity and without obtaining Non-Payment Advice from the drawee branch.

Time frame for issue of Cash Order (Draft drawn on branches of the Bank)

As directed by the RBI, the banks will issue duplicate demand draft to the customer within seven working days from the receipt of request and Indemnity Bond.

Collection Service

Branches / extension counters of the Bank will consider providing immediate credit for outstation cheques / instruments up to the aggregate value of Rs.15,000 tendered for collection by individual account holders subject to *satisfactory conduct* of such accounts for a period not less than 6 months. For detailed information, please refer to Deutsche Bank's Cheque Collection Policy.

All cheques (local and outstation) deposited by the customers are cleared by the Bank as follows:

LOCAL CLEARING : Cheques are cleared normally in two working days, depending on the centre subject to depositing of the cheques / instruments in time.

NATIONAL CLEARING : Cheques drawn on Metropolitan centres listed in national clearing where the Bank has a branch are cleared in 7 working days. All cheques drawn on other centres are cleared in 14 working days.

For details on compensation, please refer to Deutsche Bank's Compensation Policy or visit Deutsche Bank's Website at <http://www.deutschebank.co.in>.

Customers are requested to deposit their cheques within the stipulated timeframe at the branches.

Exchange of Soiled Currency Notes

The bank accepts soiled notes from customers for exchange.

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.

Revised interest rates are applicable only to the renewals and fresh deposits while existing deposit continue to get interest at the contracted rate.

Service Charges

The Bank provides various services to customers for which service charges are levied. The charges are reviewed / revised from time to time.

For Service charges, please refer to Schedule of Charges (SOC) booklet. The same is available with the branch at the 'May I Help You' desk or visit Deutsche Bank's Website at <http://www.deutschebank.co.in>.

ACCOUNT RELATED IMPORTANT INFORMATION

Insurance Cover for Deposits

Deutsche Bank AG, India has been covered under the Deposit Insurance and Credit Guarantee Corporation Act, 1961 which insures the bank's deposits to the extent of Rs. 1 lakh for every depositor in the same right and same capacity.

Stop Payment Facility

The Bank may accept stop payment instructions from the depositors in respect of cheques issued by them as per Bank's policy in this regard. Stop Payment Charges, as specified, will be recovered from the customer.

Dormant Accounts

Accounts which are not operated for 24 months will be transferred to a separate dormant / inoperative account status in the interest of the depositor. The depositor has to provide appropriate identity and address evidence etc., as the Bank may prescribe to re-activate the account.

TIME-NORMS FOR VARIOUS BANKING TRANSACTIONS

The following time norms etc. are indicative only.

Day 0 - Being the date of receipt of the documents / instructions at the branch counter	
Activity Description	Total TAT
Funds transfer	Day 0
Account opening and welcome kit delivery	Day 2 + delivery time**
Outward clearing local (subject to clearing off's for the branches)	Day 2
ATM /Debit Card – Reissuance	Day 3 + delivery time**
ATM / Debit Card PIN Reissuance	Day 2 + delivery time**
Cheque Book Reissuance	Day 2 + delivery time**
TIN Reissuance	Day 2 + delivery time**
Net Banking Password Reissuance	Day 2 + delivery time**
FD Advice New	Day 0
FD Advice Roll Over	Day 0
Statement Of Account – Monthly	Day 0
Change of Instructions [Change in signature, Additions to the account, Change of Address]	Day 2 + delivery time**
Request through Net Banking- DD's/Cheque book/statement/FD	Day 2 + delivery time**
Despatch of Interest cheques or Pay out through Manager's Cheque	Day 1 + delivery time**
** Delivery time may vary basis the mailing address and hence ranges from 2 days to 7 days	

For detailed information on our Products and Service offering, visit our branch offices or write to us at customer.care@db.com or visit Deutsche Bank's Website at <http://www.deutschebank.co.in>.

FOREIGN EXCHANGE TRANSACTIONS

The Bank offers a wide range of Foreign Exchange Products and Services to all customers, through its branches. All Foreign Exchange transactions are conducted subject to Rules and Regulations under the Foreign Exchange Management Act, 1999 (FEMA). For further details / information, visit our branch offices or write to us at customer.care@db.com or visit Deutsche Bank's Website at <http://www.deutschebank.co.in>.

NON-RESIDENT INDIAN ACCOUNT

What are commonly known as "NRI accounts" are bank accounts in India opened for Non-Resident Indians / Person of Indian Origin. For further details / information, visit our branch offices or write to us at customer.care@db.com or visit Deutsche Bank's Website at <http://www.deutschebank.co.in>.

DEMAT ACCOUNT

A depository account facilitates holding of securities in dematerialized / electronic form for the depository account holder.

For further details / information, visit our branch offices or write to us at customer.care@db.com or visit Deutsche Bank's Website at <http://www.deutschebank.co.in>.

LOANS

Deutsche Bank offers the following loan facilities :

1. Home Loan
2. Loan against Property
3. Personal Loan
4. Overdraft against Deposit

For further details / information, visit our branch offices or write to us at customer.care@db.com or visit Deutsche Bank's Website at <http://www.deutschebank.co.in>.

ALTERNATE DELIVERY CHANNEL

1. DB Online Banking
2. Phone Banking

For further details / information, visit our branch offices or write to us at customer.care@db.com or visit Deutsche Bank's Website at <http://www.deutschebank.co.in>.

REDRESSAL OF COMPLAINTS

At Deutsche Bank, we want to make sure that all our customers get best of the services, which you as a valued customer deserve.

To enable the customers to voice their grievances or offer suggestions for improvement in customer service, monthly 'Customer Service Meetings' are held at all our branches and quarterly meeting in this regard are held at the Head Office constituting of Senior Management inclusive of the Managing Director.

In case of any complaint, the matter may be first brought to the notice of concerned branch manager for immediate redressal. If the complaint is not redressed to the satisfaction of the customer,

You can write to us at the following addresses:

By Regular Post
Customer Care – Banking
Deutsche Bank AG,
PO Box 9095,
Mumbai - 400 063.

We will respond to you within 7 days of receipt of your communication. You may also call our 24/7 phone banking team at 1860 266 6601[#] for immediate assistance.

If you do not receive a response, you may escalate your complaint to :

Ms. Tuesy Chhatwal
Deutsche Bank AG, India
Private and Business Clients
PO Box Number – 9094
Goregaon Post Office
Goregaon (E), Mumbai 400 063

Email: head.services@db.com

If your complaint remains unresolved, you can further escalate to :

Mr. Manoj Naik
Nodal Officer
Deutsche Bank AG, India
Private and Business Clients
PO Box Number – 9094
Goregaon Post Office
Goregaon (E), Mumbai 400 063

Email: head.services@db.com

Customers outside India need to dial +91 22 6601 6601. Customers in Mumbai can also call at 6601 6601. Call charges apply.

If you do not hear from us regarding your complaint within 30 days or if your complaint remains unresolved to your satisfaction you may choose to approach the Banking Ombudsman appointed by the Reserve Bank of India under the Banking Ombudsman Scheme 2006, at any of the Banking Ombudsman Address provided under Deutsche Bank website.

Disclaimer :

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