



Level 3

Comprehensive Deposit Policy



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1. Introduction

Basis Reserve Bank of India's (RBI) master circular no. RBI/2015-16/59 DBR No. Leg. BC. 21/09.07.006/2015-16 dated July 1, 2015, RBI/DBR/2015-16/19 Master Direction DBR. Dir. No.84/13.03.00/2015-16 dated March 3, 2016 updated as of 11th November 2021 on interest rate on deposits and Indian Bank Association (IBA) Model Policy on Bank Deposits guidelines, Bank's Comprehensive Deposit Policy has been formulated.

One of the important functions of the Bank is to accept deposits from the public for the purpose of lending. In fact, depositors are the major stakeholders of the banking system. The depositors and their interests form the key area of the regulatory framework for banking in India and this has been detailed in the Banking Regulation Act, 1949. The Reserve Bank of India is empowered to issue directives / advices on interest rates on deposits and other aspects regarding conduct of deposit accounts from time to time.

Further the Reserve Bank of India vide their circular RBI/2014-15/72 DBOD No. Leg. BC.21/09.07.006/2015-16 dated 1 Jul 2015 has asked the Indian Bank Association (IBA) to formulate a uniform code for banking practice to all member banks. These instructions are available in section 5.8.5 of the said circular i.e., Payment of interest on fixed deposit – Method of calculation of interest. Basis this section, IBA has issued a model deposit policy which clearly gives the methodology for calculating the interest of various deposit types including monthly interest option. With liberalization in the financial system and deregulation of interest rates, banks are now free to formulate deposit products within the broad guidelines issued by RBI.

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 recognises the rights of depositors and aims at dissemination of information about various aspects of acceptance of deposits from the members of the public, 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. The ultimate objective is that the customer will get services they are rightfully entitled to receive without demand.

While adopting this policy, the bank reiterates its commitments to individual customers outlined in Bankers' Fair Practice Code of Indian Banks' Association. This document is a broad framework under which the rights of common depositors are recognized.

1.1 Types of Deposit Accounts

The deposit products can be categorised broadly into the following types. Definition of major deposits schemes are as under: -

- (i) "Demand deposits" means a deposit received by the Bank which is withdrawable on demand
- (ii) "Savings deposits" means a form of demand deposit which is subject to restrictions as to the number of withdrawals as also the amounts of withdrawals permitted by the Bank during any specified period
- (iii) "Term Deposit" means a deposit received by the Bank for a fixed period withdrawable only after the expiry of the fixed period and include deposits such as Recurring and



Term Deposits. All Term deposits can be prematurely withdrawn by giving due notice to the bank.

- (iv) Non-Cancellable deposits which are offered only to Corporate clients where premature withdrawals are not permitted.
- (v) "Current Account" means a form of demand deposit wherefrom withdrawals are allowed any number of times depending upon the balance in the account or up to a particular agreed amount and will also include other deposit accounts which are neither Savings Deposit nor Term Deposit.

2. General Guidelines

2.1 Account Opening and Operation of Deposit Accounts

Before opening any deposit account, we will carry out due diligence as required under "Know Your Customer" (KYC) guidelines Anti-Money laundering rules and regulations issued by RBI and or such other norms or procedures as per the Customer Acceptance Policy of the bank.

- The Bank will offer various account variables including Basic Banking Savings Deposit Accounts i.e., "Easy Savings account".
- We will provide account opening forms and other material including the MITC (Most Important Terms and Conditions) to the prospective depositor opening a Savings Account with the Bank. The same will contain details of information to be furnished and documents to be produced for verification and or for record, it is expected of the Bank official opening the account, to explain the procedural formalities and provide necessary clarifications sought by the prospective depositor when he approaches for opening a deposit account.
- The regulatory guidelines require banks to categorise customers based on risk perception and prepare profiles of customers for the purpose of transaction monitoring. Inability or unwillingness of a prospective customer to provide necessary information/details could result in the bank not being able to open an account.
- The due diligence process, while opening a deposit account will involve full KYC documentation of the customer as per RBI guidelines which will include satisfying about the identity of the person, verification of address, his occupation, source of income and recent photograph of the person/s opening / operating the account. And any other information as may be required by the Bank.
- In addition to the due diligence requirements, under KYC norms the Bank is required by regulation to obtain Permanent Account Number (PAN) or alternatively declaration in Form No. 60 or 61 as specified under the Income Tax Act / Rules.
- Inability of an existing customer to furnish details required by the bank to fulfil statutory and internal requirements obligations could also result in closure of the account after a notice provided to the customer.

For deposit products like Savings Account and Current Account, the Bank will stipulate certain minimum balances to be maintained or a similar condition basis the overall relationship of the client as part of the terms and conditions governing operation of such accounts. Failure to maintain the stipulated requirement in the account will attract levy of charges as specified by the Bank from time to time.



The Bank may also place restrictions on number of transactions, cash withdrawals, etc., for given period depending on the variant chosen by the client for both Current and Savings Accounts. Details regarding the minimum balance and charges applicable therein will be available on the Bank's website and Schedule of Charges provided in the welcome kit. We are not levying charges for non-maintenance of minimum balances in any inoperative accounts.

- Similarly, the Bank may specify charges for issue of cheques books, additional statement of accounts, duplicate passbook, etc. All such details, regarding terms and conditions for operation of the accounts and schedule of charges for various services provided will be communicated to the prospective depositor while opening the account. Bank may change the same after giving 30 days' notice to the customers. The changes made to the SoC to be communicated to the customers via SMS and email.

2.2 Type of Deposit Accounts

2.2.1 Savings Bank Accounts can be opened for eligible person / persons and certain organizations / agencies (as advised by Reserve Bank of India (RBI) from time to time). As per the Reserve Bank of India, savings deposit account cannot be opened in the name of entities other than individuals, Karta of Hindu Undivided Family (HUF) and organisations/agencies listed below

- (1) Primary Co-operative Credit Society which is being financed by the bank.
- (2) Khadi and Village Industries Boards.
- (3) Agriculture Produce Market Committees.
- (4) Societies registered under the Societies Registration Act, 1860 or any other corresponding law in force in a State or a Union Territory except societies registered under the State Co-operative Societies Acts and specific state enactment creating Land Mortgage Banks.
- (5) Companies licensed by the Central Government under Section 8 of Companies Act, 2013 or Section 25 of Companies Act, 1956 or under the corresponding provision in the Indian Companies Act, 1913 and permitted, not to add to their names the words 'Limited' or the words 'Private Limited'.
- (6) Institutions other than those mentioned in section 26(h) and whose entire income is exempt from payment of Income-tax under the Income-Tax Act, 1961.
- (7) Government departments / bodies / agencies in respect of grants/ subsidies released for implementation of various programmes / Schemes sponsored by Central Government / State Governments subject to production of an authorization from the respective Central / State Government departments to open savings bank account.
- (8) Development of Women and Children in Rural Areas (DWCRA).
- (9) Self-help Groups (SHGs), registered or unregistered, which are engaged in promoting savings habits among their members.
- (10) Farmers' Clubs – Vikas Volunteer Vahini – VVV.

2.2.2 Current Accounts can be opened by individuals / partnership firms / Private and Public Limited Companies / Hindu Undivided Families (HUFs) / Specified Associates / Societies / Trusts, etc. Departments of Authority created by Government (Central or State) Limited Liability Partnership, etc. as per the guidelines issued by the Reserve Bank of India from time to time. The latest guidelines have been issued vide their circular no RBI/2020-21/20 DOR. No. BP BC/7/21.04.048/2020-21 dated August 06th, 2020 on "Opening of Current Accounts – Need for discipline"



(<https://www.rbi.org.in/Scripts/NotificationUser.aspx?Id=9920&Mode=0>), guidelines issued by RBI vide their circular number RBI/2021-22/116

2.2.3 DOR.CRE.REC.63/21.04.048/2021-22 issued on 29th October 2021 and subsequent FAQs released by them on the said topic which Banks are required to follow while opening a current account.

2.2.4 Term Deposits Accounts can be opened by individuals / partnership firms / Private and Public Limited Companies / HUFs / Specified Associates / Societies / Trusts, etc. Departments of Authority created by Government (Central or State), Limited Liability Partnership, etc.

2.2.5 Minor's Accounts

A Savings account can be opened by the minor along with the guardian (mother/father/ legal guardian) and the same can be operated by the guardian or by minor himself / herself, if he/she is above the age of 10 years. However, no overdrafts will be granted to these minors.

On attaining majority, the erstwhile minor should confirm the balance in his/her account. A Balance confirmation letter signed by the erstwhile minor (and the guardian, if the account was operated by the Guardian singly or jointly with the minor) would be obtained. Minor to major conversion letter, operating mandate and KYC documents as required by the bank and the proof of attaining maturity along with fresh specimen signature duly verified by the natural guardian would be obtained and kept on records for all operational purposes.

2.2.5 Account of Illiterate / Visually Impaired Person

The Bank is committed to providing basic banking services to special sections like illiterate / visually impaired person of the society. Banking services would be offered to them as per Bank's internal guidelines.

2.3 Statement of account

A statement of account will be provided by the Bank to Savings Bank as well as Current Deposit Account holders as per the frequency specified in the terms and conditions of opening of the account. Alternatively, the Bank may issue a Pass Book to these account holders on request.

Customers can visit the branch and update the Passbook. Alternatively, customer can place a request for statement of account at the nearest branch or through phone or email. Customer can also download the statement through Online or Mobile Banking app.

Bank will ensure that transactions are correct and legible for the customer to be able to recognise and understand the details mentioned in the statement/passbook.

Branch service teams will ensure that passbooks are handed over to the customer and any passbook that is left at the branch should be held under lock and key till the same is handed over to the customer.



The statement of account will mention the address and contact number of the branch along with IFSC and MICR code.

The deposit account may be transferred to any other branch of the Bank at the request of the depositor. Or at the discretion of the Bank or if permissible by the regulator.

2.4 Operation of Deposit Accounts

- 2.4.1 In case, wherein Term Deposit needs to be booked by debiting customer's account with us, then bank will debit the customer's account only if clear funds are available in customer's account after which the Term Deposit will be booked.
- 2.4.2 Bank reserves the right to decide to take Term Deposit booking for customers who do not hold Savings or Current Account with us. The customer needs to fulfill KYC requirement as per RBI guidelines. Only after source of funds is satisfactorily confirmed, duly signed in customer instructions are in place and funds are credited to bank's working Term Deposit Account, the Term Deposit for the customer will be booked.
- 2.4.3 Operation of Joint Account - The Joint Account opened by more than one individual can be operated by single individual or by more than one individual jointly. The mandate for operating the account can be modified with the consent of all account holders. The Savings Bank Account opened by minor jointly with natural guardian / guardian can be operated by such guardian only.

Type of Mandates:

- (a) Singly
 - (b) Jointly
 - (i) Joint
 - (ii) Either or survivor
 - (iii) Anyone or Survivor/s
 - (iv) Former or Survivor
 - (v) Latter or Survivor
- 2.4.4 At the request of the depositor, the Bank will register mandate / power of attorney given by him authorizing another person to operate the account on his behalf.
- 2.4.5 The Term Deposit account holders at the time of placing their deposits can give instructions with regard to closure of deposit account or renewal of deposit for further period on the date of maturity. All term deposits are booked with specific instructions on maturity or renewal. In case of absence of any instructions deposits will be treated as an auto renewal deposit and will be renewed for a similar period at extant rates.
- 2.4.6 The deposit accounts may be transferred to any other branch of the Bank at the request of the depositor. Or at the discretion of the Bank or if permissible by the regulator.
- 2.4.7 Lien can be marked on a NRE Fixed Deposit but not on an NRE savings account.



2.5 Interest Payments

Interest will be paid on savings account and term deposits at the rates as decided by the Bank within the general guidelines issued by RBI from time to time. The Bank will obtain prior approval of its Board / Asset Liability Management Committee (if powers are delegated by the Board) or similar committee as authorised by the Board / ALCO for fixing interest rates on deposits.

- The rate of interest on deposits will be prominently displayed in the branch premises and Bank's website.
- Changes if any, with regard to the deposit schemes and other related services shall also be communicated upfront and shall be prominently displayed.
- Bank offers interest pay out option on a monthly (at a monthly discounted rate), quarterly and cumulative basis

2.5.1 Savings Account

- Interest shall be paid on saving account in line with Reserve Bank of India policy and will be calculated on daily product basis in line with the existing guidelines issued by the Reserve Bank of India. The interest rate applicable on Savings Bank Account will be displayed on the Bank's website. This rate is subject to change as per the discretion of the bank. Bank will pay interest on savings account on a quarterly basis.
- Interest on savings bank accounts, including those frozen by the enforcement authorities, shall be credited on regular basis irrespective of the operational status of the account.

2.5.2 Term Deposit

- Term deposit including Non-Resident Fixed Deposit interest rates are decided by the Bank within the general guidelines issued by the Reserve Bank of India from time to time. The interest will be calculated from the date the Term Deposit is booked and will be in accordance with the formulae and guidelines advised by the Indian Banks' Association for all types of interest pay-out options i.e., monthly, quarterly, or cumulative.
- Post opening the term deposit, Bank will issue term deposit advices indicating details such as date of opening the deposit account, period of deposit, maturity date applicable rate of interest, etc.
- The Bank has statutory obligation to deduct tax at source if the total interest paid / payable on all term deposits held by a person exceeds the amount specified under the Income Tax Act. The Bank will issue a tax deduction certificate (TDS Certificate) for the amount of tax deducted. The depositor, if entitled to exemption from TDS can submit declaration in the prescribed format at the beginning of every financial year.



- In the event of the death of the depositor, premature liquidation for the term deposits will be allowed. Please refer to the note on “Policy on Operational Procedure for Settlement of Claims of Deceased Depositors and Return of Articles in Safe Deposit Lockers and Demat Account” for more details.
- If a Term Deposit (TD) matures and proceeds are unpaid, the amount left unclaimed with the bank shall attract rate of interest as applicable to savings account or the contracted rate of interest on the matured TD, whichever is lower.
- For Renewal of overdue deposits, the Bank will Auto Renew the term deposit as per the instructions received at the time of the previous renewal of the Term deposit. In the eventuality of a term deposit not getting renewed on the said date, such deposits will get renewed with the value date being the said date of actual renewal.
- DB follows the guidelines laid down by RBI with regards to the any remuneration, fees, commission, brokerage or incentives etc. on deposits.
- Changes in Interest Payment / Rounding off / TDS for Term Deposits

With effect from 9th Sep'22, following will be applicable for Term deposits in Section 2.5.2 for deposits booked in the new scheme codes,

1. Payment of interest on deposits shall be rounded off to the nearest rupee for rupee deposits
2. Interest will be calculated basis number of days the deposit is held with the Bank
3. Compounding will be on anniversary quarter and not financial quarter. For example, deposits booked on 6th Sep'22 will be compounded on 5th Dec'22
4. Deposits booked prior to 9th Sep'22 will continue as per the existing process till maturity of the deposit. On renewal they will be booked as per the process rolled out with effect from 9th Sep'22
5. We will continue with both systems up till 18th Sep'22 and then migrate all bookings including renewals to the new process

Other changes to the Term Deposit section 2.5.2,

1. The Bank considers both a leap year (366 days) and a non-leap year (365 days) as 1 completed year for calculating the tenure of a fixed deposit. In case a customer books a fixed deposit for 1 year in a leap or a non-leap year, the interest applicable on this deposit will be for the tenure 1 year. Similarly, if a customer books a fixed deposit for 2 years, which is spread over a leap year and a non-leap year, the interest applicable on this deposit will be for the tenure > 1.5 Yrs - 2 Yrs. This condition will be applicable for all tenures ≥ 1 year spanning a leap year and a non-leap year.

- a. For example, deposit was booked on 1st Jan'20 for 1 year (maturing on 1st Jan'21). The difference of days between the two dates is 366 days. In our system, we will book the deposit at the rate applicable for 1year and not 1year 1 day.
- b. Similarly, a deposit is booked on 1st Jan'21 for 1year (maturing on 1st Jan'22). The difference of days between the two dates is 365 days. In our system, the deposit will be booked at the rate applicable for 1year



2.5.3 Senior Citizen Term Deposit

- Senior Citizen Term Deposits will be offered to customers having 60 or more than 60 years of age.
- This is applicable only for resident Indian individuals (excludes non-resident individuals, Individuals in their capacity as a Karta in HUFs and all non-individuals).
- In case of Joint Term Deposit, first applicant should be a Senior Citizen.
- Differential rates on Term Deposits maybe applicable for selected tenures. Rates would be published on the Bank's website. This rate is subject to change as per the discretion of the Bank.
- The above rates will be applicable for recurring deposits too.
- On completion of 60 years, our system will automatically identify the customer and apply fixed deposit rates. The changes will be made at the time of renewal of the deposits.

2.6 Addition or Deletion of the name/s of Joint Account Holders

Addition or deletion of holders in the jointly operated account is allowed based on the written instructions duly signed in by all account holders is received by the bank.

2.7 Nomination Facility

- Nomination facility is available on all deposit accounts and safe deposit locker opened by individuals.
- Nomination is also available to a sole proprietorship account.
- Nomination can be made in favour of one individual only. A nominee cannot be an Association, Trust, Society or any other Organisation or any office-bearer thereof in his official capacity. In view thereof any nomination other than in favour of an individual will not be valid.
- Nomination can be cancelled or changed by the account holder/s any time. While making nomination, cancellation or change thereof, it is required to be witnessed by a third party. Nomination can be modified by the consent of account holder/s.
- Nomination can be made in favour of a minor also under the administration of a legal/natural guardian.
- There cannot be more than one nominee in respect of any deposit account.
- Bank recommends that all depositors avail nomination facility. The nominee, in the event of death of the depositor/s, would receive the balance outstanding in the account as a trustee of legal heirs. The depositor will be informed of the advantages of the nomination facility while opening a deposit account.
- The bank will ask the customer to fill in nomination. If the customer opening the account still does not want to nominate, the bank will ask him to give a specific letter / declaration to the effect that he does not want to make a nomination.

**Acknowledgement of Nomination:**

- Once the account is opened, Bank will send the welcome letter to customer's registered communication address which will mention the nomination details provided by the customer provided by the customer in the application form.
- In case of any change (addition or deletion) made by the customer, the bank will send a letter confirmation to customer's registered communication address.
- Bank will register the nomination details provided by the customer in its system.
- In case the customer has availed Nomination facility, Bank will mention the legend 'Nomination Registered' in the statement of account, if the customer requests for the same.

2.8 Customer Information

The customer information collected from the customers shall not be used for cross selling of services or products by the Bank, their subsidiaries and affiliates. If the Bank proposes to use such information, it will be strictly with the consent of the accountholder.

2.9 Secrecy of Customer's Account

- The Bank shall not disclose details / particulars of the customer's account to a third person or party without the expressed or implied consent from the customer. However, there are some exceptions, viz. disclosure of information under compulsion of law, where there is a duty to public to disclose and where interest of the Bank requires disclosure.
- The Borrower and/or the Security Provider/s hereby consents that personal information data relating to the Borrower/s and/the Security Provider, the credit facility availed of and/or to be availed by the Borrower, the obligations assumed and/or to be assumed by the Borrower and the Security Provider/s in relation thereto shall be disclosed by the Bank to its duly appointed stock auditors, valuers etc. in order to conduct a check or for valuation purpose on the security that may be provided by the Borrower.

2.10 Premature withdrawal of Term Deposit

- The Bank on request from the depositor, at its discretion may allow withdrawal of term deposit before completion of the period of the deposit.
- No interest is payable for deposits withdrawn prematurely before 7 days for resident deposits including NRO deposits. The said time period for NRE deposits is greater than or equal to 1year
- Premature withdrawal: In case of premature withdrawal of fixed deposits on 7th day or thereafter (or 1year or thereafter for NRE deposits), the interest rate will be 1.00% below the applicable interest rate for the deposit. The applicable interest rate will be the rate as on the date of booking for the period for which the deposit has run. This will be applicable for all deposits including renewals and may change as per the extant policy of the Bank. Information pertaining to penal interest rates and applicable terms and conditions will be made available on the Bank's website.

In case of premature withdrawal, the applicable rate to be considered for the run period of the Fixed Deposit will be the card rate as per the amount, tenure (run period) and date of the deposit. This condition is effective from July 20, 2020. For all the deposits irrespective of amount booked prior to 20th Jul, 2020 the card rate for amount < Rs.2crores will be considered.



Request for pre-mature withdrawal can be accepted as per the Mode of Operation (MOP) specified at the time of opening the Term Deposit, subject to submission to necessary documents.

- As per RBI guidelines, Bank reserves the right to offer term deposits without premature withdrawal option. This product is currently offered to Corporate clients only.

2.11 Advances against Deposits

- The Bank may consider request of the depositor/s for loan / overdraft facility against term deposits duly discharged by the depositor/s on execution of necessary security documents.

2.12 Settlement of dues in deceased deposit account

Please refer to our policy on Handling of Account of Deceased Depositors.

2.13 Interest payable on Term deposit in deceased account

Please refer to our policy on Handling of Account of Deceased Depositors.

2.14 Splitting of the amount of Term Deposit at the request from the claimant/s of deceased depositors or Joint Account holders

Refer to policy on Handling of Account of Deceased Depositors

2.15 Insurance Cover for Deposits

All bank deposits are covered under the insurance scheme offered by Deposit Insurance and Credit Guarantee Corporation of India (DICGC) subject to certain limits and conditions. The details of the insurance cover in force will be made available to the depositor. Please refer to our website www.deutschebank.co.in – Important Information – DICGC Insurance on Deposits or visit https://forms.deutschebank.co.in/disclaimer/dicgc_insurance_deposits.html for complete details

2.16 Stop Payment Facility

The Bank will accept stop payment instruction from the depositors in respect of cheques issued by them. Charges, as mentioned in Schedule of Charges will be recovered from customer's account. The stop payment instructions will not be accepted, if the referred cheque is already in clearing.

2.17 Inoperative Accounts

The Bank will conduct an annual review of accounts in which there are no customer induced transactions for the last one year. Letters are thereafter, sent to the customers on periodic basis advising them to transact in the account.



2.18 Dormant Accounts

Accounts which are not operated for a period of two years will be classified as "Dormant" in the interest of the depositor as well as the Bank. The depositor can request the Bank to activate the account by submitting the required documents for operating it.

2.19 Unclaimed Deposits / Dormant Accounts in banks

Unclaimed deposit account mean accounts, which have not been operated upon the last 10 years. In the case of money deposited for a fixed period, the said term of 10 years would be reckoned from the date of the expiry of such fixed deposits.

Bank will deal with dormant accounts in the following manner:

- Bank will make an annual review of accounts in which there are no operations (i.e., no credit or debit other than crediting of periodic interest or debiting of service charges) for more than one year. The Bank will approach the customer and inform them in writing that there has been no operation in their accounts and ascertain the reasons for the same. In case the non-operation in the account is due to shifting of the customers from the locality, the customer will be asked to update his/her communication address / contact number with the Bank or in case customer do not wish to continue the relationship, Bank will ask the customer to close the account. This will be done only upon receiving written communication from the customer to that effect.
- In case the whereabouts of the customers are not traceable, Bank will consider contacting the employer / or any other person whose details are available with them. Bank may on best effort basis try to contact the customer on the contact numbers registered with them. In case of Non Resident accounts, the bank may also contact the account holders through e-mail and obtain their confirmation of the details of the account.
- In case any reply is given by the account holder giving the reasons for not operating the account, Bank will continue classifying the same as an operative account for one more year within which period the account holder may be requested to operate the account. However, in case the account holder still does not operate the same during the extended period, Bank will classify the same as dormant account after the expiry of the extended period.
- A savings as well as current account will be treated as dormant if there are no transactions in the account for over a period of two years.
- For the purpose of classifying an account as 'dormant' both the type of transactions i.e., debit as well as credit transactions induced at the instance of customers as well as third party will be considered. However, the service charges levied by the Bank or interest credited by the Bank will not be considered.
- There may be instances where the customer has given a mandate for crediting the interest on Term Deposit account and/or crediting dividend on shares to the Savings Bank account and there are no other operations in the Savings Bank account. Since the interest on Term Deposit account and/or dividend on shares is credited to the Savings Bank accounts as per the mandate of the customer, the same will be treated as a customer induced transaction. As such, the account will be treated as operative account as long as the interest on Term Deposit account and/or dividend on shares is credited to the Savings Bank account. The Savings Bank account will be treated as dormant account only after two years from the date of the last credit entry of the



interest on Term Deposit account and/or dividend on shares, whichever is later, provided there is no other customer induced transaction.

- Operation in such dormant accounts will be allowed only after ensuring genuineness of the transaction, verification of the signature and identity of the customer, etc.
- Bank will not levy any charge the customer for activation of dormant account.
- Interest on savings bank accounts will be credited on regular basis whether the account is operative or not. If a Term Deposit Receipt matures and proceeds are unpaid, the amount left unclaimed with the bank will attract savings bank rate of interest.

For more information, please refer to the mentioned policy: Inoperative, Dormant, Unclaimed Account Policy with Procedure on transfer of funds to RBI DEAF scheme - PWCC & GCO India.

2.20 Display of List of unclaimed deposits / inoperative accounts

Bank will display the list of unclaimed deposits/dormant accounts which are dormant for ten years or more on the website. The list so displayed on the website will contain only the names of the account holder(s) and his/her address in respect of unclaimed deposits/dormant accounts. In case such accounts are not in the name of individuals, the names of individuals authorized to operate the accounts will also be indicated. However, the account number, its type and the name of the branch and amount will not be disclosed on the bank's website. The list so published by the banks will provide a "Find" option to enable the public to search the list of accounts by name of the account holder.

Please refer to Bank's website for process of account activation of dormant account and the necessary forms and documents.

Link: www.deutschebank.co.in

2.21 Safe Deposit Lockers

- This facility is not offered through all bank branches and wherever the facility is offered, allotment of safe deposit vault will be subject to availability and compliance with other terms and conditions attached to the service.
- Safe deposit lockers may be hired by an individual (being not a minor) singly or jointly with another individual(s), HUFs, firms, limited companies, associates, societies, trusts etc.
- Nomination facility is available to individual(s) holding the lockers singly or jointly. In respect of lockers held in joint names, up to two nominees can be appointed. Joint locker holders can give mandate for access to the lockers in the event of death of one of the holders on the lines similar to those for deposit accounts.

In the event of death, please refer to policy on Handling of Account of Deceased Depositors

2.22 Closure of Account

Accounts can be closed either based on duly signed (as per mandate) written instruction from the account holder/s or suo moto by the bank after giving 30 days prior notice to the customer, where necessary, under the policy and procedures of the bank.(Please refer to the note on handling account closure)



3. Redressal of complaints and grievances

Please refer to our policy on "Customer Grievance Redressal".

Circular Reference

Sr. No	Circular Date	RBI Circular No.	Subject
1.	-	IBA	Model Policy on Bank Deposits
2.	July 1, 2015	RBI/2015-16/59 DBR No.Leg.BC. 21/09.07.006/2015-16	Master Circular on Customer Service
3.	March 03, 2016		Master Direction - Reserve Bank of India (Interest Rate on Deposits) Directions, 2016
4.	July 1, 2015	Reserve Bank of India - Master Circulars (rbi.org.in)	Master Circular on Customer Service in Banks
5	June 22, 2017	https://rbi.org.in/Scripts/NotificationUser.aspx?Id=11009&Mode=0	Recording of Details of Transactions in Passbook/ Statement of Account
6	August 18, 2021	Reserve Bank of India - Notifications (rbi.org.in)	Safe Deposit Locker/Safe Custody Article Facility provided by the banks - Revised Instructions
7	November 11, 2021	https://rbi.org.in/Scripts/NotificationUser.aspx?Id=10296&Mode=0	Master Direction - Reserve Bank of India (Interest Rate on Deposits) Directions, 2016 (Updated as on November 11, 2021)