



Comprehensive Deposit Guidelines

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1. Introduction

Banks Comprehensive Deposit Policy/guidelines has been formulated basis 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 on October 26, 2023) and Indian Bank Association (IBA) Model Policy on Bank Deposits. As per RBI Circular RBI/2024-25/40 DoR.SPE.REC.No.24/13.03.00/2024-2025 it has been decided to revise the definition of bulk deposits to INR 30 mn

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 recognizes 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 and Institutional clients (i.e., other than retail individual, non-individual clients including MSMEs banking with its PB division) where pre-mature 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.
 - (vi) 'Earn more deposit' is a flexible deposit which is offered to Corporate and Institutional clients only (i.e., other than retail individual, non-individual clients including MSMEs banking with its PB division) and is maintained in minimum multiples of unit amounts instead of a single block amount, where creation and liquidation takes place based on available balances in the Current Account

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 variant including Basic Banking Savings Deposit Accounts i.e., "Easy Savings account" which is also offered to economically weaker section of the society.
- 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 categories 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 schedule of charges 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 28(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/2022-23/27 DOR.CRE.REC.23/21.08.008/2022-23 dated April 19, 2022 on Consolidated Circular on Opening of Current Accounts and CC/OD Accounts by Banks. FAQs released by them on the said topic which Banks are required to follow while opening a current account.

2.2.3 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.

2.2.4 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.

2.2.6 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.

2.2.7 Accounts of persons with autism, cerebral palsy, mental retardation & multiple disabilities

Savings bank and term deposits can also be opened in the name of persons with autism, cerebral palsy, mental retardation and multiple disabilities by the legal guardian appointed by the District Court under Mental Health Act, 1987 or by the Local Level Committees set up under the National Trust for welfare of persons with autism, cerebral palsy, mental retardation and multiple disabilities under Disabilities Act, 1999.

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

- 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

- In line with RBI guidelines with effect from 1st April 2010, Savings Bank interest is calculated on daily balances maintained in your account.
- While calculating Savings Bank interest to be paid on a daily basis and the Bank will consider 365 days for both leap and non-leap years.
- The calculation logic for calculating Savings Bank interest will be $\text{Daily Balance} \times \text{Rate of Interest} \times (\text{Number of days}) / 365 \times 100$.
- 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.
- Savings Bank interest will be paid at quarterly intervals i.e. March, June, September and December.
- 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.

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.
- The Bank will intimate depositors of term deposits at the registered contact details of the depositor prior to the date of maturity of the deposit if advance instructions from depositors for disposal of deposits on maturity is not obtained in the application form
- 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.
- In case there is delay from Bank in crediting Term Deposits maturity proceeds to customer - If the maturity proceeds are not paid by the Bank for any reason attributable to deficiency on the part of the Bank on the due date, then for the number of days deposit is additionally held with the bank, the customer will be paid interest for those days at the rate same as the contracted rate.
- 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 is 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 9thSep'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

Earn More Deposits (EMD)

- Earn more deposit' is a flexible deposit which is offered to Corporate and Institutional clients only (i.e., other than retail individual, non-individual clients including MSMEs banking with its PB division)
- Earn More Deposits are type of Term Deposits with an added flexibility of auto-creation and liquidation of deposits to meet the client's operational needs.
- Deutsche Bank offers depositors the facility of placing their deposits in "Earn more deposits" (EMD) in which the deposit is maintained in minimum multiples of unit amounts instead of a single block amount. Each Unit is considered to be a distinct deposit and the rates shall be applied basis the Unit Amount as per rate sheet published for Term Deposits on the banks website
- Earn More deposits can be opened for a minimum tenor of 7 days and unit size of INR 3,00,00,000 for Corporate Clients
- Liquidation of earn more deposits are done on Last In, First Out basis.
- Bank will issue earn more deposit advice indicating all relevant booking details.

Foreign Currency Non-resident Account – FCNR (B) Account

- FCNR(B) deposits is a fixed deposit offered to Non-Resident Indians (NRIs) in foreign currency in India.
- The Overnight Alternative Reference Rate for the respective currency / Swap rates quoted/displayed by Financial Benchmarks India Pvt. Ltd. (FBIL) shall be used as the reference for arriving at the interest rates on FCNR(B) deposits. FCNR(B) deposits interest rates will be fixed and paid within the ceiling of Overnight Alternative Reference Rate for the respective currency / maturity as per the guidelines issued by the Reserve Bank of India
- Interest on the deposits accepted under the scheme shall be calculated on the basis of 360 days to a year. The interest on FCNR (B) deposits shall be calculated at intervals of 180 days each and thereafter for the remaining actual number of days. Interest on balances held in these accounts will be paid on maturity.
- FCNR(B) deposit can be opened for a minimum tenor of 1 year and maximum 5years. This can change in line with the guidelines issued by the Reserve Bank of India.
- FCNR(B) deposit can be opened in foreign currencies / amounts as defined by the Bank in line with the guidelines issued by the Reserve Bank of India.
- Bank will issue FCNR(B) deposit advice indicating all relevant booking details.
- Premature closure of FCNR (B) deposits will be allowed.
 - a. Before completion of one year: No interest shall be paid on deposits

- b. After completion of one year and thereafter: 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.
- Partial withdrawal will not be permitted. FCNR (B) deposit will have to be withdrawn fully.
 - Auto renewal facility will not be allowed.

Non- Cancellable Deposits(NCTD)

Non-Cancellable deposits are offered only to Corporate and Institutional clients (i.e., other than retail individual, non-individual clients including MSMEs banking with its PB division) where pre-mature withdrawals are not permitted. The Bank will be offering Non-Cancellable Term Deposits to the Corporate clients to protect deposit liquidity by offering better rates as compared to the rates offered for normal term deposits where client have flexibility for premature withdrawal. This will help us to cover the liquidity risk and protect our revenue.

The minimum Tenor and Threshold of Non -Cancellable Term Deposits will be a- Tenor 41 days to 5 Years b- Threshold > =INR 5 Cr to >=1000Cr.

Interest rate shall be computed on quarterly basis or on maturity for deposits >= 60 to < 90 days. In case of Non - Cancellable Term Deposit's, Pre-mature withdrawal / Partial withdrawal / Sweep In/Out facility / Auto Renewal is not allowed. Premature withdrawal will be only under exceptional circumstances like direction from Judiciary / regulatory / statutory authority, under insolvency and deceased claim settlement cases. No interest will be paid in such cases and any interest paid until the date of premature withdrawal will be recovered from deposit amount. Non -Cancellable Term Deposits are available to Corporate clients.

The interest rates offered on Non-cancellable deposits shall not vary by more than 100bps as compared to Cancellable Deposits.

- a- Tenor 41 days to 5 Years
- b- b- Threshold > =INR 5 Cr to >=1000 Cr

The above shall be reviewed as per business requirement.

Splitting of Deposits

Corporate and Institutional clients (i.e., other than retail individual, non-individual clients including MSMEs banking only with its PB division) will be allowed to split deposits in multiples of more than INR 3 crores at the rate published for the amount bucket. However Corporate and Institutional clients (i.e., other than retail individual, non-individual clients including MSMEs banking only with its PB division) will not be allowed to split deposits in multiples less than Rs.3 crores to avail of card rates. In cases where such clients insist on splitting the deposit in multiples of <=INR 3 crores, we will not accept such deposits. The clients who are adopted only in PB segments will be allowed to split deposits for any amount as per their needs. The rate offered will be the rate applicable for the split value and not for the overall value of deposit.

Merchant trade transactions(MTT) to be exempted from splitting of deposits.

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 account holder.

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 1 year
- Premature withdrawal: In case of premature withdrawal of fixed deposits on 7th day or thereafter (or 1 year 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/ Dormant Accounts/

The Bank will conduct an annual review of accounts in which there are no customer induced transactions for the period as specified in the guidelines by RBI. Please refer to the mentioned policy: Inoperative, Dormant, Unclaimed Account Policy with Procedure on transfer of funds to RBI DEAF scheme - PWCC & GCO India.

2.18 Unclaimed Deposits Display of List of unclaimed deposits

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 display the list of unclaimed deposits/dormant accounts which are dormant for ten years or more on the website.

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

2.21 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".