



STATE BANK OF TRAVANCORE
 (Associate of the State Bank of India)
 HEAD OFFICE:: THIRUVANANTHAPURAM

SYSTEMS & PROCEDURES DEPARTMENT

SAVINGS BANK RULES

'Know Your Customer' Guidelines

1. a) Any person fulfilling account opening requirements may, upon agreeing to comply with the prescribed rules, as mentioned hereunder, open a Savings Bank Account, provided she/he furnishes proof of identity and proof of address as required by the Bank. The applicant will need to furnish proof of identity and proof address by way of the following:
 - A. Proof of identity (any one of the following with authenticated photograph thereon):
 - i. Passport
 - ii. Voter ID Card
 - iii. PAN Card
 - iv. Govt./Defence ID Card
 - v. ID cards of reputed employers.
 - vi. Driving Licenses.
 - B. Proof of current address (any of the following):
 - i. Credit Card Statement
 - ii. Salary Slip
 - iii. Income/Wealth Tax Assessment Order.
 - iv. Electricity Bill
 - v. Telephone Bill
 - vi. Statement of Bank account
 - vii. Letter from reputed employer
 - viii. Letter from any recognized authority

Note: While the above set should normally suffice to establish the identity and the correct address of the applicant, wherever this is not so additional documents may be called for.

In case of joint accounts, the applicants who are not closely related to each other would require to establish their identity and address independently.

b) For opening 'No frill Savings Bank accounts', two photographs of the applicant and self-certification of address will be necessary. Balances in these accounts at any point of time should be limited to Rs.50000/- and total transactions to Rs.200.000/- in a year. As and when the balance or total transactions exceed these limits, Bank will treat the account as a regular account and ask account holder to comply with normal Know Your Customer (KYC) procedure.

The officer responsible for opening of accounts should scrutinize the originals of the Photo ID/address documents and satisfy himself/herself about the prima facie authenticity of

the same. Photocopies of these documents should be authenticated by the Officer and kept along with the account opening form.

Introductory Reference

KYC norms should be strictly followed while opening accounts. Identity of the customer should be confirmed beyond doubt. Introduction may be taken as an additional precaution wherever warranted.

Who Can Open An Account?

2. A. Savings Bank account may be opened by:

- i. A single person in his or her name.
- ii. Two persons in their joint names, payable to
 - a) Either or Survivor
 - b) Both jointly
 - c) Both or Survivor
 - d) Former or Survivor
 - e) Latter or Survivor
- iii. By more than two persons in their joint names payable to
 - a) All of them or the survivors or the last survivor
 - b) Any one or more of them or survivors or the last survivor
 - c) A particular person during his/her lifetime or survivors jointly or the last survivor

Note:

- i. If any one or more of the account holders in case of accounts opened as per styles under ii (a) and iii (b) above countermand payment to the other joint account holders, then the account will become operative, respectively, by Both or All of them jointly.
- ii. In case pension paying department permits, pension drawing account can be opened in joint names with the family pensioner nominated in the PPO and will be operated accordingly.

3. Accounts may be opened in the name(s) of:

- a) Illiterate or blind person(s) and sick, old, physically handicapped or otherwise incapacitated person(s).
- b) Minor

MINOR ACCOUNTS

The account can be opened in any one of the following modes.

- i) By a natural guardian, i.e., father or mother in circumstances approved by the Bank, on behalf of the minor;

- ii) By a natural guardian, i.e., father or mother in circumstances approved by the Bank, in the joint names of himself/herself and the minor, payable to either or survivor;
- iii) By a person in the name of any minor of whom he or she is the guardian appointed by a competent Court under any enactment for the time being in force;
- iv) By a minor of age 10 and above in his/her single name, in circumstances approved by the Bank, to be operated upon by himself/herself, provided he/she can put uniform signatures.

Accounts under Rules 3(i) and 3(ii) will be opened where the funds to be lodged comprise of the guardian's own money and the guardian's intention is in the case of Rule 3(i) to utilize the money for the benefit of the minor and to eventually make the money lying to the credit of the account available to minor or his/her attaining majority and in the case of Rule 3(ii) to provide that with effect from the date of the minor attains majority, the account be also be operated upon by the minor. (E or S)

In a case where the funds with which the account in the name of the minor is to be opened devolve upon him/her by gift, inheritance etc., or where the Bank, at its discretion, to consider it necessary, the account in the name of the minor will be permitted to be opened only by a guardian appointed by a Court vide Rule 3(iii) and the guardianship certificate must embody an express authority to open and operate an account with the Bank.

In all cases, the guardian must make a declaration of the date of the minor's birth. The date upon which the minor will attain majority shall be recorded at the Bank and in the passbook.

In the case of accounts under Rule 3(i) and 3(iii), upon the minor attaining majority, the right of the guardian to operate the account will automatically come to an end where after the guardian shall not operate on the account. Any balance in the account will be deemed to be the exclusive property of the minor who has attained majority and further withdrawals from the account will be allowed to him/her alone.

- (i) In the case of account under Rule 3(ii), the minor on attaining majority will also be permitted to operate on the account on completion of the necessary formalities.
- (ii) In the event of the death of the guardian before the minor attains majority, the balance in the account would be payable to the minor on his/her attaining majority or to some other person appointed by a competent Court as the guardian of the property of the minor or trustee on behalf of the minor prior to the latter attaining majority.

Note:

- i. A minor for whom a guardian is appointed by Court attains majority on completing 21 years of age (vide section 3 of the Indian Majority Act, 1875). Otherwise, he/she will be deemed to attain majority on completing 18 years of age.
- ii. In the case of accounts opened under 3 (iv), the minor can maintain therein a maximum balance of Rs 2 lacs and in the case of accounts opened under 3(i) and (ii), the maximum amount of balance at any time is Rs 5 lacs.

4. Accounts may, in approved cases, be opened in the names of Associations, Clubs, Regimental Funds or Military Units or other similar non-trading institutions, for purposes of depositing their savings, provided their bye laws, rules etc. are acceptable to the Bank and are strictly adhered to. Their income should also be exempt from payment of income tax.
5. No business or trading concern (whether proprietary, partnership or corporate body) will ordinarily be permitted to open a Savings Bank account. Savings Bank account is a facility to build up savings and hence it must not be used as a Current Account. Bank may close an account should it have any reason to believe that the account holder has used her/his account for a purpose for which it is not allowed.
6. As per RBI directives, Government Departments or Bodies who for performance of their functions depend on Budgetary Allocations cannot open Savings Bank Accounts. Examples of such nature are Municipal Corporations or Committees, Panchayat Samitees, State Housing Boards, Water and Sewerage Boards, State Text Book Publishing Corporations or Societies, Metropolitan Development Authorities, State/District Level Cooperative Housing Societies etc. The following agencies/organizations are, however, exempted from the above rules and hence Savings accounts can be opened in their names:
 - (a) Primary Co-operative Credit Society which is being financed by the Bank.(PACS)
 - (b) Khadi and Village Industries Boards.
 - (c) Agriculture Produce Market Committees.
 - (d) Societies registered under Societies Registration Act, 1860 or any other corresponding law in force in State or Union Territory.
 - (e) Companies governed by the Companies Act, 1956 which have been licensed by the Central Government under Section 25 of the said Act, or under the corresponding provision in the Indian Companies Act, 1913 and permitted, not to add to their names the word," Limited" or the words "Private Limited".
 - (f) Institutions other than those mentioned above and whose entire income is exempt from payment of income tax under Income Tax Act, 1961.
 - (g) 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 Government departments to open savings bank accounts.
 - (h) Development of Women and Children in Rural Areas(DWCRA).
 - (i) Self-help Groups (SHGs), registered or unregistered, which are engaged in promoting savings habit among their members.
 - (j) Farmers' Clubs-Vikas Volunteer Vahini(VVV).
 - (k) Small Farmers Development Agency
 - (l) Marginal Farmers and Agricultural Laborer's Agencies
 - (m) Drought prone areas Programme(DPAP)

- (n) District Rural Development Agency (DRDA)
- (o) Integrated Tribal Development Agency (ITDA)
- (p) Nagar panchayats and palikas, Municipal Bodies for credit of subsidy amount.
- (q) District Development Agency (DDA)

How To Open An Account?

7. In ordinary course, applicant(s) should attend the Bank personally for completion of formalities for opening the account. They may be furnished with an abridged version of these rules. They will duly fill in and sign the prescribed application form.
8. The applicant(s) should submit one copy of his/her/their recently taken passport size photographs. The photograph will be affixed in the account opening form. If the applicant is an illiterate person, two photographs are to be submitted, of which one is affixed in the passbook and the other in the account opening form.
9. Account holder's signatures must be legible and well formed. Signatures in capital or block letters are not acceptable. The account holders, in their self-interest, are expected to adhere to uniform signature as per specimen recorded with the Bank while operating the accounts and addressing any correspondence to the Bank.

Other requirements:

1. Furnish PAN number (if any) or declaration in Form 60
2. For persons having agricultural income, declaration in Form 61 to be submitted.
3. In the case of minor accounts, date of birth to be furnished. Bank to diarise date of attaining majority; and on attaining majority allow minor to operate the account after getting specimen signature in the opening form.
4. In the case of Illiterates, bank to record identification marks in opening form.
5. For Clubs/Associations, Banks to verify bye-laws, rules, regulations and resolutions

The joint account holders should declare the intended mode for operating the account. The duly filled in application should be presented at the branch with an initial deposit not less than the minimum balance prescribed for Savings Bank account. A person opening a Savings Bank account will be deemed to have had notice of, and to have opened his/her account subject to these Rules.

Nomination Facility

10. The Nomination facility is available on Savings Bank Accounts and the account holders are advised to avail of this facility for smooth settlement of claim by legal heirs in unforeseen circumstances. Nomination can be made in favour of only one nominee. In case they do not wish make a nomination, this fact should be recorded on the account opening form under their full signature. Nomination favouring a minor is permitted on the condition that the account holder while making the nomination appoints another individual, not being a minor, to receive the amount of deposit on behalf of the nominee in the event of the death of the depositor during the minority of the nominee. In the case of a deposit made in the

name of a minor, the nomination shall be made by a person lawfully entitled to act on behalf of the minor. In the event of death of the account holder of a deposit, the nomination facility enables the Bank to release to the nominee the deposit amount without insisting on a succession certificate or probate of the Will from the legal heirs of the deceased account holder.

Types Of Accounts & Balance Stipulation

11. The applicants can opt for opening of an account either with chequebook facility or without chequebook. The current minimum quarterly average balance prescribed for these account types are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from branches. (There is no ceiling on maximum balance in Savings Bank account, except for Minor's account as indicated in Rule no.3 Note (ii) above)

Notes:

- i. The stipulated minimum balances are subject to revision from time to time.
- ii. All public accounts, irrespective of their date of opening, will be governed by the minimum balance requirements and service charges.

Service Charges For Default Under Rule 11

12. Service charges at the prescribed rates will be recovered from the respective account, if the quarterly average balance therein falls below the stipulated minimum in a quarter. These charges shall be recovered at quarterly intervals. The current charges prescribed for non-maintenance of minimum balance are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from branches.

Distinctive Account Numbers

13. Each account will be allotted a distinctive Account Number, which will be recorded in the passbook to be supplied to the account holder(s). This number must be quoted in the pay-in-slip, cheques, withdrawals and all the correspondence addressed to the Bank by the account holder(s).

Pass Book

14. Pass book(s) supplied to the account holder(s) will show her/his/their account number, name(s) occupation(s) or profession(s) and address (es). The passbook will also have name, address, IFS Code and telephone number of the branch where account is maintained. The details of each transaction, both Credit and Debit will be entered in the passbook. The resultant balance will be printed/written. Depending upon exigencies, computer generated statements of account may be issued in lieu of the passbook.
15. Passbook must invariably be presented for withdrawing cash by means of a withdrawal form. Withdrawals using cheque forms and ATM cum Debit card can be effected without pass book. Deposits may be made without production of the passbook.

16. Passbook should be got updated regularly. During early December and June, the passbook should be presented at the counters for recording therein the interest paid for the respective half year. The passbook tendered at the time of making any transaction in the account will be made up and returned to the presenter on the same day. The Bank will issue a receipt in the form of a paper token in lieu of the passbook, if retained overnight for any reason. The account holders should collect their passbooks against surrender of these paper tokens within a week's period, failing which the bank will dispatch the passbook to them by Registered A.D.post/Courier at their cost.
17. The account holders should carefully examine the entries in their passbooks and draw the Bank's attention to errors or omissions, if any.
18. The account holders must keep their passbook in a safe place. The Bank will not be responsible for any loss or incorrect payment attributable to the neglect of this primary duty cast on the account holder.
19. Any change in the address of the account holder should be immediately intimated to the Bank along with the proof of new address and the passbook forwarded for noting the change.
20. No charge will be made for the passbook initially issued or for the one issued in continuation. On receipt of a written request from the account holder, the Bank will issue, after necessary enquiries and completion of formalities, a duplicate passbook in lieu of the one lost or spoiled. Service charge for issue of duplicate passbook with current and old balance will be recovered. The current charges prescribed for this are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from branches.

Deposits In The Accounts

21. The account holder may deposit as often as she/he may desire. However cash deposits for less than Rs.10/- will not be accepted. Cash, cheques, drafts etc should be deposited along with pay in slip duly completed and signed. Account holders in their own interest are advised to preserve the counterfoil of the pay in slip at least till the relative entries are made in their pass book.
22. The account holder may deposit into his account cheques, drafts, Dividend warrants and other instruments drawn in his favour only. Third party cheques/instruments endorsed in favour of the account holder will NOT be accepted for credit of his account. Normally no drawings will be permitted against the accepted instruments until these are realized, exceptions being made in terms of Rule No.23. In case of delay in realization of collection, interest for the delay will be paid to the account holder. If outstation cheques/instruments are returned unpaid, prescribed service charge will be recovered. The current charges are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from branches.
23. The Bank may give immediate credit in respect of outstation cheques drawn in favour of the account holders for amounts up to Rs.20,000/- which may change from time to time, provided the account has been conducted satisfactorily for a period of at least six months. The normal collection and out of pocket charges will be recovered. The current limit and charges prescribed for this are available at the Bank's website www.stateabankoftravancore.com. This information can also be obtained from branches. Overdue interest will be recovered for instruments subsequently returned unpaid.

Operations in the Ordinary Account

24. The account holder can withdraw money personally from her/his ordinary Savings Blank Account by using Bank's standard withdrawal form. The passbook must accompany the withdrawal form. The withdrawal form can be issued only for receiving payments by the account holder herself/himself. ATM cum Debit card can also be used in ATMs for cash withdrawal, for convenience and anytime banking.
25. The account holder cannot withdraw an amount less than Rs.50/-. All withdrawals must be round Rupees only.
26. When an account holder is unable to attend personally for withdrawing money, he may send his representative along with the passbook and a letter of authority in the following format. If the account holder is illiterate, then the thumb impression on the letter of authority should be attested by two persons known to the Bank or by a magistrate under his court seal.

Letter of Authority (format)

Place:

Date :

The Branch Manager
State Bank of Travancore

.....
.....

Dear Sir,

Please pay the bearer a sum of Rs.....(Rupees.....) and debit the account to my/our Savings Bank Account No.....

Yours faithfully,

Signature(s)/Thumb impression

Operations In Cheque Operated Accounts

27. The Bank will issue the first chequebook after completion of all formalities with regard to opening of the account. No charge will be recovered for issue of twenty cheque leaves in a year (both MICR and non MICR). Thereafter service charge will be charged to the customer's account. The current charges prescribed are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from branches.

The account holders must use only the cheques from the chequebooks issued to them by the Bank. The Bank reserves the right to refuse payment of any cheques drawn otherwise. Further, chequebooks will be issued one at a time against the duly signed requisition slip contained in the chequebook issued earlier. Request for issue of chequebook otherwise than on such requisition slips will be considered only

exceptionally. Ordinarily, Bank will not issue more than one chequebook at a time or before exhausting all or nearly all cheque leaves issued previously.

Withdrawals can be made through cheques from the chequebook issued, withdrawal form as in case of non-chequebook account and by using ATM cum Debit card.

28. Cheques must be written legibly and as far as possible without alterations. All alterations / cuttings, if unavoidable, must be authenticated under full signature of the account holder. Cheques should be drawn in a way as to prevent any alterations / insertions after their issue. The account holder's signature(s) on the cheque must conform to his specimen signature(s) recorded with the Bank.

29. The account holders are advised to keep their chequebooks in a place of safety. The Bank will not be responsible for any incorrect payment attributable to their negligence in this regard.

30. The minimum drawing permitted per cheque form is limited to Rs. 50/-. There is no ceiling on the maximum amount that can be drawn through a single cheque. Unless unavoidable, the cheque should be drawn for amounts in round Rupees.

31. Overdrafts on Savings Bank Accounts are permitted under exceptional circumstances with prior arrangement only. The maximum amount permitted is Rs.1000/- and the overdraft is to be wiped off within a month. In no account, the overdraft should be permitted for more than three times in a year. Cheques drawn in excess of the balance in the account are liable to be dishonoured and returned unpaid. Service Charge will be recovered each time a cheque is returned unpaid for want of sufficient funds. The current charges are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from branches. The account holder's attention is invited to the provision of Section 138 of the Negotiable Instruments Act 1881, where under such dishonoured cheques may attract punitive action. The Bank reserves its right to close the account if it is observed that the cheques drawn on the account have been frequently returned for want of funds in the account.

32. The account holders can request the Bank in writing to register stop payment instructions in respect of cheques issued or lost by them. Service charge at the prescribed rates for a single/ range of cheques for noting stop payment instruction will be debited to the account.

The current prescribed charges for this are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from branches.

Withdrawals By Sick/Old/Incapacitated Persons

33. The account holder(s) may be too ill/ old to sign a cheque or may be physically incapable to attend the Bank to personally withdraw the money by affixing her/ his thumb impression on the withdrawal form.

Some may not even be able to affix the thumb impression due to certain physical defect/ infirmity. In such circumstances, her/ his thumb (if possible) / toe impression may be identified by two independent witnesses known to the Bank, one of whom should be a responsible Bank Official. In exceptional cases, where an account holder cannot put his thumb / toe impression, any other body-mark can be affixed on the letter of authority and the same should be identified by two witnesses as mentioned above. Under all such circumstances the account holder should indicate to the Bank as to who would receive the money from the Bank on the basis of his/her authority as obtained above. The person so authorised to receive the money and to sign the letter of authority in token thereof should also be identified by two independent witnesses as mentioned above.

Deposits / Withdrawals through Post

34. The account holders can remit funds for credit of their accounts through post by way of money orders wherein full details of the account, including the distinctive account number, must be clearly mentioned. Similarly, they may send written requests to the Bank to debit their accounts and remit funds to them by money order or by registered insured post at their risk. In no case can such remittances be made to third parties. Money order commission, out of pocket expenses and service charges, if any will be debited to their accounts.

Ceiling On Number Of Withdrawals

35. The maximum number of debit entries permitted in each account is 30 per half year or as decided from time to time. The debits will include all types of debit transactions i.e. by withdrawals, cheques, letters, standing instructions or by any other manner but excluding alternate channels like transactions through ATMs and Internet Banking. Debits on account of service charges will also be excluded. For accounts opened after commencement of the half year, the number of permissible debit entries will be calculated on a pro rata basis. Charges prescribed for exceeding this limit are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from branches.

Dormant/Inoperative Accounts

36. Accounts in which there have been no withdrawals for the last twelve months will be termed as Dormant accounts. Accounts, in which there have been no operations, whether debit or credit, during the last twenty-four months, are termed as Inoperative accounts. Account holders, in their own interest, are advised to avoid their accounts becoming dormant / inoperative. Moreover, absence of their contact with the Bank for such a long period may affect Bank's capacity to extend prompt service at the eleventh hour.

37. The Bank will levy service charges as under on all inoperative accounts with balances below the stipulated minimum prescribed under Rule No. 11 above. In other words, no service charge will be recovered if balances in inoperative accounts are equal to or more than the stipulated minimum.

- a) Service charge will be recovered as at the end of the first year after the account is identified as inoperative. The account holder will be simultaneously reminded to reactivate her / his account. If the balance in the account is equal to or less than the stipulated charge, the entire balance will be appropriated towards the service charge and the account closed under advice to the account holder.
- b) If the account holder fails to reactivate the account despite the notice as in (a) above, the Bank will have the option to close the account and refund the balance to the customer after deducting the prescribed service charge for the second year. The Bankers cheque representing the account holder's dues will be sent to her/ his last known address with a request to return the unused cheque leaves. If the Bank decides not to exercise the above option and continues the account, service charge will continue to be charged per annum till the entire balance in the account gets wiped off. The current prescribed charges are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from branches.

Service Charges

38. The service charges prescribed under:

- a) Rule no 12 (for non-maintenance of minimum balance)
- b) Rule no 35 (for exceeding the permissible number of withdrawals)
- c) Rule no 37 (for inoperative accounts with less than stipulated minimum balance)

will be debited to the account at the quarterly/ half-yearly/ annual intervals, as applicable, for Savings Bank Accounts. The service charges in other cases will be recovered at the time the respective service is rendered or violation of any Rule takes place.

39. The rates of service charges are subject to revision from time to time and the prevailing rates are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from branches.

Standing Instructions

40. The account holders can request the Bank in writing to register standing instructions for periodical payment of insurance premium, membership fees etc. by debit to their Savings Bank accounts. A service charge will be recovered each time, irrespective of whether the instruction is carried out or not depending on the availability of funds in the account. If the Standing Instruction involves issue of a draft or Bankers cheque, the usual service charges for their issuance plus postage will be additionally recovered. The current prescribed charges for standing instruction are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from branches.

Payment of Interest

41. The payment of interest is subject to the RBI directives issued from time to time and any change in the rate of interest may be notified through advertisement in the newspapers. The current rate of interest paid on Saving Bank accounts can be ascertained from the Bank.

42. Interest will be calculated for each calendar month, on the lowest balance (in round Rupees) at the credit of an account between the close of the tenth and the last day of the month. Interest will be credited to the account at half yearly intervals on the last working day of May and November. Interest will be paid only if it works out to Rs. 1/- or more. Thereafter fifty paise and more will be rounded off to the next higher rupee and anything less will be ignored.

Transfer Of Accounts

43. Accounts can be transferred from one branch to another branch of the Bank free of charge. The account holders may submit their request letters along with the passbook either to the branch where their accounts exist or to the branch where they intend to transfer their accounts. The MICR cheques issued by the existing branch may be used at the new place, if it is a non-MICR centre, after branding the name of the transferee branch on the unused cheque leaves. However, the non-MICR cheques issued by the existing branch cannot be used at the new branch if it happens to be a MICR centre. The unused cheques in such situations should be surrendered to the branch along with the request letter for transfer of account.

Closure Of Accounts

44. In case of joint accounts (operable by both jointly or both or survivor or all of them or survivors or either or survivor) all the joint account holders must sign the request letter to transfer the account.

45. Account holders(s) desirous to close their accounts should submit their applications stating the reasons for closure. The passbook, unused cheques and the ATM cum Debit Card (after cutting into two pieces across the magnetic strip) must be surrendered along with the request letter. The updated passbook duly cancelled will be returned to the account holder along with the balance in the account plus interest due thereon. A service charge be recovered if the account is closed before twelve months of its opening. The current charges prescribed for this are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from branches. The request letter for closure of joint accounts must be signed by all the account holders.

Change in Rules

46. The Bank reserves the right to alter, delete or add to any of these Rules for which the customer will be duly notified through Bank's website and / or branch notice board.

Annexure-B

(THIS ABRIDGED VERSION OF THE SAVINGS BANK RULES MAY BE PRINTED AS A BOOKLET FOR USE OF THE CUSTOMERS)

SAVINGS BANK RULES

(Abridged)

‘Know Your Customer’ Guidelines

Any person fulfilling account opening requirements may, upon agreeing to comply with the prescribed rules, open a Savings Bank Account, provided she/he furnishes proof of identity and proof of address as required by the Bank. (Rule No. 1)

Nomination & Survivorship Facility

The nomination facility is available on Savings Bank Accounts and the account holders are advised to avail of this facility for smooth settlement of claim by legal heirs in unforeseen circumstances. Nomination can be made in favour of only one nominee. In case they do not wish to make a nomination, the fact should be recorded on the account opening form under their full signature. Joint account with survivorship benefit can be operated by the survivor, in such circumstances. (Rule Nos. 10, 2)

Types Of Accounts, Balance Stipulation & Service Charges

The applicants can open an account either with chequebook facility or without chequebook. The current minimum quarterly average balances prescribed for these account types and the charges prescribed for non maintenance of minimum balance, are available at the Bank’s website www.statebankoftravancore.com The information can also be obtained from Branches. There is no ceiling on maximum balance in Savings Bank account, except for Minor’s account. (Rule Nos. 11, 12).

Minor’s Accounts

Minors who can adhere to uniform signature and are not less than ten years old can open accounts in their single name and maintain therein a maximum balance of Rs. 200, 000/- (Rs. Two lacs) only. Minors may open joint accounts with their guardians. (Rule No. 3)

How to Open An Account?

In ordinary course, applicant(s) should attend the Bank personally for completion of formalities for opening the account. They will duly fill in and sign the prescribed application form. Applicant(s) should submit one copy of his/ her/ their recently taken passport size photographs (two in the case of illiterate applicants). Account holder’s signatures must be legible and well formed. Signatures should not be in capital or block letters. Each account will be given a distinctive account number. While dealing with the Bank, this number should be invariably quoted by the

account holder(s). The account holders, in their self-interest, are expected to adhere to uniform signature as per specimen recorded with the Bank while operating the accounts and addressing any correspondence to the Bank. (Rule Nos. 7, 8, 9, 13)

Pass Book

The passbook and chequebook supplied to the account holder should be kept in a safe place. The Bank will not be responsible for any loss or incorrect payment attributable to the account holder's neglect in this regard. (Rule Nos. 18, 29). For withdrawing cash by means of a withdrawal form, the passbook must be presented. Withdrawals using cheque forms and Debit card can be effected without pass book. Deposits may be made without production of the passbook. (Rule No. 15) Passbook should be got updated regularly. The passbook will be returned to the accountholder immediately after completion of the transaction duly updated. In case it is not collected within a week's time, it will be returned to them by Registered A.D. post/ Courier at their cost. (Rule No. 16) The account holders should carefully examine the entries in their passbooks and draw the Bank's attention to errors or omissions, if any. (Rule No. 17)

Duplicate in lieu of the lost or mutilated passbook may be issued on receipt of a written request from the account holder after necessary enquiries, completion of formalities and recovery of prescribed charges. The current charges prescribed for this are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from Branches. (Rule No. 20)

Cheque Book

The Bank will issue the first chequebook after completion of all formalities with regard to opening of the account. No charge will be recovered for issue of twenty cheque leaves in a year (both MICR and non MICR). Thereafter, service charge will be charged to the customer's account. The current charges prescribed for this are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from Branches. The account holders must use only the cheques from the chequebooks issued to them by the Bank. The Bank reserves the right to refuse payment of any cheques drawn otherwise. Ordinarily, Bank will not issue more than one chequebook at a time or before exhausting all or nearly all cheque leaves issued previously. (Rule No. 27) Cheques must be written legibly and any alterations or cuttings should be authenticated under full signature, which must conform to the specimen recorded with the Bank. (Rule No. 28) Stop payment instructions in respect of cheques issued or lost can be registered with the Bank on payment of a prescribed service charge. The current charges prescribed for this are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from Branches. (Rule No. 32)

Operations In The Account

General

Savings Bank account is essentially a facility to build up savings and hence must not be used as a Current Account. Bank may close an account should it have any reason to believe that the account holder has used her/his account for a purpose for which it is not allowed. (Rule No. 5)

Deposits

There is no restriction on number of deposits that can be made into the account. No deposit in cash for less than Rs 10/- will be accepted. Cheques, drafts or other instruments drawn only in favour of the account holder will be accepted for credit of the account. Third party instruments endorsed in favour of the account holder will NOT be accepted. No drawings against accepted instruments will be normally permitted until these are realized. In satisfactorily conducted accounts, immediate credit will be afforded for outstation instruments deposited up to Rs 20000/-, which may change from time to time. The normal collection and out of pocket charges will be recovered. The current limit and charges prescribed for this are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from Branches. Overdue interest will be recovered for instruments subsequently returned unpaid. (Rule Nos. 21, 22, 23)

Withdrawals

The account holder can withdraw money personally from her/ his ordinary Savings Bank Account by using Bank's standard withdrawal form. The passbook must accompany the withdrawal form. The withdrawal form can be used only for receiving payments by the account holder himself/ herself. ATM cum Debit card can also be used in ATMs for cash withdrawal. The account holder cannot withdraw an amount less than Rs. 50/-. All withdrawals must be in round Rupees only. Third party payments through withdrawal forms are not permitted. A letter of authority as per the prescribed format, along with the passbook should be sent to the Bank through an authorized representative to receive payment in case the account holder is unable to attend personally to withdraw cash from her/his account. (Rule Nos. 24, 25, 26) The minimum drawing permitted per cheque form is limited to Rs. 50/-. There is no ceiling on the maximum amount that can be drawn through a single cheque. (Rule No. 30) The maximum number of debit entries permitted in an account is 30 per half year or as decided by the Bank from time to time, excluding transactions through alternate channels like ATMs, Internet Banking. Charges prescribed for exceeding this limit are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from Branches. (Rule No. 35) Cash withdrawal can be made from the accounts of the sick, old or incapacitated account holders who are unable to attend the Bank and/or also not able to put their signature or thumb impression for withdrawing cash by completing the laid down formalities. (Rule No. 33)

Overdrafts

Overdrafts in Savings Bank accounts may be permitted under exceptional circumstances with prior arrangements only. Cheques drawn in excess of the balance in the account will be returned unpaid. Service charge will be recovered each time a cheque is returned unpaid for want of sufficient funds. Charges prescribed for this are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from Branches. (Rule No. 31)

Inoperative Accounts

Account holders are advised to operate their accounts regularly. Accounts not operated are classified as Inoperative after the stipulated time period of 24 months since last operation. Inoperative accounts having less than the stipulated minimum balance will be charged a service charge at the end of the first year after the account is identified as inoperative and thereafter every year, if the account remains inoperative. If the balance in the account is equal to or less than the service charge, the account will be closed under advice to the account holder. The current prescribed charges in this regard are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from Branches. (Rule Nos. 36, 37)

Standing Instructions

The account holder can request the Bank for effecting periodical payment of insurance premium; membership fees etc. by debit to her/ his account on payment of service charges. The current prescribed charges for Standing Instruction are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from Branches. (Rule No. 40)

Payment of Interest

Interest at the prescribed rate will be calculated for each calendar month on the lowest balance at the credit of an account between the close of the tenth and the last working day of the month. Interest will be credited to the account half yearly in May and November. Interest will be paid if it works out to Rs. 1/- or more and will be rounded off to the nearest rupee. The payment of interest on Savings Bank Accounts is subject to the RBI directives and any change therein may be notified through advertisement in the newspapers. (Rule Nos. 41, 42)

Transfer & Closure Of Account

Accounts may be transferred between branches of the Bank at the request of the account holder(s). Request for closure of account should state the reason for closure. The passbook, unused cheque leaves and the ATM cum Debit card (after cutting into two pieces across the magnetic strip) must accompany such request. Joint accounts can be closed only at the request of all such joint signatories. Service charge at prescribed rate will be recovered if an account is closed prior to twelve months of its opening. The current charges prescribed for this are available at the Bank's website www.statebankoftravancore.com. This information can also be obtained from Branches. (Rule Nos. 43, 44, 45)

Change in Rules

The Bank reserves the right to alter, delete or add to any of these Rules and service charges for which the customer will be duly notified through Bank's website and/ or branch notice board. (Rule Nos. 39, 46)
