

Important Instructions for Customers

Digital Banking Services:

Customers are encouraged to utilize our wide array of digital services, including internet banking, NICB mConnect - mobile app, mPassbook, debit cards, digital point of sale (POS), NEFT, RTGS, IMPS, UPI, and more, for their financial transactions.

Locker Agreement Renewal:

As per Reserve Bank of India (RBI) directives (RBI/2021-2022/86 DOR. LEG. REC/40/09.07.005/2021-22 dated August 18th, 2021, and RBI/2022-23/168 CO. CEPD. PRS. No. S1233/13-01-018/2022-2023 dated January 23rd, 2023), customers with existing locker facilities at NICB are advised to visit the branch promptly to renew their locker agreements.

Outward NEFT/RTGS Transactions:

Requests for funds transfer through NEFT/RTGS via a third party, i.e., non account holders or authorised signatories, must be accompanied by a cheque and the NEFT/RTGS transfer form, as mandated by the bank.

Cash Withdrawal Limits:

For retail customers, cash withdrawals up to Rs.25,000/- per day without a cheque are permitted. Such withdrawals can only be made at the home branch and are not allowed for third parties who are not account holders or authorised signatories.

Mobile Number Registration:

Effective January 28th, 2023, the Bank has mandated a mobile number to be compulsory for all account holders, including related parties, for

account opening, TD/OD facility renewal, change requests, Re-KYC, etc. Customers unable or unwilling to provide a mobile number may submit an undertaking to the bank. We encourage all existing customers to register for SMS alerts.

Maturity/Disposal Instructions for TDs:

Starting January 28th, 2021, maturity/disposal instructions are mandatory for all newly booked or renewed TDs. Existing TD account holders can also submit their maturity/disposal instructions to their branch.

Positive Pay System (PPS):

For cheques of ₹5,00,000/- and above, account holders must provide cheque details through the Positive Pay System. Cheques lacking correct or complete information will be returned unpaid. Customers can submit cheque details at branches during working hours or through our online channel, Internet Banking, available 24/7.

KYC Compliance:

In accordance with RBI guidelines on KYC and regulations under Know Your Customer (KYC) Norms/Anti-Money Laundering (AML) Standards/Combating of Financing of Terrorism (CFT) - Prevention of Money Laundering Act (PMLA), 2002, we urge all customers to update their KYC documents promptly. This ensures smooth account operations and better service delivery.