

**DEAR CUSTOMER,**

Request you to take note of the instructions mentioned below:

### **LOCKER AGREEMENT**

We wish to inform you that the Reserve Bank of India (RBI) has issued a circular no. RBI/2021-2022/86 DOR. LEG. REC /40/09.07.005/2021-22 dated August 18, 2021, on 'Safe Deposit Locker/Safe Custody Article Facility provided by the banks – Revised Instructions',

Reserve Bank of India, taking into consideration the various developments in the area of banking and technology, the nature of consumer grievances and also the feedback received from banks and the Indian Banks' Association, reviewed the guidelines/instructions issued on the safe deposit lockers and the safe custody of articles facility which also takes into account, the principles enumerated by the Hon'ble Supreme Court in 'Amitabha Dasgupta vs United Bank of India', (Judgment dated February 19, 2021, in CA No. 3966 of 2010).

Through the said circular, along with other guidelines, RBI has instructed banks to renew the locker agreement as per the new terms with existing locker hirers by January 1, 2023. Hence, we request you to visit your branch at the earliest to complete the necessary formalities.

### **NEFT/RTGS transfer**

For NEFT/RTGS request, cheque will be mandatory if the request is submitted by a person who is not an authorized signatory.

Any request for fund transfer should be accompanied by a cheque in case of all accounts if the request is submitted by a third person or who is not singly authorized to operate the account.

### **Note:**

#### **Regarding Outward NEFT/RTGS services through Internet Banking & Mobile Banking**

We are enhancing the security of all our digital channels. Hence, the outward NEFT/RTGS transactions have been restricted to 8:00 AM to 8:00 PM on a working day for Internet Banking and Mobile Banking channels. However, within bank transfers can be initiated 24x7, including bank holidays, without any such restriction.

### **CASH WITHDRAWAL**

Maximum limit of cash withdrawal without cheque book i.e. through withdrawal slip would be Rs.25,000/- per day for Retail customers. Cash withdrawals through withdrawal slips would be allowed at the Home branch only.

## **MOBILE NUMBER**

It is mandatory for all retail customers (including joint holders) and that of a key contact person in case of corporate accounts to register themselves for SMS alerts.

Customers should inform the Bank in case of change in their mobile number to benefit from facilities like SMS alerts, transaction updates, KYC due reminders, new products, bank offers, etc. Customers are advised to also register themselves for email alerts.

For registering for SMS and email alerts please get in touch with the nearest branch and submit the required forms.

## **MATURITY/DISPOSAL INSTRUCTION**

For all new and renewed TD accounts, maturity instructions will be mandatory. In case of existing TD account holders, customers are advised to submit the maturity instruction request to their branch.

## **DIGITAL SERVICES.**

Customers are advised to make use of the wide range of digital services viz. net banking, mPassbook, mBanking app, ATM/Debit cards Digital POS, etc. for their financial transactions.

For further information and details please visit our Bank's website i.e., [www.newindiabank.in](http://www.newindiabank.in)

## **NOTICE FOR KYC UPDATION**

Dear Customers,

As per RBI guidelines on KYC and instructions issued under Know Your Customer (KYC) Norms/Anti-Money Laundering (AML) Standards/ Combating of Financing of Terrorism (CFT) - Prevention of Money Laundering Act (PMLA), 2002, the Bank is required to maintain and update the KYC documents of all its customers from time to time. Accordingly the Bank has been issuing letters/SMS to all the customers requesting to update their KYC documents.

In order to serve you better and to avoid any hindrance in account operations, we sincerely urge all our customers to update their KYC documents by visiting our nearest branch and submitting an identity proof and an address proof.

The Bank reserves the right to close or freeze non-KYC compliant accounts.

Customers who have already submitted updated KYC documents in past 2 years may kindly ignore this notification.

For additional details you may contact the nearest Branch

## **POSITIVE PAY SYSTEM**

To make cheque transactions safer, the RBI, vide its Circular No. DPSS.CO.RPPD.No.309/04.07.005/2020-21 dated 25th September 2020, has asked all banks to introduce the Positive Pay System (PPS).

The PPS enables an additional security layer to the cheque clearing process wherein the issuer (drawer) shares cheque details with their bank. When the beneficiary submits the cheque for clearing, the presented cheque details shall be compared with the details provided to the issuer bank through Positive Pay System. It is mandatory for the account holder (drawer of the cheque) to share cheque details while issuing the cheque for amounts of ₹ 5,00,000/- and above. In case of no details or incorrect or partially correct details provided in the Positive Pay System, the cheque would be returned unpaid.

NICB customers can submit the cheque details at NICB branches during the Bank's working hours or through an alternative online channel, Internet Banking, which is available around the clock.

For more details, visit <https://www.newindiabank.in/pps.html>

Thank you for your cooperation.