

1. Introduction

Rajgurunagar Sahakari Bank Ltd. is committed to treating all its customers fairly, honestly and respectfully.

This Fair Practices Code explains the basic standards that the Bank follows while providing banking products and services. It is intended to help customers understand what they can expect from the Bank and how the Bank will deal with them.

2. Our Commitment to Customers

The Bank will:

- Treat every customer fairly, politely and with respect.
- Provide clear and correct information about its products and services.
- Explain important terms and conditions in simple language.
- Inform customers about applicable interest rates, fees, charges and penalties.
- Protect the privacy and confidentiality of customer information.
- Provide banking services without unfair discrimination.
- Handle customer complaints fairly and within the applicable timelines.

3. Information About Products and Services

Before a customer chooses any banking product or service, the Bank will provide relevant information to help the customer make an informed decision.

The Bank will make reasonable efforts to clearly explain:

- Features and benefits of the product or service;
- Eligibility requirements;
- Interest rates;
- Fees and service charges;
- Penalties, wherever applicable;
- Important terms and conditions; and
- Documents required from the customer.

Any important change in the terms, charges or services will be communicated to customers through appropriate channels, as applicable.

4. Deposit Accounts

The Bank will provide clear information about Savings Accounts, Current Accounts, Fixed Deposits, Recurring Deposits and other deposit products.

Customers will be informed about applicable interest rates, minimum balance requirements, service charges and other important conditions.

The Bank will also follow applicable RBI instructions relating to nomination, settlement of deceased customer accounts and unclaimed deposits.

5. Loans and Advances

The Bank will deal with loan applicants in a fair and transparent manner.

The Bank will:

- Inform applicants about the documents required for processing the loan.
- Explain the applicable interest rate, processing charges and other charges.
- Assess loan applications as per the Bank's approved policies.
- Communicate the important terms and conditions when a loan is sanctioned.
- Provide a copy of the loan agreement and relevant documents, wherever applicable.
- Inform borrowers about important changes affecting their loan.
- Follow fair and lawful practices while recovering outstanding dues.

The Bank will not use harassment, intimidation or inappropriate behaviour for recovery of loans.

6. Interest Rates, Fees and Charges

The Bank will make reasonable efforts to keep customers informed about applicable interest rates, service charges, processing fees and other charges.

Relevant information will be made available through branches, the Bank's website or other appropriate communication channels.

The Bank will not levy charges that have not been properly disclosed to the customer, except where permitted or required under applicable rules.

7. Digital Banking Services

The Bank will take reasonable security measures to protect digital banking services such as ATM/Debit Cards, Internet Banking, Mobile Banking, UPI, NEFT, RTGS and IMPS, wherever these services are provided.

Customers are also expected to keep their passwords, PINs, OTPs and other banking credentials confidential.

The Bank will regularly create awareness about digital banking fraud, phishing, fake calls, suspicious links and other cyber risks.

The Bank will never ask customers to share their OTP, PIN, password or other confidential banking credentials.

8. Privacy of Customer Information

The Bank respects the privacy of its customers.

Customer information will be kept confidential and will not be shared with any third party except:

- With the customer's consent;
- Where required by law;
- Where required by RBI or another competent authority; or
- Where disclosure is otherwise legally permitted.

The Bank will take reasonable measures to protect customer information from unauthorized access or misuse.

9. Fair Treatment of Customers

The Bank will not unfairly discriminate against customers.

Customers will be treated fairly regardless of age, gender, physical ability or other status, subject to applicable laws, regulatory requirements and the Bank's approved policies.

The Bank will make reasonable efforts to provide appropriate assistance to senior citizens, persons with disabilities and customers requiring additional support.

10. Responsible Selling

Bank employees will explain products and services to customers in a fair and transparent manner.

Customers will not be forced to purchase products or services that they do not require.

Where a product or service is provided by a third party, this will be appropriately communicated to the customer.

11. Recovery of Bank Dues

The Bank has the right to recover legitimate dues. However, recovery will be carried out in a lawful and respectful manner.

Employees or authorized recovery representatives will not use threats, harassment, abusive language or inappropriate pressure while dealing with borrowers.

The Bank will follow applicable RBI instructions and legal requirements during recovery proceedings.

12. Customer Complaints

If a customer is not satisfied with any banking service, the customer may submit a complaint through the Bank's available complaint channels.

The Bank will:

- Register the complaint;
- Provide acknowledgement, wherever applicable;
- Examine the complaint fairly;
- Make reasonable efforts to resolve it within the prescribed timeline; and
- Inform the customer about further escalation options where the complaint remains unresolved.

Customers may first approach the concerned Branch Manager and thereafter escalate the complaint to the Bank's designated grievance redressal official.

If the complaint is not resolved to the customer's satisfaction within the applicable regulatory timeline, the customer may approach the Reserve Bank of India under the applicable RBI grievance redressal / Ombudsman framework.

13. Customer Responsibilities

Fair banking also requires cooperation from customers.

Customers should:

- Provide correct and complete information to the Bank.
- Keep their KYC details updated.
- Read important terms and conditions before using a product or service.
- Keep passwords, PINs, OTPs and other credentials confidential.
- Regularly check account statements and transaction alerts.
- Immediately report unauthorized or suspicious transactions.
- Inform the Bank whenever their mobile number, address, email ID or other important details change.

14. Availability of Information

The Bank will make important customer-related information available through its branches and/or website, as applicable.

This may include:

- Deposit interest rates;
- Loan interest rates;
- Service charges;
- Customer grievance redressal details;
- Banking products and services;
- Important customer notices;
- Customer awareness information; and
- Fair Practices Code.

15. Review of the Code

The Bank will review this Fair Practices Code periodically and update it whenever required due to changes in RBI instructions, applicable laws, regulatory requirements or the Bank's products and services.

FAIR PRACTICE CODE

A. CUSTOMER SERVICE INFORMATION

The Bank is committed to providing transparent, fair and efficient banking services to its customers. The following information is made available to customers at the branches and through the Bank's official website, as applicable.

(i) Display of Interest Rates

The Bank displays the applicable key interest rates on deposits at its branches and communicates changes in interest rates to customers through appropriate channels.

(ii) The nomination facility

The nomination facility is available for eligible deposit accounts, articles held in safe custody and safe deposit lockers, in accordance with the applicable statutory and regulatory provisions. Customers are encouraged to register a nominee and keep nomination details updated.

(iii) Exchange of Soiled and Mutilated Notes

The Bank provides facilities for the exchange of soiled and mutilated banknotes in accordance with the applicable RBI instructions and the Bank's authorised arrangements. The exchange of notes shall be subject to the applicable eligibility criteria and procedures.

(iv) Acceptance and Exchange of Coins

The Bank accepts and exchanges coins of different denominations in accordance with applicable RBI instructions and operational guidelines, subject to the applicable conditions.

(v) Handling of Counterfeit Banknotes

If a banknote tendered at a branch is identified as counterfeit during the prescribed examination process, the Bank shall deal with the note in accordance with applicable RBI instructions. An acknowledgement shall be issued to the tenderer, and the prescribed stamping, impounding, reporting and other procedures shall be followed, wherever applicable. Counterfeit notes shall not be returned to the tenderer or exchanged for genuine notes.

(vi) The Cheque Collection Policy

Customers are requested to refer to the Bank's Cheque Collection Policy for details of the applicable collection timelines for local and outstation cheques, including the conditions governing the realisation of proceeds and compensation for delays, wherever applicable. The Cheque Collection Policy shall be made available at the branches and/or through the Bank's official website.

B. SERVICE CHARGES

The Bank follows a transparent approach in determining and communicating service charges and minimum balance requirements applicable to various categories of accounts. Customers may obtain the latest schedule of service charges from the Bank's branches or official website.

C. GRIEVANCE REDRESSAL MECHANISM

The Bank is committed to providing prompt, fair and effective resolution of customer grievances. Customers may lodge complaints through the following channels.

(i) Branch-Level Redressal

Customers having any grievance or complaint regarding the Bank's services may approach the Branch Manager of the concerned branch. The Branch Manager shall examine the complaint and take appropriate steps for its resolution within the prescribed timeframe.

(ii) Head Office-Level Redressal

If the complaint is not resolved at the branch level, or the customer is not satisfied with the resolution provided, the customer may escalate the complaint to the Bank's Head Office through the designated grievance redressal channel.

Head Office Address:- S. No. 319/320 Pune-Nashik Highway, Rajgurunagar, Dist. Pune - 410 505

Grievance Redressal Link: <https://rajgurunagar.bank.in/contact-us/>

Contact Details: (02135) 222085, 222104

iii) Escalation to the Reserve Bank of India

If the complaint is not resolved to the customer's satisfaction, or no reply is received within 30 days from branch /bank , the customer may approach the Reserve Bank of India under the applicable RBI Integrated Ombudsman Scheme, 2021, provided the complaint falls within the Scheme's scope and eligibility requirements.

Customers may lodge eligible complaints through the RBI Complaint Management System (CMS): <https://cms.rbi.org.in>

D. INFORMATION AVAILABLE IN BOOKLET FORM

The information and documents shall be made available to customer in booklet form or through other appropriate means at the branch's **MAY I HELP YOU Counter, wherever applicable**