

HSBC Model Policy on Bank Deposits

PREAMBLE

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 enshrined 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. With liberalisation 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 recognises the rights of depositors and aims at dissemination of information with regard to various aspects of acceptance of deposits from the members of the public, conduct and operations of various deposit 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 recognised. Detailed operational instructions on various deposit schemes and related services will be issued from time to time.

TYPES OF DEPOSIT ACCOUNTS

While various deposit products offered by the Bank are assigned different names. 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) 'Fixed/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/Double Benefit Deposits/Short Deposits/Fixed Rate Deposits/MIBOR linked floating rate deposits/Monthly Income Certificate/Quarterly Income Certificate etc.
- iv) 'Overnight Mumbai Inter Bank Offer Rate (MIBOR) linked floating rate deposits' means deposits booked with the benchmark linked to a floating rate (i.e.) overnight MIBOR. The interest rate may be reset daily given the benchmark is overnight MIBOR;
- v) Notice Deposit means term deposit for specific period but withdrawable on giving atleast one complete banking day's notice;

'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.

ACCOUNT OPENING AND OPERATION OF DEPOSIT ACCOUNTS

- A) The Bank before opening any deposit account will carry out due diligence as required under 'Know Your Customer' (KYC) guidelines issued by RBI and or such other norms or procedures adopted by the Bank. If the decision to open an account of a prospective depositor requires clearance at a higher level, reasons for any delay in opening of the account will be informed to him and the final decision of the Bank will be conveyed at the earliest to him.
- B) The account opening forms and other material would be provided to the prospective depositor by 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.



- C) For deposit products like Savings Bank Account and Current Deposit Account, the Bank will normally stipulate certain minimum balances to be maintained as part of terms and conditions governing operation of such accounts. Failure to maintain minimum balance in the account will attract levy of charges as specified by the Bank from time to time. For Saving Bank Account the Bank may also place restrictions on number of transactions, cash withdrawals, etc., for given period. Similarly, the Bank may specify charges for issue of cheque books, additional statement of accounts, duplicate pass book, folio charges, 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.
- D) Savings Bank Accounts can be opened for eligible person/persons and certain organisations/agencies (as advised by Reserve Bank of India (RBI) from time to time) Current Accounts can be opened by individuals/partnership firms/Private and Public Limited Companies/HUFs/Specified Associates/Societies/Trusts, etc. Term Deposits Accounts can be opened by individuals/partnership firms/Private and Public Limited Companies/HUFs/ Specified Associates/Societies/Trusts, etc.
- E) The due diligence process, while opening a deposit account will involve satisfying about the identity of the person, verification of address, satisfying about his occupation and source of income. Obtaining introduction of the prospective depositor from a person acceptable to the Bank and obtaining recent photograph of the person(s) opening/operating the account are part of due diligence process.
- F) In addition to the due diligence requirements, under KYC norms the Bank is required by law to obtain Permanent Account Number (PAN) or General Index Register (GIR) Number or alternatively declaration in Form No. 60 or 61 as specified under the Income Tax Act/Rules.
- G) Deposit accounts can be opened by an individual in his own name (status: known as account in single name) or by more than one individual in their own names (status: known as Joint Account). Savings Bank Account can also be opened by a minor jointly with natural guardian or with mother as the guardian (Status: known as Minor's Account). Minors above the age of 10 will also be allowed to open and operate Saving Bank Account independently.
- H) 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 accountholders. The Savings Bank Account opened by minor jointly with natural guardian/guardian can be operated by natural guardian only.
- I) The joint accountholders can give any of the following mandates for the disposal of balance in the above accounts:
i. Either or Survivor: If the account is held by two individuals say, A & B, the final balance alongwith interest, if applicable, will be paid to survivor on death of anyone of the accountholders. ii. Anyone or Survivor(s): If the account is held by more than two individuals say, A, B and C, the final balance alongwith interest, if applicable, will be paid to the survivor on death of any two accountholders. The above mandates will be applicable to or become operational only on or after the date of maturity of term deposits. This mandate can be modified by the consent of all the accountholders.
- J) At the request of the depositor, the Bank will register mandate/power of attorney given by him authorising another person to operate the account on his behalf.
- K) The term deposit accountholders 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. In absence of such mandate, the Bank will seek instructions from the depositor(s) as to the disposal of the deposit by sending an intimation before 15 days of the maturity date of term deposit.
- L) Nomination facility is available on all deposit accounts opened by the individuals. Nomination is also available to a sole proprietary concern account. Nomination can be made in favour of one individual only. Nomination so made can be cancelled or changed by the accountholder(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 accountholder(s). Nomination can be made in favour of a minor also. 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.
- M) A statement of account will be provided by the Bank to Savings Bank as well as Current Deposit accountholders periodically as per terms and conditions of opening of the account. Alternatively, the Bank may issue a pass book to these accountholders.
- N) The deposit accounts may be transferred to any other branch of the Bank at the request of the depositor.

INTEREST PAYMENTS

- i) Interest shall be paid on savings account at the rate specified by Reserve Bank of India directive from time to time. However, term deposit interest rates are decided by the Bank within the general guidelines issued by the Reserve Bank of India from time to time.
- ii) In terms of Reserve Bank of India directives, interest shall be calculated at quarterly intervals on fixed rate term deposits and paid at the rate decided by the Bank depending upon the period of deposits. In case of monthly deposit

scheme, the interest shall be calculated for the quarter and paid monthly at discounted value. The interest on term deposits is calculated by the Bank in accordance with the formulae and conventions advised by Indian Banks' Association. In terms of Reserve Bank of India directives, interest shall be calculated at daily interval for Overnight Mumbai Inter Bank Offer Rate (MIBOR) linked floating rate deposits according to movement in underlying benchmark rate.

- iii) In case of Overnight Mumbai Inter Bank Offer Rate (MIBOR) linked floating rate deposits absolute rate of interest will not be published, but spread over the MIBOR rate would be mentioned for the applicable amount and tenure of deposits.

MINORS' ACCOUNTS

- i) The minor can open Savings Bank Account and the same can be operated by the natural guardian or by minor himself/herself, if he/she is above the age of 10 years. The account can also be opened jointly.
- ii) On attaining majority, the erstwhile minor should confirm the balance in his/her account and if the account is operated by the natural guardian/guardian, fresh specimen signature of erstwhile minor duly verified by the natural guardian would be obtained and kept on record for all operational purposes.

ACCOUNT OF ILLITERATE/BLIND PERSON

The Bank may at its discretion open deposit accounts other than Current Accounts of illiterate person. The account of such person may be opened provided he/she calls on the Bank personally along with a witness who is known to both the depositor and the Bank. Normally, no cheque book facility is provided for such Savings Bank Account. At the time of withdrawal/repayment of deposit amount and/or interest, the accountholder should affix his/her thumb impression or mark in the presence of the authorised officer who should verify the identity of the person. The Bank will explain the need for proper care and safe keeping of the pass book etc. given to the accountholder. The Bank official shall explain the terms and conditions governing the account to the illiterate/blind person.

ADDITION OR DELETION OF THE NAME(S) OF JOINT ACCOUNTHOLDERS

The Bank may at the request of all the joint accountholders allow addition or deletion of name(s) of joint accountholder(s) if the circumstances so warrant or allow an individual depositor to add the name of another person as a joint accountholder.

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 should be strictly with the consent of the accountholder.

SECRECY OF CUSTOMER'S ACCOUNTS

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.

PREMATURE WITHDRAWAL OF TERM DEPOSIT

The Bank on request from the depositor, will allow withdrawal of all term/fixed deposit of individuals (held singly or jointly) irrespective of whether the amount is above or below ₹15 lakh, before completion of the period of the deposit (premature withdrawal) agreed upon at the time of placing the deposit. The Bank shall declare their policy for penal interest rates for premature withdrawal of term deposit. The Bank shall make depositors aware of the rate applicable on premature withdrawal of the term/fixed deposit vide account rules/terms and conditions as updated from time to time and informed to customer post providing due notice.

PREMATURE RENEWAL OF TERM DEPOSIT

In case the depositor desires to renew the deposit by seeking premature closure of an existing term deposit account, the Bank will permit the renewal at the applicable rate on the date of renewal. While prematurely closing a deposit for the purpose of renewal, interest on the deposit for the period it has remained with the Bank will be paid at the rate applicable to the period for which the deposit remained with the Bank, at the time of placement of the deposit and not at the prevailing rate of interest, subject to penal rate of interest as prescribed by the Bank on the date of placement of the deposit.

RENEWAL OF OVERDUE TERM DEPOSITS

When a term deposit is renewed on maturity, on renewed deposit interest rate for the period specified by the depositor as applicable on the date of maturity would be applied. If request for renewal is received after the date of maturity, such overdue deposits will be renewed with effect from the date of maturity at interest rate applicable as on the due date, provided such request is received within 14 days from the date of maturity. In respect of overdue deposits renewed after 14 days from the date of maturity, interest for the overdue period will be paid at the rates decided by the Bank from time to time.

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. The Bank may also consider loan against deposit standing in the name of minor, however, a suitable declaration stating that loan is for the benefit of the minor, is to be furnished by the depositor - applicant.

SETTLEMENT OF DUES IN DECEASED DEPOSIT ACCOUNT

- i) If the depositor has registered nomination with the Bank; the balance outstanding in the account of the deceased depositor will be transferred to the account of/paid to the nominee after the Bank satisfies about the identity of the nominee, etc.
- ii) The above procedure will be followed even in respect of a joint account where nomination is registered with the Bank. In a joint deposit account, when one of the joint accountholders dies, the Bank is required to make payment jointly to the legal heirs of the deceased person and the surviving depositor(s). However, if the joint accountholders had given mandate for disposal of the balance in the account in the forms, such as either or survivor, former/latter or survivor, anyone of survivors or survivor; etc., the payment will be made as per the mandate to avoid delays in production of legal papers by the heirs of the deceased.
- iii) In the absence of nomination and when there are no disputes among the claimants, the Bank will pay the amount outstanding in the account of deceased person against joint application and indemnity by all legal heirs or the person mandated by the legal heirs to receive the payment on their behalf without insisting on legal documents up to the limit approved by the Bank's board. This is to ensure that the common depositors are not put hardship on account of delays in completing legal formalities.

INTEREST PAYABLE ON TERM DEPOSIT IN DECEASED ACCOUNT

- i) In the event of death of the depositor before the date of maturity of deposit and amount of the deposit is claimed after the date of maturity, the Bank shall pay interest at the contracted rate till the date of maturity. From the date of maturity to the date of payment, the Bank shall pay simple interest at the applicable rate obtaining on the date of maturity, for the period for which the deposit remained with the Bank beyond the date of maturity; as per the Bank's policy in this regard.
- ii) However, in the case of death of the depositor after the date of maturity of the deposit, the Bank shall pay interest at savings deposit rate obtaining on the date of maturity from the date of maturity till the date of payment.

INSURANCE COVER FOR DEPOSITS

All deposits placed with the Bank in India are covered under the insurance scheme offered by Deposit Insurance and Credit Guarantee Corporation of India (DICGC) subject to certain terms and conditions. The insurance covers all deposits such as savings, fixed, current, recurring etc; except the following type of deposits:

- i) Deposits of foreign Governments;
- ii) Deposits of Central/State Governments;
- iii) Inter-bank deposits;
- iv) Deposits of the State Land Development Banks with the State cooperative bank;
- v) Any amount due on account of and deposit received outside India;
- vi) Any amount, which has been specifically exempted by the corporation with the previous approval of Reserve Bank of India. Each depositor is insured up to a maximum of ₹100,000 (Rupees one lakh only) for both principal and interest amount held by the depositor in the same right and same capacity as on the date of liquidation/cancellation of bank's licence or the date on which the scheme of amalgamation/merger/reconstruction comes into force.

STOP PAYMENT FACILITY

The Bank will accept stop payment instruction from the depositors in respect of cheques issued by them. Charges, as specified, will be recovered.

DORMANT ACCOUNTS

Accounts which are not operated for a considerable period of time will be transferred to a separate dormant/inoperative account status in the interest of the depositor as well as the Bank. The depositor will be informed of charges, if any, which the Bank will levy on dormant/inoperative accounts. The depositor can request the Bank to activate the account for operating it.

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 absence of nomination or mandate for disposal of contents of lockers, with a view to avoid hardship to common persons, the Bank will release the contents of locker to the legal heirs against indemnity on the lines as applicable to deposit accounts.

REDRESSAL OF COMPLAINTS AND GRIEVANCES

Depositors having any complaint/grievance with regard to services rendered by the Bank has a right to approach authority(ies) designated by the Bank for handling customer complaint/grievances. The details of the internal set up for redressal of complaints/grievances will be displayed in the branch premises. The branch officials shall provide all required information regarding procedure for lodging the complaint. In case the depositor does not get response from the Bank within 30 days from date of complaint or he is not satisfied with the response received from the Bank, he has a right to approach Banking Ombudsman appointed by the Reserve Bank of India.