

**SyndicateBank Corporate Office : Bangalore Planning & Development
Department**

Format of Comprehensive Notice Board
(Updated upto.....)

- (i) We have separately displayed the key interest rates on deposits (See Products & Service-Rate of interest)
- (ii) Nomination facility is available on all deposit accounts, articles in safe custody and safe deposit vaults.
- (iii) We exchange soiled notes and mutilated notes.
- (iv) We accept /exchange coins of all denominations.
- (v) If a banknote tendered in a branch is found to be counterfeit, the branch will issue an acknowledgement to the tenderer after stamping the note.
- (vi) Please refer to our cheque collection policy for the applicable time frames for collection of local and outstation cheques ([See Customer care-Bank's Policy on collection of cheques/instruments](#)).
- (vii) For satisfactory accounts, we offer immediate credit of outstation cheque upto Rs.15000/ (**Please refer cheque collection policy mentioned above**).
- (viii) Bank's BPLR (Benchmark Prime Lending Rate) & its effective date: 12 % w.e.f. 01.07.2009.

B. SERVICE CHARGES:

Sl.No.	Type of Account	Minimum Balance Requirement	Charges for non-maintenance thereof
1	Savings Account	Rural/Semi-urban Rs.500 Urban/Metro - Rs.1000	Rs.30 per month
2	Synd Samanya (With Cheque book facility)	Rs.500	Rs.30 per month

For other service charges, see homepage-Service charges.

C. GRIEVANCE REDRESSAL:

- (i) If you have any grievances / complaints, please approach the head of the branch.
- (ii) If your complaint is unresolved at the branch level, you may approach the Regional Head whose name and address are available in the branch.
- (iii) If you are not satisfied with our grievance redressal, you may approach the Banking Ombudsman in whose territorial jurisdiction the matter falls ([Complaint redressal-Procedure-Ombudsman](#))

D. OTHER SERVICES PROVIDED AT OUR BRANCHES:

- i) We accept direct tax collection. (Please quote PAN/TAN on Challan. Do not drop the Challans in the Drop Boxes).
- ii) We open Public Provident Fund accounts.
- iii) We operate the Senior Citizens Savings Scheme, 2004.
- iv) We operate the Prime Minister's Rozgar Yojana / other schemes sponsored by Government of India and State Government.
- v) We offer SSI loans/products.
- vi) We issue Kisan Credit Cards.
- vii) We open 'No frills' accounts.
- viii) Donations for PM's relief fund are accepted here.

E. INFORMATION AVAILABLE IN BOOKLET FORM AT BRANCHES (Please approach 'MAY I HELP YOU' Counter)

- (i) All the items mentioned in (A) to (D) above.
- (ii) The Citizen's Charter for Currency Exchange facilities.
- (iii) [Time norms for common transactions.](#)
- (iv) Design and security features of all the banknotes.
- (v) Policy documents relating to [Cheque Collection, Grievance Redressal Mechanism, Security repossession and Compensation.](#)
- (vi) The complete [service charges](#), including services rendered free of charge.
- (vii) [Fair Practice Code](#) / The Code of Bank's Commitment to Customers.