



## **Know Your Rights (KYR) at BC Points**

(For Customers carrying out Banking Activities at Indian Bank BC Points)

- ❖ Bank follows Corporate Business Correspondent (CBC) model, in which individual BCs are appointed by CBCs.
- ❖ BCs are not Bank employees and act only as Sub-Agent.
- ❖ **One Customer can Deposit and Transfer of fund up to Rs. 20,000 per day at BC Point and similarly, withdrawal per day per customer is Rs. 10,000 only. Be suspicious of BC if he/she asks more than this limit.**
- ❖ BCs can only enrol your Saving Account, FD, RD Accounts. They are not authorized to issue (1) SB / RD passbook, (2) FDR / TDR receipts, (3) Cheque book, (4) ATM cum Debit/Rupay cards, PIN, etc. These facilities only can be obtained from Base Branches / Branches of Indian Bank.
- ❖ BCs can't open any FDR/TDR on cash basis. Customers should not handover cash to BCs for FDR/TDR.
- ❖ For SB Account Customers the KYC documents submitted at BC points must reach to Base Branch by the BCs within **T+2 days**. Please ask the BC to give name of the Base Branch before any type of enrolment. You can complain to base branch if BC has not submitted the documents to base branches.
- ❖ Customers can only update their passbook at BC Points through passbook printer machine. **No BC is authorized to do manual entry in the passbook.**
- ❖ All services available at BC points are free of cost. Customers should not pay any cost of service to BC. Any BC found to be charging from customers towards Saving / Deposit / Payment enrolment in illegal manner must be reported to base branches.
- ❖ Please collect the Saving / RD passbook, TRD / FDR receipts from base branches with proper seal, signature of Bank official only.
- ❖ Please ask the BC to show the screen menu before doing any transaction. If a customer wants Balance enquiry, Mini Statement of their accounts, the screen menu of BC Monitor is to be watched, that the service requested appear on the screen.
- ❖ After each transaction, please check your mobile for SMS and Balance in your account.



- ❖ Customers are requested to place the biometric only convinced after that BC has entered the required service and correct amount entered in the system. For e.g. If Rs. 20,000 to be deposited, please check Deposit menu opened, your account number is correctly entered, and amount is also correct then only put your consent.
- ❖ Do insist for signing in the Register for doing any transactions at BC point. Please write your account number, amount deposited / or accepted with your signature on the register also.
- ❖ Do not leave the premises of BC without Thermal Printer receipt. Also do not accept any other hand written, pass book printer receipt.
- ❖ Indian Bank Customers can only perform 2 financial transactions per day per Customer, at BC channel.
- ❖ BC is not authorized to use bank's seal, stationary, Deposit / Withdrawal slip
- ❖ BC is not authorized to do informal borrowing. No lending facility is available at BC Point.
- ❖ For any other services or grievances, please contact the base branch.
- ❖ Always be Vigil and Touch with Base Branch.