



**GP PARSIK SAHAKARI BANK LTD**

(Multi-State Scheduled Bank)

# **CUSTOMER COMPENSATION POLICY**

(Approved vide Board Meeting dated 28.04.2026)

GP PARSIK SAHAKARI BANK LTD

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**(Multi-State Scheduled Bank)**  
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**CUSTOMER COMPENSATION POLICY**

This Policy of GP Parsik Sahakari Bank Ltd. is framed and same is duly approved and reviewed by the Board of Directors in its Meeting dated 28<sup>th</sup> April, 2026 vide Resolution No. (\_\_\_\_)

**A. INTRODUCTION:**

The co-operative Banks are set up for satisfying the financial needs of masses in the society. These banks are set up for local people by the local people. Banking is the service industry and customer is the centre of business of these banks. In the competitive age, survival of co-operative banks is much dependent on degree of quality of customer service rendered by co-operative banks. Further Technological progress in payment and settlement systems and qualitative changes in operational systems and processes undertaken by various players in the market have improved efficiencies for providing better service to the users of the system. It has been the endeavor of the Bank to offer services to its customers with best possible utilization of its technology infrastructure. Migration of all branches of the Bank to Core Banking Solution (CBS) platform is a great leap in this direction. The RBI has advised to reframe time norms for collection of Local Cheques in addition to other time frame of 7/10/14 days for collection of Outstation cheques/instruments; the Bank is required to compensate customers for delay in collection of instruments /cheques beyond these days in addition to other deficiency in services. Further, on account of technological development various electronics payment and transaction channels have been introduced through digital banking systems. The various digital applications are used through mobile and internet banking systems. The RBI as well as other regulatory authorities are encouraging digital transaction instead of cash transactions. However, digital banking is not free from the inherent risk of hacking systems by miscreants by making unauthorized entry in records of the bank and swallow public money of the customers of the bank. There may or may not be fault on the part of customer or bank. However, interest of customer is to be protected by making proper security arrangements by banks. Accordingly, in order to increase security in banking operations and efficiency for better performance, to increase financial trust on banks, to have proper mechanism for addressing redressal of complaints of customer and to compensate adequately any customer who faces deficiency in services or if the deficiency neither lies with bank nor lies with customer but lies with system elsewhere the Customer Compensation Policy for the Bank has been formulated.

**B. OBJECTIVES:**

1. To observe the guidelines issued by RBI on payment systems through various customary as well as electronic channels, customer service and render the qualitative customer service
2. To address the grievance of the customer of the bank in that behalf.
3. To evaluate the grievance without prejudice
4. To provide remedy / solution to the grievance to the best possible extent.
5. To provide compensation due to deficiency in service on the part of the Bank or any act of omission or commission, directly attributable to the Bank.
6. To provide protection to customer limiting his liability in unauthorized electronic banking transactions.

**C. SCOPE:**

- a) The Policy covers resolution of all complaints raised by customers on account of system intricacies, banking procedures, gaps in customer service, service charges etc. Redressal machinery is also applicable to complaints raised on account of credit information of customers.
- b) The Policy is based on principles of transparency and fairness in the treatment of customers. It is designed to cover deficiency in service in areas relating to unauthorized debiting of accounts, payment of interest to customers for delayed collection of cheques/instruments, payment of cheques after acknowledgment of stop payment instructions, remittances within India, lending etc. as specified in this Policy.
- c) Grant of compensation under this Policy is without prejudice to the Bank's rights in defending its position before any Court of Law, Tribunal or any other forum duly constituted to adjudicate banker customer disputes and does not constitute admission of liability or any other issue, of any nature whatsoever for the purposes of Adjudicatory proceedings.

**D. RECOGNITION OF DEFICIENCY AND COMPENSATION****I. CLEARING DEPARTMENT:-****➤ COLLECTION OF CHEQUES PAYABLE IN INDIA****Local Cheques**

A). All cheques and other negotiable instruments payable locally will be presented through the clearing system prevailing at the center. Cheques deposited at branch counters and in collection boxes within the branch premises before the specified cut-off time and after the cutoff time in collection boxes outside the branch premises including off-site Automated Teller

Machines will be presented in the next clearing cycle. As a policy, the Bank will give credit to the customer account on the same day in which the clearing settlement takes place. Withdrawal of amounts so credited would be permitted as per the cheque return schedule of the clearing house.

To enhance the efficiency of the paper based clearing systems, the Cheque Truncation System banks of the BBCH Banker's Clearing House are participating in the CTS. To encourage complete migration of cheques in the Mumbai to CTS. CTS grid has been implemented at Plot No.320,TTC industrial Area ,near vrushali Hotel ,Rabale Navi Mumabi -400701, The clearing of various cities has been linked to the CTS grid at these locations. Reserve Bank of India will continue to issue directions to include clearing of additional cities to the grid locations.

B) Due to any technical reason by the bank, as far as clearing and settlement concern. Cheques that need to be re-presented without any recourse to the payee, will be made in the immediate next presentations clearing not later than 24 hour (excluding holidays) with due notification to the customers of such re-presentation through SMS alert.

The Bank will pay interest to its customers on account of delay in Credit / Return of NEFT/ NECS / ECS transactions solely attributable to the Bank or its employees. The interest will be paid at the rate of prevailing RBI LAF Repo Rate plus two percentage from the due date of credit till the date of actual credit for any delayed credit to the beneficiary account for reasons solely attributable to the Bank.

C) Banks have been advised to issue only CTS 2010 standard compliant cheques from Sep-30,2012.Earlier there were separate clearing sessions for Non-CTS CHEQUES.HOWEVER they were discontinued with effect from December 31,2018.As now Non-CTS cheques cannot be presented in CTS.

#### ➤ **Payment Of Cheques After Acknowledgement Of Stop Payment Instructions**

The instruction for Stop Payment will be accepted at Home Branch / through Contact centre/ Internet Banking (alternate channel).

In case a cheque has been paid after stop payment instruction is acknowledged by the Bank, Bank shall reverse the debit with value dated credit within two working days of the customer intimating the transaction to the Bank and also compensate the customer with Rs.100/-. However, no compensation will be paid if cheque has been paid prior to acknowledgment of stop payment instructions.

➤ **Timing for acceptance**

RBI Circular No: RBI/2025-26/73 CO.DPSS.RLPD.No.S536/04-07-001/2025-2026, dated August 13th, 2025, It has been decided to transition CTS to continuous clearing and settlement on realisation in two phases. Phase 1 shall be implemented on October 4, 2025 and Phase 2 on January 3, 2026.

Banks already configured systems for implementation of continuous clearing.

A. Cheques would be accepted during business hours of the Bank branch. Alternatively, cheques can be deposited at ATM centers round the clock, wherever collector boxes are installed.

B. Collection timings for local cheques drawn on other banks (local clearing) The cut-off time for sending cheques for collection would be worked out for each location/branch based on cut-off time afforded by clearinghouse at each location. The cut-off timings would be displayed at branches/ATM for customers. Collection timings for local cheques drawn on own branches of bank (transfer cheques):

Cheques deposited across the counter: Same working day. Cheques deposited in Branch/ATM drop box : As per the cut off timings of the respective drop box.

➤ **COMPENSATION FOR DELAY IN CLEARANCE OF LOCAL CHEQUES**

- Cheques deposited in the drop-box upto 11 a.m. will be sent for clearance on same day, for which the clearance period will be same working day. Cheques deposited after 11 a.m. will be sent for clearing on next day, for which clearance period will be next working day.
- The compensation to the customers is payable, in case of delay in clearance of local cheques beyond above stipulated period. Such compensation shall be paid without any demand from customers in all types of accounts at Savings Bank interest rate.
- Instruments drawn on the bank's own branches and presented across the counter are being credited, to the customers' account on the same day, subject to cheque amount being under existing cap for non-home transactions.
- Bank shall also permit usage of the shadow credit afforded to the customers' account immediately after closure of relative return clearing and, in any case, withdrawal shall be allowed on the day of affording shadow credit or maximum within an hour of the commencement of business on the next working day, subject to usual safeguards.

➤ **COMPENSATION FOR LOSS OF CHEQUES / INSTRUMENTS IN TRANSIT.**

- In the event a cheque or an instrument accepted for collection is lost in transit or in clearing process or lost by the Service Provider ( in case of CMP), the Bank shall immediately on coming

to know of the loss of instrument, bring the same to the notice of the account holder so that the account holder can inform the drawer to record stop payment and also take care that cheques, if any, issued by him/her are not dishonoured due to non-credit of the amount of the lost cheque/instrument. The Bank would provide all assistance to the customer to obtain a duplicate instrument from the drawer of the cheque.

- In case intimation regarding loss of instrument is conveyed to the customer beyond the time limit stipulated for collection, as per the Cheque Collection Policy of the Bank, (7/10/14 days as the case may be) interest will be paid for the period beyond the stipulated collection period at the rates specified in para 4.6.2 above for cheques payable in India.
- i) Bank will pay interest on the amount of the cheque for a further period of 15 days at Savings Bank rate to provide for possible further delay in obtaining duplicate cheque /instrument and collection thereof.
- ii) The Bank would also compensate the customer for any reasonable charges he/she incurs in getting duplicate cheque/instrument upon production of receipt, in the event the instrument is to be obtained from a Bank / institution who would charge a fee for issue of duplicate instrument, subject to a maximum of Rs. 250/-.
- **Submission of Positive Pay details** • The RBI regulation vide circular bearing reference RBI/2020-21/ 41/ DPSS.CO.RPPD.No.309/04.07.005/ 2020-21 dated September 25, 2020 states “that the PPS facility shall be enabled for all account holders issuing cheques for amounts of INR 50,000 and above. While availing of this facility is at the discretion of the account holder, banks may consider making it mandatory in case of cheques for amounts of INR 500,000 and above.

In line with the regulation, sharing the cheque details through PPS for cheques amounting to INR 100,000 and above has been made mandatory by our Bank w.e.f. 01st September 2021. In the absence of Positive Pay details for cheque with value INR 100,000 & above (i.e., due to non-submission of details by the customer), the cheque will be returned to the presenting Bank when the cheque is presented through CTS clearing. • Bank has enabled Positive Pay platform to customers for submitting the cheque details at the time of issuance of the cheques. In case of any fraud, wherein the drawer’s signature and cheque leaf are genuine, and the customer does not submit positive pay details, then Bank is not liable to compensate the customer. In such cases, RBI will not entertain complaints under the Panel for Resolution of Disputes (PRD) mechanism. For e.g., Customer has issued the cheque with different payee name or amount and fraudster has altered these details and there is no lapse from Bank’s end at the time of clearing the cheque.

➤ **PAYMENT OF “AT PAR” CHEQUES ISSUED BY OTHER BANKS**

- Bank will not pay any compensation, to the cheque holder, for dishonour of "at par" cheques issued by other banks, including co-operative banks, in the absence of adequate funds in the account on which cheques are issued even though the amount of the cheque may have been paid to the bank which had issued the "at par" cheque.
- RBI instruction stipulate that banks will not honour cheques drawn on current accounts maintained by other banks with it unless arrangements are made for funding cheques issued. Issuing bank should be responsible to compensate the cheque holder for non- payment of cheques in the absence of adequate funding arrangement.

➤ **ECS DIRECT DEBITS/ OTHER DEBITS TO ACCOUNTS**

- The Bank undertakes to carry out, within the prescribed time, direct debit /ECS (Electronic Clearing Service) debit instructions of customers. In the event of non-compliance/delayed compliance of instructions by the Bank to meet such commitments, the customer will be compensated to the extent of any financial loss the customer would incur on account of delay in carrying out the instruction/failure to carry out the instruction.
- Such compensation may be equivalent to the interest calculated on the amount to be debited, for the delayed period, at applicable Savings Bank rate, with minimum of Rs. 100/-, subject to a maximum of Rs.1,000/-.
- The Bank would debit the customer's account with any applicable service charge as per the schedule of charges notified by the bank. In the event the Bank levies any charge in violation of the arrangement or inadvertently, Bank will reverse the charges, subject to scrutiny of agreed terms and conditions, and compensate the customer by a sum equal to the charges reversed.

➤ **NECS / ECS / NACH -Credit**

- Destination Bank would be held liable to pay penal interest at the current RBI Repo Rate plus two per cent from the due date of credit till the date of actual credit for any delayed credit to the beneficiaries' account. Penal interest shall be credited to the Beneficiary's Account even if no claim is lodged.”

<b>National Automated Clearing House (NACH)</b>			
a	Delay in crediting beneficiary's account or reversal of amount.	Beneficiary bank to reverse the Un credited transaction within T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
b	Account debited despite revocation of debit mandate with the bank by the customer.	Customer's bank will be responsible for such debit. Resolution to be completed within T + 1 day.	

## II. NEFT/ RTGS DEPARTMENT

### ➤ UNIFORMITY IN PENAL INTEREST PAYABLE BY BANKS FOR DELAYS IN CREDIT/RETURN OF NEFT/NECS/ ECS TRANSACTIONS.

- In terms of the NEFT / NECS / ECS Procedural Guidelines of RBI, as also the relevant circulars / instructions issued by RBI from time to time, member banks need to afford credits to beneficiary accounts or return transactions (unaccredited for whatever reason) to the originating / sponsor bank within the prescribed timeline. Any delays in doing so attract penal provisions specified therein. In order to ensure standardization of the benchmark rate used and bring in uniformity in penal provisions across the retail payment products, RBI has made the following modifications:

### ➤ NEFT / RTGS

- In the event of any delay or loss on account of error, negligence or fraud on the part of an employee of the destination bank in the completion of funds transfer pursuant to receipt of payment instruction by the destination bank leading to delayed payment to the beneficiary, the destination bank shall pay compensation at current RBI Repo Rate plus two per cent for the period of delay for credit to the beneficiary's a/c. In the event of delay in return of the funds transfer instruction for any reason whatsoever, the destination bank shall refund the amount together with interest at the current RBI Repo Rate plus two per cent till the date of refund."
- During the NEFT / RTGS operating hours, originating banks should endeavour to put through the requests for NEFT/ RTGS transactions received by them, either online or across the counters, preferably in the next available batch but, in any case, not exceeding two hours (from the business hours next day), from the time of receipt of the requests. In the likelihood of any delay / possible delay in adhering to this requirement, the originators / customers should be

informed of the delay / possible delay and the reasons for the same.

- In terms of the RBI ECS (Credit Clearing) procedural guidelines which clearly stipulate that if a destination bank branch is not in a position to credit a particular transaction for reason like "Account Closed/ transferred"; "No such Accounts"; "Account description does not tally"; etc. it should report the same and forward it to the Service Branch/ Main Branch on the same settlement day.

Since the NEFT 24x7 system has gone live, i.e., December 16, 2019, the reserve Bank of India has been following up with NEFT member banks to upgrade their systems and provide inward / outward NEFT facility to their customers on 24 x 7 basis.

NEFT inward / outward facility 24x7 implicitly requires following adherence:

- i. payment of penal interest by banks for delays in credit to beneficiary's account or return of un credited funds to the remitter, and.
- ii. providing positive confirmation through SMS or e-mail to the remitting customer after the funds have been credited to the account of the beneficiary.
- iii. ensure that in case of delayed credits or delayed returns, the penal interest as applicable is paid suo-moto to the customer without necessitating a request for the same by the customer.

### III. IT DEPARTMENT:-

#### ➤ ISSUE OF ATM/DEBIT CARDS WITHOUT WRITTEN CONSENT OF CUSTOMERS:

Where the Bank had issued an ATM / Debit card without written consent of the customer, which has been disputed by the customer without using the card, the said ATM/Debit card will be taken back by the Bank and got cancelled. The Bank would not only reverse the charges, if levied, immediately but also pay compensation to the customer Rs100/- if cancellation is done within 7 days of the representation and Rs.500/- for cancellation done after 7 days.

#### ➤ ATM FAILURE: COMPENSATION TO CUSTOMER FOR SETTLEMENT OF DISPUTED ATM TRANSACTIONS

RBI's instructions/guidelines now stipulate that the time limit for resolution of customer complaints by the issuing banks shall stand reduced from 7 working days to 5 working days from the date of receipt of customer complaint. Accordingly, failure to re-credit the customer's

account within 5 working days of receipt of the complaint shall entail payment of compensation to the customer @ Rs.100/- per day by the issuing bank provided the claim is lodged with the issuing bank within 30 days of the date of transactions and branch has failed to establish the proof of payment/disbursement by ATM.

- Customer compensation on delayed credit is not applicable on chargeback raised under reason code 'Counterfeit EMV Card Fraud' Interoperable Cash Deposit (ICD) and International ATM transactions.
- The Customer Compensation shall be calculated from the transaction date.
- The existing RBI TAT of dispute resolution has been changed from 7 working days from the complaint date to 5 calendar days from the transaction date, therefore the representment TAT shall be changed from 5 working days to 5 calendar days in DMS.
- TAT for raising Pre-arbitration shall be reduced from existing 30 days to 14 days.
- TAT for raising Pre –arbitration rejection shall be reduced from existing 17 days to 7 days.
- TAT for raising Arbitration shall be reduced from existing 30 days to 14 days.

<b>1</b>	<b>Automated Teller Machines (ATMs) including Micro-ATMs</b>		
a	Customer's account debited but cash not dispensed.	Pro-active reversal (R) of failed transaction within a maximum of T + 5 days.	₹ 100/- per day of delay beyond T + 5 days the credit of the account holder.

➤ **UNAUTHORIZED / ERRONEOUS DEBIT**

- If the Bank has raised an unauthorized/ erroneous debit to an account, the entry shall be reversed immediately on being detected/informed, after due verification. If such a debit has resulted in a financial loss to the customer by way of reduction in the minimum balance applicable for payment of interest on savings bank deposit or payment of additional interest to the Bank in a loan account or levying of penalty for not maintaining the stipulated minimum balance in the account, Bank shall compensate the customer to that extent.
- Further, if the customer has suffered any loss incidental to return of a cheque or not carrying out of direct debit instructions due to insufficiency of balance on account of the unauthorized / erroneous debit, Bank will compensate the customer to the extent of such financial loss in addition to an amount equivalent to interest calculated on the unauthorized / erroneously debited amount at applicable Savings Bank rate, minimum Rs.100/-, besides refunding the cheque return charges.

- In case verification of the entry reported to be unauthorized /erroneous by the customer does not involve a third party, the Bank shall arrange to complete the process of verification within a maximum period of 7 working days from the date of reporting of erroneous debit. If it involves a third party or where verification is to be done at overseas centers, the Bank shall complete the verification process within a maximum period of one month from the date of reporting of unauthorized /erroneous transaction by the customer.
- In case any amount has been debited to the account of a customer on account of fraudulent transactions the amount will be restored to the affected customer account without delay/demur, once the fraud is established.
- The Bank reserves its right to debit the account for reversing the amounts in case a wrong credit is posted to a customer's account without payment of compensation.
- If a fraud, in the account of a customer, has been committed by a member of staff, and has been so established, Bank will not only restore the amount, it will also pay compensation @ 1% above the specified rate as provided in Bank's Cheque Collection Policy for delayed collection in deposit account and @ 1% above the applicable interest rate (Base Rate) in respect of overdraft/loan account, for the period, on the amount involved.

In case where neither the Bank is at fault nor the customer, but the fault lies elsewhere in the system, the Bank will help in restoring the actual amount involved and as a gesture of goodwill and to deal with the customers fairly, will also compensate the customer with Rs.100/- per Rs.5000/- maximum Rs.1000/- for each instance.

➤ **REVERSAL OF ERRONEOUS/UNAUTHORIZED/FRAUDULENT DEBITS ARISING ON INTERNET BANKING (VISHING /PHISHING /SMISHING RELATED TRANSACTIONS) POINT OF SALES (POS) (SKIMMING OF THE CARD) AND MOBILE BANKING, UNIFIED PAYMENT INTERFACE (UPI), BHARAT BILL PAYMENT SYSTEM (BBPS)**

All such erroneous or suspect debits will be investigated by the Bank in conjunction with Government, law enforcing bodies and/ or respective responsible authority wherever required.

Depending on outcomes of such investigations on a case to case basis, The GPPJSB – Internet/Mobile banking including UPI, BBPS and PoS Compensation Policy

(i) In case of any fraud, if the Bank is convinced that an irregularity / fraud has been Committed by its staff towards any constituent, the bank shall at once acknowledge its liability and pay the just claim.

(ii) In cases where Bank is at fault, the Bank shall compensate the customer without raising objection what so ever.

(iii) In cases where neither the Bank is at fault nor the customer is at fault but the fault lies elsewhere in the system, then the Bank shall compensate the customer upto 50% (not exceeding INR 5000 amount) of only the direct financial loss suffered by the customer. Such compensation would be paid only once in the lifetime of an account.

(iv) In cases where the Bank is not at fault, but the customer has either acted fraudulently, negligently or contributed to unauthorized access or inadvertently compromised his/her Internet/Mobile Banking security details [examples are (but not limited to) Client ID or User ID, transaction/login/password/one time passwords, TPIN/QPIN date of birth, mother's maiden name, answers to security questions, etc.] or acted without reasonable care (which includes not taking steps to protect computers from hackers or visiting unreliable websites) the case will be handled as per applicable provisions of the extant Code of Commitment to customers in compliance to Banking Codes and Standards Board of India (BCSBI).

Sl. no.	Description of the incident	Framework for auto-reversal and compensation	
		Timeline for auto-reversal	Compensation payable
	II	III	IV
<b>1</b>	<b>Card Transaction</b>		
a	<u>Card to card transfer</u> Card account debited but the beneficiary account not credited.	Transaction to be reversed latest within T + 1 day, if card is not effected to the beneficiary account.	₹ 100/- per day of delay beyond T + 1 day.
b	<u>Point of Sale (PoS) (Card Present) including Cash at PoS</u> Account debited but confirmation not received at merchant location i.e., charge-slip generated.	Auto-reversal within T + 5 days.	₹ 100/- per day of delay beyond T + 5 days
c	<u>Card Not Present (CNP) (e-commerce)</u> Account debited but confirmation not received at merchant's system.		
<b>2</b>	<b>Immediate Payment System (IMPS)</b>		

a	Account debited but the beneficiary account is not credited.	If unable to credit to beneficiary account, auto reversal (R) by the Beneficiary bank latest T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
<b>3</b>	<b>Unified Payments Interface (UPI)</b>		
a	Account debited but the beneficiary account is not credited (transfer of funds).	If unable to credit the beneficiary account, auto reversal (R) by the Beneficiary bank latest T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
b	Account debited but transaction confirmation not received at merchant location (payment to merchant).	Auto-reversal within T + 5 days.	₹100/- per day if delay is beyond T + 5 days.
<b>4</b>	<b>Aadhaar Enabled Payment System (including Aadhaar Pay)</b>		
a	Account debited but transaction confirmation not received at merchant location.	Acquirer to initiate "Credit Adjustment" within T + 5 days.	₹100/- per day if delay is beyond T + 5 days.
b	Account debited but beneficiary account not credited.		
<b>5</b>	<b>Aadhaar Payment Bridge System (APBS)</b>		
a	Delay in crediting beneficiary's account.	Beneficiary bank to reverse the transaction within T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
<b>6</b>	<b>Prepaid Payment Instruments (PPIs) – Cards / Wallets</b>		
a	<u>Off-Us transaction</u>  The transaction will ride on UPI, card network, IMPS, etc., as the case may be. The TAT and compensation rule of respective system shall apply.		
b	<u>On-Us transaction</u>  Beneficiary's PPI not credited. PP debited but transaction confirmation not received at merchant location.	Reversal effected in Remitter's account within T + 1 day.	₹100/- per day if delay is beyond T + 1 day.

➤ Limiting Liability of Customers in Unauthorised Electronic Banking Transactions strengthening of systems and procedures:

A) Broadly, electronic banking transactions can be divided into two categories:

(1) Remote/ online payment transactions (transactions that do not require physical payment instruments to be presented at the point of transactions e.g., internet banking, mobile banking, card not present (CNP) transactions), Pre-paid Payment Instruments (PPI), and

(2) Face-to-face / proximity payment transactions (transactions which require the physical payment instrument such as a card or mobile phone to be present at the point of transaction e.g. ATM, POS, etc.).

B) The systems and procedures in banks shall be designed to make customers feel safe about carrying out electronic banking transactions. To achieve this, a bank shall put in place:

(1) appropriate systems and procedures to ensure safety and security of electronic banking transactions carried out by customers;

(2) robust and dynamic fraud detection and prevention mechanism;

(3) mechanism to assess the risks (for example, gaps in the banks existing systems) resulting from unauthorised transactions and measure the liabilities arising out of such events;

(4) appropriate measures to mitigate the risks and protect themselves against the liabilities arising therefrom; and

(5) a system of continually and repeatedly advising customers on how to protect themselves from electronic banking and payments related fraud.

2 Reporting of unauthorised transactions by customers to banks :

A bank shall ask its customers to mandatorily register for SMS alerts and wherever available register for e-mail alerts, for electronic banking transactions. The SMS alerts shall mandatorily be sent to the customers, while email alerts may be sent, wherever registered. The customers shall be advised to notify their bank of any unauthorised electronic banking transaction at the earliest after the occurrence of such transaction and informed that the longer the time taken to notify the bank, the higher will be the risk of loss to the bank / customer. To facilitate this, a bank shall provide customers with 24x7 access through multiple channels (at a minimum, via website, phone banking, SMS, e-mail, IVR, a dedicated toll-free helpline, reporting to home branch, etc.) for reporting unauthorised transactions that have taken place and/ or loss or theft of payment instrument such as card, etc. A bank shall also enable customers to instantly respond by "Reply" to the SMS and e-mail alerts and the customers shall not be required to search for a web page or an e-mail address to notify the objection, if any. As an alternative, the bank shall provide an alternate number in the transaction alert SMS itself, to which the customer can

immediately send a reply. Further, a direct link for lodging the complaints, with specific option to report unauthorised electronic transactions shall be provided by bank on home page of their website. The loss/ fraud reporting system shall also ensure that immediate response (including auto response) is sent to the customers acknowledging the complaint along with the registered complaint number. The communication systems used by bank to send alerts and receive their responses thereto shall record the time and date of delivery of the message and receipt of customer's response, if any, to them. This shall be important in determining the extent of a customer's liability. A bank shall not offer facility of electronic transactions, other than ATM cash withdrawals, to customers who do not provide mobile numbers to it. On receipt of report of an unauthorised transaction from the customer, a bank shall take immediate steps to prevent further unauthorised transactions in the account.

### **Limited Liability of a Customer**

#### **(a) Zero Liability of a Customer**

6. A customer's entitlement to zero liability shall arise where the unauthorized transaction occurs in the following events:
- (i) Contributory fraud/ negligence/ deficiency on the part of the bank (irrespective of whether or not the transaction is reported by the customer).
  - (ii) Third party breach where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, and the customer notifies the bank within **three working days** of receiving the communication from the bank regarding the unauthorized transaction.

#### **(b) Limited Liability of a Customer**

7. A customer shall be liable for the loss occurring due to unauthorized transactions in the following cases:
- (i) In cases where the loss is due to negligence by a customer, such as where he has shared the payment credentials, unauthenticated link forwarded by fraudulent person, the customer will bear the entire loss until he reports the unauthorized transaction to the bank. Any loss occurring after the reporting of the unauthorized transaction shall be borne by the bank.
  - (ii) In cases where the responsibility for the unauthorized electronic banking transaction lies neither with the bank nor with the customer, but lies elsewhere in the system and when there is a delay of **(four to seven working days** after receiving the communication from the bank) on the part of the customer in notifying the bank of such a transaction, the per transaction liability of the customer shall be limited to the transaction value or the amount mentioned in Table 1, whichever is lower.

## B. Complete Liability of the Customer

The customer is fully liable for the loss occurring due to unauthorized transactions in the following cases:

- (i) Customer shall bear the entire loss in cases where the loss is due to negligence by the customer, e.g. where the customer has shared payment credentials or Account/Transaction details, viz. Internet Banking user Id & PIN, Debit Card PIN/ OTP or due to improper protection on customer devices like Mobile / laptop/ desktop leading to malware / Trojan or Phishing / Phishing attack, or any unauthenticated link. This could also be due to SIM deactivation by the fraudster. Under such situations, the customer shall bear the entire loss until the customer reports unauthorized transaction to the bank.
- (ii) In cases where the responsibility for unauthorized electronic banking transaction lies neither with the Bank nor with the customer, but lies elsewhere in the system and when there is a delay on the part of the customer in reporting to the Bank beyond seven working days, the customer would be completely liable for all such transactions
- (iii) Customer shall regularly update his /her registered contact details as soon as such details are changed. Bank shall only reach out to customer at the last known email/ mobile number. Any failure of customer to update the Bank with changes shall be considered as customer negligence. Any unauthorized transaction arising out of this delay shall be treated as customer liability

# Bank has provided facility of Call Center which is available to Customer for blocking ATM/Debit Card 24 X 7 and for 365 days. In the event of any unauthorized transactions, Customer shall contact Call center no. 1800222511, 1800224545 and shall pass on account details or card number for blocking of Card to the Call Center executive. Alternatively, Customer can visit Branch and submit letter for blocking of Card. Bank shall provide acceptance on such letter alongwith Date and Time. As soon as the information for blocking the Card is received by Bank, (either by letter or on call center, and if the Card details which is to be blocked is clearly informed/ furnished/ mentioned then), Bank representative shall immediately block the card in the Customers' liability seizes and liability of any further transactions is transferred to Bank.

**Table 1**

### Maximum Liability of a Customer under paragraph 7 (ii)

Type of Account	Maximum liability (₹)
• BSBD Accounts	5,000

<ul style="list-style-type: none"> <li>All other SB accounts</li> <li>Pre-paid Payment Instruments and Gift Cards</li> <li>Current/ Cash Credit/ Overdraft Accounts of MSMEs</li> <li>Current Accounts/ Cash Credit/ Overdraft Accounts of Individuals with annual average balance (during 365 days preceding the incidence of fraud)/ limit up to Rs.25 lakh</li> <li>Credit cards with limit up to Rs.5 lakh</li> </ul>	10,000
<ul style="list-style-type: none"> <li>All other Current/ Cash Credit/ Overdraft Accounts</li> <li>Credit cards with limit above Rs.5 lakh</li> </ul>	25,000

Further, if the delay in reporting is beyond **seven working days**, the customer liability shall be determined on merits and on case to case basis. Such case will be reported to the Board of Directors will full details and Board will decide the customer liability. The Bank shall provide details of this policy in regard to customers' liability formulated in pursuance of these directions at the time of opening the accounts. The Bank shall also display their approved policy in public domain for wider dissemination. The existing customers must also be individually informed about the bank's policy.

8. Overall liability of the customer in third party breaches, as detailed in paragraph 6 (ii) and paragraph 7 (ii) above, where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, is summarised in the Table 2:

**Table 2**  
**Summary of Customer's Liability**

<b>Time taken to report the fraudulent transaction from the date of receiving the communication</b>	<b>Customer's liability (₹)</b>
Within 3 working days	Zero liability
Within 4 to 7 working days	The transaction value or the amount mentioned in Table 1, whichever is lower
Beyond 7 working days	As per bank's Board approved policy

The number of working days mentioned in Table 2 shall be counted as per the working schedule of the home branch of the customer excluding the date of receiving the communication.

**Reversal Timeline for Zero Liability/ Limited Liability of customer**

9. On being notified by the customer, the bank shall credit and Fund Hold the amount involved in the unauthorized electronic transaction to the customer's account within 10 working days from the date of such notification by the customer (without waiting for settlement of insurance claim, if any). Banks may also at their discretion decide to waive off any customer liability in case of unauthorized

electronic banking transactions even in cases of customer negligence. The credit shall be value dated to be as of the date of the unauthorized transaction.

10. Further, the bank shall ensure that:

- (i) a complaint is resolved and liability of the customer, if any, established within 90 days from the date of receipt of the complaint, and the customer is compensated as per provisions of paragraphs 6 to 9 above;
  - (ii) where it is unable to resolve the complaint or determine the customer liability, if any, within 90 days, the compensation as prescribed in paragraphs 6 to 9 is paid to the customer; and
  - (iii) in case of debit card/ bank account, the customer does not suffer loss of interest, and in case of credit card, the customer does not bear any additional burden of interest.
- Unauthorized Electronic banking transaction cases where we do not get sufficient proof or evidence should be present before Senior Executive Management committee & Decision of this committee will be Final.

#### **IV. CREDIT DEPARTMENT:-**

##### **➤ LENDERS LIABILITY: COMMITMENTS TO BORROWERS:**

The Bank has adopted the principles of "Lenders' liability. In terms of guidelines for lenders' liability, and the "Code of Bank's commitment to customers" adopted by the Bank, the Bank would return to the borrowers all the securities /documents /title deeds to mortgage property within 30 days of repayment of all dues agreed to or contracted, subject to any other right/lien/claim by the Bank till the relevant claim is settled /paid. If any right to set off is to be exercised for any other claim, Bank would give due notice with full particulars about the other claims and retain the securities/documents/title to mortgage property till the relevant claim is settled/paid. In the event of loss of title deeds to mortgaged property at the hands of the Banks, the compensation will cover out of pocket expenses for obtaining duplicate documents plus a lump sum amount as decided by the Bank in the following manner "The Bank would pay the compensation for delay in return of securities / documents/title deeds to the mortgaged property beyond 30 days.

In case of delay in releasing of original movable / immovable property documents or failing to file charge satisfaction form with relevant registry beyond 30 days after full repayment/ settlement of loan, the Bank shall communicate to the borrower reasons for such delay. In case where the delay is attributable to the Bank, it shall compensate the borrower at the rate of ₹5,000/- for each day of delay.

In case of loss/damage to original movable / immovable property documents, either in part or in full, the Bank shall assist the borrower in obtaining duplicate/certified copies of the movable / immovable property documents and shall bear the associated costs, in addition to paying compensation as indicated as above. However, in such cases, an additional time of 30 days will be available to the Bank to complete this procedure and the delayed period penalty will be calculated thereafter (i.e., after a total period of 60 days).

The compensation provided under these directions shall be without prejudice to the rights of a borrower to get any other compensation as per any applicable law.

➤ **LOAN AGAINST GOLD ARTICLES / GOLD JEWELLERY/Gold Coin :**

- In case of any damage to the pledged eligible collateral by the Bank during the tenor of loan, the cost of repair shall be borne by the Bank.
- In case of loss of the pledged eligible collateral and/ or any loss, emanating from deterioration or discrepancy in quantity or purity observed during internal audit or otherwise including at the time of return or auction of collateral, Bank shall suitably compensate the borrower(s)/ legal heir(s).
- In case of delay in release of the pledged collateral after full repayment or settlement of loan by the borrower, where reasons for delay are attributable to the Bank, the Bank shall compensate the borrower(s)/ legal heir(s) at the rate of ₹5,000 for each day of delay beyond the timeline prescribed as lender shall release or return the pledged eligible collateral held as security to the borrower(s)/ legal heir(s) on the same day but in any case, not exceeding a maximum period of seven working days upon full repayment or settlement of the loan. If the delay is not attributable to the Bank, it shall communicate reasons for such delay to the borrower(s)/ legal heir(s). Further, where the borrower(s)/ legal heir(s) has not approached the Bank for release of pledged eligible collateral after full repayment or settlement of loan, the Bank shall issue periodic reminders to borrower(s)/ legal heir(s) through letters, email or SMS if the email and mobile number are registered with the Bank.
- The compensation provided under these Directions shall be without prejudice to the rights of a borrower to get any other compensation as per any applicable law.

➤ **VIOLATIONS BY BANK'S AGENTS**

In the event of receipt of any complaint from the customer that the Bank's representatives/couriers, or any other agent(DSA) engaged in any improper conduct or acted in violation of the Code of the Bank's commitment to customers which the Bank has adopted voluntarily, the Bank shall take appropriate steps to investigate and redress the complaint and

endeavor to communicate to the customer within 7 working days from the date of receipt of complaint and where justified, may compensate the customer suitably for financial loss as decided by the Bank. Also, steps will be taken, if required as per Bank's decision, to prevent recurrence of similar complaints.

**V. LEGAL DEPARTMENT:-**

➤ **Compensation for delay in settlement of claims:**

- A. A bank shall settle a claim in respect of deposit accounts of a deceased customer within a period not exceeding 15 calendar days from the date of receipt of all the required documents associated with the claim.
- B. In case of safe deposit locker/ articles in safe custody, the bank shall, within 15 calendar days of receipt of all the required documents, process the claim and communicate with the claimant(s) for fixing the date for making inventory of the locker/ articles in safe custody.

If any deposit related claim is not settled within the timeframe stipulated at paragraph A above, then the bank shall communicate the reasons for such delay to the claimant(s). Further, in cases of delay attributable to the bank, compensation shall be paid by the bank in the form of interest, at a rate not less than the prevailing Bank Rate + 4% per annum, on the settlement amount due for the period of delay. The reference date for reckoning the amount due and the prevailing Bank Rate shall be the date of receipt of all required documents from the claimant.

For claims related to safe deposit locker/ articles in safe custody, the bank shall be required to pay compensation to the claimant(s) at the rate of ₹5,000 for each day of delay, in cases where it doesn't adhere to the timeline prescribed in paragraph B above.

➤ **SUBJECT TO THE FOLLOWING VERY IMPORTANT NOTES:**

**THE BANK RESERVES THE RIGHT TO REJECT CLAIMS ARISING AS A CONSEQUENCE OF:**

- Violation of terms and conditions for GPPSB – Internet/Mobile banking including UPI, BBPS and POS banking services offered or any other digital banking services that may be offered in future by the Bank.
- Non adherence by the customer to various guidelines released by the Bank from time to time for ensuring safeguard of a GPPSB – Internet/Mobile banking including UPI, BBPS and PoS banking account or other sensitive information etc. for the services as mentioned above.
- Customers must always ensure that they have updated their current contact details especially a working mobile number and email id so as to receive alerts promptly. Failure to keep such contact information with the Bank updated may result in the customer being held liable for

any loss suffered as a result of misuse of Internet Banking and Mobile Banking facilities and other banking facilities as mentioned above.

- No compensation shall be entertained or paid for any indirect or consequential loss arising out of the suspect or fraudulent transaction in question

**E. CUSTOMERS' RESPONSIBILITY:**

- Bank will not be responsible for the loss to the customers due to customer's carelessness in keeping the Cheque book, passbook, cards, PIN or other security information and not following Do's and Don'ts issued by Bank, until the Bank has been notified by the customer.
- Bank will not be responsible for the loss to the customer, if the customer acts fraudulently and/or acts without reasonable care which has resulted into loss to him/her. Bank will also not be responsible for the losses arising out of misuse, of lost PIN, compromise of passwords/secure or confidential information, suffered by the customer until the time the Bank has been notified and has taken steps to prevent misuse.
- Mandatorily register for SMS / Email facility at the time of account opening.
- Mandatorily notify the Bank about any change of mobile number, email ID & communication address.
- Immediately blocking of card or Account or Mobile App if they suspect any malicious activities or in an event of lost/theft of Card / Mobile.
- Not to disclose or share account details, card number, PIN, CVV, MPIN, TPIN, UPI PIN or any type of passwords with anyone including spouse, son, daughter, friends, relatives, bank staff or any government employee at any given time, over mail, calls or any other mode of communication. Confidentiality of password is to be strictly maintained.
- Customers to ensure passwords are kept secure and not to be recorded on paper or accessible electronic devices.
- Customer shall not keep easily guessable password/s or any type of PIN/s. Customers to keep complex and non-guessable password/s.
- Any type of PINs & passwords shall be changed periodically on a regular basis by the Customer.
- Customer shall check the transaction message triggered by bank and report discrepancy, if any, immediately.
- Customer must submit necessary documentation to the bank as per defined timelines else the case stands closed under customer liability.
- Passbook issued if any shall be updated from time to time.
- Passbook / Statement of account shall be checked regularly and discrepancy if any shall be reported to the Bank immediately.

- Customer may install proper & authorized system securities (like antivirus) on his/her electronic devices such as Mobile, Laptop, Desktop, etc.
- Customer to ensure that application software shall be installed from official stores like Google Store, I-Store and after checking authenticity only.
- Customer shall ensure that, third party unauthorized software's, applications are not installed on his/her electronic devices like Mobile, Laptop, Desktop etc. which leads to Application frauds, Hacking, Skimming / cloning, account takeover, etc.
- In case of any queries, customer shall email to banks authorized email id (helpdesk@gpparsikbank.net) and/or call to banks authorized helpline numbers (1800222511, 1800224545). Other authorized contact details of the Bank/Branch are available on banks website www.gpparsikbank.com
- In case of card blocking, customer shall call to banks authorized helpline numbers (1800222511, 1800224545) or shall contact any of the GPPSB Branch.

**F. Burden of Proof of Customer Liability**

- The burden of proving Customer liability in case of unauthorized electronic banking transactions shall be with the bank.
- Bank has implemented process of second factor authentication for electronic transactions, as regulated by the Reserve Bank of India. Therefore, Bank has onus to prove that all logs / proofs / reports for confirming two factor authentications are available. Any unauthorized electronic banking transaction which has been processed post second factor authentication known only to the customer would be considered as sufficient proof of customer's involvement / consent in effecting the transaction.

Bank may advise the Customer to file police complaint in case of unauthorized transactions. In such cases Customers shall fully co-operate with Bank and Police authorities or any enforcement authorities for filing compliant / FIR, disclosing all true & fair facts and without hiding any facts.

- During investigation, in case it is detected that the customer has falsely claimed or disputed valid transactions, the bank reserves its right to take due preventive action of the same including closing the account or limiting Electronic Transactions, etc.
- Bank may restrict customer from conducting electronic banking transaction including ATM transaction in case of non-availability of customer's mobile number.
- Customer shall regularly update his /her registered contact details as soon as such details are changed. Bank shall only reach out to customer at the last known email/ mobile number. Any

failure of customer to update the Bank with changes shall be considered as customer negligence. Any unauthorized transaction arising out of this delay shall be treated as customer liability.

- Customer shall provide all necessary documentation as required by the bank to conduct the investigation, for determining customer liability for compensating the customer.
- Customer shall be co-operate with the Bank's investigating authorities and provide all assistance.

#### **G. Insurance Cover**

Bank shall cover its liability by taking adequate insurance cover either through its Banking indemnity policy, card protection policy or through cyber insurance policy wherever possible. Customer shall co-operate with Bank and/or Insurance Agency and/or Investigation Agency to provide FIR/Complaint copy registered with Police or any other documents as required in the case.

Banks may also at their discretion decide to waive off any customer liability in case of unauthorized electronic banking transactions even in cases of customer negligence. In such cases, the detailed note for such a case would be put up before CEO and / or General Manager for reimbursement to the Customer if any. Board / Executive Committee shall be informed about total number of cases periodically, also action taken thereon, the functioning of the grievance Redressal mechanism and take appropriate measures to improve the system and procedures.

However, in the case of failed electronic banking transactions, the terms of payment of customer compensation and TAT for such payment shall strictly be in accordance with provisions of RBI Cir. DPSS.CO.PD No.629/ 02.01.014/2019-20 dated September 20, 2019 on "Harmonization of Turn Around Time (TAT) and customer compensation for failed transactions using authorized Payment Systems" as laid down in the said circular.

#### **H. DISCLAIMER CLAUSE:**

Notwithstanding anything contained here above, the Bank shall not pay any compensation in the following cases:-

- i) Any deficiency in regard to loans and advances activities of the Bank.
  - ii) Dishonor of at par payment agreement with other banks, due to non- Funding and security compliance.
  - iii) Delays on account of non-functioning of business due to factors beyond the control of the bank the period covered by such events shall be omitted for calculation of delay etc.
- IV) Where the issues are sub-judiced and pending before Courts, Ombudsman, arbitrator , Government and matter put on hold due to stay.

**I. FORCE MAJEURE**

The Bank shall not be liable to compensate customers under this Policy if some unforeseen event including but not limited to civil commotion, sabotage, lockout, strike or other labour disturbances, accident, fire, natural disasters or other "Acts of God", war, damage to the Bank's or its correspondent bank(s) systems, communication channels etc. beyond the control of the Bank, prevents it from performing its obligations within the specified service delivery parameters.

**J. AMENDMENT/MODIFICATION OF THE POLICY**

The Bank reserves the right to amend/modify this Policy, as and when deemed fit and proper, at its sole discretion. Bank shall also endeavour, to review the Policy at annual intervals.

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GP PARSIK SAHAKARI BANK LTD