



**THE**

**FEDERAL BANK**

**LIMITED**

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**COMMON PRACTICES FOLLOWED BY OUR BRANCHES**

- 1.** Display business hours.
- 2.** Render courteous services.
- 3.** Attend to all customers present in the banking hall at the close of business hours.
- 4.** Provide separate 'Enquiry' or 'May I Help You' counter at large branches.
- 5.** Offer nomination facility to all deposits accounts (i.e. account opened in individual capacity) and all safe deposit locker facilities.
- 6.** Display interest rates for various deposit schemes from time to time.
- 7.** Notify change in interest rates on advances.
- 8.** Provide details of various deposit schemes/services of the Bank.
- 9.** Issue Demand drafts, Pay Orders etc.
- 10.** Display time norms for various banking transactions.
- 11.** Pay interest for delayed credit of outstation cheques, as advised by Reserve Bank of India (RBI) from time to time.
- 12.** Provide complaint/suggestion book in the branch premises.
- 13.** Display address of Regional/Central Office as well as Nodal Officer dealing with customer grievances/complaints.



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## **FAIR BANKING PRACTICES**

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CUSTOMERS ARE REQUESTED TO

1. Ensure safe custody of cheque book and pass book.
2. Issue crossed/account payee cheques as far as possible.
3. Check the details of cheque, namely, date, amount in words and figures, crossing, etc., before issuing it. As far as possible, issue cheques after rounding off the amount to nearest rupee.
4. Not to issue cheque without adequate balance; maintain minimum balance as specified by the Bank.
5. Send cheques and other financial instruments by Registered Post or by courier.
6. Bring pass book while withdrawing cash from savings bank account through withdrawal slip. Get pass book updated from time to time.
7. Use nomination facility.
8. Note down account numbers, details of FDR, locker numbers etc., separately.
9. Inform change of address, telephone number etc., to the Branch.
10. Inform loss of demand draft, fixed deposit receipt, cheque leave(s)/book, key of locker, etc., immediately to the Branch.
11. Avail standing instructions facility to repeat transactions.
12. Provide feedback on our services.
13. Pay interest, installments, locker rent and other dues in time.
14. Avail services such as ATM, ECS, EFT etc., if offered by the branch.
15. Bring any deficiency in services to the notice of the branch.
16. Not to sign blank cheque/s. So also do not record your specimen signature either on pass book or on cheque book.
17. Not to introduce any person who is not personally known to you for the purpose of opening account.

### **1. FIXED DEPOSIT.**

Flexible scheme with fixed tenor. Suitable for investors who prefer a fixed period.

- Minimum period 15 days.
- Maximum period 10 years for individuals and 20 years for institutions, Govt. undertakings, corporate bodies etc. for specific purpose such as sinking / amortisation of Fund etc.
- Minimum amount Rs 1000.
- Advance up to 90% of deposit at branch manager' s discretion.
- Interest payable option (QUARTERLY OR MONTHLY discounted equivalent).
- Premature withdrawal facility at a nominal penalty of 1% in the interest.

### **2. CASH CERTIFICATE.**

Scheme which ensures higher returns through compounding of interest earned.

- Minimum period 6 months.
- Maximum period 10 years.
- Minimum amount Rs 1000.
- Quarterly compounding of interest.
- High security and good returns.
- Advance up to 90% of deposit .
- Premature withdrawal facility at a nominal penalty of 1% in the interest.

### **3.FEDFLEXI DEPOSIT SCHEME.**

A highly flexible scheme which provides high returns of a fixed deposit with the convenience of a saving account.

- Deposit in units of thousands.
- Minimum amount  
Rs.15,000. - Rural branches  
Rs. 20000 - Semi Urban branches  
Rs. 25000 - Urban and Metro branches.
- No ceiling on maximum amount.

- Deposit will be automatically renewed for 15 days for resident deposits and 1 year for NRI deposits.
- Withdrawal facility of any number of units along with accrued interest. Remaining units continue to earn the contracted rates.
- Account can be opened by individuals, clubs, companies societies, institutions.
- Quarterly compounding.
- All facilities of SB/CD account exist in linked account as well.
- Easy liquidity.
- Cheque book facility.
- Nominal penalty of 1% for premature withdrawal.

#### **4. MULTI-BENEFIT DEPOSIT SCHEME.**

Highly liquid long term scheme, with cheque book facility and the depositor can avail 90% of deposit as advance, also the amount withdrawn could be remitted back just like an OD a/c. This growth ended scheme is extremely suitable for business class.

- Minimum amount  
Rs.15,000. - Rural branches  
Rs. 20000 - Semi Urban branches  
Rs. 25000 - Urban and Metro branches.
- Minimum period 12 months.
- Maximum period 10 years.
- High growth with quarterly compounding.
- Easy withdrawal upto 90% of deposits through cheque leaf.
- Passbook facility.

#### **5. AISWARYA DEPOSIT SCHEME.**

A novel short term deposit scheme. Automatic renewal with latest interest revision benefits. A depositor can go for aiswarya deposit with 15 days, 30 days or 46 days automatic renewal.

- Liquidity and continuity ensured.
- Short term deposit scheme.
- Minimum amount Rs 1000.
- Maximum returns.
- Advance against deposit facility up to 90% of the balance outstanding.
- Automatic renewal and no need of coming to the bank for deposit renewal.
- Compounding of interest on completion of each block selected at the time of opening.

## **6. FEDERAL SAVINGS FUND.**

Unique recurring scheme for fixed income group, with high returns and exempted from TDS.

- Minimum period 6 months.
- Maximum period 10 years.
- Minimum amount Rs 50. and higher amounts in multiples of Rs 10/-.
- You can opt for monthly / quarterly / half yearly or yearly instalments.
- High growth due to quarterly compounding.
- NO TAX DEDUCTION AT SOURCE.
- Loan facility against deposit amounts.
- Passbook facility.
- To facilitate prompt payment depositors can avail of the facility of standing instructions in their SB / CD accounts.

## **7. SUPER SAVINGS FUND.**

A boon for variable income group to park their savings in high return schemes, which enables them to vary monthly instalments upto 10 times the first instalment.

- Recurring scheme with variable instalment.
- Minimum period 6 months.
- Maximum period 10 years.
- Minimum core amount Rs 50 and over in multiples of Rs 10.
- Freedom to fix core amount up to 10000.
- Instalments can vary up to ten times of the core amount, subject to a maximum monthly installment of Rs.10000/-.
- Half yearly compounding.
- Passbook facility.
- Advance upto 90% of the balance outstanding.

## **8. SURAKSHA DEPOSIT**

A novel scheme for senior citizens from Federal Bank.

The attractive features of suraksha Deposit Scheme are:- "

- All resident indian individuals aged 60 years and above are eligible.
- 0.5 % interest above the normal rates on all term deposits of one year and above.
- Special privileges of issuing two demand drafts with upper limit of Rs.5000/- and collection of two instruments with an upper limit of Rs.2500/- absolutely free of service charge every month for senior citizens maintaining an aggregate deposit of Rs.25,000/- and above.
- Simplified nomination facility.
- Opening of joint accounts permitted.

### 9. SPECIAL RECURRING DEPOSIT

- An innovative product to suit the requirement of small organisations for payment of terminal benefits like PF, gratuity etc. of their employees.
- Special Recurring Deposit is a synthesis of our two deposit schemes- FSF and Super Savings Fund.
- The instalment remittance may be weekly, fortnightly or monthly.
- The instalment amount can vary, the maximum variation is restricted to 100% of the previous year's instalment amount.
- Minimum Period - 3 Years. Maximum period - 10 Years. Minimum Instalment amount Rs.50/-
- Interest shall be paid on the monthly minimum balance on quarterly rests.

### 10. DOOR TO DOOR COLLECTION ACCOUNT

- Offered from select branches. Deposit amount is collected at door step by collection agent appointed by the bank.
- Ideal for small savers.

### 11. SAVINGS BANK ACCOUNT

Savings Bank account comes with free ATM card, Internet Banking facility, Anywhere Banking Services and Mobile Banking facility.

| Location of Branch | Minimum Balance Requirement with cheque facility               |
|--------------------|--|
| Rural              | Rs. 600  |
| Semi urban         | Rs. 750  |
| Urban              | Rs. 750  |
| Metro              | Rs. 1,000  |
| Rate of Interest   | As directed by the Reserve Bank of India<br>Currently 3.50% pa |

### 12. CURRENT ACCOUNTS

- ⌘ Current Accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/specified associates, societies, trusts etc.
- ⌘ As required by law, while opening this account we will satisfy ourselves about the identity, including verification of address, of a person/s seeking to open an account, to assist in protecting the prospective customer/s, members of the public and ourselves against fraud and other misuses of the banking system.

- ⌘ The Bank requires a satisfactory introduction of the person/s opening the account by a person acceptable to the Bank.
- ⌘ The Bank is required to obtain two recent photographs of the person/s opening/operating the account, as per RBI directives.
- ⌘ The Bank is required to obtain Permanent Account Number (PAN) or General Index Register (GIR) Number or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act (Vide Section 139A) from the person/s opening the account (i.e. including partners of Registered/Unregistered partnership as also registered/incorporated bodies/companies).
- ⌘ The Bank will provide to the prospective customers details of the documents required for identification of the person/s opening the account in addition to a satisfactory introduction. Documents normally accepted are the current gas/ electricity bill or ration card or voter's identity card or driving licence or passport, etc.
- ⌘ Minimum balance as stipulated from time to time will be required to be maintained.
- ⌘ No interest is paid on credit balance kept in current account.

### **13.PRIVILEGE SB/PRIVILEGE CD**

1. A value added product to high value SB, CD customers (including NRI customers)
2. Eligibility for SB customers - Average monthly minimum balance of Rs.25,000 in Rural and Semi-urban Branches and Rs.50,000/- in Urban and Metro Branches.
3. Eligibility for CD customers - Average monthly minimum balance of Rs.50,000 in Rural and Semi-urban Branches and Rs.1,00,000/- in Urban and Metro Branches.
4. Privileges- (A) Personalised cheque books with name and account number printed - free of charge. (B) Free collection of outstation cheques, instruments, which are drawn on centres where we have branches, amounting upto Rs.10,000 per month - maximum 2 cheques per month for SB customers and upto Rs.25,000 per month - maximum. 5 cheques for CD customers, (C) Free fund transfer facility by DD upto Rs.10,000/- per month for SB customers and Rs.25,000/- for CD customers.
5. No folio charges. Execution of stop payment instruction- free. Execution of standing instruction- free.

## ADVANCE SCHEMES

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|                                       |
|---------------------------------------|
| Agri Mobile Scheme                    |
| Corporate Loan                        |
| Gold Loan                             |
| Instant Relief                        |
| Kisan Card                            |
| Medical Practitioners                 |
| Personal Car Loan                     |
| Subha Yathra Loan.                    |
| Vidya Loan                            |
| Consumer loan                         |
| Dematerialised Shares                 |
| Housing Loan                          |
| Jeevan Suraksha Loan                  |
| Medical Equipments                    |
| Mortgage Loan                         |
| Personal Loan                         |
| Vanijya Loan                          |
| NRI Homes                             |
| Federal Housing Scheme                |
| Federal Mortgage Loan Scheme          |
| Federal Personal Car Loan Scheme      |
| Federal Rent Securitization Loan      |
| Federal Vanijya Loan                  |
| Federal Gold Loan Scheme              |
| Federal Personal Loan Scheme          |
| Federal Vidya Loan Scheme             |
| Consumer Loan Scheme                  |
| Advance Against Dematerialised Shares |
| Government Sponsored Schemes          |

For more details, parties may contact any of our branches nearby or General Advances Department, Corporate Office, Alwaye-683 101, Kerala.



## **STANDING INSTRUCTIONS**

Standing instructions can be given to the Bank for transfer/remittance of funds from one account to other account/s maintained in the same branch, any other branch of the Bank or any other bank or any other third party.

## **SAFE DEPOSIT LOCKERS**

The facility of Safe Deposit Lockers is an ancillary service offered by the Bank.

The Bank' s branches offering this facility will indicate/display this information. The major aspects governing the services are:

- A locker may be hired by an individual (not minor), firms, limited companies, specified associations and societies, etc.
- Nomination facility is available to individual hirer of Safe Deposit Locker.
- Loss of key should be immediately informed to the Branch.
- Lockers are available in different sizes.
- Lockers are rented out for a minimum period of one year. Rent is payable in advance. In case of overdue rent, the Bank may charge penalty as decided from time to time.
- With standing instruction, the rent may be paid from the deposit account of the hirer.
- The Bank will hire locker only to properly introduced persons.
- The Bank reserves right to break open the locker if the rent is not paid in spite of giving notices as per the Bank rules and recover charges thereof.

## **NOMINATION**

Nomination facility is available for all deposit accounts, articles in safe custody and safe deposit vaults.

Nomination is available for accounts opened in individual capacity (i.e. single/joint accounts as well as accounts of a sole proprietary concern) only, i.e. not for accounts opened in representative capacity.

Nomination can be done in favour of one person only.

Nomination can be made, cancelled or varied by the account holder anytime during his/her lifetime. While making nomination, cancellation or variation, witness is required and the request should be signed by all account holders.

Nomination can be made in favour of a minor also.

For the existing accounts where nomination is not made, the account holder/s can do so by filling up form available with the branches.

Customers (new as well as existing) are advised to avail nomination facility, if they have not availed so far.

### **COLLECTION SERVICE**

Immediate credit of local as well as outstation cheques upto **Rs. 15000/-** (as per RBI guidelines from time to time) is provided to the individuals (personal customers] *who* are maintaining satisfactory accounts. However, the customers will have to bear usual service charges as well as the postal charges. In the event of cheques being returned unpaid, the customer will have to pay interest for the period for which funds utilised.

All cheques (local and outstation) deposited by the customers are cleared by the Bank as follows:

**HIGH VALUE CLEARING :** This facility is available for the clients of selected branches at designated centres. Cheques of high value (of not less than Rs. 1 lac per instrument) are cleared on the same day.

**LOCAL CLEARING :** Cheques are cleared normally on the third working day, depending on the centre subject to depositing of the cheques/instruments in time.

**NATIONAL CLEARING :** Cheques drawn on Metropolitan centres listed in national clearing are cleared in 8 days.

The Bank will credit the proceeds of an outstation cheque within the following time norms

- State Capital other than North Eastern States & Sikkim -10 working days
- Other centres -14 working days

### **REMITTANCE SERVICE**

Customer may remit funds from one centre to another centre by Demand Draft or Telegraphic Transfer (TT) etc., by paying specified charges as per the Bank's rules.

The customers can utilise the facility of Electronic Funds Transfer (EFT) system operated through RBI for transferring funds to and from Calcutta, Chennai, Delhi and Mumbai upto Rs. 2 crore.

Demand drafts, telegraphic transfers and travelers cheques for Rs. 50,000/- and above will be issued by the banks only by debit to the customer's account or against cheques or other instruments tendered by the purchaser and not against cash payment. Similarly, such payments for Rs. 50,000/- and above will be made through banking channels and not in cash.

## **INTEREST ON DEPOSITS**

The Bank pays interest on deposits as per various deposit schemes.

Interest rates are revised from time to time and made known to public.

Revised interest rates are applicable only to the renewals and fresh deposits while existing deposits continue to get interest at the contracted rate.

## **SERVICE CHARGES**

The Bank provides various services to customers for which service charges are levied. The charges are reviewed/revised from time to time.

Service charges are levied for collection and remittance of funds, processing of loan proposals, issue of guarantees, safe custody, issue of duplicate instruments/statements, ledger folio charges etc. Details of service charges will be made on request.

## **REDRESSAL OF COMPLAINTS**

In case of any complaint, the customer may bring the matter to the notice of concerned branch manager for immediate redressal. If the complaint is not redressed to the satisfaction of the customer, the matter may be taken up with the Regional Manager concerned.

If the complainant still feels unsatisfied with the responses received, he can address his complaint to the bank's Nodal Officer (Dy. General Manager (Planning & Development), Corporate Office, Federal Towers, Aluva) designated to deal with customers' complaints/grievances giving full details of the case.

After exhausting all the above machinery/channels, if the customer is not satisfied, he may write to Chairman & Managing Director of the Bank and even after this, not satisfied he is free to take recourse to the following:

- (A) Directorate of Public Grievances, Govt of India, Cabinet Secretariat, Sansad Marg, New Delhi.
- (B) The Banking Ombudsman located in State Capitals under RBI Ombudsman Scheme, 1995.
- (C) The District Consumer Forum under Consumer Protection Act, 1985.

## TECHNOLOGY ENABLED SERVICES

Currently we offer the following IT enabled banking services

- 1) **Internet Banking** including fund transfer between accounts (We were the first bank of our genre to start Internet Banking way back in April 2000)
- 2) **Mobile Banking**-enabling customers to get balance, last five transaction, request for cheque book etc.
- 3) **Mobile Alerts** – which enables customers to get real time alerts of his choice with facility to set personal limits.
- 4) **ATM services** -- At present we have over 210 ATMs attached to our various branches. Around 63 % of our ATMs are located at rural centres and semi-urban areas. We plan to continue on this aggressive path and touch 300 ATMs soon. Many of our ATMs have been set up in smaller towns and even many rural and remote hilly areas, thus bringing the latest technology enabled services to the rural population who are otherwise denied of these services.

Our tie up with ICICI Bank to share our ATMs mutually enable our customers to access around 2000 ATMs across the country. In addition, our tie up with Visa International gives our customers the ability to access nearly 5500 ATMs across the country and 8,10,000 ATMs across the world.

- 5) **Fedfast Express Remittance** facility for NRIs.-under arrangement with 10 Exchange Houses and 2 Banks where money can be remitted to the account from abroad almost instantly. (We have draft drawing arrangements with 14 Exchange Houses and 9 Banks abroad).
- 6) **AWB** facility to withdraw at any branch, remit cash at any branch and transfer funds instantly.
- 7) **E-shopping payment gateway**- We are the only bank in the old generation to have this service.
- 8) **Electronic Bill presentment and payment services**- The country's first BSNL telephone bill presentment and payment service over the internet was done through our system in October 2000.

Our Mobile Alert Facility enables customers anywhere in the world to receive instant automatic alert on transaction in their account. The alerts can be customised and parameters set according to customer's choice, which is a facility that few banks offer. Customers can also select the alerts he/she wants to receive from a set of nearly a dozen different alerts including credit/debit above the chosen limit, day end balance, cheque for collection returned, cheque returned, cheque book issued etc. Such a wide customer choice and personalisation is not available with the few Banks that offer mobile Alert facility in the country.

Since we have connected even rural areas to our Wide Area Network, customers at these centres today have the privilege of enjoying all these online services including ATMs and AnyWhere Banking, which no other banks in India are offering at these centres.