

Annexure - I

Introduction of charges related to non-maintenance of MAB

The Bank is currently not levying any charges towards non-maintenance of minimum average balance. It has been now decided to introduce charges towards non-maintenance of average balance in SB as well as Current Account as under:-

Name Of the Product	Existing Requirement	AQB	Revised Requirement	MAB	Existing Charges	Applicable Charges for non-maintenance of MAB																
Super Savings/SuperShakti/Suraksha Plus:	<table border="1"> <thead> <tr> <th>Classification</th> <th>Rs.</th> </tr> </thead> <tbody> <tr> <td>Tier A</td> <td>5000/-</td> </tr> <tr> <td>Tier B</td> <td>2500/-</td> </tr> </tbody> </table>	Classification	Rs.	Tier A	5000/-	Tier B	2500/-		<table border="1"> <thead> <tr> <th>Classification</th> <th>Rs.</th> </tr> </thead> <tbody> <tr> <td>Metro/Urban</td> <td>5,000/-</td> </tr> <tr> <td>Semi Urban</td> <td>2,500/-</td> </tr> <tr> <td>Rural</td> <td>500/-</td> </tr> <tr> <td>Rural FI</td> <td>-</td> </tr> </tbody> </table>	Classification	Rs.	Metro/Urban	5,000/-	Semi Urban	2,500/-	Rural	500/-	Rural FI	-		<u>NIL</u>	4% per month on the amount of difference between the actual average balance maintained and the stipulated minimum balance. Subject to : <i>a minimum of Rs.50/- for Metro/Urban</i> <i>a minimum of Rs.25/- for Semi Urban</i> <i>a minimum of Rs.5/- for Rural</i>
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Metro/Urban	5,000/-																					
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PowerKidz/PowerKidz Smart :	Rs.500/- or RD of minimum Rs.500/, monthly instalment.	Rs.500/- or RD of minimum Rs.500/, monthly instalment.	<u>NIL</u>	<u>NIL</u>																		
Being Me:	Rs.2500/-	Rs.2500/-																				
Jubilee Plus :	NIL	NIL																				
Pension Savings:	NIL	NIL																				
Social Security Pension Savings:	NIL	NIL																				
Family Account (For Indian Army)	NIL	NIL																				
Corporate Payroll Segment	NIL	NIL																				
BSBD Accounts (all variants)	NIL	NIL	<u>NIL</u>	<u>NIL</u>																		
TASC Segment (SB+CA)	NIL	NIL	<u>NIL</u>																			
Powerplus	Rs.50000/-	Rs.50000/-	<u>NIL</u>	<u>NIL</u>	Nil. To be downgraded to the respective category at Monthly intervals as against present practise of Quarterly Intervals.																	
Preferred	Rs.1,00,000/-	Rs.1,00,000/-																				
Royal	Rs.3,00,000/-	Rs.3,00,000/-																				
Royal plus	Rs.5,00,000/-	Rs.5,00,000/-																				

Flexi Current Account (Retail, Co-operative and Other Banks)	NIL	Rs.10,000/-	<u>NIL</u>	Rs.500/- per month in case MAB maintained over Rs.5000/- Rs.750/- per month in case MAB is below Rs.5000/-
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Important Points to Note: -

1. *Service Tax applicable on above charges will be additional.*
2. *As per RBI guidelines with respect to Savings Account, if customer defaults in maintenance of minimum balance/average minimum balance as agreed to between the bank and customer, the bank should notify the customer clearly by SMS or email or letter etc. that in the event of the minimum balance not being restored in the account within a month from the date of notice, penal charges will be applicable.*

Accordingly, as per the guidelines, the customers who have not maintained the required minimum balance threshold for the monthly cycle would be sent an intimation of the same on their mobile number or e-mail address or physical address as registered with the Bank, at the end of their respective cycle. Their monthly balances would be then reviewed post a month of their respective charge cycle, and in the event of non-maintenance again the service fee would be applied

Example: If the Customers Savings account maintained with a metro branch has a Monthly Average Balance (MAB) Requirement of Rs.5,000/- and customer has not maintained the requisite minimum balance as agreed upon at the time of opening of account then the penal charges would be levied as under :

Month	Fee Structure
July	MAB Requirement – Rs.5000/- for Metro Branch and Customer has maintained Rs.2500/- as MAB in July. Therefore, there is a shortfall of Rs.2500/-
August	Grace Period granted - 1 month as per RBI guidelines to restore MAB
September	<p><u>Situation 1</u></p> <ul style="list-style-type: none"> – In spite of issuance of sms/email/letter, MAB maintained for period of August is Rs.1,000 – Charge levied for July is 4% per month (subject to minimum of Rs.50/-stipulated for Metro Branch) on the amount of difference between the actual average balance maintained and the minimum balance as agreed upon at the time of opening of account. – Rs.100 computed as charges for shortfall in balance i.e. Rs.2,500*4/100

	<p>Situation 2</p> <ul style="list-style-type: none"> - MAB in August maintained by customer is Rs.7000/- - No charges would be levied for July as balances are restored by the customer in August.
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Similarly, we may take the Situation 1 of above example for same customer for second cycle month i.e. August- The calculation of Penal charges for non maintenance of MAB would be as under:-

Month	Fee Structure
August	MAB Requirement – Rs.5000/- for Metro Branch and Customer has maintained Rs.1000/- as MAB in August.
September	Shortfall – Rs. 4000/- Grace Period granted - 1 month as per RBI guidelines to restore stipulated MAB
October	<p>Situation 1</p> <ul style="list-style-type: none"> - In spite of issuance of letter, MAB maintained for period of September is seen as Rs.500/- - Charge levied for August is 4% per month (subject to minimum of Rs.50/-stipulated for Metro Branch) on the amount of difference between the actual average balance maintained and the minimum balance as agreed upon at the time of opening of account. - Rs.160 computed as charges for shortfall in balance i.e. Rs.4,000*4/100 <p>Situation 2</p> <ul style="list-style-type: none"> - MAB in September maintained by customer is Rs.6000/- - No charges would be levied for August as balances are restored by the customer in September.