

## **Most Important Terms and Condition (MITC)**

### **SB Regular Account**

Dear Sir / Madam,

Thank you for choosing Tamilnad Mercantile Bank Ltd. and giving us an opportunity to serve you. We welcome you to experience the convenience of all state of the art technology coupled with courteous service. The salient features of the TMB Savings Bank Regular account are as under:

#### **Who can open a Savings Bank Account?**

Savings Bank account can be opened by an individual in his own name (status: known as account in single name) or by more than one individual in their own names (status: known as Joint Account).

Savings Bank Account can also be opened by a minor jointly with natural guardian or with mother as the guardian (Status: known as Minor's Account).

#### **Account opening Procedures:**

The Bank before opening any deposit account will carry out due diligence as required under "Know Your Customer" (KYC) guidelines issued by the RBI and/ or such other norms or procedures adopted by the Bank.

The due diligence process by the Bank, while opening a deposit account will involve satisfying itself about the KYC documents i.e., relating to identity of the person, verification of address, satisfying itself about the occupation and source of income of the applicant. Bank will also obtain recent photograph of the person/s opening / operating the account as may be necessary.

Fresh documents may be required to be updated periodically as part of KYC monitoring & compliance activity. In addition to the due diligence requirements, under KYC norms the Bank is required by law to obtain Permanent Account Number (PAN) as specified under the Income Tax Act / Rules.

**Rules, Terms and conditions:**

Particulars	Features		
Monthly Average Balance (MAB)	<b>With Cheque Book:</b>		
	Rural Center	₹ 250.00	
	Other Centers	₹ 500.00	
	<b>Without Cheque Book:</b>		
Rural Center	₹ 100.00		
Other Centers	₹ 250.00		
Charges per Month for non maintenance of MAB	<b>With Cheque Book:</b>		
	<b>Monthly average balance maintained (₹)</b>		<b>Penal charges (₹)</b>
	<b>Rural</b>	<b>Other Centers</b>	
	Above 187 and less than 250	Above 374 and less than 500	5.00
	Above 124 and less than or equal to 250	Above 249 and less than or equal to 374	15.00
	Above 29 and less than or equal to 124	Above 29 and less than or equal to 249	25.00
	Less than or equal to 29	Less than or equal to 29	NIL
	<b>Without Cheque Book:</b>		
	<b>Monthly average balance maintained (₹)</b>		<b>Penal charges (₹)</b>
	<b>Rural</b>	<b>Other Centers</b>	
	Above 74 and less than 100	Above 187 and less than 250	5.00
	Above 49 and less than or equal to 74	Above 124 and less than or equal to 187	10.00
	Above 19 and less than or equal to 49	Above 19 and less than or equal to 124	15.00
	Less than or equal to 19	Less than or equal to 19	NIL
Cash Remittance Limit - Parent / Satellite Branch and charges thereof	Free up to ₹ 3.00 Lakhs per day. Thereafter ₹ 1.50 per ₹ 1,000.00 for accounts with Monthly Average Balance (MAB) of previous month less than ₹ 10,000.00. Free for any amount with MAB of previous month ₹ 10,000.00 & above		
Cash withdrawal:	<p><b>At parent branch:</b></p> <p>No limits for withdrawal by self and for third parties with Cheque. For third parties, withdrawal slip is not allowed.</p> <p><b>At satellite branches:</b></p>		

	No Limit for Self Withdrawal with Cheque. Third Party Limit ₹ 10,000.00 with Cheque. Withdrawal slip is not entertained at satellite branches.
Cash Deposit in CDK Machine	Cash deposit in CDK machines at satellite branches is allowed
Periodicity of Interest Payment	Interest is calculated on daily balances and credited on half yearly basis.
Passbook	Free
Issue of duplicate pass book	₹ 25.00 per passbook with an additional charge of ₹ 5.00 per folio (40 entries)
E-mail Statement	Free.
Duplicate Statement	₹ 25.00 per Ledger Folio. Minimum ₹ 25.00 + postage if any.
Folio Charges	No Folio Charges / Transaction charges.
Cheque Book	One Cheque book of 20 leaves in a year free. ₹ 2.00 per leaf thereafter.
Payment of Cheques in other centers in clearing / transfer	No Limit
Cheque Return / ECS Inward Debit Return Charges	₹ 1.50 per ₹ 1,000.00 with a minimum of ₹ 150.00.
Outward Cheque Return	₹ 50.00 per instrument
Certificate / Attestation and Bankers Report	₹ 100 per attestation / report
Certificate of Balance for Previous Year	₹ 50.00 per certificate
Stop Payment Charges	₹ 25.00 per Cheque, Max. ₹ 200.00
Standing Instruction	Free
SMS Banking	Free SMS Alert Facility
Demand Drafts / Local Drafts	Free 2 Demand drafts / Local Drafts drawn on our bank branches not exceeding ₹ 10,000 per month. No carry over.
DD Cancellation	DD Amount upto ₹ 250.00 - ₹ 10.00 DD Amount above ₹ 250.00 - ₹ 50.00
ATM Card	Free ATM Card. ₹ 100 for Duplicate Card.

Regeneration of PIN	₹ 50.00 per instance
ECS Debit Mandate Cancellation	₹ 100.00 per ECS Mandate Cancellation.
Account Closure	<p><b>Within 1 Year:</b> Individual account ₹ 50.00, For Non-Individual account ₹ 75.00. Special Category - Rural Areas for Individuals / Pensioners / Senior Citizens - ₹ 25.00</p> <p><b>Above 1 Year:</b> NIL. * The customer has the freedom to close / switch savings / current accounts, if the customer is not happy with the account, within 14 days from the date of opening.</p>

### ATM / Debit Card

#### 1. Card Types and Usage:

Sl. No	Card Type	Usage at	Domestic / International
1.	ATM Card	Only in ATMs	Only Domestic
2.	Debit Card – VISA	ATMs, Point-of-Sale (POS) Terminals and Online e-Commerce Transactions	Both Domestic and International (*)
3.	Debit Card – RuPay	ATMs, Point-of-Sale (POS) Terminals and Online e-Commerce Transactions	Only Domestic

(\*) To avail usage of VISA Debit Card for International transactions, separate application should be submitted to the branch.

#### 2. Transaction Limits (per day):

Sl. No	Channel	Nature of Transaction	ATM Card		Debit Card	
			No. of Transactions	Amount (₹)	No. of Transactions	Amount (₹)
1 (a)	ATM	Cash Withdrawal	5	50000	5	50000
b		Non-financial Transaction (Balance Inquiry, Mini-Statement etc)	No ceiling			
c		Funds Transfer				

(i)		Self Transfer	5	100000	5	100000
(ii)		Third Party Transfer	5	100000	5	100000
(iii)		<b>Card-to-Card Transfer (#)</b>	5	25000	5	25000
(iv)		Card-less Withdrawal (Remitter)	No ceiling	50000	No ceiling	50000
(v)		IMPS Transfer	No ceiling	50000	No ceiling	50000
2	POS	Purchase	NA	NA	No ceiling	75000
3	ECOM	Purchase	NA	NA	No ceiling	50000

### **Card-less Cash withdrawal:**

Per Transaction Limit	₹ 5,000/-
Monthly limit per beneficiary	₹ 25,000/-

(\$) - Per Transaction limit for Self Transfer and Third Party Transfer is ₹ 50,000/-

(#) - Card to Card Funds Transfer limit is a SUB-LIMIT of Third Party Funds Transfer

(&) - For Little Super Star Savings (SBLSS) Accounts, the following limits are applicable for all Debit Cards and ATM Cards:

Channel	Nature of Transaction	No. of Transaction	Amount (₹)
ATM	Cash Withdrawal	5	₹ 5,000/-
POS / E-Commerce	Purchase	No ceiling	₹ 2,500/-

### **3. Fees:**

Sl. No	Particulars	Proprietary ATM Card	VISA Classic Card (Instant and Personalized)	VISA Platinum Card (Photo)	RuPay Classic Card (Instant and Personalized)	RuPay Platinum Card
1	Joining Fees	NIL	NIL	₹ 150/-	NIL	₹ 25/-
2	Re-issue charges	₹ 100/-	₹ 100/-	₹ 150/-	₹ 100/-	₹ 100/-
3	PIN Re-generation	₹ 50/-	₹ 50/-	₹ 50/-	₹ 50/-	₹ 50/-

4	Annual Fees (from 2nd year onwards)	NIL	₹ 50/-	₹ 100/-	₹ 50/-	₹100/-
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#### 4. **Transaction Charges:**

Currently 3 (Three) / 5 (Five) free domestic transactions permitted per month at other Bank ATMs for Savings Bank account (inclusive of both financial and non-financial transactions), as detailed below;

For transactions done in other Bank ATMs located in	Number of free ATM transactions allowed in a month for SB accounts (*)
Six Metro centers viz., Mumbai, New Delhi, Chennai, Kolkata, Bengaluru and Hyderabad.	Three
Other than the above six Metro centers	Five

Sl. No	Nature / Type of Transaction	Charges per Transaction (₹) (##)
1	Cash Withdrawal at Own ATMs	NIL
2	Transaction at other Bank ATMs (Domestic)	Cash Withdrawal, ₹ 19/-
		Card-to-Card Transfer -₹ 19/-
		Non-financial Transactions (BI, MS and PC) - ₹ 7/-
3	International Cash withdrawal	₹ 100/-
4	International Balance Inquiry	NIL

(##) - Subject to change as per RBI Guidelines.

#### **Charges for Merchant / Internet Transactions (Applicable for all Debit Cards):**

For usage at Merchant Establishments / POS Terminals (Card Present Transaction)	No Charges
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For usage at Petrol Pumps	Surcharge of 2.5% of transaction amount or ₹10/- (whichever is higher) plus Service Tax
For usage at IRCTC and other selective e-Commerce sites (Card not present Transaction)	Applicable surcharge plus service Tax

(&) – These charges are collected at actuals and subject to change from time to time.

## **Internet Banking**

### **Categories of SB Schemes & Internet banking transaction limits:**

Category	Scheme	Per day limit
RVA - (Retail Value)	SBGEN SSSBA SBSTU SBFRE SANSB SAPSB SBSAN SBSAP SBCLA VISAG VISAP SBPRE SBPRP SBYOU SBMAH SBYOP	Internal – ₹ 10 Lakhs External – ₹ 5 Lakhs
RNR (Retail NRI)	SBNRE SBNRO SBNRP	Combined – ₹ 10 Lakhs
RHV (Retail High Value)	SBROY SBROP	Internal – ₹ 25 Lakhs External – ₹ 10 Lakhs
RSF (Retail / Staff)	SBSTF SSSTF SSANY VISAS	No limit
RSS (Retail / Little Super Star)	SBLSS	Combined – ₹ 2500/-

- Internet Banking facility is not available for the following SB account schemes:  
SBJAN, SBDSD, SBDDS, SBJDY & SSSSB
- Customer has to provide contact mobile number and valid email ID
- Customer can opt for either VIEW ONLY (Inquiry only) option or Transaction option
- Customer will receive the password in his postal address
- Customer has to contact the branch to obtain Welcome letter containing the User ID
- Customer is responsible for confidentiality of User ID and password and should not disclose / compromise the login credentials
- Customer is responsible for all transactions done through the

- Internet Banking using their User Id and login credentials.
8. Separate passwords for login and transaction are provided for using Internet Banking
  9. Customer will receive an alert SMS on every successful login. If customer receives SMS without login, the matter should be conveyed to our Internet Banking Division immediately to block the User ID
  10. For customers who have opted for VIEW ONLY option, only Sign on password is sent
  11. Customer has to change the Sign on password and Transaction password once in 365 days
  12. For making financial transactions, customer has to enter the Transaction password and One Time Password (OTP)
  13. OTP is delivered to customer's registered mobile number while initiating transactions and while adding new payees
  14. Funds Transfers can be done to newly added payees after a cooling period of 24 hours of adding the new payee
  15. As per the present guidelines, NEFT / RTGS transactions can be done through Internet Banking without any charges
  16. Term deposit accounts like FD, MKD, RD, NMD and some of the other special deposits scheme accounts can be opened online without visiting the branch
  17. Customer can access / operate all the accounts present in that particular customer ID irrespective of the parent branch
  18. Newly opened accounts will be automatically added in Internet Banking on the next day
  19. Financial transactions like Self Transfer, Third Party Transfer, External Funds Transfer (NEFT/RTGS), Online Bill Payment and Online Tax payment (TDS / TCS / Income Tax / Corporation Tax etc.) can be done through Internet Banking
  20. Charges for regeneration of Internet Banking password is ₹ 50 plus applicable taxes
  21. As per the present guidelines, there are no charges for Internal fund transfer, Bill Payments, Tax Payments made through Internet Banking.
  22. For registration and operating procedure, kindly visit our website, [www.tmb.in](http://www.tmb.in) and click the link, "Internet Banking".

### **Mobile Banking:**

### **Eligible Accounts:**

1. All SB Accounts – Except No frill Accounts (BSBD)
2. Current Accounts (Individual and Proprietorship concern only).



3. Overdraft Accounts – Personal Overdraft and OD against the security of Deposits, Government securities and Gold.

**Transaction Limit:**

Fixed for Self Transfer, Third Party Transfer & IMPS ₹ 50,000 per day per customer ID.

**General terms and conditions regarding Mobile Banking:**

1. The Customer is solely responsible for all the transactions happening through the Mobile Number registered for Mobile Banking in his / her account.
2. Customer should keep the application password / M-Pin / any other security / authentication PIN provided by the bank and maintain confidentiality and secrecy
3. Customer should not reveal / compromise the M-PIN / User Id / Password or any other security credentials to anyone
4. In case of change in Mobile Number, the Customer should uninstall / remove the mobile banking application for maintaining confidentiality and secrecy
5. In case of loss / theft of mobile / SIM, the Customer should immediately inform the bank to cease / suspend the mobile banking facility
6. Charges as per the Tariff plan shall be as levied by the Mobile service provider for using USSD services, Banking operations through SMS Banking and getting the Activation code
7. Mobile Banking facility is not eligible for No frill accounts
8. Mobile Banking facility is not eligible for NRE Accounts
9. Customer mobile handset should be GPRS enabled.
10. One Mobile number can be registered to one Customer ID only. All the accounts in that customer ID can be linked for enjoying the M Banking service.
11. If the customer wants to change the Mobile number, they should de-register the mobile application and should submit fresh application form to the branch for registering as like a fresh application.

12. If the customer wants to change the mobile device, in such case also they should de-register the mobile application and uninstall the mobile application in the old hand set. Then they should download the application in the new handset and enter the activation code which will be sent along with the download link.

### **Permissible transactions in SB accounts:**

Only transactions involving personal savings and investment are allowed. As per RBI directives, SB a/c should not be used to route transactions of business / commercial nature. In the event of occurrence of such transactions or any other transactions that may be construed as dubious or undesirable, the Bank reserves the right to unilaterally freeze operations in such accounts. Customers are requested to honor all Cheques issued and the ECS mandates. Issue of Cheques without maintaining sufficient balance is not a desired practice. Bank may at its discretion, freeze operations in the accounts where frequent dishonor of Cheques for want of funds is noticed. Fresh request for issue of Cheque Book in such accounts will not be entertained.

### **Remittance through cash deposit machine (CDK):**

Remittance is allowed at CDK machine for credits of SB / CA / CC / OD / Loan accounts of parent as well as satellite branches.

### **Calculation of Minimum Average Balance:**

Minimum Average Balance is calculated by adding up the balances at the end of every day of the period and dividing it by number of days in the period.

### **Deposit Insurance:**

The deposits of the bank are insured with DICGC and in case of liquidation of the bank DICGC is liable to pay each depositor through the liquidator, the amount of deposit upto Rupees One Lakh within two months from the date of receipt of claim list from the liquidator. Further details are available in the website of DICGC, [www.dicgc.org.in](http://www.dicgc.org.in).

### **Procedure for Transfer of Account:**

When an account at one branch is to be transferred to another branch, the customer has to give the request in writing along with the unused cheque books. The bank will transfer the account to other branch and will issue new a cheque book. The transfer will be done within a maximum of 3 working days.

### **Nomination:**

Nomination facility is available on all deposit accounts opened by the individuals. Nomination can be made in favor of one individual only. Nomination so made can be canceled or changed by the account holder/s any time.

### **Inoperative / Dormant Account:**

If there are no transactions continuously for 24 months, the account will be classified as 'Dormant / Inoperative account', whereupon further debit / credit transactions are not permitted in the ordinary course. A request for activation of the account has to be made by the Account holder and the Account holder is subjected afresh to KYC Compliance. No charges are levied for activation of the inoperative accounts.

### **Disclosure of Information:**

The Bank may disclose information about the customer's account, if required or permitted by law, rule or regulations, or at the request of any public or regulatory authority or if such disclosure is required for the purpose of preventing frauds, or in public interest, without specific consent of the account holder/s.

### **General:**

1. Debit Card is issued with *VISA* and *RuPay* platforms. The customer is advised to select the choice of their own. The Debit Card PIN will be sent to the registered address by Post / Courier. The customer is requested to collect the Card from the branch.
2. Likewise, the eConnect PIN and the Mobile Banking PIN will be sent to the registered address of the account holder.
3. The customer is advised to inform the changes in Address, Mobile No. and e-mail ID to the bank then and there. The customer is required to submit a letter to the branch duly signed by the account holder along with the documentary proof.
4. All the policies including the Code of Bank's Commitments to Customers and the Customer Grievance Redressal policy are available at all the branches.
5. Bank will notify, 30 days in advance, any changes in the Terms and Conditions / Fees and Charges. All the terms and conditions, service charges, etc. will be

displayed in the Bank Notice Board and also in the website of our bank, [www.tmb.in](http://www.tmb.in)

6. All correspondences related to TMB eConnect should be originated from the e-mail ID registered for internet banking.

**Account closure:**

If not satisfied with the account, the customer can opt for a different account or close the account and seek refund of balances lying in the account upto 14 days from the date of first payment in the account without any penalty. The Bank is also entitled to close the account by issuing 30 days' notice, without assigning any reasons. However, the Bank may also close the Account under certain conditions (including without limitation) the improper conduct of the Account, without giving any prior notice to the Customer. The Bank shall not be liable for any consequences arising out of such closure of an Account. The Customer would be required to make alternate arrangements for cheques already issued and shall desist from issuing fresh cheques on the Account in such a situation. The Bank may at any time at its sole discretion, without liability, refuse to accept any deposit or limit the amount that may be deposited and return all or part of the deposit and discharge all liability. In the event of closure of an Account, the Bank will refund the monies (including balance) lying to the credit of the Account to the Customer subject to payment of applicable standard service/processing charges.

The above mentioned terms and service charges are prevailing as on today. The Bank reserves its right to amend or modify any or all of the terms and charges at any time. For latest information, the customers are requested to refer the website of the bank, [www.tmb.in](http://www.tmb.in)

The Customer shall be solely responsible for the safe-keeping and the confidentiality of the Pass Book / statements of account, balance confirmation certificate, cheque books, Debit card and its PIN, user id and passwords relating to internet banking and such other items relevant or pertaining to the Account.

**Right of set off:**

The bank has the right to transfer cash from your account/s to pay off other debts held by you, such as credit cards or loans. It's known as the right of "set-off", or to combine the accounts. The Bank may, without notice, set off a debit balance, or debit interest, on an account against any account with a credit balance or credit interest held by the same account holder in the same capacity/status.

**Force Majeure:**

The bank shall not be liable if any transaction fails, bank's services are disrupted or the bank is not able to perform / underperforms any of its obligations as outlined under the Terms & Conditions by an event of 'Force Majeure' and in happening of such cases, the banks obligation will remain suspended till such 'Force Majeure' condition remains. 'Force Majeure' event means events caused beyond the reasonable control of the bank which may include but may not be limited to acts of Gods, fire, flood, sabotage, virus attack on the system, earthquake, tsunami, unauthorized access / hacking of banks assets, communication failure, riot, etc.

For any terms remaining undefined in this MITC, those will be governed by the RBI guidelines and the provisions under the Banking Regulations Act or other competent Acts.

**Declaration / Undertaking:**

I/We have received a copy of the Most Important Terms and Conditions and read the rules and regulation in the MITC. I/We agree to comply with and bound by RBI rules and the Bank's rules & regulations and terms & conditions regarding the conduct of the account and Anywhere Banking facility (Core Banking Solutions). I/We have received a copy of the same and read and understood / has been explained to me/us, the terms and conditions including minimum balance rules, charges etc. and undertake to abide by the said rules. I/We have gone through the schedule of service charges and hereby agree and accept the same. I/We also acknowledge that the Bank may from time to time make changes in the Scheme and / or the fees or charges. The latest terms and conditions shall be published in the website of the Bank, [www.tmb.in](http://www.tmb.in).

I/We also authorize the Bank to debit any charges in my/our SB account(s) related to the account(s) or the value added services. I/We agree and understand that the Bank reserves the right to reject any application or stop any of the services, without assigning any reasons therefor.



I/we understand that any updation of my/our contact details including personal information, becoming a non-resident Indian, change of address etc. shall be provided by me to the bank, along with the documents of proof, within 2 weeks.

I/we understand that the Bank or its officers will never seek sensitive information such as my/our Internet Banking Login ID, Password, Credit / Debit card numbers, Account

number/ details etc. over phone or through email or SMS. In case I/we receive a message of this type or telephonic call that appears to be from Tamilnad Mercantile Bank, or related to an the Bank's product or service, I/we will not respond to the same.

Date:

Customer's Signature

<b>Regd. Office: 57, V.E Road, Thoothukudi 628002</b>			
<b>HELP LINE</b>	ATM Cell	044 – 26223109 / 106	<a href="mailto:atm@tmbank.in">atm@tmbank.in</a>
	Internet Banking / Mobile Banking	044 – 26194685 044 - 26223115 / 3116 044 - 26202416	<a href="mailto:econnect@tmbank.in">econnect@tmbank.in</a> <a href="mailto:mobile_banking@tmbank.in">mobile_banking@tmbank.in</a>
	Customer Service Cell, Head Office	1800-425-0426 (toll- free)	<a href="mailto:customerservice@tmbank.in">customerservice@tmbank.in</a>
		98424 61461	<a href="mailto:complaints@tmbank.in">complaints@tmbank.in</a>
<b>To get account balance, please give a missed call in this number: 09211 93 7373</b>			
<b>To report loss of Debit Card / ATM Card, give a missed call in this number: 08467 97 4343</b>			
Website: <a href="http://www.tmb.in">www.tmb.in</a>    tmbstepahead    tmbLtd			