



Tamilnad Mercantile Bank Ltd.

Customer Oriented & Committed to Excellence

Regd. Office : 57, V.E.Road, Thoothukudi - 628 002 Website www.tmb.in

Time Norms for various Banking Transactions

Service	Time Norm
1 Cash Payment	15 Minutes
2 Cash Receipt	07 Minutes
3 Issuance of DDs / FDRs	25 Minutes
4 Payment of Demand Drafts	15 Minutes
5 Opening of an account	25 Minutes
6 Retirement of Bill	25 Minutes
7 Updation of Passbook	10 Minutes
8 Issuance of Statement of Accounts	Within 07 days
9 Collection of Cheques [Local]	Within 03 days
10 Collection of Cheques [Outstation]	As per Cheque Collection Policy book available with Manager.

Note:

These standards shall apply from the time the customer actually reaches the counter for the service requested. In other words, the queuing time shall be excluded.