



IDFC FIRST Bank Limited

Door step Banking Policy

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Revision History			
Version	Revision Date	Revised by	Revision Description
1.0	25-08-2015	Business Banking	Adoption of Policy
1.1	26-07-2016	Business Banking	Annual Review of policy
1.2	27-07-2017	Business Banking	Annual Review of policy
1.3	30-07-2018	Business Banking	Annual Review of policy
1.4	24-07-2019	Business Banking	Annual Review of policy
1.5	22-05-2020	Business Banking	Changes in Regulatory guidelines
1.6	30-04-2021	Business Banking	Annual Review of policy
1.7	30.04.2022	Business Banking	Annual Review of policy
1.8	29.04.2023	Business Banking	Annual Review of policy
1.9	27.04.2024	Business Banking	Annual Review of policy
2.0	26.04.2025	Business Banking	Annual Review of policy

DOOR STEP BANKING POLICY

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Door-Step Banking Services Policy

A. Background	<p>IDFC FIRST Bank Limited through IDFC Limited has received an in-principle approval from RBI on April 9, 2014 for establishing a new bank in the private sector.</p> <p>As per extant guidelines of RBI, Banks are permitted to prepare schemes for offering Doorstep Banking facilities to their customers (including individuals, Corporate, PSUs, Government Departments, etc.) with the approval of their Boards in accordance with the guidelines issued by Reserve Bank of India from time to time.</p>
B. Brief description of the Policy	<p>The policy framework lays down requirements related to Doorstep Banking Services which includes Cash pick-ups & other instruments (cheque, DD, PO etc.), Cash delivery & other instruments (cheque, DD, PO etc.) and Documents pick up & delivery, as well as Manning the Counter at Customer Premises.</p> <p>The Bank will be offering Door-step banking services to its customers as follows:</p> <ol style="list-style-type: none"> 1. Micro, Small and Medium Enterprises (MSME) 2. Small and Medium Enterprises (SME) 3. Mid/ Large Corporates 4. Trade, Association, Societies and Club (TASC) 5. Government Bodies 6. Personal Banking customer 7. Senior citizens of more than 70 years of age and differently abled persons
C. Area of Coverage/ Operations	<ol style="list-style-type: none"> 1. Doorstep banking services can be availed through all the IDFC FIRST urban branch locations. 2. Doorstep banking services in rural areas will be offered to senior citizens of more than 70 years of age and differently abled persons on best effort basis. Adhoc cheque pickup will be carried out by the branch staff and cash pick up and cash delivery will be subject to availability of vendor.

D. Regulatory Requirements	<ol style="list-style-type: none"> 1. As per the Reserve Bank of India, Master Circular No. RBI/2013-14/77 DBOD.No.BAPD.BC.7/22.01.001/2014-15 dated July 1, 2014 on Branch Authorization, Banks are permitted to prepare schemes for offering Doorstep Banking facilities to its customers (including individuals, Corporate, PSUs, Government Departments, etc.) with the approval of its Boards. 2. As per the Reserve Bank of India, Master Circular No. RBI/2015-16/59 DBR No.Leg.BC.21/09.07.006/2015-16 dated July 1, 2015, on Customer Service in Banks there should not be discrimination between customers at home branch and non-home branches. Also, there should be no discrimination as regards intersol charges between similar transactions done by customers at home branch and those done at non-home branches. 3. Master Circular - Detection and impounding of Counterfeit Notes would also needs to be complied with. 4. As per RBI Circular No. RBI/2017-18/89, DBR.No.Leg.BC.96/09.07.005/2017-18 dated November 9, 2017, reference to Para 2(g) lays down guidelines of extending Doorstep Banking services to Senior Citizens and Differently abled Persons. 5. As per the RBI Circular No. RBI/2019-20/203 DOR.CO.Leg.BC.No.59 /09.07.005/2019-20 dated March 31, 2020 on Doorstep Banking Services for Senior Citizens and Differently Abled Persons. 6. As per the RBI Circular No. RBI/2006/167 DBOD No.BP.40/21.04.158/2006-2007 dated November 3, 2006 , Banks should ensure that the principles enumerated therein are complied with while offering Doorstep Banking services
E. Risk type	<p>The policy intends to manage/mitigate Legal & Reputational Risk, Financial, Compliance and Operational Risk.</p>

F. Impact Assessment	<p>The services are to be offered only to those customers in whose case proper KYC procedures have been followed. The service should be offered either at the residence or at the office of the customer.</p> <p>Customers will be pre-registered for this scheme. An agreement will be entered into with customer.</p> <p>Pre-requisite for Clients: Client's active account with the bank is required. KYC guidelines as applicable are to be adhered to with the client. This includes (but not limited to) KYC, Prevention of Money-Laundering requirements among others.</p> <p><u>Other aspects to be considered are acceptance of:</u></p> <ul style="list-style-type: none"> • Doorstep Banking Terms & Conditions • Product enrolment through various channels: - <ul style="list-style-type: none"> - Physically Doorstep Banking Form sign-up - Sign-up over secured banking channel offered by bank – net banking - Sign-up over authenticated call to Banks – Banker on Call channel
G. Risk Management & Controls	<p>The Business Banking Group of the Bank will liaise with the Governance, Compliance and Infrastructure functions of the Bank for:</p> <ol style="list-style-type: none"> a) Monitoring the manner in which Doorstep Banking Services is implemented at the ground-level b) Maintaining the MIS on the Doorstep Banking Services roll-out
H. Delegation of Power	<ol style="list-style-type: none"> 1. The door-step banking services will be documented and approved as part of Product and Process Approval Committee (PAC Committee), which would cover details related to product, its features, risks and controls etc. 2. The Board shall be on an annual basis updated on the review of door-step banking services policy of the preceding year and the final door-step banking services policy of the ensuing year.
I. Monitoring	<ol style="list-style-type: none"> 1. Bank to record and report of transaction prescribed under Rule 3 of the PMLA Rules, 2005 for cash transactions of the value of more than Rs. 10 lakhs or its equivalent in FCY. 2. Bank to report Counterfeit Currency Report to Financial Intelligence Unit-India.
J. Responsibility Matrix	<p>Business Banking Group of the Bank will be responsible in implementing the policy requirements at a bank-wide level.</p>

K. Vendor onboarding guidelines	<p>For Doorstep Banking services, Bank shall have the vendors empanelled for servicing the customers.</p> <p>All new vendor onboarding , existing vendor's review/renewal shall be done within the framework approved by bank's Procurement , TPRM and TPSA</p>
L. Charges	<ol style="list-style-type: none"> 1. Cash services can be availed by any Retail customers including Senior Citizens and Differently-Abled customers at all urban & rural branches of IDFC FIRST Bank. 2. Customer pricing for cash pick-up / delivery depends on customer service location feasibility & cost shared by empanelled Cash in Transit agencies. Such pricing to customers shall be agreed with customer prior to activation of services. This Schedule of Charges is also displayed on www.idfcfirstbank.com. 3. Adhoc (on - request) cheque / document pick-up / drop services shall be offered free to Retail (Urban branches) customers & on best-effort basis for Rural branch customers. 4. Clause pertaining to charges is captured under 'Declaration & Signatures' section in Doorstep Banking Onboarding form.
M. Review	<p>The Policy shall be reviewed at least on an annual basis or at earlier intervals, if there any regulatory changes necessitating such interim reviews.</p>