



IDFC FIRST Bank Limited

Customer Compensation Policy

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CUSTOMER COMPENSATION POLICY

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Customer Compensation Policy

<p>A. Background</p>	<p>As per extant guidelines of RBI, Banks should formulate a Customer Compensation Policy duly approved by the Board. The policy should cover the following aspects to protect the interest of customers:</p> <ol style="list-style-type: none"> 1) Erroneous debits arising on fraudulent or other transactions 2) Payment of interest for delays in collection 3) Payment of interest for delay in issue of duplicate draft 4) Other unauthorized actions of the bank leading to a financial loss to customer <p>The bank will have various lines of businesses (LOB) e.g. Consumer Banking, Corporate Banking, Rural Banking etc. The bank will offer various products and services under these LOBs. Customer service is a priority objective for the bank along with profit, growth and fulfillment of social obligations; hence the Bank has formulated a Customer Compensation Policy.</p>
<p>B. Brief description of the Policy</p>	<p>This Compensation policy of the bank is designed to cover areas relating to unauthorized debiting of account, payment of interest to customers for delayed collection of cheques/instruments, payment of cheques after acknowledgement of stop payment instructions, remittances within India, foreign exchange services, lending, etc. The policy is based on principles of transparency and fairness in the treatment of customers.</p>
<p>C. Regulatory Requirements</p>	<p>As per the Reserve Bank of India, Master Circular No. DBR No. Leg. BC. 21/09.07.006/2015-16, dated July 1, 2015 on Customer Service in Banks, Compensation Policy to be formulated as duly approved by the board. This policy is drafted in line with the IBA recommended policy on Customer Compensation and as per the RBI circular dated 20th Sep 2019 vide No. RBI/2019-20/67 DPSS.CO.PD No.629/02.01.014/2019-20 on Harmonization of TAT and customer compensation for failed transaction using authorised Payment Systems and Limiting Liability of Customers in Unauthorised Electronic Banking Transactions. RBI/2021-2022/86 DOR.LEG.REC/40/09.07.005/2021-22 Safe Deposit Locker/Safe Custody Article Facility provided by the banks - Revised Instruction.</p> <p>RBI Circular no. - RBI/2023-24/60 DoR.MCS.REC.38/01.01.001/2023-24 dated 13-Sept-23 related to Responsible Lending Conduct – Release of Movable / Immovable Property Documents on Repayment/ Settlement of Personal Loans</p> <p>RBI circular reference no. RBI/2023-24/72 / DoR.FIN.REC.48/20.16.003/2023-24 dated October 26, 2023 related to Framework for compensation to customers for delayed updation/ rectification of credit information</p>

D. Risk type	<p>The policy intends to manage/mitigate Legal, Reputational & Financial Risk, Compliance and Operational Risk.</p>
E. Impact Assessment	<p>The policy covers only compensation for financial losses which customers might incur due to deficiency in the services offered by the bank which can be measured directly and as such the commitments under this policy are without prejudice to any right the bank will have in defending its position before any forum duly constituted to adjudicate banker-customer disputes.</p>
F. Risk Management & Controls	<p>The respective business units of Bharat Plus/Bharat Banking and other Groups of the Bank will liaise with the Governance, Compliance, Information Security, Risk, Operations and other departments of the Bank for Monitoring the manner in which the policy is implemented at the ground level.</p> <p>The detailed policy guidelines framed based on the standard IBA Policy temple is provided as Annexure A with this note.</p>
G. Delegation of Power	<p>The Board shall be on an annual basis updated on the review of customer compensation policy of the preceding year and the final customer compensation policy of the ensuing year.</p>
H. Responsibility Matrix	<p>The business units of /Consumer Banking/Rural Banking/Business Banking of the Bank will be responsible in implementing the policy requirements at their respective business unit level</p>
I. 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>

Annexure A

Customer Compensation Policy

IDFC FIRST Bank Limited

Introduction

IDFC FIRST Bank offers high levels of service to its customers. In the event, for some reasons beyond the control of the bank or inadvertently, the bank is unable to meet the service levels committed in the dealings with individual customer, this compensation policy will be applicable. The Compensation policy is therefore, designed to cover areas relating to unauthorized debiting of account, payment of interest to customers for delayed collection of cheques /instruments, payment of cheques after acknowledgement of stop payment instructions, remittances within India, foreign exchange services, etc. The policy is based on principles of transparency and fairness in the treatment of customers.

The objective of this policy is to establish a system whereby the bank compensates the customer for any financial loss he/she might incur due to deficiency in service on the part of the bank or any act of omission or commission directly attributable to the bank. The policy sets out to provide a framework for fair compensation to customers in a frictionless manner and reduce customer complaints

It is reiterated that the policy covers only compensation for financial losses in real terms for specific value which customers might incur due to deficiency in the services offered by the bank which can be measured directly and as such the commitments under this policy are without prejudice to any right the bank will have in defending its position before any forum duly constituted to adjudicate banker-customer disputes. The policy does not cover and is not applicable in respect of claims made by customers on account of opportunity losses or damages or claims pertaining to reputation loss.

1. Un-authorized / Erroneous Debit:

If the bank has raised an unauthorized/erroneous direct debit to an account and upon being informed of the erroneous debit, the entry will be reversed with proper value date, after due verification. In such cases, the Bank will compensate the customer, by way of loss of savings account interest due to reduction in the minimum balance applicable for payment of interest on savings bank deposit or payment of additional interest to the bank in a loan account or any charges levied for balance falling below minimum balance requirement or any charges levied for return of cheques due to shortfall in balance. The customer should approach the Bank within a maximum period of 45 days from the date of the erroneous debit.

In case verification of the entry reported to be erroneous by the customer does not involve a third party, the bank shall arrange to complete the process of verification within a maximum period of seven working days from the date of reporting of erroneous debit. In case, the verification involves a third party, the bank shall complete the verification process within a maximum period of one month from the date of reporting of erroneous transaction by the customer.

Erroneous/unauthorised transaction reported by customers in respect of credit card operations, which require reference to a merchant establishment, will be handled as per rules laid down by card association. Currently the chargeback investigation on account of chargeback disputes range between 45 to 91 days

The Bank reserves its right to debit the account for reversing the amounts in case a wrong credit is posted to a customer's account without payment of any compensation. Further, this provision, would not apply to recovery of legitimate bank charges by debit to the account, which is as per terms and conditions accepted by the customer and done only after the laid down process has been followed by the Bank.

2. ECS direct debits/other debits to accounts:

The bank will undertake to carry out direct debit/ ECS debit / standing instructions of customers in time. In the event the bank fails to meet such commitments customer will be compensated to the extent of any financial loss the customer would incur on account of delay in carrying out the instruction/failure to carry out the instructions provided sufficient balance is available in the account of the customer on the date of debit and a valid ECS mandate / standing instruction has been registered with the bank.

The bank will debit the customer's account with any applicable service charge as per the schedule of charges notified by the bank. In the event the Bank levies any charge that is not as per such tariff schedule/schedule of charges, upon being informed of the erroneous charge by the customer, the Bank will reverse the charges subject to scrutiny of agreed terms and conditions. In such cases, the Bank shall compensate the customer for any direct financial loss by way of loss of savings account interest on account of reduction in the daily closing balance applicable for payment of interest on savings bank deposit or payment of additional interest to the Bank in case a loan account or any charges levied for balance falling below minimum balance requirement or any charges levied for return of cheques due to shortfall in balance.

Electronic payments such as RTGS / IMPS / NEFT instructions will be governed by the applicable terms and conditions communicated to the customer.

3. Erroneous Debits Arising on account of Fraudulent or Other Transactions:

- a) In case of a claim raised by any of the customers, the bank shall depute staff personnel to investigate the matter in its entirety and if the Bank determines it is at fault, the bank will acknowledge its liability and pay a just claim.
- b) In cases where the Bank is not at fault, no compensation is payable.

4. Payment of Cheques after Stop Payment Instructions:

In case a cheque has been paid after stop payment instruction is acknowledged by the Bank, the Bank shall reverse the transaction and give value-dated credit to protect the interest of the customer. Such debits will be reversed within 2 working days of the customer intimating the transaction to the Bank. In such cases, the Bank shall compensate the customer to the extent of direct financial loss, if any, by way of loss of savings account interest on account of reduction in the daily closing balance applicable for payment of interest on savings bank deposit or payment of additional interest to in a loan account or any charges levied for reason

of balance falling below minimum balance requirement or any charges levied for return of cheques due to shortfall in balance.

5. Foreign Exchange Services:

The Bank will not compensate the customer for delays in collection of cheques designated in foreign currencies sent to foreign countries as the bank would not be able to ensure timely credit from overseas banks. It is the bank's experience that time for collection of instruments drawn on banks in foreign countries differ from country to country and even within a country, from place to place. The time norms for return of instruments cleared provisionally also vary from country to country. The bank will compensate the customer for undue delays in affording credit once clear proceeds are credited to the Nostro Account of the bank with its correspondent. Such compensation will be given for delays beyond the day when the amount is due for credit after taking into account normal cooling period as detailed in the cheque collection policy. The compensation in such cases will be worked out as follows:

- a) Interest for the delay in crediting proceeds as indicated in the collection policy of the bank.
- b) Compensation for any possible loss on account of adverse movement in foreign exchange rate.

6. Payment of Interest for delayed Collection of Outstation Cheques:

As part of the compensation policy of the bank, the bank will pay interest to its customer on the amount of collection instruments in case there is delay in giving credit beyond the time period mentioned as per the Cheque Collection Policy. Such interest shall be paid without any demand from customers in all types of accounts. There shall be no distinction between the instruments drawn on the bank's own branches or on other banks for the purpose of payment of interest on delayed collection.

Interest for delayed collection shall be paid at the following rates:

- a. Savings Bank rate for the period of delay beyond 7/10/14 days as the case may be in collection of outstation cheques
- b. Where the delay is beyond 14 days, interest will be paid at the rate applicable for term deposit for the corresponding period or Saving Bank rate, whichever is higher
- c. In case of extraordinary delay, i.e. delays exceeding 90 days interest will be paid at the rate of 2% above the corresponding term deposit rate
- d. In the event of proceeds of Cheque under collection was to be credited to an overdraft / loan account of the customer, interest will be paid at the rate applicable to the loan account. For extraordinary delays, interest will be paid at the rate of 2% above the rate applicable to the loan account

7. Compensation for loss of instrument in transit:

The bank's compensation policy for financial loss suffered by the customers due to loss of instrument after it has been handed over to the bank for collection by the customer would also be indicated in our collection policy. The same is extracted below for information.

7.1 Cheques / Instruments lost in transit / in clearing process or at paying bank's branch:

In the event a cheque or an instrument accepted for collection is lost in transit or in the clearing process or at the paying bank's branch, the bank shall immediately on coming to know of the loss, bring the same to the notice of the accountholder so that the accountholder can inform the drawer to record stop payment and also take care that cheques, if any, issued by him / her are not dishonored due to non-credit of the amount of the lost cheques / instruments. The bank would provide all assistance to the customer to obtain a duplicate instrument from the drawer of the Cheque.

In line with the compensation policy of the bank, the bank will compensate the accountholder in respect of instruments lost in transit in the following way:

- a. In case intimation regarding loss of instrument is conveyed to the customer beyond the time limit stipulated for collection (7/10/14 days as the case may be) interest will be paid for the period exceeding the stipulated collection period at the rates specified above.
- b. In addition, bank will pay interest on the amount of the Cheque for a further period of 15 days at savings bank rate to provide for likely further delay in obtaining duplicate Cheque / instrument and collection thereof.

The bank would also compensate the customer for any reasonable charges he / she incurs in getting duplicate Cheque / instrument upon production of receipt, in the event the instrument is to be obtained for a bank / institution who would charge a fee for issue of duplicate instrument.

8. Issue of Duplicate Draft and Compensation for delays:

Duplicate draft will be issued to the purchaser on the basis of adequate indemnity. The Bank will issue duplicate draft (drawn on the Bank) to the customer within a fortnight from the receipt of such request. For delay beyond this stipulated period, the Bank will compensate customer at the rate of fixed deposits, applicable on the due date of expiry of the stipulated period. Such compensation shall be paid at the rate applicable for fixed deposits for the number of days over and above the stipulated period. This would be applicable only in cases where the request for duplicate draft drawn on the Bank is made by the purchaser and would not be applicable in the case of third party endorsements.

9. Violation of the Code by banks agent:

In the event of receipt of any complaint from the customer that the bank's representative / courier or DSA has engaged in any improper conduct or acted in violation of the Code of Bank's Commitment to

Customers which the bank has adopted voluntarily, the bank is committed to investigate the matter and endeavor to communicate the findings to the customer within 7 working days from the date of receipt of complaint and wherever justified, compensate the customer for financial loss, if any, as contemplated under this policy.

10. Transaction of “at par instruments” of Co-operative Banks by Commercial Banks:

The RBI has expressed concern over the lack of transparency in the arrangement for payment of “at par” instruments of co-operative banks by commercial banks resulting in dishonor of such instruments when the remitter has already paid for the instruments. In this connection it is clarified that the bank will not honor cheques drawn on current accounts maintained by other banks with it unless arrangements are made for funding cheques issued. Issuing bank should be responsible to compensate the cheque holder for nonpayment/delayed payment of cheques in the absence of adequate funding arrangement.

11. Lenders liability - Commitments to Borrowers:

The bank has adopted the principles of lenders of liability. In terms of the guidelines for lenders liability, the Code of Bank’s Commitment to customer adopted by the bank and RBI circular reference no. RBI/2023-24/60 DoR.MCS.REC.38/01.01.001/2023-24 dated September 13, 2023, the bank will release all the original movable / immovable property documents and remove charges registered with any registry within a period of 30 days after full repayment/ settlement of the loan outstanding/loan obligations.

In case of delay, the bank will communicate to the borrower reasons for such delay. In case where the delay is attributable to the bank, it will compensate the borrower at the rate of ₹5,000/- for each day of delay.

In case of loss/damage to original movable / immovable property documents, either in part or in full, the bank will assist the borrower in obtaining duplicate/certified copies of the movable / immovable property documents and will bear the associated costs, in addition to paying compensation as indicated above. However, in such cases, bank will complete the required procedures with an additional time of 30 days and the delayed period penalty will be calculated thereafter (i.e., after a total period of 60 days). The compensation provided under these directions shall be without prejudice to the rights of a borrower to get any other compensation as per any applicable law.

However, in case of Force Majeure events, the Bank at its own cost would endeavor to retrieve/recreate the title documents and no compensation would be paid in such cases.

12. Force Majeure:

The bank shall not be liable to compensate customers for delayed credit if some unforeseen event (including but not limited to civil commotion, sabotage or other labour disturbances, accident, fires, natural disasters or other “Acts of God”, war, damage to the bank’s facilities or of its correspondent bank(s), absence of the usual means of communication, etc. beyond the control of the bank prevents it from performing its obligations within the specified service delivery parameters.

13. Authorized Payment Systems:

13.1: ATM Failure

The Bank would reimburse the customer for wrongfully debited amount on account of failed ATM transaction within a maximum period of 5 calendar days from the date of transaction. For any failure to re-credit the customer's account within 5 calendar days from the date of transaction, the Bank shall pay compensation of Rs. 100/- per day for the delay to the aggrieved customer starting from the 6th calendar day onwards. This compensation shall be credited to the customer's account automatically without any claim from the customer, on the same day when Bank affords the credit for the failed transactions. Details of chargeback in case of ATM transaction by the customer of the Bank when he uses other bank ATM may be included.

13.2: Card to Card Transfer

The Bank would reimburse the customer if credit is not effected to the beneficiary account and transaction is not reversed within 1 calendar day from the date of transaction. The Bank shall pay compensation of Rs. 100/- per day for the delay

13.3: Point of Sale (PoS) (Card Present) including Cash at PoS and Card not Present (e-commerce)

The Bank would reimburse the customer if account has been debited but confirmation not received at the merchant's system / location. Amount should be reversed within 5 calendar days from the date of transaction. The Bank shall pay compensation of Rs. 100/- from the 6th calendar day.

13.4: Immediate Payment System (IMPS)

The Bank would reimburse the customer if credit is not effected to the beneficiary account and transaction is not reversed within 1 calendar day from the date of transaction. The Bank shall pay compensation of Rs. 100/- per day for the delay

13.5: Unified Payments Interface (UPI)

The Bank would reimburse the customer if credit is not effected to the beneficiary account and transaction is not reversed within 1 calendar day from the date of transaction. The Bank shall pay compensation of Rs. 100/- per day for the delay

The Bank would reimburse the customer if credit is not effected to the beneficiary account and transaction is not reversed within 5 calendar days from the date of transaction. This will be applicable if amount has been debited but transaction confirmation is not received at the merchant location. The Bank shall pay compensation of Rs. 100/- per day for the delay

13.6: Aadhaar Enabled Payment System (including Aadhaar Pay)

The Bank would reimburse the customer if acquirer has not initiated "Credit adjustment" within 5 calendar days from the date of transaction. This is applicable if amount has been debited but transaction confirmation not received at the merchant location or beneficiary account has not been credited. The Bank shall pay compensation of Rs. 100/- per day for the delay

13.7: Aadhaar Payment Bridge System (APBS)

The Bank would reimburse the customer if there is delay in credit to the beneficiary account and beneficiary bank has not reversed the transaction within 1 calendar day from the date of transaction. The Bank shall pay compensation of Rs. 100/- per day for the delay

13.8: National Automated Clearing House (NACH)

The Bank would reimburse the customer if there is delay in credit to the beneficiary account and beneficiary bank has not reversed the transaction within T (Date of transaction) + 1 Day. The Bank shall pay compensation of Rs. 100/- per day if delay is beyond T + 1 day

The Bank would reimburse the customer if amount has been debited despite the revocation of debit mandate with the bank by the customer. Customer's bank will be responsible for such debit and resolution should be completed within T (Date of transaction) +1 day.. The Bank shall pay compensation of Rs. 100/- per day if delay is beyond T + 1 day

13.9: Prepaid Payment Instruments (PPI) – Cards / Wallets

On- Us Transaction: The Bank would reimburse the customer if reversal is not effective in remitter's account within 1 calendar day from the date of transaction. This will be applicable if Beneficiary's PPI is not credited or PPI has been debited but transaction confirmation not received at merchant location. The Bank shall pay compensation of Rs. 100/- per day for the delay

Off-Us Transactions: The transaction will ride on UPI, card network, IMPS, etc., as the case may be. The TAT and compensation rule of respective system shall apply.

Please note: Compensation amount is subject to change as per the RBI guidelines.

14. Electronic Banking Transaction (EBT) Failure:

For any unauthorized transactions reported by the customer, the bank shall credit (shadow reversal) within 10 working days from the date of notification by the customer. The credit to be value dated as the date of unauthorized transaction.

Please note: Timelines are subject to change as per the RBI guidelines.

1. Customer has zero liability
 - a. in case there is contributory fraud/negligence/deficiency on the part of the bank (irrespective of whether or not the transaction is reported by the customer).
 - b. In case of a third party breach where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, and the customer notifies the bank within 3 working days of receiving the communication from the bank regarding the unauthorized transaction.
2. Customer would have limited liability

- a. In case where the loss is due to customer negligence such as sharing of payment credentials, the customer will be liable to bear the entire loss until he reports the unauthorized transaction to the bank. Any loss occurred after the reporting would be borne by the bank.
- b. In case where the responsibility lies neither with the bank nor with the customer, but lies elsewhere in the system and there is a delay of 4 to 7 working days from the customer in notifying the bank of the unauthorized transaction, the per transaction liability of the customer shall be limited to the transaction value or the amount mentioned in the below table (whichever is lower)

Type of Account	Maximum liability (in Rs.)
BSBD accounts	5,000
All other SB accounts	10,000
Pre-paid payment instruments and gift cards	
Current/Cash credit/Overdraft accounts of MSMEs	
Current Accounts/Cash Credit/Overdraft account of individuals with annual average balance (during 365 days preceding the incidence of fraud)/limit up to 25 lakh	
Credit cards with limit up to Rs. 5 lakh	
All other Current/Cash credit/Overdraft accounts	25,000
Credit cards with limit above Rs. 5 lakh	

- c. Further, if there is a delay in reporting beyond 7 working days,
 - i. In case there is contributory fraud/negligence/deficiency on the part of the bank (irrespective of whether or not the transaction is reported by the customer) the customer shall be entitled for Zero Liability.
 - ii. In case where the loss is due to customer negligence such as sharing of payment credentials, the customer will be liable to bear the entire loss until he reports the unauthorized transaction to the bank. Any loss occurred after the reporting would be borne by the bank.
 - iii. If the unauthorized transaction is due to third party, customer would be compensated for the transaction value or Rs. 10,000 whichever is lower (this might change depending on the case) and post reporting the incident bank would bear the loss in case there is a fraudulent transaction.
3. Bank will ensure that:
- a. The customer complaint is resolved and liability of the customer is established within 90 days' from the date of receipt of the complaint and the customer is compensated as per the above policy.

- b. Where the bank is unable to resolve the complaint or establish customer liability within 90 days of the receipt of the complaint, compensation as per above policy will be paid to the customer.
 - c. Customer will not suffer any loss of interest in case of bank account / debit card as the credit shall be value dated as the date of unauthorized transaction.
4. The customer would receive the compensation in the account or card from where the transaction was initiated.
 5. Bank will send regular communications on the risks and responsibilities involved in electronic banking transactions Bank will define the grievance handling/escalation procedure on the website along with the above policy for customer reference and use.

15. Mis-selling of third party products:

In the event of Bank receiving of any complaint from the customer regarding mis-selling of the third party products by the Bank, or about having engaged in any improper conduct or about having acted in violation of any Code adopted by the Bank, the Bank shall take appropriate steps to investigate and to handle the complaint. In case lapses by the Bank employees are established, the Bank will compensate the customer suitably for any established financial loss, based on the facts and circumstances of the case

16. Credit Card:

Where it is established that the Bank had issued a credit card without consent of the recipient, the Bank would not only reverse the charges immediately but also pay compensation to the recipient amounting to twice the value of charges reversed as per regulatory guidelines. Charges will include only those charges that are levied to customer even when no transactions have been done on the card and such charges have been actually recovered from the customer. Transactions reported as erroneous by customers in respect of credit card operations, which require specific reference to a merchant establishment will be handled as per Chargeback rules laid down by Rupay/VISA/MasterCard International. The Bank will provide explanation and, if necessary, documentary evidence to the customer within a maximum period of 60 days.

Any request for closure of a credit card shall be honoured within seven working days by the credit card-issuer, subject to payment of all dues by the cardholder. Failure on the part of the card-issuers to complete the process of closure within seven working days shall result in a penalty of ₹500 per calendar day of delay payable to the cardholder, till the closure of the account provided there is no outstanding in the account.

17. Safe Deposit Lockers - Liability of Bank and Compensation Policy

The Bank owes a separate duty of care to exercise due diligence in maintaining and operating locker or safety deposit systems. The duty of care includes ensuring proper functioning of the locker system,

guarding against unauthorized access to the lockers and providing appropriate safeguards against theft and robbery.

17.1 Liability of banks arising from natural calamities like earthquake, flood, thunderstorm, lightning etc. or due to sole negligence of the customer

The Bank shall not be liable for any damage and/or loss of contents of locker arising from natural calamities or Acts of God like earthquake, floods, lightning and thunderstorm or any act that is attributable to the sole fault or negligence of the customer. As per the extant RBI guidelines, the Bank shall take appropriate care of locker systems and protection of premises from such catastrophes.

17.2 Liability of banks arising from events like fire, theft, burglary, dacoity, robbery, building collapse or in case of fraud committed by the employees of the bank

The Bank is responsible for any loss or damage to the contents of the lockers due to the Bank's negligence and will ensure due diligence in maintaining and operating their locker or safety deposit systems. The duty of care includes ensuring proper functioning of the locker system, exercising appropriate care to their locker systems to protect their premises from such catastrophes or incidents like fire, theft / burglary / robbery / dacoity / building collapse in the Bank's premises due to its own shortcomings, negligence and by any act of omission/ commission. Further, the Bank shall adhere to the Master Directions on Frauds for reporting requirements about the instances of robberies, dacoits, thefts and burglaries.

In instances, where loss of contents of locker are due to incidents mentioned above (Clause 17.1 or Clause 17.2) or attributable to fraud committed by the Bank's employee(s), or non-compliance of regulatory guidelines or non-compliance of any applicable law, the Bank's liability shall be for an amount equivalent to one hundred times the prevailing annual rent of the safe deposit locker.

18. Compensation for delayed updation / rectification of credit information

Bank has adopted the framework for compensation to customers for delayed updation or rectification of credit information as per the RBI circular reference no. RBI/2023-24/72 / DoR.FIN.REC.48/20.16.003/2023-24 dated October 26, 2023.

Complainant will be entitled to a compensation of ₹100 per calendar day in case their complaint is not resolved within a period of thirty (30) calendar days from the date of the initial filing of the complaint with the Bank or Credit Information Companies (CICs). The Bank shall pay compensation if the bank fails to send updated credit information to the CICs by making an appropriate correction or addition or otherwise within 21 calendar days of being informed by the complainant or CIC. Complainant will be eligible for compensation of Rs. 100/- per day starting from the 31st day.

The compensation will be allocated proportionately among the Bank and/or the involved Credit Information Companies (CICs). The compensation amount will be credited to the complainant's bank account within five (5) working days following the resolution of the complaint by the Bank and/or the involved CIC.

Non-Maintainability: The compensation framework shall not be applicable in the following cases:

- (i) disputes for which remedy has been provided under Section 18 of CICRA, 2005. The Section 18 of CICRA, 2005 provides that for disputes arising amongst, CICs, CIs, borrowers, and clients on matters relating to the business of credit information and for which no remedy has been provided under CICRA, 2005, such disputes shall be settled by conciliation or arbitration as provided in the Arbitration and Conciliation Act, 1996.
- (ii) complaints/ references relating to (a) internal administration, (b) human resources, (c) pay and emoluments of staff, and (d) references in the nature of suggestions and commercial decisions of the CIC/CI.
- (iii) complaints pertaining to disputes/ grievances regarding the computation of the credit score/ credit score model.
- (iv) complaints that have been decided by or are already pending in other fora such as Consumer Disputes Redressal Commission, Courts, Tribunals, etc.

19. Timelines for payment of compensation amount

In case the Bank is liable to pay any compensation in accordance with the Policy, the same would be paid to the complainant within 15 working days from the completion of the investigation or within the specific timelines wherever stated as per the regulatory guidelines.

Policy Revision

This policy is subject to revision based on the extant RBI guideline from time to time.