

## NOTICE

### IN VIEW OF THE INSTRUCTIONS FROM RESERVE BANK OF INDIA – FOLLOWING CHANGES ARE MADE FOR CASH WITHDRAWALS THROUGH ATMS

As per the directive of the RBI, with effect from 1<sup>st</sup> July 2011, time limit for resolution of customer complaints regarding failed ATM transactions shall stand reduced from 12 working days to 7 working days from the date of lodgment of claim by customer to their bank.

Failure to re-credit the customer's account within 7 working days of receipt of the complaint shall entail payment of compensation to the customer @ Rs. 100/- per day from the customer's bank.

The customer is entitled to receive such compensation for delay, only if a claim is lodged with the customer's bank within 30 days of the date of the transaction.

Further, with effect from 01<sup>st</sup> July 2011, customer of Bank of India will be charged transaction fee for any ATM transactions (both financial and non financial transactions) from other Bank ATMs. However, Saving Bank account holders will not be charged for the first five transactions (inclusive of financial and non financial transactions) in a calendar month. Non financial transactions include all activities other than cash withdrawal (including balance enquiry, mini statement, pin change etc.).

The charges for Financial Transactions is Rs. 20/- for transactions done from Bancs, NFS ,VISA and MasterCard affiliated ATMs. The charges for financial transactions from CashTree affiliated ATMs is Rs. 16/-.

The charges for Balance Enquiry, Pin Change and Mini Statement Transactions from NFS affiliated ATMs will be Rs. 10/-. The charges for Balance Enquiry transactions from Bancs, VISA and MasterCard affiliated ATMs will also be Rs.10/-.

### THE REVISED CHARGES PAYABLE BY CUSTOMERS (**FOR USING OTHER BANK'S NETWORK**) UNDER THE VARIOUS NETWORKS W.E.F 1.7.2011 ARE AS FOLLOWS:

NETWORK	REVISED	
	CASH WITHDRAWAL	BALANCE INQUIRY
CASH TREE	RS. 16/-	NIL
BANCS	RS. 20/-	Rs.10/-
STATE BANK OF INDIA	RS. 20/-	Rs.10/-
NATIONAL FINANCIAL SWITCH *	RS. 20/-	Rs.10/-

VISA-NATIONAL	RS. 20/-	Rs.10/-
VISA-INTERNATIONAL	RS. 125/-	RS. 15/-
MasterCard-National	Rs. 20/-	Rs.10/-
MasterCard-International	Rs. 125/-	Rs. 25/-

- NOTE \* : PIN CHANGE, Mini statement charges for NFS is RS 10/-