

BANKING IN FINANCIAL SERVICES

TOPIC:-

THE PRODUCT AND SERVICES OFFERED BY A
PUBLIC SECTOR COMMERCIAL BANK WITH PRIVATE
SECTOR COMMERCIAL BANK.

SYBFM 2012 – 2013

PROJECT BY:

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ROLL NO : 04

VIVEK COLLEGE OF COMMERCE

CONTENTS

<i>SR.NO</i>	<i>PARTICULARS</i>	<i>PAGE NO</i>
<i>1.</i>	<i>INTRODUCTION</i>	
<i>2.</i>	<i>SAVINGS ACCOUNT</i>	<i>3</i>
<i>3.</i>	<i>CURRENT ACCOUNT</i>	<i>4</i>
<i>4.</i>	<i>FIXED DEPOSIT</i>	<i>5</i>
<i>5.</i>	<i>RECURRING DEPOSIT</i>	<i>6</i>
<i>6.</i>	<i>HOME LOANS</i>	<i>7,8</i>
<i>7.</i>	<i>CAR LOANS</i>	<i>9</i>
<i>8.</i>	<i>PERSONAL LOANS</i>	<i>10</i>
<i>9.</i>	<i>EDUCATIONAL LOANS</i>	<i>11,12,13</i>
<i>10.</i>	<i>NON- RESIDENT INDIANS (NRI) DEPOSITS</i>	<i>14</i>
<i>11.</i>	<i>INTERNET BANKING (E-BANKING)</i>	<i>15,16</i>
<i>12.</i>	<i>PHONE BANKING</i>	<i>17,18</i>

<i>13.</i>	<i>DEBIT CARDS</i>	<i>19,20</i>
<i>14.</i>	<i>CREDIT CARDS</i>	<i>21,22</i>

SAVINGS ACCOUNT

Any Resident Individual - Single Accounts, Two or more individuals in Joint Accounts, Illiterate Persons, Visually Impaired persons, Purdanasheen Ladies, Minors, Associations, Clubs, Societies, etc. Trusts, Institutions/Agencies specifically permitted by the RBI.

❖ **UNION BANK:-**

Simplest deposit option available to the depositor. An ideal option to cultivate the habit of banking and saving amongst the younger generation. Easy to operate. Terms and conditions kept lucid to facilitate a layman's understanding. No hidden costs. Zero balance facility. A Student can open Regular Saving Account with zero balance. Deposits are insured by DICGC. Interest @ 4% p.a, are being calculated on daily product basis from 01.04.2010 and will be credited twice in a year in Feb and August or at the time of closing the A/c. Provision for nomination. Any Where / Any Time Banking of your Choice as follows :- Branch Banking, ATM Banking, Net Banking, Phone banking. Minimum balance requirement with or without cheque book facility :

Centres	Without Cheque Book	With Cheque Book
Metro	500	1000
Urban	500	1000
Semi Urban	250	500
Rural	100	250

For Pensioners 100/- and 10/- respectively for cheque book and non cheque book accounts.

❖ **KOTAK MAHINDRA BANK:-**

You can avail of all these services with a minimum quarterly average balance of Rs.10,000 in metro or urban centers, Rs.5,000 in semi urban centers and Rs.2,500 in rural centers. As an Easy Access Savings Account Holder, you will receive the "At-par" cheque book. You can encash these cheques as local cheques at any of the 300* centers where the bank has a presence, at no extra cost. Drafts are now history. Easy Access Savings Account also entitles you to an International Debit Card with which you can access your account anytime at all our ATMs - both, Visa enabled and our partner banks - across the country. Withdrawals and deposits (money as well as cheques) are possible with your Debit Card. And unlike most other ATMs, an kotak mahindra Bank ATM allows you to withdraw upto Rs 40000 per day. Our Tele banking service provides you instant access to your savings account. It offers you a wide range of services over the phone such as Account Information, Balance Inquiry, Transaction Details, Status of your Cheque (available only during branch business hours) and even Statement of Account on Fax. Quarterly statements are delivered free of cost. The idea of "your Bank on your desktop" is now a reality with Internet Banking. You can look up the status of your

savings account, request your new cheque book, undertake a range of financial transactions, avail financial advisory services, get information on mutual funds and shop online by just clicking the mouse. Every quarter, interest would be credited at the rate of 6% per annum in your account.

CURRENT ACCOUNT

Any Resident Individual - Single Accounts, Two or more individuals - Joint Accounts, Sole Proprietary Concerns, Partnership Firms, Illiterate Persons, Visually impaired Persons, Minors(account to be operated by Guardian), Limited Companies, Associations, Clubs, Societies, etc. Trusts, Joint Hindu families (accounts of non-trading nature only), Municipalities, Government and Quasi-Government Bodies, Panchayats.

❖ **UNION BANK:-**

ATM cards are given to individual current accounts, joint individuals and to the accounts of proprietary concerns. Get your ATM card have access to the wide network of ATMs across the country to withdraw cash, enquire about your balance, mini statement of accounts, recharging mobiles etc. Moreover, your card enables you to shop at a large number of Merchant Establishments in India. You can also avail yourself of our ATM-cum-Debit Card, which is truly international and which can be used within as well as outside India, at a nominal fee. Transact at your convenience, saving time and cost through Union Bank Internet Banking. You can also use ATM card at any Banks ATMs, subject to nominal charges of Rs 20/ per transaction. Monitor and control your funds through Union Bank Internet Banking or/ and through Passbook/ statement of account facility. Unlimited number of payments. Make payments by giving us standing instructions. Remit funds from any part of the country to your account. Dccountry Cheque Collection facility. Overdraft facility. Transfer of accounts between our wide network of branches without any charge. Nomination Facility - Available. Low minimum balance requirements. Internet Banking facility is available.

❖ **KOTAK MAHINDRA BANK:-**

Basic banking with zero balance. Do you seek freedom from the necessity of a minimum balance? Presenting, kotak Mahindra Bank Account. A savings account that doesn't require a minimum balance. Experience a host of unparalleled features and heightened convenience with Account. Zero Balance Savings Account: No need to maintain a fixed, mandatory amount in your account. Instant Welcome Kit: Handed over to you at the time of account opening, the kit will consist of your account number, debit card, debit card PIN, internet banking PIN and phone banking PIN numbers. International Debit Card: Which gives you access to over 866 ATMs across the country, enabling you to make deposits or withdraw cash at any time of the day or night. Phone Banking and Internet Banking: You can conveniently check your balance, transaction details, etc anytime from anywhere over telephone or using the Internet, for no extra

charge. Free monthly [e-statement](#).

FIXED DEPOSITS

Any Resident Individual - Single Accounts, Two or more individuals in Joint Accounts, Illiterate Persons, Blind persons, Purdanasheen Ladies, Minors, Associations, Clubs, Societies, etc. Trusts, Institutions/Agencies specifically permitted by the RBI eligible to open a ""Fixed Deposit Receipt" Account" in single/joint name/s.

❖ **UNION BANK:-**

Rs.10,000/- for FDR in Metro and Urban Branches and Rs.5,000/- in Rural and Semi urban branches, and for senior citizens the minimum amount will be Rs. 5000/-

Minimum Amount criteria will not be applicable to Subsidy kept under GOVT Sponsored Schemes, Margin Money, earnest money and court attached/ordered deposits.

Interest will be paid on quarterly basis and in case the date of interest payment falls on holidays then on the next working day.

Depositors may request repayment of their deposits before maturity. Repayment of term deposits before maturity is permissible in terms of the directives of the Reserve Bank of India issued from time to time. In terms of the directives, the provision regarding premature withdrawal of deposits is as follows: In the event of the FDR being closed before completing the original term of the deposit, interest will be paid at the rate applicable on the date of deposit, for the period for which the deposit has remained with the Bank, with premature closure penalty.

Nomination facilities are available.

Rate of interest differs from depending upon tenure of the deposits and as and when the Bank changes the Rate.

Senior citizens are offered additional interest of 0.50 % for deposits placed for 1 year and above period.

❖ **KOTAK MAHINDRA BANK:-**

Reinvestment Deposits: In a reinvestment fixed deposit scheme, the interest accrued on your deposit at the end of each quarter is invested along with the principal. The tenure of your deposit must be a minimum of 6 months. At the end of the quarter, the interest and the principal are both rolled over, and the interest is calculated on the total sum. Income tax is deducted at source.: As a Fixed Deposit holder, you can avail of the facility for automatic rollovers on maturity (for both the principal and interest). You can select this option in the Account Opening Document (AOD). Change in tenure. Change in maturity instructions. Change in payment instructions. Change in principal (only reduced amount). Change rollover of Principal to rollover of Principal + Interest, or vice versa. Withdrawals of Fixed Deposits. All encashment or withdrawals of Fixed Deposits can only be made at the branch where the deposit was booked. Method of calculation of interest rates on your fixed deposits. For fixed deposits with tenure of 6 months & above, interest is calculated on a quarterly basis. Interest earned during the previous quarter is added to the Principal for calculation of interest. Fixed deposit interest rate on this amount is calculated every quarter. For fixed deposits schemes with tenure of below 6 months, interest is calculated at Simple Interest. Please note that the period of Fixed

Deposit is considered in number of days. In the event the depositor chooses to receive the periodic interest payments on a quarterly basis, interest is calculated and paid on quarterly rests. On premature withdrawal of the deposit, interest shall be paid only for the period for which the deposit is maintained with the Bank and at the rate applicable for such period. Tax at source is deducted as per the Income Tax regulations prevalent from time to time.

RECURRING DEPOSITS

Recurring Deposit scheme will allow you with an opportunity to build up your savings through regular monthly deposits of fixed sum over a fixed period of time.

❖ **UNION BANK:-**

Monthly installments can be for any amount starting from as low as Rs.50/- onwards. An account can be opened for any period ranging from 6 months to 120 months, in intervals of 3 months. The installment amount selected at the start of the scheme will be payable every month. The number of installments once selected, cannot be altered. (A cumulative deposit can be converted into a Term Deposit before maturity, provided that the term deposit is for a period larger than the remaining period of cumulative deposit account and arrears, if any, of the monthly instalments together with the penalty for the delay, are paid by the depositor.) However, in the unlikely case of the monthly installment being discontinued for a valid reason, the account holder can convert the amount of installments already paid, into Fixed or Reinvestment Deposit for a period longer than the remaining period of the Cumulative account. For the period the cumulative account has run, compound interest at the applicable rate is payable. Interest at the permissible rate is compounded every quarter. The maturity amount will be paid one month after the deposit of the last installment (latest table giving maturity values available with the branch). A pass book will be provided to the depositor. Cumulative Deposit accounts are exempted from TDS.

❖ **KOTAK MAHINDRA BANK:-**

Recurring deposits are accepted in equal monthly installments of minimum Rs 1,000 and above in multiples of Rs 500 thereafter Recurring Deposit accounts can be opened for a minimum period of 12 months and in multiples of 12 months thereafter, upto a maximum of 120 months The amount of installment once fixed, cannot be changed Installment for any calendar month is to be paid on or before the last working day of the month Where there is delay in payment of installment, one can regularise the account by paying the defaulted installment together with a penalty (at present it is @ PLR plus 4 % for the period of delay) Fraction of a month will be treated as full month for the purpose of calculating the penalty The total amount repayable to a depositor, inclusive of interest, depends on the amount of monthly installments and the period of deposit.

HOME LOANS

Indian citizen above 21 years. Individual, either singly or jointly with other family members viz. father, mother, son and/or spouse, who have regular sources of income as co-applicants. NRIs are also eligible for the home loan.

❖ **UNION BANK:-**

QUANTUM OF LOAN:

- Up to Rs. 3 Crores for A -class cities** and up to Rs. 1 Crore for other cities
- Up to Rs. 10 Lakhs for repairs

MARGIN, I.E. YOUR SHARE:

- 20% of the total cost of the purchase/ construction of house/ flat for loans upto Rs. 2 Crores
- 35% of the total cost of the purchase/ construction of house/ flat for loans above Rs. 2 Crores
- 20% of the total cost of the plot
- 20% of the total cost of the repairs

MORATORIUM PERIOD:

- Moratorium period of up to 18 months

REPAYMENT:

- Repayment period of up to 25 years; 10 years in case of repairs
- Flexible methods of repayment

PROCESSING CHARGES:

- Processing charges are 0.50% of the loan amount subject to maximum of Rs. 15,000.

PREPAYMENT PENALTY:

- There is no prepayment penalty if loanis prepaid from own verifiable sources or taken over by other banks/FIs.
- There is no prepayment penalty if loanis prepaid from own verifiable sources.
- A take-over penalty of 2% is chargedon the average outstanding balance of the preceding 12 months if the loanis taken over by any other bank / FI or adjusted by the borrower in lumpsumfrom any third party/source (except genuine sale)

SECURITY:

- Equitable mortgage (E.M.) of the residential property
- If the house/ flat proposed to be purchased is yet to be constructed or is under construction, interim security may be required (till the period of its completion)

GUARANTEE:

- Third party guarantee is not mandatory

INSURANCE:

- Property insurance is compulsory to the tune of the value of the property

❖ KOTAK MAHINDRA BANK:-

Attractive housing finance rates: Bank offer attractive interest rates that make your housing loans affordable and easier on your pocket every month.

Flexible rates: Choose between fixed and floating rate options depending on which way we think interest rates are moving.

Balance transfer facility: if not satisfied with your existing Home Loan provider, You can transfer your Home Loan to us without any hassles.

Doorstep service: You don't have to go the bank for Home Loans; the bank will come to your doorstep. Perfect for those leading busy lives.

Nil prepayment charges: Come into some money and want to pay off your housing loan early? You can do that at kotak mahindra without worrying about prepayment charges.* Valid only on floating interest rate Home Loans.

Quick and transparent processing : Special Benefits available for customers. To know more, contact your Priority Banking Relationship Manager today.

CAR LOANS

Indian citizen aged 18 years and above holding valid license. Individual, either singly or jointly with spouse.

❖ **UNION BANK:-**

QUANTUM OF LOAN

- Maximum of Rs. 40 lakhs for new vehicle & Rs. 10 lakhs for old vehicle

MARGIN, I.E. YOUR SHARE

- 15 % of on-road price (Vehicle Cost + Registration Charges + Insurance + Road Tax)
- 50 % of old vehicles cost

REPAYMENT

- Four Wheeler - Maximum 60 EMIs
- Two Wheeler - Maximum 36 EMIs
- Under special tie-up Maximum 72 EMIs for four wheelers

PROCESSING CHARGES

- The applicable processing charges are **0.50% of the loan amount, subject to maximum of Rs. 6000, plus service tax.4-wheelers.**

PREPAYMENT PENALTY

- There is NO prepayment penalty if the loan is adjusted by the borrower from his own verifiable legitimate sources
- A penalty of 2% on the average balance of the preceding 12 months, if the loan is taken over by any other Bank /FI or adjusted by the borrower in lumpsum from any third source/party (except genuine sale).

SECURITY

- Hypothecation of vehicle purchased out of Bank's finance
- Bank's lien to be noted with the Raod Transport authorities

GUARANTEE

- Guarantee of the spouse is required
- In case borrower is unmarried, 3rd party guarantee of sufficient means

❖ **KOTAK MAHINDRA BANK:-**

Car Loan value calculated on ex-showroom price of the vehicle. Attractive interest rates on Car. Loans. LTV of up to 90% of the ex-showroom price on select models. Auto loans available for salaried and self employed individuals, proprietorships and partnership firms and companies Special Car Loan schemes for kotak mahindra Bank Salary accountholders. Banking surrogate schemes available. Loans offered from Rs. 1 lakh Car Loans tenure from 1 year to 5 years. Calculate your monthly outgo with our [Car Loan EMI Calculator](#). Special Benefits available for Priority Bank customers. To know more, contact your Priority Banking Relationship Manager today. All of the above is subject to terms and conditions. [Special scheme for kotak](#)

Mahindra Bank Priority account holders 100% Waiver of Processing Fees. Waiver of Income documents & bank statements.

PERSONAL LOANS

You should be an Indian citizen above 18 years. Should be from the salaried class, having regular source of income and having salary account with our bank. Also a tax payer; non-tax payers are also permissible if annual income is more than Rs. 1 lakh and net take home annual income after deducting the EMI of the proposed loan is Rs. 40,000.

❖ **UNION BANK:-**

QUANTUM OF LOAN

- Up to Rs. 1 Lakh

MARGIN, I.E. YOUR SHARE

- Nil

MORATORIUM PERIOD

- Nil

REPAYMENT

- Repayment period of up to 3 years

PROCESSING CHARGES

- Processing charges are as mentioned below.

Loan amount	Processing fees
Upto Rs. 10,000	Rs. 100 plus service tax
Above Rs. 10,000 and upto Rs. 50,000	Rs. 250 plus service tax
Above Rs. 50,000	Rs. 500 plus service tax

SECURITY

- Hypothecation of asset, wherever applicable.
- Irrevocable undertaking letter from the employer and borrower for recovery of installments from the salary account each month.

GUARANTEE

- One guarantor required having means equivalent to the loan amount.

❖ **KOTAK MAHINDRA BANK:-**

Minimum age of applicant: 21 years. Maximum age of applicant at loan maturity: 58 years. Minimum Net Monthly Income: Rs 15,000. Maximum loan available: Rs 15 lacs. Self-employed professionals include self-employed Doctors (MBBS and higher degree) having majority of their income from practice, Architects, Chartered Accountants & Company Secretary. Minimum age of applicant: 24 years to 65 years at the time of loan maturity.

Minimum Annual Net Profit: Rs 2 lac per annum. Maximum loan available: Rs 20 lacs for Self Employed doctors.

EDUCATIONAL LOANS

- Indian citizen. Secured admission to the concerned institute in India or abroad through appropriate selection process and cleared the qualifying examination, if any.
- Courses covered in India:
 - Graduation / post-graduation / diploma courses from recongnized universities. Technical / professional / management courses
- Courses covered outside India
 - Graduation / post-graduation degrees offered by recongnized universities
 - Certified degree courses conducted by CIMA, London, CPA, USA and other such institutes.

❖ **UNION BANK:-**

QUANTUM OF LOAN

- For studies in India - maximum upto Rs. 10 Lakhs. The quantum of loan is higher for the institutes covered under Special Education Loan schemes. Please check the Special Offers Tab above for further details. For studies outside India- maximum Up to Rs. 20 Lakhs

MARGIN, I.E. YOUR SHARE

- For loans upto Rs. 4 Lakhs, the margin is nil
- For loans above Rs. 4 Lakhs, margin is 5% for studies in India and 15% for studies outside India

MORATORIUM PERIOD

- The moratorium period is minimum of the following two.
 - Course period + 1 year
 - Course period + 6 months after commencement of job

REPAYMENT

- Repayment period of up to 7 years after moratorium period

SECURITY

- The security required is as mentioned below.

Loan amount	Security
Upto Rs. 4 Lakhs	NIL
Rs. 4 - 7.5 Lakhs	<ul style="list-style-type: none"> • No collateral security required • Third party guarantee is needed
Above Rs. 7.5 Lakhs	<ul style="list-style-type: none"> • Collateral security of suitable value is required

GUARANTEE

- Parent / guardian of the student who is availing loan have to join in as co-borrower.
- Life insurance of the borrower is compulsory to the tune of the loan amount.

❖ KOTAK MAHINDRA BANK:-

Quantum of Loan

The quantum of finance under the scheme is capped at Rs 10.00 lacs for studies in India and Rs 20.00 lacs for studies abroad, which would cover tuition fees, hostel charges (if any), cost of books, etc. The minimum amount of education loan would be Rs 50,000.

Margin

No margin for education loans upto Rs 4 lacs. For loans above Rs 4 lacs, 5% margin for studies within India and 15% for higher studies overseas.

Role of the Guardian:

The parent(s) or guardian of the student would be treated as a co-applicant of the student loan. His or her role would be, necessarily, like the primary debtor.

Security

Third party guarantee and/or collateral security may be asked for in appropriate cases.

Additional Security:

Assignment of LIC policy in favour of the Bank for the sum assured being at least 100% of the education loan amount. The policy is kept alive during the currency of the education loan. To ensure this, the annual premium may be included in the computation of the loan requirement, along with the tuition fees and other recurring charges. Further, the future income of the student needs to be assigned in favour of the Bank for meeting the installment obligations.

Disbursement:

The student loan will be disbursed in full or in suitable installments taking into account the requirement of funds and/or fee schedule as assessed by the Bank directly to the educational institution or vendor of books or equipment or instruments.

Interest Rates & Charges of Education Loan

Education is the inevitable right of every child and we at Kotak mahindra bank ensure that it is not denied due to unaffordable education loan interest rates. Our education loans are designed in a manner that is highly affordable in terms of interest and the associated servicing charges. This will ensure that you do not have to stress too much for your child's higher education and are able to provide for all their educational needs on time.

Sr. No	Type	Loan amount (Rs.)	Base Rate + Mark Up	Effective Rate Of Interest
1	Education Loan	Upto Rs. 4 lacs	Base rate + 7.00%	17.00%
		Loans greater than Rs. 4 lacs and upto Rs. 7.5 lac	Base rate + 8.00%	18.00%
		Loans greater than 7.5 lacs	Base rate + 6.00%	16.00%
2	Education Loan for Girl Child	Upto Rs. 4 lacs	Base rate + 6.50%	16.50%
		Loans greater than Rs. 4 lacs and upto Rs. 7.5 lacs	Base rate + 7.50%	17.50%

	Loans greater than 7.5 lacs	Base rate + 5.50%	15.50%
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Base Rate - 10.00%

Scheme	Study Power
Loan Processing Charges	Nil
Prepayment Charges	Nil
No Due Certificate	NA
Solvency Certificate	NA
Charges for Late Payment of EMI	Rs 500 + taxes per cheque bounce and a penal interest @24% per annum i.e. @ 2% per month on the overdue installment/s
Charges for changing from fixed to floating rates of interest	NA
Charges for changing from floating to fixed rates of interest	NA

Other Charges:

Sr. No	Type	Charges
1	Repayment Instruction/Instrument Return charges	Rs.500 plus service tax as applicable per instance

NON-RESIDENT INDIANS

❖ **UNION BANK:-**

Non Resident External Account [NRE A/c] in brief:

- NRIs and PIOs can open NRE account with an authorized bank.
- NRIs can opt for either a Savings NRE A/c, Term Deposit A/c, Recurring Deposit A/c, or a Current account.
- The NRE account can be opened or credited with remittances from abroad transfers from existing NRE/ FCNR accounts, or by deposit of foreign exchange brought into India during a visit by way of currency/ travelers cheques.
- Joint accounts only with another NRI & not with Residents.
- Zero Balance A/c can also be opened and can be funded later.
- Credits / Debits are governed by Exchange Control Regulations.
- The minimum period for a Term Deposit is 12 months and the maximum period is 10 years.
- The interest rate on this deposit is governed by RBI guidelines. At present Term Deposits attract interest rates equivalent to LIBOR rates plus 175 bps, normally modified every month.
- Interest earned under this scheme is exempt from Indian income tax.

Non Resident Ordinary Account (NRO A/c) :

- NRIs can opt for this account if they earn an income and incur expenses in India.
- Dividend, house rent income, etc., can be credited to this account.
- They can choose between opening savings, current or fixed deposit accounts.
- Tax is payable on the interest they earn on their bank balance subject to DTAA.
- Normally the balance in this a/c is not freely repatriable.
- However, RBI has now allows up to one Million Dollar repatriation from this account in a financial year for specific purposes, after payment of applicable taxes.
- The account can be opened jointly with another NRI or an Indian resident. Operation in the account is also allowed through a resident Power of Attorney Holder [for restricted use].
- The rupee interest rate varies depending on the tenor of the deposit.
- One can open and credit NRO account with Indian funds or with foreign exchange funds.
- Period of Investment is from a Minimum 15 days to Maximum of 10 years.

❖ **KOTAK MAHINDRA BANK:-**

Low minimum balance requirement of Rs 10,000

'Multicity' cheque book which will permit you to make payment via cheque across multiple locations
Mandate or Power of Attorney facility available so that in your absence from the country you can authorize your relative or friend to conduct banking transactions on your behalf

Free iConnect: 24 X 7 account access through secure Internet banking facility from anywhere and anytime.
Online shopping mall and utility bill payment facility by using our internet based iConnect banking login. Free personal accident cover of Indian Rupees 2, 00,000 on our Debit Card (The insurance cover will come in force

only after you make your first successful payment transaction at any merchant establishment.)* Dedicated one-stop NRI help desk to clarify your queries. Tax Advisory Services from our empanelled consultants. Interest earned on NRO Savings Account is subject to Tax deduction at source

INTERNET BANKING

❖ **UNION BANK:-**

1. **Features & Benefits**

- Account/s transaction details
- Viewing/Printing of account statement
- Transfer of funds in own/third party accounts with our Bank
- Transfer of funds to other bank accounts in India through NEFT/RTGS
- Direct/ Indirect tax payments
- Utility bill payments like electricity bills, telephone bills, insurance premium payments, mutual fund payments, credit card payments etc.
- Online air ticket and railway ticket booking etc

2. **Eligibility**

Customer should have at least one operating account with a Union Bank branch.

3. **How to apply**

You may get our Internet Banking service through following channels:

- Individual customers possessing ATM cum debit card may create internet banking user id and passwords through our Self User Creation module on our website . This is a very convenient, easy, and quick method
- The above users may even reset/ generate the passwords on their own, without needing to involve the bank branch, through our Self Reset Password module with the same ease
- Customers not having an ATM cum debit card, and Corporate customers, should apply through the branch using the Internet Banking application format for viewing and transaction facility.

4. **Service Charges**

- Absolutely free of charge for users creating passwords through the Self User Creation & Reset Password modules.
- Charges applicable as below when password is sent in printed form to the retail/corporate users
Rs.150/- postal charges (Flat) and Rs.30/- per password
Rs.250/- postal + password printing charges (Flat) per corporate user.

❖ KOTAK MAHINDRA BANK:-

Account Details: View your bank account details, account balance, download statements and more. Also view your Demat, Loan & Credit Card Account Details too all in one place.

Fund Transfer: Transfer fund to your own accounts, other Kotak mahindra bank accounts or Other Bank account seamlessly.

Request Services: Give a request for Cheque book, Demand Draft, Stop Cheque Payment, Debit Card Loyalty Point Redemption etc.

Investment Services: View your complete Portfolio with the bank, Create Fixed Deposit, Apply for IPO etc.

Value Added Services: Pay Utility bills for more than 160 billers, Recharge Mobile, Create Virtual Cards, Pay any Visa Credit Card bills, Register for e-statement and sms banking etc

Sr. No.	Internet Banking Services Availability	Internet Banking With Passwords	Internet Banking With Passwords + Netsecure
1	View Account Details/Balance	Yes	Yes
2	Download Account Statement	Yes	Yes
3	Request for Stop Cheque Payment	Yes	Yes
4	Request for Cheque book	Yes	Yes
5	Create Fixed Deposit	Yes*	Yes
6	View Credit Card Details	Yes	Yes
7	Pay Credit Card Bills	Yes*	Yes
8	Redeem Debit Card loyalty points	Yes	Yes
9	View Demat Account Details	Yes	Yes
10	View your Portfolio Summary/Snapshot	Yes	Yes
11	Apply for IPO Online	Yes*	Yes
12	View your Loan A/C Details	Yes	Yes
13	Mail Facility	Yes	Yes
14	Register for e-statement	Yes	Yes
15	Register for SMS Banking	Yes	Yes
16	Transfer Fund to Own Kotak mahindra bank Account	Yes*	Yes

17	Transfer Fund to Other Kotak mahindra bank Account	No	Yes
18	Transfer Fund to Other Bank Account	No	Yes
19	Transfer Fund to Visa Credit Card	No	Yes

MOBILE BANKING

❖ **UNION BANK:-**

UMOBILE- a milestone in banking field- provides the customers a secure and convenient means of banking and commerce from anywhere anytime. Customers can check their account balances, take a mini- statement, transfer money to Union Bank accounts, other banks, , make bill payments, do airline /movie ticketing, make temple donation, fee payments, stop cheques, know cheque status, know branch/ATM locations and even request bank for cheque books, a/c statements or new accounts, all this on press of button on mobile. The services are available both on SMS and GPRS. UMobile is a secured payment channel since the customer does not compromise with information like the debit card number or pin. So what are you waiting for! Explore UMobile and also refer it to your friends.

FEATURES & BENEFITS:-

UMobile provides you a host of services on a secured application as shown under :
UMobile service currently has the following features:

- Balance Enquiry,
- Mini Statement (last nine transactions)
- Fund Transfer
- Within the bank
 - Mobile to Mobile between two registered customers)
 - Mobile to Account (to any account in Union Bank)
- To Other banks (using NEFT platform)
- Bill Payments
- Airline Ticketing. Movie Ticketing
- Shopping (shopping at the counters, on the move and online hopping)
- Mobile Recharge,
- Corporate Fund Transfers
- Temple Donations
- Fees payments,
- Stop Payment of cheques
- Cheque status
- Hotlist Debit Card.
- ATM/Branch Locator
- Request to Bank for Cheque Book
- account statement, Loans
- Debit/Credit card,
- New account/Fixed Deposits
- mPin change,
- Communication Mode
- SMS, GPRS
- WAP,
- Change Activation code/password
- Enable/Disable Transactions
- Change Service no.

- Feedback and Complaints

❖ **KOTAK MAHINDRA BANK:-**

24 Hour Phone Banking Service - Kotak mahindra bank

To access Phone Banking services from anywhere in India, from a **Landline** or **Cell phone** please dial any of our following **3 Toll Free Phone Banking Numbers:**

1-800-102-6022

Or (citi code)(6600-6022)

NRI / other customers can access Phone Banking services from outside India by dialing **1-800-102-6022**
For **blocking of Debit / Pre-paid cards**, you can also call our **24-hour Emergency Helpline Number +91 22 67987700** (This number is **not** toll free)

Information / Services available through Phone Banking

Information about Products and Services

Information about Account Balance and Transactions

Information about status of Cheque Issued or Deposited

Information about Deposit Interest Rates

Information about ATM and Branch locations

Information / Issues on usage of - ATM, Internet Banking or Mobile Banking

Request for Cheque Book

Request for Statement by E-mail or Fax

Request for Duplicate Statement

Regeneration of ATM PIN for Debit Card

Regeneration of Internet Banking password

Blocking of Internet Banking User ID

Hot listing of Cards

Please Note :

Telebanking service (IVR - Interactive Voice Response) is available 24 hours a day, 7 days a week

DEBIT CARD

❖ **UNION BANK:-**

Introduction to Union Bank International Debit Card

Union Bank International Debit Card is unique in the sense that it allows its users to withdraw cash from around 60000 ATMs in the country and over 1 million ATMs across the globe. Debit Cards can also be used to make purchases at all merchant locations and online websites that accept VISA Cards.

Features of Union Bank International Debit Card

- Multiple Account Access- Customer can access up to three accounts linked to a single card
- Add-on-Cards are issued in case of Joint Accounts
- Secured online transactions are available through VbV registration
- Cash withdrawals are possible at specified merchant locations
- Free Insurance is available against accidental death, i.e., Rs. 2 lakh for principal card holders and Rs. 1 lakh for Add-on cardholder
- Facilities such as 24 hour hot-listing facility are available
- Lost card liability is restricted to Rs.1,000 from the time of reporting loss

How To Apply

1. Union Bank issues Debit Card with sealed PIN as part of the ready kit at the time of account opening and the card gets activated after its first use for withdrawal at ATM
2. Existing Account holders without Debit Cards can download and fill the form and submit it at the nearest branch to get a Debit Card
3. You can contact your nearest branch for add-on card or linking additional accounts to the Debit Card

CHARGES AND FEES

Debit Cards are issued FREE of charge and the detailed charges and fees are as follows:

Withdrawal Limit	ATM - Rs 25,000/- per day
Shopping Limit	POS - Rs 25,000/- per day
No of transactions	10 per day
Joining Fee	Nil
Annual Fee	Rs 100/- + service tax from second year. 1
Card Replacement Fee	Rs 100/- + service tax
Regeneration of PIN	Rs 25/- + service tax
Currency Conversion Charges	2.50% of transaction amount
Withdrawal from other bank ATM	Free up to 5 transactions per month 2 Rs.20/- + service tax from 6th transaction
Withdrawal from ATM abroad	Rs.125/- + 2.5% of currency conversion charges

The fee is waived off for customers with average quarterly balance (AQB) greater than Rs. 5, 000. Annual charges apply to add-on cards as well.

For other than Savings accounts, all the transactions done at other Bank ATMs will be charged.

❖ KOTAK MAHINDRA BANK:-

The Kotak mahindra bank Debit Card is a VISA Electron Card and is accepted at VISA and VISA Plus ATMs worldwide and all merchant establishments using electronic terminals and displaying the VISA Electron sign.

International Acceptance*

With a Debit Card you can travel and shop around the world with a light wallet. You can use the Kotak mahindra bank Debit Card in India at over 866 ATMs and 'more than 2,100 Point of Sale terminals.

Annual Fee

The Kotak mahindra bank Debit Card is offered at a fee of Rs 95 as issuance charges and an annual fee of Rs 100.

Higher Transaction Limit

To ensure that you are never out of money, we now give you an enhanced daily withdrawal limit. The daily limits per card are as follows:

At ATMs: Rs 40,000#

At merchant establishments: Rs 40,000#

#Subject to the balance in your account

Additional Card Fee

Incase of a joint account, you can get additional cards at a fee of Rs 95 per card, service tax @ 12.36% extra.

Signature Card

Your Kotak mahindra bank Debit Card will be personalised. It will carry your signature giving you added security.

Insurance*

The Kotak mahindra bank International Debit Card comes with special insurance features that protect you and your loved ones.

Zero Lost Card Liability: As an Kotak mahindra bank Debit Card customer, you will be insured for risk of loss due to fraudulent use of a lost or stolen or missing debit card. All you need to do is communicate the loss of your card by calling our 24-hour customer service number.

Purchase Protection: All consumer durable goods purchased using the debit card are insured against fire, natural calamity, burglary and housebreaking upto 90 days from the date of purchase. You will be eligible for a combined lost card liability and purchase protection of upto Rs 50,000.

Personal Accident Cover of up to Rs 2,00,000: In the unfortunate event of loss of life in a mishap, the customer's beneficiaries will receive the benefit of accident insurance of up to Rs 2 lakh.

Note: *To avail of the insurance cover, a report would have to be made to Kotak mahindra bank within 60 days of a personal accident or 30 days of loss of card. The insurance cover would be activated if you have made at least one POS transaction within 6 months prior to the date of the mishap.

For Salary Customers: At least two salary credits and at least one purchase txn in preceding 180 days of incident. To be reported within 60 days of incident.

24-Hour Emergency Helpline

You can call our Emergency Helpline for Card Blocking 91-22- 67987700. Our Customer Service Executives will assist you.

CREDIT CARDS

❖ **UNION BANK:-**

Photo Signature VISA Card is issued in three variants. There is no joining fee and annual/renewal charges. Attractive spending limit is 20% of the annual gross salary). Lowest interest rates and free credit period up to 50 days. Flexi payment option. Online Bill payment facility through internet banking account. Attractive reward points and redemption program. Full refund of fuel surcharge*. Secured transactions - SMS alerts on all transactions and VbV registration for online transactions. Free Personal Insurance Cover offered to primary as well as add-on card holders for accidental death as mentioned under :

Type of Card	Other than Air Accident	Air Accident
Classic	Rs. 1 Lakh	Rs. 2 Lakh
Silver	Rs. 2 Lakh	Rs. 4 Lakh
Gold	Rs. 5 Lakh	Rs. 8 Lakh

1. 24-hour hot listing facility and lost card liability restricted to Rs.1,000 from the time of reporting the loss.

CHARGES AND FEES

Particulars	Classic	Silver	Gold
Annual/Renewal Fee	NIL	NIL	NIL
Finance Charges on Roll over Credit	1.90%	1.90%	1.90%
Cash Advance Charges for Cash Withdrawal	2.50%	2.50%	2.50%
Cash advance on Credit limit	20 % of limit	20 % of limit	20 % of limit
Cash Advance Charges at ATM	Rs.100	Rs.100	Rs.100
Cash Advance Charges (Overseas)	Rs.125	Rs.125	Rs.125
Late Payment Charges	Rs.200	Rs.200	Rs.200
Charges for over the Credit limit usage	Rs.100 for each occasion	Rs.100 for each occasion	Rs.100 for each occasion
Returned Cheque	Rs.100 per instrument	Rs.100 per instrument	Rs.100 per instrument
Limit enhancement fee	Rs.100 for each occasion	Rs.100 for each occasion	Rs.100 for each occasion
Card Replacement fee	Rs.100	Rs.100	Rs.100
Retrieval of charge slip as levied by VISA	Rs.100 or the actual charges whichever is higher	Rs.100 or the actual charges whichever is higher	Rs.100 or the actual charges whichever is higher
PIN Replacement Fee	Rs.50	Rs.50	Rs.50

❖ **KOTAK MAHINDRA BANK:-**

Cheque/Draft

Choose the amount you would like to pay and simply draw the cheque/draft in favour of "Kotak mahindra bank Card No. (16-digit Credit Card Number)".

You can also drop the cheque at any Kotak mahindra bank Branch or ATM. In Mumbai, you can also drop cheques in any of the MINC bill boxes.

Cash Payment

Visit your nearest Kotak mahindra bank Branch to make your Credit Card bill payment by cash.

Standing Instruction

You can apply for the Auto Debit Facility for the total amount due or the minimum amount due from your Kotak mahindra bank Savings or Current account every month.

All you need to do is to fill in the [Auto-debit form](#) and send it to us. In case you need any assistance with issuing standing instructions, please call our Customer Service at 1800 233 5577 or 1800 209 5577 or 1800 103 5577 .

Pay at ATMs

Now pay your Credit Card bills using your Kotak mahindra bank ATM/Debit card at any Kotak mahindra bank ATM
Insert your Kotak mahindra bank ATM/Debit card at any Kotak mahindra bank ATM

Select Other Services Option

Select Bill Payment option within other services

Enter your Credit Card number twice

Once your card has been validated, you will see the Total Amount Due and Minimum Amount Due on the ATM screen

Enter the following details to avail;

Beneficiary Name	Name as on Credit Card
Beneficiary Bank Name	Kotak mahindra bank
Beneficiary Branch Name	Mumbai
Beneficiary Account Number	Your 16 digit Credit Card number
IFSC Code	UTIB0000400

Visa Money Transfer

You can also make your payment using Visa Money Transfer, which lets you use your Net Banking facility or your Visa Debit Card to make your payment. Contact your bank's Customer Service to know more about how you can use this service

Pay Online using Other Bank Accounts

Pay your Credit Card Bills by using the Net Banking Facility offered by your Bank.