CONFIDENTIAL DOCUMENT

POLICY ON

Door Step Banking

Version Control			
Version	Author / Dept.	Date	Changes / Approved in Mgt. Committee
1.1	BSD	30.05.2022	No change
1.2	BSD	28.12.2023	No Change
1.3	BSD	16.12.2024	No Change
1.4	BSD	10.12.2025	No Change

Shinhan Bank India

1. Introduction

As per extant guidelines of Reserve Bank of India on Doorstep Banking, Shinhan Bank has formulated a scheme for providing services at the premises of a customer. In order to ensure transparency in respect of the rights and obligations of customers, uniformity in approach and to clearly delineate the risks involved, it has been decided to lay down general principles and broad parameters to be followed by the bank while offering 'doorstep' services to its corporate customers & selected[1] retail customers.

2. Services to be offered

The Bank will offer following banking services to its corporate & selected retail customers at their doorstep:-

- Pickup of cash
- Pickup of instruments
- Delivery of cash against cheques received at the counter
- Delivery of Demand Drafts

3. Modalities of delivery

The Bank will provide the doorstep banking services by engaging the services of its own employees or through Agents. Where the bank engages the service of Agents for delivery of services due diligence involving evaluation of all available information about the service provider viz.,

- Past experience and competence to implement and support the proposed activity
- Financial soundness and ability to service commitments even under adverse conditions.
- Business reputation and culture, compliance, complaints and outstanding or potential litigation.
- Security and internal control, audit coverage, reporting and monitoring environment, Business continuity management.
- External factors like political, economic, social and legal environment of the jurisdiction in which the service provider operates and other events that may impact service performance.
- Ensuring due diligence by service provider of its employees
- The services mentioned in Delivery Process will be offered by Shinhan Bank Pan India Branches.

[1] senior citizens of more than 70 years of age and differently abled persons

4. Delivery process

- Cash collected from the customer will be acknowledged by issuing a receipt on behalf of the bank.
- Cash collected from the customer will be credited to the customer's account on the same day or next working day, depending on the time of collection.
- The customer will be informed of the date of credit by issuing a suitable advice.
- Delivery of demand draft / cashiers cheque will be done by debit to the account on the basis of requisition in writing / cheque received and not against cash or instruments collected at the doorstep.
- Cash delivery services will be offered to the corporate & selected retail clients against receipt of cheque only and not against telephonic request.

5. Risk Management

The bank will enter into an agreement with the customer which would contain a clause that does not entail any legal or financial liability on the bank for failure to offer doorstep services under circumstances beyond its control. The services should be seen as a mere extension of banking services offered at the branch and the liability of the bank will be the same as if the transactions were conducted at the branch. The agreement will not provide any right to the customer to claim the services at his doorstep.

6. Transparency

The scope of services and the charges, if any, to be levied on the customer for doorstep services will be mentioned in the agreement entered into with the customer. The above will also be within the scope and purview of this policy and not exceed the same.

7. Other conditions

- The Bank will offer doorstep banking only to those customers for which all documents as per KYC norms are available with the bank.
- The services will be offered at the office of the customer, the address of which should be clearly and explicitly mentioned in the agreement.

8. Schedule of charges

As hoisted on the website – in.shinhanglobal.com from time to time

9.Redressal of greivance

The Manager – Operations will be the Grievance Redressal Officer for dealing with the customer complaints. The name, address, telephone, fax, e-mail etc will be mentioned in the agreement entered into with the customer.

If a customer feels that his complaint has not been satisfactorily addressed, then he will have the option to approach the office of the concerned Banking Ombudsman for redressal of his grievance/s.