



NOTICE TO CUSTOMERS

ELECTRONIC CLEARING SERVICES (ECS)

Our Bank has switched over to Core Banking Solutions (CBS) since December 2004 and more and more number of branches are being brought under CBS Network. After migrating to CBS, the existing account numbers of customers are converted into new 9 digit account numbers. This new number is unique for the respective accounts of the customer throughout the Bank. ***Thus the customer under CBS is "Bank's Customer and not Branch's Customer"***

Electronic Clearing Services (ECS) – Debit Transactions

Existing Debit Mandates

At present, the customers' ECS Debit Mandates given to various utility providers (like BSNL, Credit Card institutions, etc), are honoured by the Bank by electronically mapping the old account number to new CBS account number. In order to smoothen the process, the Bank requests all customers of CBS branches [who have already given ECS debit Mandates] to inform their new 9 digit account number to the utility providers/user companies immediately, under copy to the Branch where the account is maintained.

Fresh/Renewal Mandates

Further, in terms of RBI directions, with immediate effect, the customers are advised **to register all fresh/renewal ECS debit mandates with the branch concerned before submitting to utility providers with new 9 digit CBS account number** failing which bank will be constrained to return the same when presented for payment.

Withdrawal of ECS Debit Mandate

Withdrawal of ECS Debit mandate should be informed by the customers to the branch concerned and the utility providers/user companies well in advance, which will be treated by the Bank akin to "***Stop Payment Instructions***" for cheques.

Electronic Clearing Services (ECS) – Credit Transactions

Similarly, the CBS branch customers who have given their old account number for crediting their accounts through ECS (like dividend, interest, salary, etc), are advised to furnish their new 9 digit CBS account number to the respective authorities immediately so that their accounts are credited instantly on receipt.

The bank seeks the co-operation of its customers to provide them smooth and hassle-free Electronic Clearing Service.