

CENTRAL OFFICE – CUSTOMER CARE DEPARTMENT

<u>Calculation of Minimum Balance Charges on proportionate basis based to the extent of shortfall.</u>

Bank has decided to levy charges for not maintaining minimum balance on proportionate basis based on the short fall instead of present slab-wise system, wef 01.04.2024.

The new approach to levy charges on proportionate basis to the extent of shortfall has made our Bank's minimum balance charges very competitive in the industry.

We are giving hereunder some examples to understand the new approach adopted by the Bank wef 01.04.2024:

Saving Account

a) Monthly Average Balance is to be maintained for Savings account (Semi urban) is Rs.1000/- and charges for not maintaining the monthly average Balance is Rs.50/ per month.

Monthly Average Balance maintained in the account is Rs.300/- for a particular month. As the average Balance in the account is short by 70% of the prescribed minimum balance, the applicable charges for not maintaining the monthly average balance will be 70% of Rs.50/- i.e. Rs.35/-.

b) Monthly Average Balance is to be maintained for Savings account (Metro) is Rs.2000/and charges for not maintaining the monthly average Balance is Rs.84/ per month.

Monthly Average Balance maintained in the account is Rs.1,800/- for a particular month. As the average Balance in the account is short by 10% of the prescribed minimum balance, the applicable charges for not maintaining the monthly average balance will be 10% of Rs.84/- i.e. Rs.9/- (rounded off).

Current Account

a) Quarterly Average Balance is to be maintained for Current account - Silver (Semi urban) is Rs.50,000/- and charges for not maintaining the quarterly average Balance is Rs.300/.

Quarterly Average Balance maintained in the account is Rs.30,000/- for a particular quarter. As the average Balance in the account is short by 40% of the prescribed minimum balance, then the applicable charges for not maintaining the quarterly average balance will be 40% of Rs.300/- i.e. Rs.120/-.
