



BNP PARIBAS

BNP PARIBAS CITIZENS' CHARTER

**INDEX**

| SR. NO. | PARTICULARS | PAGE NO. |
|----------------|---|-----------------|
| I. | PREFACE | 3 |
| II. | INTRODUCTION | 4 |
| III. | BNP PARIBAS' CORE VALUES | 4 |
| IV. | OUR MANAGEMENT PRINCIPLES | 4 |
| V. | COMMON PRACTICES FOLLOWED BY OUR BRANCHES IN INDIA | 5 |
| VI. | FAIR BANKING PRACTICES EXPECTED TO ADOPTED BY THE CUSTOMERS | 5 |
| VII. | PRODUCT AND SERVICES | 6 |
| VIII. | ACCOUNT OPENING AND OPERATION OF ACCOUNTS | 6 |
| IX. | NOMINATION FACILITY | 8 |
| X. | CHEQUE COLLECTION FACILITY | 8 |
| XI. | FOREIGN EXCHANGE TRANSACTIONS | 8 |
| XII. | INTERNET BANKING SERVICES | 9 |
| XIII. | DIRECT DEBITS AND STANDING INSTRUCTIONS | 9 |
| XIV. | CHARGES | 9 |
| XV. | UNDESIRABLE ACCOUNTS | 9 |
| XVI. | CLOSING ACCOUNT | 10 |
| XVII. | CONFIDENTIALITY | 10 |
| XVIII. | GRIEVANCE REDRESSAL | 10 |
| XIX. | BANKING OMBUDSMAN SCHEME | 12 |
| XX. | BRANCH CLOSURE / SHIFTING | 12 |



I. PREFACE

The ability of the banking industry to achieve the socio-economic objectives and in the process bringing more and more customers into its fold will ultimately depend on the satisfaction of the customers. We have a strong belief that a satisfied customer is the foremost factor in developing our business.

A need was felt by us at BNP Paribas, India (the Bank) that in order to become more customer friendly the Bank should come out with charter of its services for the customers. Citizens' Charter concept was considered as a base instrument to fill this need and accordingly this document was prepared. This document was made in consultation with the users and highlights Bank's commitments towards the customer satisfaction, thus ensuring accountability and responsibility amongst its officials and staff. This charter for customers not only explains our commitment and responsibilities along with the redressal methods but also specifies the obligation on the part of customers for healthy practices in customer-banker relationships.

The BNP Paribas Group strives to respect its commitment in financing the "real economy" through its diversified, customer-driven business model. We are committed to place our clients at the centre of our activities and to better serve their interests by:

- providing them with products and services they need
- giving them clear and reliable information
- acting with honesty, loyalty, equity and authenticity

The copies of the Code and Citizens' Charter will be available on request to all our customers at our branches and at our web site.

We request all our customers to keep us informed of their experiences about the various services rendered by the Bank and feel free to comment on this charter. The Charter provides essential information on transactions relating to savings, current and fixed deposit accounts, collections and remittances, grievance redressal etc. To obtain further details and complete information on the terms and conditions of service, please visit our branches or our website (<http://www.bnpparibas.co.in/en/>) or write to our corporate office at the following address:

Head - Operations
BNP Paribas
BNP Paribas House,
1, North Avenue, Maker Maxity,
Bandra Kurla Complex, Bandra (East)
Mumbai - 400 051, MH, India

Disclaimer: Please note that this is not a legal document creating rights and obligations on/ in favour of any party/person. The Charter has been prepared to promote fair banking practices and to give information in respect of various activities relating to customer service. Information given in this document has been last updated on May 31, 2014, which is subject to change/ revision by the Bank from time to time. Only key information on various services/ facilities is given in this document. Each service is governed by terms and conditions applicable to that service.

For further details/information, please visit us at <http://www.bnpparibas.co.in/>



II. INTRODUCTION

BNP Paribas has presence in India for over 150 years having established its first branch in Kolkata, in 1860. With this unparalleled experience of the Indian market, it is among the leading corporate banks in the country and has branches in eight key cities viz; Mumbai, New Delhi, Kolkata, Chennai, Hyderabad, Bangalore, Ahmedabad and Pune.

The Bank offers sophisticated solutions in its three core businesses — Corporate and Investment Banking, Investment Solutions and Retail Banking — many of them in association with strong local partners.

The Bank's Corporate and Investment business is an active player in Fixed Income and Debt Capital Markets, Cash Management & Trade, Corporate Finance and Institutional Equities. The Bank also offers services for individual clients in Wealth Management.

III. BNP PARIBAS' CORE VALUES

In all its core businesses, BNP Paribas is determined to be a benchmark banking Group, focusing on customer satisfaction and actively pursuing the improvement of its earning capacity.

Created as a collective project, conceived by a group of men and women at the service of their customers and shareholders, BNP Paribas, the “bank for a changing world” has adopted from the very start four corporate values. Together, they encapsulate the essence of its actions. These common values all come under the umbrella of the BNP Paribas signature and logo, the four stars “taking flight” emblem, a symbol of dynamism and progress.

- ✓ Responsiveness
- ✓ Creativity
- ✓ Commitment
- ✓ Ambition

IV. OUR MANAGEMENT PRINCIPLES

- (i) **Client Focus:** To inspire our people to focus in an innovative way on the client first, as the interest of the client is always at the centre of our action.
- (ii) **Risk-Aware Entrepreneurship:** To undertake initiatives for development and efficiency while:
 - Being accountable,
 - Acting in an interdependent and cooperative way with the other entities to serve the global interest of the Group and its clients,
 - Being continuously vigilant of the risks related to our area of responsibility, and to empower our people to do the same.
- (iii) **People Care:** To care for our people, by showing them respect, promoting equal opportunities, acknowledging performance and developing their talents and skills.
- (iv) **Lead by Example:** To set an example through our own behaviour and ethics by:
 - Respecting the regulations and the compliance rules, and behaving in a socially responsible way
 - Applying ourselves these management principles, as we expect our teams to do so.



V. COMMON PRACTICES FOLLOWED BY OUR BRANCHES IN INDIA

All the bank's branches in India shall strive to ensure the following:

- (i) Display business hours and norms for various banking transactions.
- (ii) Render fair, reasonable and courteous services.
- (iii) Attend to all customers present in the banking hall during business hours.
- (iv) Provide separate 'Enquiry' or 'May I Help You' counter at large branches.
- (v) Offer nomination facility to all deposit accounts (i.e. account opened in individual capacity).
- (vi) Display interest rates for various deposit schemes from time to time.
- (vii) Notify change in interest rates on advances.
- (viii) Provide details of various deposit schemes/services of the Bank.
- (ix) Pay interest for delayed credit of outstation cheques, as advised by the Reserve Bank of India (RBI) from time to time.
- (x) Issue Demand Drafts, Pay Orders, etc.
- (xi) Accord immediate credit in respect of outstation and local cheques up to a specified limit subject to certain conditions, as advised by RBI from time to time.
- (xii) Provide complaint/suggestion box in the branch premises.
- (xiii) Display address of Central Offices as well as Nodal Officer dealing with customer grievances/complaints.
- (xiv) We will treat all personal information of our clients as private and confidential, and operate secure and reliable banking and payment systems.
- (xv) Attempt in good faith to resolve any disputes or differences with customers by setting up complaint redressal cells within the organization.
- (xvi) Comply with all the regulatory requirements in good faith.
- (xvii) Spread general awareness on potential risks in contracting loans and encourage customers to take independent financial advice and not be guided only on representations from the bank.
- (xviii) All information prescribed by the regulator towards client awareness and education shall be made available on the website.

VI. FAIR BANKING PRACTICES EXPECTED TO BE ADHERED BY THE CUSTOMERS

Customers are requested to adhere to fair banking practices including, but not limited to:

1. Ensure safe custody of cheque book and statement / pass book.
2. Issue crossed/account payee cheques as far as possible.
3. Check the details of the cheque, namely, date, amount in words and figures, crossing etc., before issuing it. As far as possible, issue cheques after rounding off the amount to nearest rupee.
4. Not to issue cheque without adequate balance; maintain minimum balance as specified by the Bank.
5. Send cheques and other financial instruments by Registered Post or by courier.
6. Use nomination facility.
7. Inform change of address, telephone number, etc., to the branch.
8. Inform loss of demand draft, fixed deposit receipt, cheque leave (s)/book, etc., immediately to the branch.
9. Avail standing instructions facility for repeat transactions.
10. Provide feedback on our services.
11. Pay interest, instalments and other dues on time.
12. Avail of services such as Electronic Credit Services (ECS), Electronic Fund Transfer etc., offered by the branch.



13. Bring any deficiency in services to the notice of the Branch Manager.
14. Do not sign blank cheque/s. So also do not record your specimen signature either on pass book or on cheque book.
15. Do not introduce any person who is not known personally to you for the purpose of opening an account.

VII. PRODUCT AND SERVICES

In India, the Bank offers its clients a wide range of products and services which includes the following:

- Savings accounts, Current accounts, Term / Fixed Deposits accounts, Demat accounts, NRE, FCNR and NRO etc.
- Payment services such as Banker's cheque, Demand Drafts/ Pay Orders, and electronic funds transfer e.g. RTGS, NEFT;
- Indian currency notes/coins exchange facility;
- Cash Management;
- Corporate Finance
- Wealth Management
- Collection of cheques, safe custody services;
- Fund based facilities like demand loans, term loans, cash credit, overdrafts etc.) and non-fund based facilities like Letter of Credits/Bank Guarantees, Forward Contracts etc.
- Trade transactions (domestic/overseas)
- Internet banking services.

- (i) **Savings accounts:** These accounts can be opened by eligible individuals and certain organization / agencies (as approved by the Reserve Bank of India (RBI).
- (ii) **Current Accounts:** Current Accounts can be opened by Individuals, Partnership Firms, Private and Public limited companies, HUFs/specified associates, Society, Trust, etc.
- (iii) **'Term/Fixed deposit'** means a deposit received by the Bank for a fixed tenor.

VIII. ACCOUNT OPENING AND OPERATION OF ACCOUNTS

Before opening any account, the Bank shall:

- (i) Carry out due diligence as required under Prevention of Money Laundering Act (PMLA) and "Know Your Customer" (KYC) guidelines issued by RBI.
- (ii) Ask client to submit or provide necessary documentary evidence in support thereof.
- (iii) In case, any additional information is required, it will be sought separately and we will explain the reason for obtaining such additional information. The information / documents submitted will be kept confidential, unless required by any law enforcing agency / regulatory agency.
- (iv) Provide the Account Opening form which contains details of personal information required to be furnished and list of documents to be submitted for meeting the KYC requirements.
- (v) The Bank is required to obtain Permanent Account Number (PAN) or General Index Register (GIR) Number or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act 1961 (vide Section 139 A) from the person/s opening the account.
- (vi) Require clients to submit documents for KYC updation at periodic intervals to enable us to update our records as required.
- (vii) Explain the procedural formalities and provide the necessary clarifications while opening a savings/ current/ term deposit account.



- (viii) Provide the important Terms and Conditions applicable to the accounts / the client has requested to open.

Opening and Operating instructions:

- (i) The accounts can be opened by an individual in his own name (known as account in single name) or by more than one individual in their own names (known as Joint Account). Savings Bank Account can also be opened by a minor jointly with natural guardian or with mother as the guardian (known as Minor's Account), subject to the terms and conditions set out by the Bank in accordance with the RBI regulations, provided that such mandate/power of attorney is authorized by law.
- (ii) The Joint Account opened by more than one individual can be operated either by a single individual or by more than one individual jointly. The mandate for operating the joint account can be modified only with the consent of all joint account holders. The modification in mode of operation and addition / deletion of joint holder will be subject to documentation prescribed by the bank from time to time. The Savings Bank Account opened by minor jointly with natural guardian / guardian can be operated by the natural guardian only.
- (iii) At the request of the account holder, the bank will take on record the mandate / Power of Attorney given by the account holder; authorizing another individual to operate the account on his / her behalf.
- (iv) The Term deposit account holders at the time of placing the deposit can give instructions with regards to payment of Principal and Interest or renewal of the deposit for further period on maturity.
- (v) Nomination facility is available on all deposit accounts opened by the individuals. Nomination so made can be cancelled or modified by the account holder/s. While making nomination, cancellation or modification, it is mandatory to be witnessed by a third party as prescribed under Banking Regulation Act, 1949. Nomination can be cancelled / modified only with the consent of all account holder/s. Nomination can be made in favour of a minor also. Bank recommends that all account holders should avail nomination facility. The nominee, in the event of death of the depositor/s, would receive the balance outstanding in the account as a trustee of legal heirs. The account holder will be informed of the advantages of the nomination facility.
- (vi) A statement of account will be provided by the bank to Savings Bank as well as Current Deposit account holders periodically. Such statement of account will be sent to the correspondence address or the e-mail address of the client.
- (vii) Premature withdrawals are allowed, unless specified otherwise, at the rate of interest applicable for the period for which the deposit has run or at the contracted rate whichever is lower, subject to penalty, if any prescribed by the Bank. No interest will be paid on premature withdrawals of deposit which has remained with the Bank for less than 7 days.
- (viii) The guidelines applicable to dormant / inoperative accounts as prescribed by RBI shall be adhered to.

Payment of balance outstanding in account/s of the deceased account holder to survivors/claimants/nominee

As directed by RBI, the Bank may not insist on succession certificate from the legal heirs; irrespective of amount involved. However, the bank may adopt such safeguards as appropriate while considering settlement of claims, including acceptance of indemnity bond.



IX. NOMINATION FACILITY

The bank provides nomination facility to all the account holders. The nomination facility is available only for accounts opened in individual capacity (i.e. single / joint accounts), as well as accounts of a sole proprietary concern, i.e. not for accounts opened in a representative capacity. Nomination can be made, cancelled or modified by the account holder anytime during his/ her lifetime. While making nomination, cancellation or modification, witness is required and the request should be signed by all account holders.

X. CHEQUE COLLECTION SERVICE

The bank has a Cheque Collection policy in line with the directions issued by the Reserve Bank of India. The Cheque Collection policy is available on our bank's website www.bnpparibas.co.in/en under Customer Information => More Information.

The policy defines the Turnaround time and compensation to be paid by the bank in the event of a delay in the realisation of the cheque deposited by the account holder. Customers are requested to deposit their cheque at the branches as per the prescribed branch timings to ensure timely clearance of the cheque. The customer can also avail "stop payment" facility if required.

XI. FOREIGN EXCHANGE TRANSACTIONS

Under Foreign Exchange Management Act, 1999 (FEMA) as amended from time to time, the foreign exchange transactions are classified into two broad categories - Current account and Capital account transactions.

"Current account transaction" means a transaction other than a capital account transaction and without prejudice to the generality of the foregoing such transaction includes,-

- payments due in connection with foreign trade, other current business, services, and short-term banking and credit facilities in the ordinary course of business,
- payments due as interest on loans and as net income from investments,
- remittances for living expenses of parents, spouse and children residing abroad, and
- expenses in connection with foreign travel, education and medical care of parents, spouse and children

"Capital account transaction" means a transaction which alters the assets or liabilities, including contingent liabilities, outside India of persons resident in India or assets or liabilities in India of persons resident outside India, and includes transactions referred to in sub-section (3) of section 6 of the Foreign Exchange Management Act, 1999.

BNP Paribas undertakes various types of foreign exchange transactions viz., Foreign Inward Remittance, Foreign Outward Remittance, Exchange Earners' Foreign Currency A/c (EEFC) / Resident Foreign Currency A/c (RFC), Import & Export transactions etc.

The client must submit the documents as prescribed by the bank and the transaction must comply with the regulations / guidelines / circulars issued by Reserve Bank of India from time to time.



XII. INTERNET BANKING

Select customers can access their bank accounts and transact online through our website <http://www.bnpparibas.co.in>. The customers will need to sign up for registration by submitting the application form. The facilities available include viewing bank account, generating account statements, funds transfer to own and third party accounts, bill payments for registered billers, etc.

The bank will take appropriate measures to ensure that the Internet Banking system and technology are secure and are regularly reviewed and upgraded.

Please note that the bank will never ask you in person or in writing (including by e-mail) to confirm your Internet Banking security information or to disclose your Password.

XIII. DIRECT DEBITS AND STANDING INSTRUCTIONS

The Bank will:

- (i) At the time of opening the account, inform the client how direct debits/ standing instructions work and how the client may record/cancel them and the charges connected with them. The charges will be levied as per the Tariff Schedule.
- (ii) Act upon mandates given by the client for direct debits [say Electronic Clearing Service (ECS)] and other standing instructions
- (iii) Refund the amount along with interest as per the Compensation Policy of the bank, as soon as it is determined that the amount has been unauthorized/erroneously debited from the client account..

Standing Instructions can be given to the bank for transfer/remittance of funds from one account to other account/s maintained in the same branch or any other branch of the bank or any other bank or any other third party.

XIV. CHARGES

The specific charges for issuance of cheque books, additional/duplicate statement of accounts, copies of paid cheques, folio charges, verification of signature, return of cheque, change in mandate or style of account, closure of accounts, remittance facilities, online banking facility etc., will be included in our Tariff Schedule.

XV. UNDESIRABLE ACCOUNTS

In case where the conduct of the account is not satisfactory, the bank may decide to close the account and pay the balance held in the account (net of charges, as may be applicable) after giving due notice at the last known address.

Criteria:

- (i) Minimum balance in the account is not maintained
- (ii) Cheques deposited in the account are frequently returned unpaid.
- (iii) Cheques issued have been returned unpaid due to insufficient funds in the account.
- (iv) Bank has come across negative information on the client, due to which bank does not wish to continue the relationship.

- (v) Compulsions arising out of Rules/ Regulations; law of the land etc.

XVI. CLOSING ACCOUNT

Under normal circumstances, the bank will not close the client account without giving the client at least 30 days' prior notice, indicating the reasons for such closure. In such cases, the bank will honor the cheques issued by the client and received in clearing post issuance of the intimation for closure and up to the date of closure of the account. The client must not issue any fresh cheques after receipt of intimation for closure of the account and surrender the unutilized cheque book/s. Please note that cheques issued by you before the closure of the account and if presented after the closure will be returned by us with the reason "Account Closed". The bank will not be liable for any action that may be brought against you as a result of such returned cheques.

XVII. CONFIDENTIALITY

The bank shall treat all the personal information of the client as private and confidential (even when the client is no longer associated with us), and shall maintain utmost confidentiality, except in cases where the bank is required to disclose information to any regulatory/ investigation agency under a court order or for the purpose of any investigation.

XVIII. GRIEVANCE REDRESSAL

In case of any complaint about our services or products, following channels are available for registration of complaints. The clients are requested to contact the following bank officials for grievance redressal / complaints:

You may visit any of our following branches to register your complaints:

| Line of Contact | Designation | Name | Contact details |
|---------------------------------|-----------------------------------|-------------------|---|
| 1 st line of contact | Branch Manager – Mumbai branch | Mr. Noel Lobo | BNP Paribas House, 1, North Avenue, Maker Maxity, Bandra Kurla Complex, Bandra (East), Mumbai - 400 051 T – 91-22-61964032 noel.lobo@asia.bnpparibas.com |
| | Branch Manager – Delhi branch | Mr. Somnath Das | BNP Paribas East Towers (Sood Towers), 25, Barakhamba Road, New Delhi 110 001 T – 91-11-4179 6625 somnath.das@asia.bnpparibas.com |
| | Branch Manager – Bangalore branch | Mr. Sowmya Patkar | BNP Paribas A – 3, Ground floor, Salarpuria Windsor, Ulsoor Road, Bangalore – 560042 T – 91-80-66076230/45456230 sowmya.patkar@asia.bnpparibas.com |



| Line of Contact | Designation | Name | Contact details |
|---------------------------------|-----------------------------------|-------------------------|---|
| | Branch Manager – Chennai branch | Mr. S P Murugappan | BNP Paribas Prince Towers 3rd floor, 25/26 College Road Chennai – 600006 T – 91-44-6680 6100 sp.murugappan@asia.bnpparibas.com |
| | Branch Manager – Kolkata branch | Mr. Gautam Sherbet | BNP Paribas Avani Signature 301/2,3rd floor, 91-A/1, Park Street, Kolkata - 700 016 gautam.sherbet@asia.bnpparibas.com |
| | Branch Manager – Hyderabad branch | Ms. Revathi Swaminathan | BNP Paribas Trendset Towers, Road No. 2 Banjara Hills, Hyderabad – 500034 040-66216501/66216500 revathi.swaminathan@asia.bnpparibas.com |
| | Branch Manager – Ahmedabad branch | Mr. Atif Chinwala | BNP Paribas Unit no. 203, Sakar II, Ellisbridge, Ahmedabad - 380 006 T-91-79-26576824 atif.chinwala@asia.bnpparibas.com |
| | Branch Manager – Pune branch | Mr. Prem Mariwala | BNP Paribas Unit No. 1 and 2, Godrej Millennium, 9, Koregaon Road, Pune – 411 001. T- 91-20-67086911 prem.mariwala@asia.bnpparibas.com |
| 2 nd line of contact | Nodal Officer | Mr. B. Madhusudhana Rao | BNP Paribas BNP Paribas House, 1, North Avenue, Maker Maxity, Bandra Kurla Complex, Bandra (East), Mumbai - 400 051 T-91-22-61965062 bm.rao@asia.bnpparibas.com |
| 3 rd line of contact | Compliance Officer | Mr. Ashok Chowdhry | BNP Paribas BNP Paribas House, 1, North Avenue, Maker Maxity, Bandra Kurla Complex, Bandra (East), Mumbai - 400 051 T-91-22-61965009 ashok.chowdhry@asia.bnpparibas.com |



| Line of Contact | Designation | Name | Contact details |
|---------------------------------|-------------------|--|---|
| 4 th line of contact | Banking Ombudsman | Appointed by the Reserve Bank of India | Please refer the following link: http://www.rbi.org.in/Scripts/bs_viewcontent.aspx?Id=159 |

Please note that the Appellate Authority for the Banking Ombudsman Scheme is the Deputy Governor of the Reserve Bank of India.

XIX. BANKING OMBUDSMAN SCHEME

The bank will display the Banking Ombudsman Scheme on our website. A copy will be made available to you on request at a nominal charge. The bank shall display at the branches the name and contact details of the Banking Ombudsman under whose jurisdiction the branch falls.

XX. BRANCH CLOSURE / SHIFTING

If we plan to close our branch or shift the branch to another location within the same city, we will notify you by giving prior intimation as follows:

- (i) Notice of two months; if there is no branch of any bank functioning at that centre
- (ii) Notice of one month in all other cases.
- (iii) In case we shift the branch to another location, we will inform you of the complete address of the new location of our branch and the contact details.

We will also inform you of any changes in the timings of the working of the branch by displaying at the branch.