

As per RBI guidelines, it has been decided to levy service charges on our customers for cash withdrawal and balance enquiry transactions using RuPay Card & Pin conducted at Micro ATMs (BC Points) of other Banks. The details of the proposed service charges to be levied on our customers w.e.f. 07.08.2016 are given below:

1. The first **5 (five)** RuPay card and pin based transactions per month conducted by our customers at **ATMs and / or Micro ATMs (BC points) of other Banks** shall be free of service charges.
2. For transactions **beyond 5 (five)** in a month conducted by our customers at **ATMs and / or Micro ATMs (BC points) of other Banks**, the following service charges will be recovered from the account of customer automatically along with the transaction:
  - a. For cash withdrawal – **Rs. 20/-** plus applicable service tax per transaction
  - b. For balance enquiry – **Rs.10/-** plus applicable service tax per transaction
3. The number of transactions count will include **both financial and non-financial** transactions and also transactions conducted at **both ATMs & Micro ATMs (BC points) of other Banks**.