



Doorstep Banking Model Policy for Senior Citizens and Differently abled clients

Standard Chartered Bank India (SCB) is happy to provide the Doorstep Banking Services to its senior citizens and differently abled clients (including visually impaired persons). This is in line with the recent RBI circular ref: DOR.CO.Leg.BC.No.59/09.07.005/2019-20 dated 31 March 2020. The specifics of the service are mentioned below:

Doorstep Banking Services

Doorstep Banking facility is currently available for all senior citizen clients (aged more than 70 years) and differently abled clients (having medically certified chronic illness or disability) including those who are visually impaired. Basic banking facilities, such as pick up of cash and instruments against receipt, delivery of cash against withdrawal from account, delivery of demand drafts, submission of Know Your Customer (KYC) documents and Life certificate at the premises/ residence for such clients will be made available. This service is available on working days.

Following facilities are available as part of Doorstep Banking:

Delivery	Pickup
Cash	Cash
Pay Order	Cheque
Demand Drafts	Other financial instruments (NACH form/ standing instructions pick-up with cancelled cheque, client instruction letters) Instructions (Arrear payment cheque with request letter) Submission of Know Your Customer (KYC) documents and Life certificate (pension requirement)

Following are the charges applicable for Doorstep Banking Services:

Doorstep Banking on Call	
Cash Pickup/Delivery <3,00,000	₹200
Cash Pickup/Delivery >=3,00,000 and <10,00,000 *in case MAB is not maintained, ₹600 per request shall apply	₹350
Cheque/Other document Pick-up/DD and PO delivery (per request) Fee on delivery on Sunday, Public Holidays and Banking Holidays, on exceptional basis, will be twice the listed price.	₹100

Doorstep Banking services are available across all SCB branches in India. To avail these services, please call on the below numbers:

Phone Banking numbers	
Ahmedabad, Bangalore, Chennai, Delhi, Hyderabad, Kolkata, Mumbai, Pune	6601 4444/ 3940 4444
Allahabad, Amritsar, Bhopal, Bhubaneswar, Chandigarh, Cochin / Ernakulam, Coimbatore, Indore, Jaipur, Jalandhar, Kanpur, Lucknow, Ludhiana, Nagpur, Patna, Rajkot, Surat, Vadodara	6601 444/ 3940 444
Gurgaon, Noida	011 – 66014444 / 011 - 39404444
Jalgaon, Guwahati, Cuttack, Mysore, Thiruvananthpuram, Vishakhapatnam, Mathura, Proddatur, Dehradun, Saharanpur	1800 345 1000 (For domestic dialling within India only)
Siliguri	1800 345 5000 (For domestic dialling within India only)