

In line with the recent RBI circular ref: DBR.No. Leg. BC. 96/09.07.005/ 2017-18 dated 9 Nov 2017 and being sensitive to the requirements of senior citizens and differently abled clients, Standard Chartered Bank India (SCB) provides the following specific services to its clients including senior citizens and differently abled clients (including visually impaired persons):

A. Dedicated Counters/Preference to Senior Citizens, Differently abled clients

Preference will be given to senior citizens and differently abled clients (including visually impaired persons) at all teller counters in all our branches.

B. Ease of submitting Life Certificate

SCB pensioners can submit physical Life Certificate form at any SCB branch.

C. Cheque Book Facility

- i. Cheque books are issued basis client instruction only
- ii. There are no charges for 25 cheque leaves every year.
- iii. Physical presence of any client (including senior citizen and differently abled clients) is not mandatory for receiving cheque book(s) subject to the Bank's existing processes being followed

D. Automatic conversion of status of accounts

Basis the date of birth in the Bank's records, all term deposits for resident Indian senior citizen clients will be offered senior citizen rate for new deposit setup and auto-rollover as the case may be.

E. Additional Facilities for visually impaired clients

All the facilities provided to sick/old/incapacitated persons vide [Paragraph 9](#) of RBI's Master Circular DBR.No.Leg.BC.21/09.07.006/2015-16 dated July 1, 2015 on Customer Service in Banks (regarding operations of accounts through identification of thumb/toe impression/mark by two independent witnesses and authorising a person who would withdraw the amount on behalf of such customers) are extended to visually impaired clients as well.

F. Ease of filing Form 15G/H

Form 15G/H are available in all branches for senior citizens and differently abled persons to enable them to submit the same, within stipulated time.

G. Door Step Banking

Doorstep banking facility will be available for all senior citizen clients (aged more than 70 years of age) and differently abled or infirm 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.