



WORKING HOURS _____ AM TO _____ PM

SERVICE CHARGES

CUSTOMER NEED NOT PAY ANY SERVICE CHARGES TO CSP.
ALL APPLICABLE CHARGES WILL BE AUTOMATICALLY RECOVERED
FROM CUSTOMER'S ACCOUNT.

Cash withdrawal (Maximum ₹30,000/-) CIF/AePS (ONUS)/ m-ATM(ON-US)/ Branch	4 Cash withdrawals in a month: Free The charges for transactions in excess of first 4 free withdrawals excluding Digital Transactions: ₹15/- + GST per transaction.
Cash Withdrawal (Maximum ₹10,000/- Debit Card (OFF-US) / AePS (OFF-US))	
Immediate Payment Service (IMPS) Cash- Max ₹5,000/- (Monthly Cap – ₹25,000/-)	0.70% of remittance, Minimum ₹10/- and Maximum ₹35/-
Transfer- Max ₹30,000/- (Monthly Cap – ₹60,000/-)	0.70 % of remittance, Minimum ₹10/- and Maximum ₹100/-
NEFT - Upto ₹10,000/-	₹2/- + GST
Above ₹10,000/- & up to ₹30,000/-	₹4/- + GST
Bill Collection Service (BBPS) Electricity, Gas, Water & Telecom Mobile Pre-paid, Post-paid, landline Post-paid	Customer Convenience Fee (CCF) (Including GST)
Up to ₹1,000/-	₹5/-
Above ₹1,000/-	₹15/-

IMPORTANT GUIDELINES FOR CUSTOMERS

- DO NOT ACCEPT MANUAL RECEIPT.
- PLEASE ASK FOR SYSTEM GENERATED RECEIPT ONLY.
- CSP IS NOT AUTHORIZED TO UPDATE PASSBOOK MANUALLY.
- CSP IS NOT AUTHORIZED TO ACCEPT/PAY CASH BEYOND ₹30,000 PER TRANSACTION.
- PLEASE DO NOT DEPOSIT MORE THAN ₹30,000 FOR STD/R/FIXED DEPOSIT.
- ENSURE TO COLLECT SYSTEM GENERATED RECEIPT FROM CSP FOR EVERY TRANSACTION.
- COLLECT STD/R / FIXED DEPOSIT RECEIPT FROM LINK BRANCH ONLY.
- LISTEN VOICE MESSAGE AND MATCH IT WITH YOUR TRANSACTION AMOUNT.
- PLEASE BE EXTRA CAUTIOUS WHEN CSP SAYS TRANSACTION HAS FAILED.
- IF YOU HAVE ANY DOUBT, CONTACT LINK BRANCH FOR CLARIFICATION IMMEDIATELY.
- CHECK SMS ALERT FOR EACH TRANSACTION INVARIABLY.

IF CSP IS NOT FOLLOWING ANY OF THE ABOVE GUIDELINES, PLEASE INFORM
LINK BRANCH/BC IMMEDIATELY.

FOR ANY DOUBT ON ANY TRANSACTION/QUERY, PLEASE CONTACT LINK
BRANCH/BC.

TRANSACTION LIMITS

I) MAXIMUM LIMIT OF ₹30,000/- PER DAY FOR THE FOLLOWING
SERVICES:

- a) CASH DEPOSIT & WITHDRAWAL
- b) SPECIAL TERM DEPOSIT ACCOUNT
- c) FUND TRANSFER
- d) DEPOSIT IN LOAN ACCOUNT
- e) AePS & CARD BASED TRANSACTIONS

II) IMPS: CASH – ₹5,000/- (MONTHLY CAP – ₹25,000/-)
TRANSFER – ₹30,000/- (MONTHLY CAP – ₹60,000/-)

PRODUCTS & SERVICES

- SAVINGS BANK ACCOUNT
- SBI TINY RECURRING DEPOSIT ACCOUNT
- SPECIAL TERM DEPOSIT ACCOUNT
- ATAL PENSION YOJANA
- PRADHAN MANTRI JEEVAN JYOTI BIMA YOJANA
- PRADHAN MANTRI SURAKSHA BIMA YOJANA
- PAYMENT OF UTILITY BILLS (BBPS)
- LOAN REPAYMENT
- CASH WITHDRAWAL/RECEIPT
- FUND TRANSFER (A/C TO A/C)
- PASSBOOK UPDATION
- RECOVERY/COLLECTION IN LOAN ACCOUNTS
- TATKAL MONEY REMITTANCE (IMPS)
- CARD BASED TRANSACTIONS
- AePS TRANSACTIONS
- AADHAAR / MOBILE SEEDING
- MINI STATEMENT
- BALANCE ENQUIRY
- REQUEST FOR CHEQUE BOOK
- STOP PAYMENT OF CHEQUE
- ISSUANCE OF RUPAY DEBIT CARD
- BLOCKING OF DEBIT CARD
- NEFT
- GREEN PIN GENERATION
- LOAN LEAD GENERATION (SPECIFIC PRODUCTS)

For more information / complaint, call our helpline numbers:
1800 1234 / 1800 2100 / 1800 11 2211 / 1800 4253
(or) SMS Unhappy to 8008 202020 (or) visit our website <https://bank.sbi>

DO's AND DON'Ts FOR CUSTOMERS

Do's

- Always ask for system generated receipt for your transactions
- Check your balance in the statement of account issued by the CSP
- Accept Passbook issued by SBI branch only
- Maximum transaction limit at CSP outlet is ₹30,000/-
- Transactions are voice prompt supported, listen carefully for correctness of the transaction amount
- Check Service charges chart for various services
- Keep your account active
- Provide updated KYC details / Address
- Use your RuPay card regularly
- ATM Card should be kept securely and should not be given to others
- Maintain secrecy of RuPay Card PIN. While punching PIN on ATM / Micro-ATM, it should not be visible to others. Do not write your Pin, instead memorize.
- Link your account with Aadhaar number
- Link your mobile number with account. Check SMS for transaction alerts.
- For biometric transactions, please ensure that finger is clean. The best finger should always be used to give successful result.
- Keep sufficient balance in your account for periodic premium / contribution towards:
 - a. Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY)
 - b. Pradhan Mantri Suraksha Jyoti Bima Yojana (PMSBY)
 - c. Atal Pension Yojana (APY)
- Ensure timely repayment of your loans
- In case of doubt, please contact link branch

Don'ts

- Don't accept handwritten receipts
- Don't allow CSP to make any manual entry in the passbook
- Don't give your RuPay card / PIN number to any one, including kiosk operator

1. CSP Name: _____
2. CSP Mobile: _____
3. Link Branch Tel.: _____
4. Link Branch Address : _____

5. Details of nearest CSP : _____
Distance from this outlet : _____ kms
6. BC Name: _____
7. Contact person of BC: Shri. : _____
Mobile No. : _____