



## **CUSTOMER NOTICE**

### **Change in Method of Collecting Service charges for NEFT Transactions using BULK options**

- ❖ Our Bank has facility to initiate NEFT transactions using BULK option through GEFU from branch as well as online channel. Branch has an additional facility to initiate such transactions through CBS also. Bulk Option helps in transactions having single debit and multiple credits.
- ❖ Hitherto the charges for NEFT transaction initiated using BULK option, through branches, were collected based on total debit amount.
- ❖ Now there is a change in method to calculate and collect Service Charge for NEFT transactions initiated through BULK option available in branch based on number of credit entries and transaction value of each credit entry.
- ❖ **There is No change in service charges collected for NEFT transactions initiated by Customers through on-line mode (Internet Banking/ mobile app) through Saving Bank Account.**

**Customers are requested to kindly contact their branch for any further clarification in this regard.**

- ❖ The above change will be effective from **22.09.2022**.