



**CODE OF BEST PRACTICE
AND
CUSTOMER REDRESSAL SYSTEM**

**STATE BANK OF INDIA
RETAIL BRANCH
KINGDOM OF BAHRAIN**

INTRODUCTION

This code sets out the standards which the Bank will follow while providing credit and other services to customers under personal segment. It is based on the Code of Best Practice on Consumer Credit and Charging prescribed by the Central Bank of Bahrain. This Code shall not have any legal implications and the provisions of the Code shall be subject to the rules of the CBB Rule Book.

APPLICATION

The code applies to:

- all types of credit such as loans, overdrafts etc.
- any type of financial product creating a creditor – debtor relationship between the bank and the customer
- any other financial service for which the Bank charges a fee

which the Bank provides to customers under personal segment.

PRINCIPAL COMMITMENTS

- Advertising and promotional literature relating to consumer loans, credit and charges shall be clear and not misleading in any way.
- Clear information about products and services, including the application procedures, terms & conditions, interest rates and break up of charges shall be provided to the customers.
- Customers shall be provided with regular statements, at least every six months. Any change in interest rate, charges or terms & conditions shall be intimated in writing (by letter or electronically) at recorded addresses prior to the change.
- Customers in genuine financial difficulty shall be dealt with sympathetically and confidentiality of customers' personal information shall be maintained.

CUSTOMER GUIDANCE

- New / Potentially new customers shall be provided with transparent and factual information on the key features and benefits of the product(s) they are interested in.
- Customers shall be advised on the various delivery channels of products and sources for additional information on the products.
- Once a customer selects a product, he/she shall be provided with full details of the product.

INTEREST RATES

- Consumers, when they are contemplating buying a product or at any time they ask, shall be informed as to how and where they can find information about interest rates.
- Consumers shall be provided with written information about the initial interest rates applicable on the product, periodicity and due date for payment of interest.
- Method of calculation of interest shall be explained to the consumers clearly.
- Annual percentage rate of interest (APR) shall be publicized in the Bank premises and in the schedule of charges and bring it to the attention of new customers.
- Customers shall be informed, in an effective manner, of any changes in interest rates before they take effect.
- Any change in interest rate shall be published in the Bank premises within two working days. Old and new rates shall be furnished to facilitate comparison.

LENDING / FINANCING

- Repaying capacity of the customer shall be assessed by the Bank, based on available information on the customer's financial position, before providing any credit facility.
- If any credit facility, such as overdraft, is repayable on demand, the fact shall be made clear to the customer.
- The Bank shall comply with the Guidelines of the Central Bank of Bahrain on consumer finance.

CHARGES

- Customers shall be provided with details of charges such as Administration / arrangement fees, Pre-payment charges, Default interest rates, Insurance charges etc. applicable to the product they intend to purchase.
- Customers shall be advised of sources for information on charges (eg. help line numbers, e-mail addresses, contact persons etc.)
- Introduction of any new charge or increase in existing charges shall be advised to the customer before the new/increased charge takes effect. If the customer does not accept the new / increased charge, he/she shall be given the option of terminating the relationship within 15 days of application of the charge. If the customer does not terminate the relationship within the 15 days, it will be deemed as accepted.
- Customers shall be provided with details of charges both before a product or service is provided and at any time the customer asks for.
- All charges shall be reasonable and justifiable for the product / service provided.

FINANCIAL DIFFICULTIES

- The Bank shall endeavour to discuss financial difficulties with the customers before initiating legal proceedings.
- Wherever possible, the Bank shall consider alternative arrangements to enable customers to overcome their repayment difficulties.
- The Bank shall provide customers with a minimal level of counseling on debt problems.

GRIEVANCES REDDRESSAL

- The Bank shall have a formal Customer Complaints Procedures (Annexure I) and a copy of the same shall be submitted to the Central Bank of Bahrain. Further, a Customer Complaints Officer shall be appointed and his/her contact details shall be publicized in the Bank premises.
- Customers shall be advised in writing about the grievance redressal system.
- Complaints received in writing from customers shall be acknowledged in writing within five working days of receipt.
- The Bank shall, within four weeks of written acknowledgement to the customer, respond in writing explaining the Bank's position and the corrective steps being proposed / taken.
- The customer shall be advised how to take the complaint further within the organization, if he/she is not satisfied with the Bank's response.
- In the event of Bank's failure to resolve the complaint, the customer shall be advised of the options available to him/her to pursue the matter further, including, where appropriate, referring the matter to the Compliance Directorate at the Central Bank of Bahrain.

MONITORING

- The Customer Complaints Officer shall monitor Bank's adherence to the Code.
- The Customer Complaints Officer shall submit a report on Bank's adherence to the Code to the Central Bank of Bahrain, if called for.
- Provisions of the Code shall be made known to all the members of the staff and the Bank shall ensure that all concerned are fully familiar with the Code.
- Copies of the Code shall be made available to the customers and notices shall be displayed in the Bank premises regarding availability of the Code.

Annexure I

CUSTOMER COMPLAINTS PROCEDURES

Complaint shall be in writing (by way of letter or electronically). It shall contain name and address of the complainant. Anonymous or verbal complaints shall not be taken cognizance of.

No format is prescribed for complaint. A model format is, however, enclosed for convenience of customers (Annexure II)

Complaint may be either dropped in the complaint-cum-suggestion box placed in the Bank premises or sent through post / courier / e-mail.

The first point of redressal of customer complaints shall be the Vice President (Operations and Services) at the Bank who shall acknowledge the complaint within 5 working days of its receipt.

If no response is received from Vice President (Operations & Services) within four weeks from the date of acknowledgement by him or if the response received is not satisfactory, the matter may be taken up with the Customer Complaints Officer.

If no response is received from the Customer Complaints Officer within two weeks from the date of acknowledgement or if the response received is not satisfactory, the matter may be taken up with the Chief Executive Officer.

Contact details of the above officials are as under:

State Bank of India, Retail Branch
Diplomatic Area, Diplomatic City Tower-II
Riffa, Shop No. 2597A & 2597B, Bukhwara, East Riffa
P.O.Box 10763
Manama, Kingdom of Bahrain

Tel : Vice President (Operations & Services) - 17531300
Customer Complaints Officer - 17531064
Chief Executive Officer - 17531338
Branch-In-charge-Riffa - 17490402
Unit in-charge-Bab-Al-bahrain - 17490663

Fax : 17531029 / 17532435 (Manama), 17490534 (Riffa) & 17009430 (Bab-Al-Bahrain LSC)

Email : Vice President (Operations & Services) - ops.rbbh@statebank.com
Customer Complaints Officer - syscomp.rbbh@statebank.com
Chief Executive Officer - ceo.rbbh@statebank.com
Branch-in-Charge, Riffa - riffa.rbbh@statebank.com
Unit in-charge, Bab-Al-Bahrain LSC - lsc1.rbbh@statebank.com

Annexure II

**STATE BANK OF INDIA
RETAIL BRANCH, BAHRAIN**

CUSTOMER COMPLAINT FORM

Customer Type	Existing Customer / Not a Customer (Tick whichever is applicable)
Name	
Address	
Telephone / Mobile No.	
E-mail	
Account Number (If a customer)	
Product / Service about which the complaint is	
Details of Complaint	

Signature of Complainant

Date :

For Redressal of Grievances, if any, please meet / contact:

Sr. Vice President (Operations & Services)

Tel: 17531300, Fax: 17531029, Email: ops.rbbh@statebank.com

Customer Complaints Officer

Tel: 17531064, Fax: 17531029, Email: syscomp.rbbh@statebank.com

Chief Executive Officer

Tel: 17533138, Fax: 17532435, Email: ceo.rbbh@statebank.com

The Regional Head

State Bank of India

Middle East, West Asia and North Africa Region

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