

CMS Door Step Banking (DSB) Customer Agreement

Agreement for Cash Delivery & Pick-up Services under CMS

This Agreement made at _____ this _____ day of _____ Two Thousand and _____
 BETWEEN Shri/Smt/Kum _____,
 son/ daughter/wife of Shri _____ residing at _____

hereinafter referred to as “the Customer” which expression shall unless it be repugnant to the subject context or meaning thereof include his/her heirs, executors, administrators and permitted assigns of the ONE PART

Or

(i) Shri / Smt. / Miss _____, son / wife / daughter of Shri _____, residing at _____ and carrying on _____ business as sole proprietor / proprietress trading under the name and style _____, having its place of business at _____

(Customer Signature)

(hereinafter referred to as “the Customer” which expression shall unless it be repugnant to the subject context or meaning thereof, shall be deemed to mean and include his / her heirs, executors, administrators, legal representatives, successors and permitted assigns) of the ONE PART

Or

M/s. _____ a partnership firm registered under the Indian Partnership Act, 1932 having its principal place of business at _____ and engaged in the business of _____ through its partners namely, (i) Shri / Smt. _____, son / wife / daughter _____, residing at _____, Shri / Smt. / Miss _____, son / wife / daughter of Shri _____, residing at _____, Shri / Smt. / Miss _____

(Customer Signature)

son / wife / daughter of Shri _____, residing
at _____

(hereinafter referred to as “the Customer” which expression shall unless it be repugnant to the subject context or meaning thereof, shall be deemed to mean and include its surviving partner/s executors, administrators, legal representatives, successors and permitted assigns) of the ONE PART

Or

M/s. _____, a public/private trust formed and registered under the Trust Act, 1882 / Bombay Public Trust Act, 1950, having its registered office at _____ (hereinafter referred to as “the Customer” which expression shall unless it be repugnant to the subject context or meaning thereof, shall be deemed to mean and include the trustees for time being, its executors, administrators, successors, and permitted assigns)

(Customer
Initials)

Or

_____ Limited, a company incorporated under the provisions of Companies Act, 1956 (1 of 1996) and having its Registered Office at _____

(Customer
Signature)

(hereinafter referred to as “the Customer” which expression shall unless it be repugnant to the subject context or meaning thereof, shall be deemed to mean and include its successors and permitted assigns) of the ONE PART

Or

M/s. _____, a co-operative society/ society formed and registered under the Maharashtra Co-operative Societies 1960 / Societies Registration Act, 1860, having its registered office at _____ (hereinafter referred to as “the Customer” which expression shall unless it be repugnant to the subject context or

(Customer
Initials)

thereof, shall be deemed to mean and include its executors, administrators, successors, and permitted assigns)

AND

RBL BANK LIMITED, a company incorporated under the Indian Companies Act, 1913 and an existing Company within the purview of the Companies Act, 1956 and registered with the Reserve Bank of India as a Scheduled Commercial Bank and having its registered office at Shahupuri, Kolhapur – 416001 and administrative office at “MAHAVEER”, Shri Shahu Market Yard, Kolhapur – 416 005 (hereinafter referred to as “the Bank” which expression shall unless it be repugnant to the subject context or meaning thereof, shall be deemed to mean and include its successors and assigns) of the OTHER PART.

Each of the parties mentioned above are hereinafter collectively referred to as “Parties” and individually as a “Party”

WHEREAS:

The Customer has opened/shall open a Current/Overdraft/Cash Credit/Savings/_____Account with the Bank (hereinafter referred to as “the Account”) and at the request of the Customer, the Bank has agreed to provide to the Customer, Cash Delivery & Pick-up Service under CMS at the Customer’s doorsteps, subject to certain terms and conditions detailed in Annexure I to this Agreement.

NOW, THEREFORE, in consideration of the premises and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties hereto agree as follows:

1. The Bank agrees to provide to the Customer and the Customer agrees to avail from the Bank, Door Step Banking (Cash Pickup & Delivery) Service under CMS (“CMS DSB Service”) on the terms specifically set out in Annexure I.
2. Customer shall maintain balances in the account established with the Bank at such levels so as not be below the minimum levels as may be specified by the Bank from

time to time. In the event of credits / money in the account falling below the specified minimum balance, the Bank shall be at liberty to unilaterally withdraw / discontinue the CMS DSB Service and recover from the Customer, the charges levied by the Bank including other cost and expenses incurred in connection with CMS DSB Service provided by the Bank to the Customer notwithstanding shortfall in the minimum balance.

3. The Parties agree that the Bank may use an outside agency (hereinafter referred to as the Bank Agent(s)) to provide CMS DSB Service to the Customer.
4. The Customer understands and accepts the probability of a Bad Delivery or a Bad Pick-Up [i.e. non delivery / non pick-up owing to certain shortcoming on the part of the Customer such as a) not tendering to the Bank or the Bank Agent(s) cash within 10 minutes (wait time) from the time such tender is offered or receipt is acceptable at the Customer's doorstep b) cash packets being stapled c) the cheque against which the cash is to be delivered not being in order in any respect, d) the Customer/ authorized person of the Customer being not available when the cash delivery is offered. In the case of Bad Delivery and/or Pick- Up, service charges/ visit charges as the case may be shall be levied by the Bank to the Customer as applicable from time to time.
5. The Customer is aware of the risks associated with CMS DSB Service and undertakes to take utmost care and caution in this regard to save loss. The Customer hereby unconditionally and irrevocably agrees to indemnify and keep indemnified, defend, save and hold harmless the Bank, its directors, officers, employees, Agent(s) and representatives from and against any and losses, claims, damages, liabilities, and expenses whatsoever arising out of or resulting from any legal proceedings, civil suit, defense, or other action initiated or instituted in respect of or relating to the CMS DSB Service or this Agreement (including, but without limitation, all legal and other costs, charges and expenses incurred by Bank in connection with preserving or enforcing, or attempting to preserve or enforce, its rights under this Agreement and arising solely out of CMS DSB Service). However the Customer's indemnity shall not extend for the losses suffered by the Bank on account of gross negligence or wilful mis-conduct on the part of the Bank or the Bank Agent(s).

6. The indemnity given by the Customer to the Bank shall survive the discontinuation of the CMS DSB Service or termination of this Agreement for any reason whatsoever with regard to any indemnity claims arising in relation to CMS DSB Service.
7. The Customer shall compensate the Bank for any loss and/ or damage caused to the Bank, as a consequence of non-compliance/ non-performance of all or any of the terms and conditions & operating instructions/ guidelines stated herein and in the Annexure I attached hereto.
8. Either party to this agreement shall provide 1 (one) month notice to the other party in writing of their intention to terminate this agreement. The agreement shall stand terminated on the expiry of the said period. Each party shall be liable to the other in respect of all actions till the date of such termination.
9. The Bank shall not be liable for any inaccuracy, error or delay in, or omission of, any loss or damage arising from or occasioned by (1) any such inaccuracy, error, delay or omission, (II) non-performance due either to any act or omission by the Bank due to "force majeure" (e.g., flood, extraordinary weather condition, earthquake or other act of God, fire, war, Insurrection, riot, labour dispute, accident, action of government, communications, power failure, equipment or software malfunction) or any other cause beyond the reasonable control of the Bank, and in case of tampering and unauthorised access to providing of Instruction, Instructions that are fraudulently or mistakenly written, altered or sent, and that the Instruction may not be received in whole or in part by the Intended recipient.
10. All disputes if any will be subject only to the exclusive jurisdiction of the competent courts at Mumbai irrespective of the location where the CMS DSB Service are offered or availed. This shall not however limit the rights of the Bank to file/take proceedings in any other court of competent jurisdiction.

IN WITNESS WHEREOF the Parties hereto have subscribed their respective hands and the seal¹ on the day, month and the year first hereinabove written.

Signed and Delivered by

Individual:

Shri./ Smt. _____
the Customer within-named

Proprietor:

Shri./ Smt. _____
Proprietor of M/S. _____

Customer within-named.

Partnership Firm:

Shri./ Smt. _____
Shri./ Smt. _____
Shri./ Smt. _____
All partners of M/s. _____

the Customer within-named

Trust:

M/s. _____ the _____,
Customer within-named by the hand
of Mr. / Ms. _____
_____ authorised vide
Trust Resolution dated _____

Company:

The common Seal of
_____ Ltd.

the Customer withinnamed has been affixed

hereunto in the presence of :

Shri./ Smt. _____
Shri./ Smt. _____
Directors / _____ of the Customer

in pursuance of the Board Resolution

dated _____ and they have signed below

the Seal to confirm that the Seal was affixed

in their presence².

Society:

The common Seal of

the Customer within named has been affixed

hereunto in the presence of :

Shri./ Smt. _____

Shri./ Smt. _____

Members / _____ of the Customer

in pursuance of the Resolution

passed at its meeting held on _____

AND

Signed and Delivered by the within

named

RBL Bank Limited

¹ Delete if the customer is individual

² Delete if the customer is individual and use the other clause. Affixation of common seal will have to be in accordance with the Articles of Association of the Customer and backed by necessary resolution.

ANNEXURE I

TERMS & CONDITIONS FOR CASH DELIVERY & PICK -UP SERVICES (CMS DSB SERVICE)

1. The Customer shall inform the Bank of any change in the names of the authorized signatories, failing which the Bank has the absolute right to allow or disallow the requests for CMS DSB Service.
2. The Customer agrees that Bank's CMS DSB Service is offered either directly through the Bank's own staff or through the Bank Agent(s).
3. The Customer shall give the Bank a designated address for CMS DSB Service. The CMS DSB Service shall be effected at such designated address recorded by the Bank.
4. The Customer agrees that cash pick-up instructions can be relayed by telephone cash deliveries shall only be undertaken after receipt of a faxed instruction to the Bank.
5. Corporate salary/reimbursement cash delivery- The Customer agrees that, to utilize the CMS DSB Service, it shall be required to telephone & fax an instruction on the letter-head of the Customer to the Bank at the specified number and log its request. Further, for financial transaction for cash delivery, the Customer is also required to draw a cheque. The Customer shall advise the said cheque number to the Bank's representative along with the transaction request & fax a copy of the same thereof. The delivery of the cash to the Customer shall be against the delivery of the original cheque.
6. The Customer agrees that the cash delivery or its receipt shall be confirmed / delivered at the office address as recorded in the Bank's books at the Time of opening account of the Customer. The Bank Agent(s) shall take an acknowledgment of the recipient at the Customer office/designated address and that acknowledgement shall tantamount to full and final discharge of the payment made by the Bank to the Customer.
7. The Customer agrees that the tariff for CMS DSB Service will be as per the schedule of charges. However such tariff is subject to revision and change from time to time at the sole discretion of the Bank. If the Customer signs up for a regular service, then charges as per

Bank prevailing tariff will be payable by the Customer irrespective of whether a delivery or pick up was effected on any of the appointed days.

8. The Customer agrees that the amount of cash that can be picked up or delivered will be subject to prevailing minimum and maximum limits set by the Bank, from time to time.
9. The limit for cash pick up / delivery shall be determined at the sole discretion of the Bank and the Bank will have the right to change the limit from time to time without assigning any reason thereof
10. The Bank reserves its right to refuse application for or discontinue the use of the CMS DSB Service, with respect to any one or more than one facility of any Customer, at any time without assigning any reason.
11. The Customer agrees that the CMS DSB Service is available only for transactions in Indian rupee.
12. The Customer confirms that the cash delivered / picked up under the CMS DSB Services from time to time is collected/required or is in the Customer's possession or custody through or in the course of the Customer's regular and usual business and agrees to keep the Bank indemnified at all times from and against all the claims, losses, damages, costs, liabilities, actions, suits, proceedings and other consequences including but not limited to non compliance of regulatory provisions, evasion or non payment of any taxes or other statutory dues or by reason of the Bank arranging for providing the services.
13. The Customer further agrees that the CMS DSB Service is available only within the city limits. For deliveries and pick-ups beyond city limits actual charges will be debited from the Customer's account.
14. The Bank shall as per the notification issued from time to time use its best efforts to process all requests received up to a "cut off time" (mentioned in terms & conditions) on any day (excluding Sundays and Bank holidays). Requests received after the cut off time will be processed on the following working day. The Bank reserves the right to change this schedule from time to time without prior notice.
15. The Customer agrees that in case of request of delivery, Customer's account will be under the lien (lien amount will be the same as requested for delivery at doorstep). Thereafter

cash shall be dispatched to the Customer through the Bank Agent(s) . The Customer shall be solely responsible for frauds or untoward transactions originated at the Customer's office or designated address. The Customer shall be liable for all requests executed by the Bank in good faith in keeping with this Agreement. However if the Bank has any doubts regarding such requests, the Bank will not be obliged to process such requests and shall not be liable for any consequences thereof.

16. The Customer agrees that in case of pick up or delivery, the courier shall wait at Customer's office for a maximum time of 10 minutes. The Bank Agent(s) official at his discretion and specifically requested by the Customer, will wait for such further time as requested. This waiting period will be charged @ Rs. 100/- per 10 minutes and the Bank Agent(s) will not wait for more than half an hour.
17. For cash pick-up of loose notes, each packet should contain 100 currency notes of the same denomination. The Customer shall ensure that the packets would be together by a slip of paper (customer label). The label should bear the name of the Customer and / or signature of the authorized staff of the Customer. The contents as to number of pieces in each packets will not be counted at the Customer's premises & should there be a shortage etc. the Customer shall make good the same. In case the bank detects forged note(s) in the cash received from the customer, the credit will be given to the account net of the amount of said forged note(s) besides taking action as required under the law. Customer shall pack the cash in tamper proof envelopes before handing over the cash packet to the Bank Agent(s).
18. The Customer agrees that the said tamper proof envelope shall then be opened by the Bank, for verification & credit, if found in order.
19. The Customer agrees that in the case of cash-pick up, the courier shall not collect coins or notes with denomination less than Rs.50/-.
20. All Deposits to be made by the Customer shall mainly be in Packets, which are tied up and sealed and signed by the Customer. The Customer agrees that if any shortfall of notes is found in any packets these shall be returned to the Customer who shall make good the shortfall or the account of the Customer would be debited.

21. The Customer hereby authorizes the Bank to charge the account held with the Bank with any sum of money that is payable by the Customer, if any, in connection with CMS DSB Service provided by the Bank to the Customer, including bank charges for such transactions and the shortages if any, notwithstanding any other requirement contained in any law and practice Including but not limited to Negotiable Instrument Act, 1881.
22. The Customer agrees that its account shall be credited only after cash is received, processed and verified by the Bank, on the same day or the following working day depending on the time of the cash pick-up. The Customer agrees to revert to the bank in case of credit not being sighted in the account or in case of any discrepancy within 3 working days. Thereafter, the responsibility / liability of the Bank on receipt of cash and credit into the account ceases. Customer confirms to ensure that the credits have been affected in their respective accounts within 3 working days, after remittance of cash. In the event of misplacement / misappropriation of the cash collected by the Bank and/or its Agent, the credit of such cash shall be given within 60 days from the actual collection. The Bank shall not be liable to pay interest to the Customer on such delayed credits.
23. The Customer agrees that in the case of cash deliveries, the Customer undertakes to fax the details outlined in Annexure I (A) and photo copy of the cheque to be en-cashed {completed in all respects and bearing the authorized signature/ s} on the designated fax/ telephone no. For accepting FAX instructions the customer undertakes to execute a stamped FAX indemnity letter as outlined in Annexure I (B) along with this agreement. The Customer agrees that delivery of the cash shall be made to the Customer by the Bank Agent(s) official against delivery of original cheques. He shall verify whether all details on the cheques tally with the details faxed by the Customer to the Bank and whether signatures of on the reverse of the cheques match with that on the face of the cheques {along with the stamp in case of a corporate account} in acknowledgement of receipt of cash. If all details match then he shall hand over the cash to Customer's authorized representative who has presented the cheques to him. The Bank Agent(s) official shall not deliver cash if there is any discrepancy in the cheque number or amount that has been faxed to the Bank earlier or if cheques is either stale or post-dated.
24. The Customer agrees that all cash deliveries shall be made in denominations as may be available with the Bank and only these denominations shall be accepted for cash pick-ups.

All Deposits to be made by the Customer shall mainly be in Packets, which are tied up and sealed and signed by the Customer. Any shortfall in the Packet shall be debited to the Customer.

25. The Bank reserves the right to change the operating procedures and any of the terms and condition of the CMS DSB Service as its discretion.

26. The Customer agrees that the CMS DSB Service is provided by the Bank as mere convenience to its Customer and the Bank shall not be liable for any harm, loss, consequential loss suffered and or incurred by the Customer due to or by availing this service.

27. The Customer confirms and acknowledges to strictly abide by the operational instructions/directions issued by the Bank and annexed hereto as Annexure I (C).



ANNEXURE I (A)

Fax Instructions from customer for cash delivery (on letter head)

BY FAX

Date:

The Branch Head,
The RBL Bank Limited (the Bank),
_____ Branch.

Dear Sir,

Ref: Our CMS DSB agreement dated_____.

Sub: Cash Delivery

We refer to our above agreement with the Bank.

Please arrange for a cash delivery of Rs _____
(Rupees_____ (in
words). The cash is to be delivered at the address registered with the Bank for CMS DSB
Services

Mr _____ our authorized representative will be present to receive the cash. _____
We also enclose a copy of our cheque with No. _____ dated _____ for Rs _____
towards making payment through cash delivery which may be debited to our account.

(Customer
Initials)

The original instructions along with the original cheque would be handed over to the CIT
representative when he comes for delivery of the cash.

Kindly accept this request and do the needful.

Thanking you,
Yours faithfully,

(Signature of customer with stamp)

ANNEXURE I (B)**FAX INDEMNITY LETTER**

(To be taken on Stamp Paper of such value as is applicable to indemnities)

LETTER OF INDEMNITY

The Branch Head,
RBL Bank Limited,
_____ Branch.

(Customer
Initials)

In consideration of your agreeing to accept from me/us, notwithstanding the terms of the relevant mandate, from time to time instructions purporting to come from me/us in the form of facsimile not bearing an original signature (Faxed instructions) in respect to any faxed instruction prior to acting thereon, I/we confirm that:

I/we am/are aware of the possible risks involved in connection with the giving of any faxed/ phoned instruction.

You are hereby irrevocably and unconditionally authorized to act on my faxed/phoned instruction, which you in your sole discretion believe emanate from me/us or otherwise appear to comply with the terms of the mandate for the account(s) below and you shall not be liable for acting in good faith on faxed/phone instructions which emanate from unauthorized individuals or any circumstances whatsoever.

I/we undertake to keep you indemnified at all time against, and to save you harmless from all actions, proceedings, claims, loss, damage, cost and expenses which may be brought against you or suffered or incurred by you and which shall have arisen either directly or indirectly out of or in connection with your accepting faxed/phoned instructions from me/us acting thereon, whether or not the same are confirmed in writing by me/us.

Customer Name/s:

Account number:

Authorized signatory/signatories

ANNEXURE I (C)

(Operational instructions/ directions for the Customer)

General Instructions:

- i) After CMS DSB approval is conveyed to the Customer, the Customer is required to enter into agreement with the Bank by executing stamped agreement as per the Bank's standard approved format to be arranged by the branch official.
- ii) On execution of the agreement by the Customer, the Bank will confirm the same and advise details of the services (date / timing etc) to Bank Agent(s) for starting the service.
- iii) The Bank Agent(s) would provide following details to the Bank. Copy of the same counter signed by the Bank would be sent to the Customer.
 - Cash van details viz., Cash van no., names of the crew members
 - Sheets containing scanned photocopies of the Bank Agent(s) / custodians, duly attested by the Bank Agent(s) with clearly identifiable photos of the employees of the Bank Agent(s) authorized to provide the CMS DSB Service.
- iv) A minimum of 15 days is required for CMS DSB Operations to complete the process of setting up the services after the receipt of copies of approval / executed agreement from the bank branch. Accordingly, the start of service will be either from 1st or 16th of the month.
- v) Cash Delivery service is provided on an "on call" basis.
- vi) Customers requiring cash delivery need to call the authorized official at the branch/office of the bank in the morning within pre-agreed /cut-off time as mentioned in the CMS DSB Agreement entered into with the customer before starting of the facility.

Procedure:**For Cash Pick up:**

- Customer to check identity of the Bank Agent(s) custodian (Identity card) as per the copy of photograph provided earlier before initiating a cash pick-up transaction.
- Bank will have the tamper proof envelopes delivered to customers through the Agent(s), against acknowledgement of having received the same from the customer, periodically. Cash packets are to be sealed in such envelopes provided by the bank.
- Customer to keep the cash ready in packets along with the duly filled-in deposit slips in triplicate as per the sealing process mentioned below. The Deposit slip is to be filled-in by the customer only.
- Customer to note that Bank Agent(s) custodian would not wait for more than 10 minutes at their premises, hence if the cash is not ready the Bank Agent(s) custodian would leave the customer's premises (after informing) without picking up the cash and making suitable entry in the "Daily Assignment sheet". Bank Agent(s) would not visit customer premises more than once in a day.
- Customer after identification of the Bank Agent(s) Custodian, to hand over the cash packets to him as per the details mentioned in the Deposit Slip.
- The Customer should ensure that each packet is held together by a slip of paper, stamped and signed by customer on both the sides. The label should bear the name, account no. & signature of the authorized official of the Customer. Coins would not be accepted nor would stapled notes be picked up.
- Cash packet sealing process to be followed by the customer would be:
 - i) Each packet should contain 100 currency notes of the same denomination.
 - ii) Each packet should be held together by a rubber band and label (slip of paper) with customer's stamp on both sides.

- iii) The packets should not be stapled. Stapled Notes would not be accepted, in compliance of RBI guidelines.
 - iv) Notes if less than 100 would not require any sealing process. The custodian would count the same in the presence of the customer.
 - v) The customer should write the account number and date of deposit and put his signatures on each labeled packet.
- The Bank Agent(s) custodian would count only the number of packets of each denomination as mentioned in the Deposit Slip and loose cash if any.
 - After verifying the number of packets, denomination, counting the loose notes and after satisfying himself that the cash is in order, the Bank Agent(s) custodian would seal the cash packets in a tamper proof envelope/bag in the presence of the customer. The Customer would mention all the details required by the bank, sign and affix stamp at the specified place on the said sealed envelope / bag, provided by the Bank and also to mention his contact nos. for easy access of the same to the Bank branch.
 - The customer would get a copy of the Deposit Slip, duly receipted by the custodian of Bank Agent(s) “subject to verification”, under his full signatures and stamp. Since the notes are counted subsequently at the bank’s premises, the receipt from Bank Agent(s) Custodian would only be a provisional receipt at this stage.
 - The Bank Agent(s) Custodian would also obtain Customer’s signature on the “Daily Assignment Sheet” for the amount picked-up that day.
 - The Customer would be getting the second copy of the Deposit Slip, duly receipted by the bank with stamp from the custodian on the next day pick up and keep the same as the final proof of deposit of the cash with the bank.

For Cash Delivery:

- The Customer is required to call the concerned authorized official and fax a copy of the instructions and bearer cheque against which the delivery would be made.

- On checking the correctness of the cheque details (fax copy), if the balance in the customer's account is sufficient to debit the cheque for cash delivery, the bank official would confirm with the customer the address for delivery of the cash which should match with the address registered with the bank.
- The delivery of the cash by the CIT Vendor would be against the receipt of the original cheque from the customer.
- If the customer wants to cancel the request, the same should be communicated to the branch within a period of 15 minutes from the time the first request was put in for same day delivery.
- If cash delivery is arranged for next day (as per the cut-off time), cancellation request would be accepted till end of day.
- On verification of details on the fax, signature and other details on the cheque, the authorized official of the branch/office would debit the amount of cash delivery to the account of the customer and inform the CIT Vendor for cash delivery. Original instrument received after the delivery from the Bank Agent(s) would be attached to the FAX copy of the cheque posted earlier.
- A Daily Assignment Sheet would be prepared by the bank with the following details:
 - Customer name
 - Location (mailing address)
 - Telephone number
 - Authorized person
 - Cheque number & Date
 - Amount
- The authorized bank official would make the payment to Bank Agent(s) custodian in mixed denominations, for delivery to the customer.
- Cash is counted in the presence of the Bank Agent(s) and handed over in a sealed and stamped envelope to the Bank Agent(s) custodian against signatures on the Assignment Sheet, for onward delivery to customer.

- A copy of the fax, containing photocopy of the cheque is also handed over to the Bank Agent(s) custodian for verification with the original cheque at the time of handing over of cash to the customer.
- The Bank Agent(s) custodian will verify the details given in the Assignment Sheet with the customer, receive the said bearer cheque, obtain signature on the reverse of the cheque and thereafter hand over the cash to the customer.
- At the time of verification, if the details on the original cheque received from the customer, do not match with the details given by the branch/office, cash packet will not be handed over to the customer. The nature of discrepancy will be reported to branch/office immediately. Again in the absence of the bearer (authorized signatory / authorized representative) of the cheque not being present at the time of cash delivery, cash packet will not be delivered to any other third party.
- The Bank Agent(s) custodian will tally the photocopy with the original cheque and ensure that the signatures on the reverse are matching with the one on the front side before parting with the cash. If the signature does not match, the cash would not to be handed-over to the customer. The cash when received back from the Bank Agent(s) would be credited back to the customer's account.
- After the customer opens the envelope, counts the cash and finds it in order, he would sign on the Cash Delivery Acknowledgment Slip with date and time. Bank Agent(s) Custodian would write "Cash Paid" on the face of the cheque under his initials immediately before leaving customer premises, as a safeguard in case the bearer cheque is lost in transit. The Customer further agrees and confirms that the Cash Delivery Acknowledgement to be furnished by the Customer would be a final and binding acknowledgement and confirmation of receipt of cash by the Customer.
- The maximum waiting time for Bank Agent(s) custodian is 15 minutes. In case the transaction is not completed within this time, the Bank Agent(s) custodian would not be liable to wait further and would return the cash to the bank. The customer would be liable to pay charges as are applicable for delivery of the cash.

Customer's Signature (In full)