

For Notice of all our customers

As per the directive of the RBI, with effect from 1st July 2011, time limit for resolution of customer complaints regarding failed ATM transactions shall stand reduced from 12 working days to 7 working days from the date of lodgment of claim by customer to their bank.

Failure to re-credit the customer's account within 7 working days of receipt of the complaint shall entail payment of compensation to the customer @ Rs. 100/- per day from the customer's bank.

The customer is entitled to receive such compensation for delay, only if a claim is lodged with the customer's bank within 30 days of the date of the transaction.

Further, with effect from 01st July 2011, customer of Bank of India will be charged transaction fee for any ATM transactions (both financial and non financial transactions) from other Bank ATMs. However, Saving Bank account holders will not be charged for the first five transactions (inclusive of financial and non financial transactions) in a calendar month. Non financial transactions include all activities other than cash withdrawal (including balance enquiry, mini statement, pin change etc.).

The charges for Financial Transactions is Rs. 20/- for transactions done from NFS ATMs.

The charges for Balance Enquiry, Pin Change and Mini Statement Transactions from NFS affiliated ATMs will be Rs. 10/-.

Our customers are requested to lodge their claim with nearest Citizen Bank branch in writing or lodge in Bank's website under the option "Refund for ATM failure" on the Home Page without delay.