

## Cheque Collection Policy for Consumer Banking Customers

We receive various local cheques and outstation instruments deposited by you, at our branches and cheque deposit centers / boxes in the Bank premises / ATM locations, for credit to an account with us.

Our Policy regarding the above will be as follows:

- Cheque purchase requests will be processed only on your explicit written requests, subject to the conduct of the account being considered satisfactory, in the Bank's opinion and sole discretion.
- The time frame for credit of cheques that are processed on collection and not through a cheque purchase would depend upon where the instrument is deposited and where it is payable. The timelines would be as below:

Cheque payable at	Description	Number of Locations	Time lines
A city in India where SCB is present	If deposited with SCB at the same city where the instrument is payable  eg. Cheques deposited in Chennai, payable at Chennai	Under this arrangement we have 29 locations, which are covered.	Credit within 3 working days  <i>timelines for <b>cleared funds</b> to be available for withdrawal by the customer would depend on the clearing house timelines for return of cheques by the drawee bank in that city</i>
	If deposited with SCB in a different city from where it is payable  Eg. Cheques deposited in Chennai payable at Mumbai		Credit within 5 working days*  <i>timelines for <b>cleared funds</b> to be available for withdrawal by the customer would depend on the clearing house timelines for return of cheques by the drawee bank in that city</i>
A city in India where SCB has a correspondent Banking arrangement	<b>Local Centres</b> If the Instrument is payable at a Correspondent Bank location where SCB has the facility for Local Clearing. Eg. Cheques deposited in Mumbai payable at Agra	Under this arrangement we have 193 locations, which are covered.	Realisation Time 15 working days
	<b>Outstation Centres</b> If the Instrument is payable at a Correspondent Bank location where SCB does not have the facility for Local clearing and needs to clear the instrument through a Correspondent Bank.	Under this arrangement we have 1682 locations, which are covered.	Realisation Time 23 days
	<b>Remote Centres</b> If the Instrument is payable at an Interior Correspondent Bank location where SCB does not have the facility for Local clearing and needs to clear the instrument through a Correspondent Bank. Since the drawee location is located in the interiors, this has higher transit days.	Under this arrangement we have 1495 locations, which are covered.	Realisation Time 38 days
Pure Collections Centers	<b>Anywhere Centres</b> If the instrument is payable at a location which is not covered by SCB's Correspondent Bank arrangements and SCB has to send the instrument to the Bank it is drawn on and receive funds from that Bank.	All clearing locations which are not covered in the above three category will fall in this Category.	On a best effort basis with no fixed timelines for credit

In all cases other than where the instrument is payable at a Pure Collections Centre, delayed interest will be paid by the Bank @ 2% over the prevailing SCB resident savings bank interest rate for the number of days delayed over the timelines as detailed above. The delayed interest will be given to you within three working days from the liquidation date irrespective of a claim being made by you.