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Enhancing Your Financial Wellness: The Seamless Customer Experience of Savings Accounts with Added Benefits

In today's dynamic and competitive banking landscape, financial institutions constantly pursue products and service innovation to delight customers.

By Mr Joshua Raja R, National Manager-Branch Banking, Ujjivan Small Finance Bank | 16th Feb, 2024



Banks invest a great deal of time in creating and bundling features to improve the overall banking experience for their customers. On the savings account front, one has a variety of options to choose from. However, one should opt for a product that suits one's lifestyle without compromising convenience and financial well-being. Some features to consider are:

- **Complimentary Airport Lounge Access**: One of the standout features of savings accounts with added benefits is the inclusion of complimentary airport lounge access. Perks like this add luxury to the customer's travel experience and save lounge fees. In today's time, it's a thoughtful addition by the banks which addresses the lifestyle needs of the new-age customers.
- Personal Accident & Total Permanent Disability Cover: Financial security should be a top priority for any individual. Few banks offer personal accident and total permanent disability cover up to ₹ 10 lakhs with their savings account, providing peace of mind for any premium



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customer. Features like these ensure that customer and their families are protected against unforeseen events, reinforcing the bank's value beyond traditional banking services.

- Free Annual Preventive Health Check-up: Many premium savings accounts now include a free annual preventive health check-up, allowing account holders to prioritise their well-being without burdening their finances. This proactive approach by the banks aligning the healthcare needs of their customers is trending in the industry.
- Exclusive Health, Lifestyle, and Entertainment Benefits: Beyond the core banking services, savings accounts also offer a range of exclusive benefits encompassing health, lifestyle, and entertainment. It could include discounts on gym memberships, wellness programs, or access to premium events and experiences. Such perks contribute to an enriched lifestyle and showcase the bank's commitment to providing comprehensive and value-added services.
- Unlimited Cash Deposit & Withdrawal: Flexibility in managing finances is crucial for all. A few banks offer Savings accounts with added benefits like eliminating cash transaction restrictions and allowing unlimited cash deposits and withdrawals. Features like these ensure that account holders can access their funds conveniently, promoting enhanced banking service.
- Free NEFT, RTGS, and IMPS Transactions: In the digital age, seamless and cost-effective fund transfers are a boon. Some banks offer free NEFT, RTGS, and IMPS transactions across all channels.
- Hospital Cash Benefit: Unexpected hospitalisation can lead to financial stress. To address this concern, a savings account also provides a hospital cash benefit, offering ₹500 per day for up to 10 days. This additional financial support during a health crisis demonstrates the bank's commitment to the customer's overall well-being.

Choosing the correct savings account is crucial, and only some banks go beyond the conventional ones that believe in giving value to their customers. Banks strive to align with customers' evolving needs to provide seamless, comprehensive, and meaningful banking solutions. From travel perks to health coverage to lifestyle benefits, these accounts offer value-packed benefits that enhance the banking experience and overall financial well-being.

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