

**Priority for Senior Citizens and Differently abled Customers**

We at Ujjivan Small Finance Bank are committed to provide best and priority customer services to Senior Citizens and differently abled customers.

- We have designated counters at each branch i.e. no queues for Senior Citizens and differently abled persons.
- In addition, Regular account is converted to Senior Citizen Account provided the account is KYC compliant thereby allowing them benefits of the said account which includes Cheque book containing 25 Cheque leaves free per quarter ( on request) and Lifetime free debit card
- Door Step banking for below listed services is provided by all branches to Senior Citizens who are 60 years old and above. The services will be offered to differently abled customers including customers who are visually impaired.

***Financial Services:***

1. Cash delivery
2. Cash pick- up
3. DD delivery
4. Cheque pick- up

***Non-Financial Services:***

1. Mobile number / Email id updation
2. KYC updation
3. Registration for Email statement and ID
4. Debit Card Re-issuance
5. Form 15G/H Updation

**Customer Guidelines for Placing Door Step Service Request:**

- The services are offered on a 'on call' basis.
- Eligible customers desirous of availing the services will have to call on 1800 208 2121 to place their requests.
- Total 4 doorstep banking services can be availed by a customer per month.
- Cash delivery and pick- up facility are capped at following limits per customer :
  - Rs.5,000/- per occasion
- Maximum limit per DD is Rs.1,00,000/-
- Cash delivery, cheque pick-up and DD delivery requests is entertained only if the mode of operation of the account is 'singly', 'either or survivor' or 'anyone or survivor'.
- The service requests received till 1p.m. on the working day will be serviced on that particular day and requests received post 1p.m will be serviced within 1p.m of next working day. A customer can avail 1 doorstep banking services per day.
- The eligible customers can avail the services only in their own accounts (i.e., the transactions should be on their own accounts) and not for other accounts, including that of relatives.
- The aforementioned doorstep services will be provided only at the place of communication address registered with the bank.