

APPLICATION FORM FOR DOORSTEP BANKING (DSB) SERVICES THROUGH DOORSTEP BANKING AGENT (DSA)



Name of the Customer(s): _____

Address: _____
(As per Bank's record)

Mobile Number-

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(As registered with the Bank)

e-Mail ID _____

To,

Branch Manager,
State Bank of India,
Branch.....

Madam/Sir,

I/We am/are maintaining a Savings Bank/ Current Account No.

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in your branch. I/We wish to avail the Doorstep Banking Services in the above-mentioned account.

2. I/We confirm that I/We am/are eligible to avail services under Doorstep Banking and the Bank may debit my account with the applicable charges for the services sought/availed.

3. I/We understand that, at present, Bank is providing non-financial services such as Cheque pickup for Collection/Clearing, Cheque Book Requisition Slip pick up and Delivery of Term Deposit Advice and Statement of Account and financial services of Cash pick up for deposit and Cash payment from my/our account under Doorstep Banking Services. Bank may amend/withdraw any of the service(s) offered without any notice to me/us.

4. I/We understand that the service request shall be registered by placing the request on Toll-Free Number- 1800-1111-03 through my/our Registered Mobile Number. The service request can also be registered through YONO App and Internet Banking Channel. The services shall be available through Doorstep Banking Agents (DSA) deployed on behalf of the Bank. Services like Cheque Book, Term Deposit Advice and Statement of Account shall be delivered directly through Post/Courier.

5. I/We affirm and declare that I/We have read and understood the Term and Conditions related to Doorstep Banking Services offered by State Bank of India on payment of service charges and applicable taxes as decided by the Bank from time to time and sign an undertaking in this regard.

6. I acknowledge receipt of Operating Instructions/Guidelines for DSB Services.

Yours faithfully

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Verified

(Signature(s) /Thumb Impression(s)
Place:
Date:

Branch Manager/Authorised Officer of the Bank

Terms and conditions

The following Terms and conditions will be applicable for Doorstep Banking Services:

1. The Doorstep Banking Services will be available to resident individual customers
 - (a) having fully KYC compliant Savings Bank/ Current Account (in individual capacity only).
 - (b) through mobile number registered with the Bank and having opted for SMS facility.
 - (c) the registered address should be within 5 Kms from the Home branch. The service will be rendered at the registered Address which is recorded at the CIF level.
 - (d) having Joint Account operated as Either or Survivor, Anyone or Survivor, Former or Survivor and Later or Survivor only.
 - (e) who are illiterate (through branch channel only).
2. However, the services are not available to
 - a) Minor including under Guardianship
 - b) Customers having opened Savings Bank Account under Motor Accident Claim Product/Scheme.
 - c) Joint Account operated Jointly.
 - d) Account operated through Power of Attorney.
 - e) Non-Individual Customers
3. The customer accepts and acknowledges that the Doorstep Banking Services ("Services") may be provided by SBI ("Bank") with the involvement of duly authorised third party Service Provider (" through DSA") or through post/ courier, and the customer hereby authorises the Bank to appoint, as the Bank deems necessary, any DSA, who will act upon the instructions of the Bank, to provide the Services to the customer on behalf of the Bank. The Customer, hereby, authorises the Bank to share such details with the DSA as would be necessary to render the Services. The Service Provider/DSA may also have access to some details of Customer/ Account etc. while rendering the service.
4. The charges for the provision of the Services, if any, including any revised charges, will be charged/ debited from the customer's account without prior/separate notification to the customer. The charges may be revised from time to time by the Bank with a 30 days' notice to the customer. Such changes will be given effect only 30 days after the issue of notice through any of the medium as given below:
 - Displaying on the Bank's website - bank.sbi
 - Displaying on the Notice Board at the Branches
 - Sending SMS/e-mail to the registered Mobile Number/e-mail id

At present, the charges for Doorstep Banking Services are as under-

	Services	Service charges per request/ per visit
Financial Services	Cash Deposit to own Account	Rs. 75/- + GST
	Cash payment / withdrawal from own Account	
Non - Financial Services	Pick up of Cheque/Instrument for collection/clearing for own Account	Rs. 75/- + GST
	Pick up of Cheque Book Requisition Slip for own Account	
	Term Deposit Advice & Statement of Account (Savings Bank Account) for own Account	Free
	Statement of Current Account (Duplicate) Per Page for own Account	Rs. 100/- + GST

Bank may revise charges from time to time at its sole discretion.

5. The Doorstep Banking Services shall be available for customer's own account only.
6. Customer needs to present a Photo ID and OVD (Aadhar Card, Passport, Driving License, Voter's ID Card, NREGA Job Card and Letter issued by National Population Register Containing details of Name and Address) for identification to the DSA before initiation of transaction.
7. Customer should also verify the identity and bonafides of the DSA through Photo ID and OVD whenever they visit for providing Doorstep Banking services.
8. Initiation of transaction by the Customer shall signify establishment of identity of the DSA.
9. Calls for Doorstep Banking services will be accepted at the Contact Centre (through Toll-free number 1800-1111-03) during business hours. The delivery would be completed on best effort basis but not later than T(Service Request Date)+1 working day (holidays excluded) .
10. The Services shall be subject to the terms, conditions and covenants of the agreement/ undertaking between the Bank and the Customer.
11. The Customer may request for modification of a relevant service request/ instruction 4 hours before the appointed time. In such cases no charges will be recovered. The customer can make only one request for modification of a service.
12. The Customer can include only two services in one call (Cash transaction i.e. Pick up or Delivery will be one only. For another cash transaction, separate service request is required).
13. The Customer can submit two Cheques/Instruments per request for pick up.
14. The Customer can request for maximum 100 cheque leaves through Cheque Book Requisition Slip.
15. The customer shall be informed of Case ID no., preferred/appointment time, initiation/ completion of service etc. through SMS to their Registered Mobile Number.
16. For Cash pick-up/delivery, the per day/ request/ instance amount shall not exceed Rs. 20,000/- (Rs. Twenty Thousand only). The minimum and maximum amounts for Cash Pick up/Delivery are Rs. 1,000/- and Rs. 20,000/- respectively. Further, the Bank will accept one request each for Cash pick-up/delivery per customer per day. The Bank may revise the Cash pick up / delivery limit from time to time at its sole discretion.
17. Deposit /Withdrawals can be made in multiples of Rs 100/- only.
18. Customer does not entail any legal or financial liability on the bank for failure to offer Doorstep Banking services under circumstances beyond its control.
19. The Doorstep Banking Services should be seen only as an extension to regular banking services offered by our Bank and, hence, liability of the Bank shall remain same to the extent as if the transactions were conducted at the Branch.

Signature/Thumb Impression of Customer (s)