

Cheque Collection Policy

DBS Bank receives instruments (local and outstation) from various customers maintaining an account with DBS. The instruments may be payable at any location within India. The realization status of the instruments will depend upon the category under which they are routed for collection.

Arrangements for Collection

Local Cheque Collection :

For Cheques deposited (within the cut off time) at DBS Branches credit will be provided as follows:

For MICR Cheques: Day 1 (Day 0 being the date of deposit)

Outstation Cheque Collection

Category	Credit arrangement	Remarks
Outstation Cheque payable at DBS Branch Locations and State Capitals (Other than North Eastern States)	Within 7 working days	DBS Bank Locations and State Capitals *Refer Annexure A-DBS Bank Locations
Outstation Cheque payable at Major centres where DBS does not have a branch	Within 10 working days	Available for cheques drawn on Metro centres. These are non DBS locations where DBS has a tie up with a correspondent bank
Outstation Cheque payable at all other locations where DBS does not have a branch	Within 14 working days	All clearing locations which are not covered in the above two categories will fall in this category

The credit arrangement is given assuming that cheques are deposited on Day 0 within cut-off timings applicable at the branch of deposit. For cheques received after the cut-off, the next working day will be considered as Day 0

The branch cutoff timings for acceptance of cheques and the list of centres can be obtained from the DBS branches

Interest payment for delayed collection

DBS Bank shall pay to its customers, interest on delayed credit (for the period of delay beyond the time frames mentioned above). Compensation at the Savings Bank rate of interest will be paid for the period of delay without any claim made by the customer

Immediate Credit for Cheques accepted for Outstation Clearing

DBS Bank will consider providing facility of immediate credit for outstation cheques up to the aggregate value of Rs 15,000/- to individual account holders.

This facility will be provided to customers who have an account with the bank for a period of more than 1 year and have complied with the Bank's KYC norms.

The facility of immediate credit will be provided only upon a specific request made by the customer

DBS Bank shall recover charges, as stipulated, and also charge interest at the Prime Lending Rate (as applicable at the time of the availing of the facility) for the immediate credit facility till the actual receipt of funds by the Bank.

Return Cheques If a cheque sent for collection for which immediate credit was provided by the bank is returned unpaid, the value of the cheque will be immediately debited to the account, apart from recovering the applicable charges, and interest thereof

The above credit arrangements will be applicable for all customer cheque deposits other than those who avail specific cash management facilities with the bank

Cheque Lost in Transit

In the event a cheque or an instrument accepted for collection is lost in transit, in the clearing process or at the paying bank's branch, the bank, on coming to know of the loss, shall immediately inform the customer so that the accountholder can inform the drawer to record stop payment. The bank would provide all assistance to the customer to obtain a duplicate instrument from the drawer of the cheque. The bank will not levy additional charges for the replacement instrument sent into clearing or on collection

The Bank would compensate the customer for any direct and reasonable charges the customer incurs in getting duplicate cheques/instruments, upon production of relevant documentary proof

Foreign Currency Cheque Collection

The Bank will receive foreign currency cheques from customers at designated counters of DBS branches. Such cheques would be sent to respective Correspondent banks' Mumbai office for collection under Cash Letter arrangement. Upon citing credit in Nostro, credit would be passed (on clear funds basis) to customers account as per Currencies mentioned below-

For USD:

If Cheque is drawn on NY (New York) city then on 14th calendar day from credit date in Nostro

If Cheque is drawn outside NY city then on 21st calendar day from credit date in Nostro

For SGD:

Next working Day from credit date in our Nostro

For GBP:

Next working day from credit date in our Nostro

For Other Currencies

Next working day from credit date in our Nostro if credit is on clear funds basis.

If derived Calendar day is a holiday in India then next working day (except Saturday) would be taken as final credit day.

In case of cheque is returned later due to any reason, customers account would be debited for the equivalent FCY amount.

In case the credit into the customer account is delayed beyond the due dates specified above, compensation will be paid as per the prevailing Savings Bank Interest rate for the period of delay

Speed Clearing :

Vide circular:NCC.NPT.No.84-A/03.30.07/2007-08, Reserve Bank of India has decided to introduce a new system called "Speed Clearing" with the objective of reducing the time taken for collection of outstation cheques by leveraging the technological advantage arising out of implementation of Core Banking Solution (CBS) in Banks. Under the Speed Clearing arrangement, outstation cheques drawn on bank branches which are under "CBS "platform would be passed for payment at the center where the cheque is received for collection

Force Majeure

DBS Bank shall not be liable to compensate customers for delayed credit if some unforeseen event (including but not limited to civil commotion, sabotage, accident, fires, natural disasters or other "Acts of God", war, damage to the Bank's facilities or of its correspondent bank(s), absence of the usual means of communication or all types of transportation, etc beyond the control of the Bank prevents it from performing its obligations within the specified service delivery parameters

Annexure A - DBS Bank Locations

Mumbai, Bengaluru, Chennai, Delhi, Kolkata, Pune, Nashik, Salem, Surat, Moradabad, Kolhapur, Cuddalore