

# Available Products and Services



Open Saving Account



Pradhan Mantri Suraksha Bima Yojana



AEPS Cash Deposit (On Us)



Pradhan Mantri Jiwan Jyoti Bima Yojana



AEPS Cash Deposit (Off Us)



Atal Pension Yojana



AEPS Cash Withdrawal (On Us)



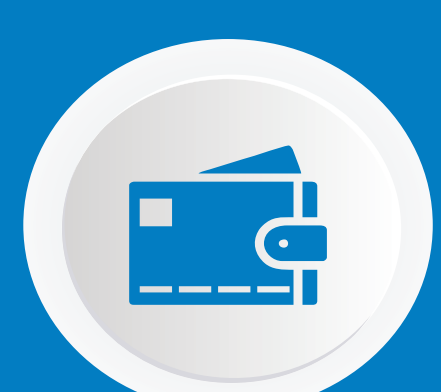
Mini Statement (On Us)



AEPS Cash Withdrawal (Off Us)



SHG Dual Authentication Transaction



Rupay Card based Cash Deposit (On Us)



Bharat Bill Payment Sysetm



Rupay Card based Cash Deposit (Off Us)



Request for New Cheque Book



AEPS Transfer of Funds (On Us)



Request for stopping Cheque Payment



AEPS Transfer of Funds (Off Us)



Check Status Inquiry



AEPS remaining inquiries (On Us)



Request for SMS Alert



AEPS remaining inquiries (Off Us)



Request for email Statemet



Rupay remaining inquiries (On Us)



Recovery in Loan and Cash Credit (CC) accounts



Rupay remaining inquiries (Off Us)



बैंक ऑफ महाराष्ट्र  
Bank of Maharashtra

भारत सरकार का उद्यम

एक परिवार एक बैंक



Corporate Business Correspondent  
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# Customer Do's and Don'ts at Customer Service Center

**This must be done while dealing with Customers at the Customer Service Center.**

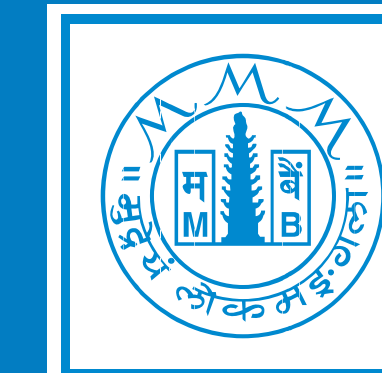
- A Computerized acknowledgment receipt should be obtained after the bank transaction at the Customer Service Centre.
- Ask for mini statement whenever required.
- Always check the cash when leaving the customer service centre.
- Make sure that your transaction is as mentioned in the computerized receipt.
- Nomination Name Registration or Nominee is required to visit the concerned branch.
- To lodge a complaint or suggest changes in the process, visit the nearest Branch or Customer Service Center as per your convenience.

**This should not be done while dealing with Customer at the Customer Service Center.**

- Do not pay any fee to the Customer Service Center Operator for providing service.
- Do not provide your fingerprint for any transaction other than the intended transaction.
- No transaction should remain pending. If any transaction remains incomplete then the Settlement should be done immediately with the bank.
- Information like ATM card/Rupay card number/banking PIN etc. should be kept confidential and should not be shared with anyone.
- Do not rush to leave the customer service center before completing the payment transaction.



# Contact for Suggestion or Complaint



बैंक ऑफ महाराष्ट्र  
Bank of Maharashtra  
भारत सरकार का उद्यम  
*एक परिवार एक बैंक*



**C.S. Incharge:** .....

**Contact No.:** .....

**First Contact:**

Branch Manager: ..... Branch: .....

Link Branch Address:....., Contact No.: .....

**Second Contact:**

Zonal Manager: ..... Zone: .....

Contact No.: .....





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# CUSTOMER SERVICE POINT

Place Name:



बैंक ऑफ महाराष्ट्र  
Bank of Maharashtra

भारत सरकार का उद्यम

*एक परिवार एक बैंक*

# All Day's of Week

## 8:00 AM to

## 8:00 PM



# nict

Technologies Pvt. Ltd.

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