














# Available Products and Services

-  Open Saving Account
-  AEPS Cash Deposit (On Us)
-  AEPS Cash Deposit (Off Us)
-  AEPS Cash Withdrawal (On Us)
-  AEPS Cash Withdrawal (Off Us)
-  Rupay Card based Cash Deposit (On Us)
-  Rupay Card based Cash Deposit (Off Us)
-  AEPS Transfer of Funds (On Us)
-  AEPS Transfer of Funds (Off Us)
-  AEPS remaining inquiries (On Us)
-  AEPS remaining inquiries (Off Us)
-  Rupay remaining inquiries (On Us)
-  Rupay remaining inquiries (Off Us)
-  Pradhan Mantri Suraksha Bima Yojana
-  Pradhan Mantri Jiwan Jyoti Bima Yojana
-  Atal Pension Yojana
-  Mini Statement (On Us)
-  SHG Dual Authentication Transaction
-  Bharat Bill Payment System
-  Request for New Cheque Book
-  Request for stopping Cheque Payment
-  Check Status Inquiry
-  Request for SMS Alert
-  Request for email Statement
-  Recovery in Loan and Cash Credit (CC) accounts



बैंक ऑफ महाराष्ट्र  
Bank of Maharashtra

भारत सरकार का उद्यम

एक परिवार एक बैंक



Corporate Business Correspondent  
www.nictpl.com

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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.**

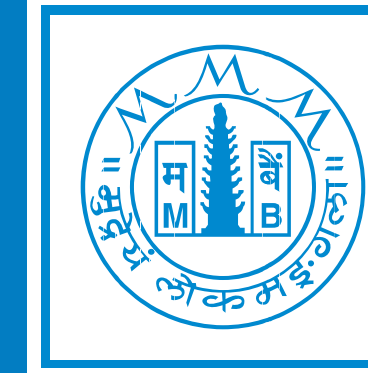
- A Computerized acknowledgment receipt should be obtained after the bank transaction at the Customer Service Centre.
- Ask for mini statement whenever required.
- Always check the cash when leaving the customer service centre.
- Make sure that your transaction is as mentioned in the computerized receipt.
- 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



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**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:



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*एक परिवार एक बैंक*

# All Day's of Week

## 8:00 AM to

## 8:00 PM



Technologies Pvt. Ltd.

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# Transaction Limit at Customer Service Point

S. No.	Type of Transaction	ONUS/OFFUS	Amount limit (In Rs.)
1	Cash withdrawal	Onus	20,000/-
2	Cash withdrawal	Offus	10,000/-
3	Cash Deposit	Onus	49,999/-
4	Cash Deposit	Offus	10,000/-
5	Fund Transfer	Onus	20,000/-
6	Fund Transfer	Offus	10,000/-



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