

A. Customer Service Information

- (i) We have separately displayed the key interest rates on deposits & loan in the branch.
- (ii) Nomination facility is available on all deposit accounts & lockers as per bank's norm.
- (iii) We exchange soiled notes and mutilated notes.
- (iv) We accept / exchange coins of all denominations.
- (v) If a banknote tendered here is found to be counterfeit, we will issue an acknowledgement to the tenderer after stamping the note.
- (vi) Please refer to our cheque collection policy for the applicable timeframes for collection of local and outstation cheques.
- (vii) For satisfactory accounts, we offer immediate credit of outstation cheque up to ₹ 20,000.00 ([Please refer cheque collection policy](#)).
- (viii) Bank's BPLR (Benchmark Prime Lending Rate) & effective rate & date. <https://barodaupbank.in/rate-of-interest-loans.php>

B. Service Charges : <https://barodaupbank.in/services-charge.php>

C. Grievance Redressal

- (i) If you have any grievances / complaints, please approach to home branch or visit to our bank's website on webpage <https://barodaupbank.in/complaint.php>
- (ii) If your complaint is unresolved at the branch level, you may approach our Regional Office: <https://barodaupbank.in/contact.php>
- (iii) If you are not satisfied with our grievance redressal, you may approach the Banking Ombudsman at: <https://barodaupbank.in/ombudsman.php>

D. Other Services provided – as applicable.

- i) Prime Minister's Rozgar Yojana / other schemes sponsored by Government of India and State Government are operated here.
- ii) We offer SSI loans / products.
- iii) We issue Kisan Credit Cards.
- iv) We open 'Basic Savings Bank Deposit Accounts'.