

Date: 03.01.2023

Notice to Savings Bank/ Current Account Holders - Bank Induced Closure of Inoperative Accounts

The Bank experiences situations where the Customer does not operate an account for long time. To ensure that these accounts are not misused, the Bank will close such identified inoperative accounts* periodically after serving due notice/ intimation to concerned customers. Customers holding inoperative accounts in their name are hereby advised to operate their accounts and use the services of the Bank regularly and to update their address/ Mobile number/ E-Mail address by submitting latest KYC documents to avoid closure of their accounts.

In case of any queries or assistance, customers may contact their home branch or write to us at customercare@csb.co.in or contact customer care on 1800 266 9090 / +91 422 6612300.

*[*RBI Directions on Inoperative Accounts: - A savings as well as current account should be treated as inoperative if there are no transactions in the account for over a period of two years. For the purpose of classifying an account as 'inoperative' both the type of transactions i.e., debit as well as credit transactions induced at the instance of customers as well as third party should be considered. However, the service charges levied by the bank or interest credited by the bank should not be considered.]*

Yours sincerely,

CSB Bank Ltd.