



## Service request turnaround time (TAT) applicable for Retail Loans & Deposits

SN	Type of Service Request	Servicing TAT
<b>Retail Loans</b>		
1	Statement of account	Within 3 Working Days
2	Loan amortization table	Within 3 Working Days
3	Income tax certificate for current financial year	Within 2 Working Days
4	Income tax certificate for previous financial year	Within 7 Working Days
5	List of original property documents	Within 21 Working Days
6	Photocopy of original property documents	Within 15 Working Days
7	First disbursement welcome letter	Within 3 Working Days
8	Subsequent loan disbursement intimation letter	Within 3 Working Days
9	Loan pre-closure statement	Within 21 Working Days
10	Handover of documents (after payment amount realization and loan closure)	Within 20 Working Days of loan closure
<b>Fixed Deposits</b>		
11	Fixed deposit receipt from the date of making a valid application	Within 3 Working Days
12	Fixed deposit receipt from the date of renewal	Within 3 Working Days
13	Fixed deposit maturity proceeds from date of submission	Within 24 Working hours
14	Form 15G/H, if submitted online	Real Time
15	Fixed Deposit Statement of Account/Interest certificate	Within 3 Working Days

Note: For some of the service requests, applicable fee or charge would be payable by customer. Please refer 'Schedule of Charges' for applicable fee or charge payable towards respective service request. This turnaround time schedule is subject to change at company's discretion.

Please note that owing to the COVID-19 outbreak and as a preventive measure, our offices are currently operating with reduced staff. Hence, there might be a slight delay in processing your request as against the timelines as mentioned above.