



## **Banking Facility for Senior Citizens and Differently abled Individuals**

Shivalik Small Finance Bank is committed to providing banking services and products to differently abled customers without any discrimination. The RBI guidelines have been disseminated to branches/staff members in the form of Notifications / Circulars.

1. **Dedicated counters / preference to senior citizens and differently abled individuals:**

Shivalik Small Finance Bank branches have “May I help you” desks which give higher priority to senior citizens / differently abled individual’s banking requirements.

2. **Cheque Book Facility**

Shivalik Small Finance Bank shall issue cheque books to customers, whenever a request is received, through a requisition slip, which is part of the cheque book issued earlier. For submission of the cheque book issuance request; customers will not be required to visit the branch. Furthermore, customers would be able to apply for a cheque book through alternate methods like Net Banking, Mobile Banking, and SMS Banking.

3. **Ease of filling form 15G/H**

Customer can walk into any of the Shivalik Small Finance Bank Branches to submit Form 15 G/H.

4. **Additional Facility to Visually impaired customers**

Shivalik Small Finance Bank will facilitate account opening of sick / old / incapacitated individuals (including visually impaired customers) for a single holding capacity. Customer will not be required to open joint accounts.