

Circular No. O&M/INTERSON/22/OM-0550/11 - 12.

17-December-2011

Subject : Amendment of Instruction on Inter-sol Cash Withdrawal

An incident of fraudulent cash withdrawal through Inter-sol has recently come to the notice of the Bank. While examining modus operandi of the incident, it is observed that the fraudster used the Inter sol Route for withdrawal of cash by using cheques bearing forged signature of the account holder. The perpetrator used the Inter Sol route to avoid risk of detection of identity at the base branch

As advised by the Board of Directors of the Bank, to protect the interest of the account holder and to have a trail on the identity of the presenter of the cheques at non-parent branches, branch officials are hereby advised to check photo identity proof of the account holders, while accepting requests for such transactions, provided the scanned signature screen does not contain photograph of the account holder. The eligible evidences for identity proof would be the documents which are accepted by the bank for KYC compliance. A noting is to be kept on the back of the paid instruments regarding verification of the ID Proof.

Meanwhile, in order to sensitize the customers, a notice containing the following message should be displayed at a prominent place in the branch premises. The system will come into immediate effect.