

## CHECK LIST FOR BUSINESS CORRESPONDENTS

### DO'S

1. The BC should identify customers with strict adherence to KYC norms.
2. BC should encompass clients irrespective of class, creed and religion and its activities should be available to all eligible citizens of India.
3. Should maintain customer confidentiality.
4. Should possess knowledge of local area & language.
5. The BC should enter into an MOU/ Agreement with the bank and all the terms and conditions of - the Agreement should be strictly complied with.
6. BC should be able to isolate and clearly identify the Bank's customer information, documents, records and assets to protect the confidentiality of the information.
7. System generated on-line receipt shall be issued to the customer invariably for all transactions carried out by him/ her on behalf of the Bank.

### DON'Ts

1. The BC should not collect any service charges directly or indirectly from the customers.
2. The BC is not vested with any powers for sanction of any loan.
3. There should not be any exploitation of ill informed poor people.
4. Should not give any scope for customer complaints and grievances affecting the image of the bank.
5. Should not be affiliated to any political/ religious organizations.
6. There should not be any criminal record/adverse reports.
7. Should not use any sub contracts unless and otherwise stipulated in the agreement.
8. Should not resort to intimidation or harassment of any kind either physical or verbal against any person in their debt collection efforts.