

## APPLY FOR LOCKER FEATURE IN Ai1 MOBILE BANKING APP

To ease banking for digital customers, a new online facility has been introduced in our mobile banking App ai1 for blocking of vacant locker online anywhere anytime any branch of their choice for 15 days against a charge of Rs.500/-+GST. The service charge is refunded once the customer visits the Branch and hires the locker duly executing the Locker Agreement within 15 days timeline as per the extant locker account opening terms and conditions. In case customer not visiting the Branch the blocked locker will be auto released for necessary use by the Bank and the service charge will be auto adjusted towards wait/blocking charges since no refund will be available. To avail the facility customer/non customers should be mandatorily registered for UPI in Ai1 APP for successful blocking of lockers.

- In “ai1” App pre login there is “More” tab in which “Apply for locker” option is available and Post log in an option “Apply for locker” is provided under Accounts & Services category in All tab.
- The customer should be mandatorily registered for UPI in ai1 application to access this feature.
- This option will enable the customer to block/reserve a vacant locker of any type (small, medium, large, very large) in a selected branch.
- The selected locker will be blocked/reserved for that customer for a period of 15 days.
- Once a customer blocks a locker in a particular branch, it will not allow the same customer to block one more locker in the same branch. One customer can block a locker in a particular branch only once.
- Customer will be charged an amount of Rs.500/- + GST which will be Rs.590/- to block a locker. The payment mode is only through UPI.
- The blocking charges of Rs.590 (Rs.500 + GST) will be refunded to the customer’s remitting account if the customer avails the locker by visiting the branch within the expiry of 15 days blocking period.
- If the customer fails to avail the locker within the blocking period of 15 days, no refund is applicable.