

FAQs on the Amalgamation of Karnataka Vikas Grameena bank and Karnataka Gramin Bank with a new entity Karnataka Grameena Bank, head office-Ballari

Sr	Question	Answer
GENERAL CONCERNS		
1	What is RRB amalgamation?	RRB amalgamation refers to the process of merging two or more Regional Rural Banks to form a single entity.
2	Why is RRB amalgamation necessary?	RRB amalgamation is necessary to strengthen financial health, improve operational efficiency, and enhance customer services.
3	How will this amalgamation impact me as a customer?	The Customer will be impacted in a positive manner as under: <ul style="list-style-type: none"> • Will be associated with a larger bank, having widespread Pan-Karnataka network and better capital base. • Access to a larger number of branches and ATM network and next generation Banking technology • Access to wider array of products, credit facilities and best of banking services.
4	Will toll-free numbers/customer care email ids of the bank discontinue after amalgamation	All our toll-free numbers and customer care email IDs will continue to be operational for the amalgamated bank until further notification. In addition, you can access the customer helpline of both the Banks through any toll-free number
5	What will happen to the website of KVGB & KaGB	You will be able to browse across all the websites of the amalgamating banks with the facility of a common landing page
6	Will some Branches be closed after Amalgamation?	No, There shall be no immediate Branch closure in any of the Bank.
QUERIES RELATED TO GENERAL BANKING		
7	Will my account details change after amalgamation?	The existing Account Number, IFSC, MICR, Debit card etc. will continue after amalgamation, until further notification.
8	What will happen to my Cheque book and passbook	The Cheque book and passbook will be valid after the date of amalgamation until further notification
9	How will the amalgamation affect my loan or credit facilities?	Loan or credit facilities will continue with the merged bank, with the same terms and conditions.
10	After Amalgamation, will there be any restrictions/ limit in cash withdrawal from any account	No, the cash withdrawal limit remains the same, as before, for cash withdrawal from other than your original bank, there is a temporary limit.
11	What will happen to internet and the mobile banking services	We are committed to ensure customers are not affected during the integration. Also, amalgamated Bank will have best features of Internet banking and Mobile Banking services

		<p>of both the Banks</p> <p>The existing internet and mobile banking services of KVGB & KaGB will continue to be operational in the amalgamated Bank until further information.</p>
12	What will happen to my KCC credit card after amalgamation	Your existing credit card shall be valid until the date of expiry printed on the credit card.
13	Will some ATMs be closed after amalgamation?	No, there will be no immediate closure of ATMs. Moreover, each customer can now benefit from both Bank's ATMs without any additional charge.
14	Will there be a change in the interest rates on my RD/FD and saving accounts?	The current rate of interest for existing RD/ FD will continue till maturity. For FD, renewal will be done with the latest term deposit rates of the amalgamated banks.
15	Do I need to submit my KYC documents once again?	If your KYC is updates in Bank's record, you are not required to submit any KYC documents again.
16	How do I update or register my mobile / email ID?	You will have to register and update your mobile number or e-mail ID at any branch of the original Bank. Once all technology systems are integrated, you will be able to update your details seamlessly.
17	Will there be any new service charges that will be levied on my account?	We have harmonized the service charges for customers of the amalgamated bank. The revised service charges are available on the Bank's website.
18	Is there going to be a change in the minimum balance requirements?	Minimum balance requirements for saving and current account along with the charges for not maintaining the minimum balance have been uploaded on the respective bank's website.
19	Whether Customer ID/ CIF/ User ID will be same for net banking purposes?	Any change in Customer ID/CIF/ User ID will be communicated to account holder well in advance. Until then the existing Customer ID/ CIF/ User ID will continue
20	What will happen to my salary/ pension account opened in amalgamating banks?	Your existing salary/ pension accounts will continue to function post amalgamation, with access to wider array of products and services at an expanded network of branches and ATMs.
21	What happens to lockers, if any branch get closed/ shifted?	There will be no branch closures of any of the Banks.
22	What will happen to the insurance policy I have taken through any of the amalgamating banks? How will the premium payment be implemented post amalgamation?	All the insurance policies taken through any of the bank will be valid until maturity.

23	What will happen to the ECS/ standing instructions or auto debit of Loan EMLs, RD Instalments etc?	All ECS/ standing instructions for Loan EMLs, RD instalments and other services shall function without any disruption to the customer. There is no need to resubmit your mandate.
QUERIES RELATED TO LOANS		
24	Will I have to resubmit loan documents post-amalgamation?	Resubmission of loan documents will not be required.
25	What will happen to loans I have taken	The existing Terms & Conditions (T&C) will continue as per agreements with existing bank until the date of amalgamation. Post-amalgamation, T & C along with rates will be linked to T & C of the amalgamated bank for which, information will be accordingly communicated to you.
26	How will I retrieve my collateral documents hypothecated with KVGB/ KaGB? Is there going to be trouble in retrieving after loan closure	The title deeds and other documents mortgaged with KVGB/ KaGB will be safe. Post amalgamation, Karnataka Grameena Bank will be the custodian and you will be able to retrieve the same after your loan closure without any hassle.
27	What will happen to my Overdraft (OD)/ Cash Credit (CC) renewal/ enhancement after amalgamation?	Overdraft/ cash Credit renewal/ enhancement will take place in normal course. Any changes in procedures will be informed in advance.
28	What will happen to my subsidy amount which I will get after completion of lock-in period	There will be no change in the procedure. Subsidy amount will get credited to respective loan accounts as per guidelines of GOI/ GOK
29	Will my rate of interest for the loan remain the same or will it increase?	The rate of interest for existing customers will remain the same as per the legal contract until reset period. However, for new customers, the revised rate of interest will be intimated on the bank's website.
30	How will services such as amount transfer, loan amortization, pre-closure be provided to existing customers	All the services pertaining to lending products such as amount transfer, loan amortization, pre-closure, pre-payment will be services through the existing branch of KVGB & KaGB respectively.
QUERIES RELATED TO TDS		
31	Where I will get my TDS certificate: FORM 16A (Non-Salary)	Customers will get Form 16A from their base branch of KVGB/KaGB
32	Where will I submit Form 15G/ H	Customer can submit 15G/H at their base branch of KVGB/ KaGB