



eCircular

Department: PBU-PERSONAL LOANS

Sl.No.: 754/2019 - 20

Circular No.: NBG/PBU/PL-PENSION/40/2019 - 20

Date: Sat 31 Aug 2019

The Chief General Manager,
State Bank of India,
Local Head Office,
All Circles.

Dear Sir/ Madam,

MASTER CIRCULAR

PENSION LOANS

We have, periodically, issued instructions to Branches/LHOs and other establishments with regard to Pension Loans. A Master Circular incorporating all the existing guidelines/instructions/directives *have* been prepared and is appended. This Master Circular consolidates all the instructions issued **up to 31st July, 2019** by us from time to time. The individual circulars consolidated now are listed in the Appendix. The following Schemes have been covered in this Master Circular:

- A. SBI Pension loan and Top-up loan.
- B. Jai Jawan Pension Loan.
- C. Pension loan to coal mines provident fund (CMPF) Pensioners
- D. YONO (Lotus project) - PAPL – Pre Approved Pension loan (PAPNL).
- E. SBI Pension loan scheme: Pension loan to pensioners of PSUs/Treasuries.

Yours faithfully,

-Sd/-
(Ajay Kumar Khanna)
Chief General Manager
(Personal Banking)

MASTER CIRCULAR PENSION LOANS



State Bank of India
Personal Loan Department
Personal Banking Business Unit
Corporate Centre
Mumbai

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Introduction:

Branches maintaining pension accounts and paying pensions to the retired employees of the Central, State Governments., SBI and PSUs whose Pension Payment Orders (PPOs) are maintained with our Bank as well as maintained at Treasury/PSUs can extend financial assistance to them to meet their personal expenses, on fulfilling the eligibility criteria. Loans may also be granted to the deceased pensioner's spouse who has been sanctioned a family pension after death of the pensioner. Further, Bank is extending loans to certain organizations like Coal Mines Provident Fund (CMPF) pensioners. These loans can be applied through Branch channel/online through OCAS. Pre-approved customers can also avail these loans through YONO digitally in 4 clicks.

A. SBI PENSION LOAN: (Product Code 6451-4011)

1. Eligibility Criteria:

A. Pensioners:

- a) All Central, State Government pensioners, and SBI Pensioners whose pension accounts are with us and their PPOs are maintained by Centralized Pension Processing Centre (CPPC) of SBI.
 - b) Pensioners whose pensions are disbursed by Govt. Treasuries by cheques drawn in favor of our branches as per mandate of the pensioner are also eligible subject to the following conditions:
 - i. The original Pension Payment Order (PPO) remains in the custody of the treasury and the pensioner gives a mandate to the Treasury for payment of pension through a particular branch of a Bank.
 - ii. The pensioner concerned furnishes an irrevocable undertaking that he will not amend his mandate to the Treasury to pay his pension from the branch, during the currency of a loan availed by him from SBI.
 - iii. The Treasury concerned consents in writing that it will not accept any request from the pensioner to transfer his pension payment to any other bank/Branch till an NOC is issued by the Bank.
- Obtention of consent in writing mentioned in Para 2.A.b.iii can be waived with the following conditions:

Particular	Revised Norms
PPOs maintained by respective Treasuries. (Product code 6450-4239 for treasury pensioners)	<ul style="list-style-type: none">i) CIBIL score of pensioner to be more than 650 (-1 may be considered in case of no credit history).ii) RSM Score in LOS to be more than 45 (Grade 1 to Grade 6), as against the clear sanction of more than 40 (Grade 1 to Grade 7).iii) A premium of 50 bps to be charged over the applicable card rate is applicable.iv) The other two conditions as mentioned in Para 2.b.i & ii above, to be invariably adhered to.

- c) PSU Pensioners who maintains their pension accounts with SBI whereas PPOs are maintained by PSUs themselves are also eligible with certain stipulations mentioned in the specific scheme separately.

B. Family Pensioners:

- i. Family pensioner, i.e., spouse authorized to receive pension after the death of the pensioner are eligible wherever applicable.

2. Loan Amount:

A. For Pensioners:

- Minimum Rs.25,000/=
- Maximum of 18 months' pension with a ceiling of
 - a. Rs.14.00 lacs for pensioners who are up to 72 Years of age.
 - b. Rs.12.00 lacs for pensioners who are above 72 years and up to 74 years of age.
 - c. Rs.7.50 lacs for pensioners who are above 74 years and up to 76 years of age.

EMI/NMP (Net Monthly Pension) not to exceed 50%.

B. For Family Pensioners:

- Minimum: Rs.25,000/-
- Maximum of 18 months' pension with a ceiling of
 - a. Rs.5.00 lacs for pensioners who are up to the age of 72 Years.
 - b. Rs.4.50 lacs for pensioners who are above 72 years and up to 74 years of age.
 - c. Rs.2.50 lacs for pensioners who are above 74 years and up to 76 years of age.

EMI/NMP not to exceed 33%.

3. Margin: NIL

4. **Age and Repayment period:** In EMIs commencing from the pension payable one month after disbursal of loan. The branch will deduct the installment at the time of payment of pension.

For Pensioner:

Age at the time of loan sanction	Repayment Period	Age at the time of full repayment
Up to 72 years	60 months	77 years
More than 72 years and up to 74 years	48 months	78 years
More than 74 years and up to 76 years	24 months	78 years

For Family pensioner:

Age at the time of loan sanction	Repayment Period	Age at the time of full repayment
Up to 72 years	60 months	77 years
More than 72 years and up to 74 years	48 months	78 years
More than 74 years and up to 76 years	24 months	78 years

5. Security:

A. Primary Security: NIL.

B. Collateral Security (Third Party Guarantee):

- For Pensioners: Third party guarantee (TPG) of the spouse eligible for family pension. In the absence of the spouse, TPG of any other family member or a third party worth the loan amount.
- For Family Pensioners: Third party guarantee of a person who has been maintaining a satisfactorily conducted account with the Bank; preferably of the son/daughter of the family pensioner.

6. Facility: Demand Loan

7. Processing Fee:

- Pensioners: 0.50% + applicable GST with a minimum of Rs.500+ applicable GST
- Family pensioners: 0.50%+ applicable GST with a minimum of Rs.250+ applicable GST.
- SBI Pensioners: No processing fee.
- Processing fee to be recovered from the respective pension/savings bank account before disbursement of the loan.

8. Rate of interest: ROI is 3.35 % spread over 2 year MCLR and effective interest rate with no reset.

(Please refer latest circular under Personal Loans for current ROI)

9. Documentation:

- i. Application-cum-Authority Letter as per Annexure-1.
- ii. DP note on COS 228 to be executed by the pensioner in favour of the guarantor and endorsed by the guarantor in favour of the Bank.
- iii. DP Note Take Delivery Letter.
- iv. Copy of PPO or any other document where authentic details of Age of the pensioner and the Spouse are available.
- v. Where the original Pension payment Order remains in the custody of the Treasury and the pensioners gives a mandate to the Treasury for payment of pension through a particular branch of a bank, the following additional documents needs to be obtained:
 - An Irrevocable undertaking from the Pensioner concerned that he will not amend his mandate to the Treasury to pay his pension from the branch, during the currency of a loan availed by him from SBI.
 - A consent in writing from the Treasury concerned that it will not accept any request from the pensioner to transfer his pension account to any other bank/branch till an NOC is issued by the Bank

10. Disbursement: Disbursement of the loan amount should be made by credit to the running Pension account (Savings/ Current Account) of the pensioner.

11. PENSION LOANS RISK SCORING MODEL

Please refer Annexure-B for score card.

12. Checklist for pension loan:

In view of the new instructions/ modifications taken place from time to time, a revised Document-Checklist for Pension Loans is placed as Annexure-B.

13. Pre Sanction Survey: Not stipulated.

14. CIBIL Report: CIBIL report duly verified by sanctioning/processing authority will form the part of the loan documents.

15. Pre-payment penalty: Any prepayment of EMIs in full or in part and closure of account before the end of term will attract the prepayment charges of 3% on prepaid amount. No prepayment/foreclosure charges will be applicable if the account is closed from the proceeds of a new loan account opened under the same scheme.

16. Penal interest: In the event of default in payment of any instalment or any irregularity in the loan account, penal interest at the rate of 2% p.m. over the stipulated interest rate with monthly rests will be charged for the irregular amount and overdue period.

FACILITY FOR AVAILMENT OF LOAN BY DEFENCE AND PARAMILITARY PERSONNEL FROM NON-HOME BRANCH WHOSE PPOs ARE MAINTAINED BY US

Presently Defence and Paramilitary Pensioners [i.e., Pensioners of Armed Forces, including Army, Navy and Air Force, Paramilitary Forces (CRPF, CISF, BSF, ITBP, etc.), Coast Guards, Rashtriya Rifles and Assam Rifles] whose PPOs are held with the Bank are sanctioned Pension Loan under SBI Pension Loan Scheme.

However, at times these pensioners especially those who have retired early are re-employed with some other organizations. These pensioners have to visit their Home Branch to avail Pension Loan. In view of this hardship, it has been decided to permit these pensioners to avail Pension Loan at Non-Home Branch provided undernoted conditions are strictly complied:

Criteria	Guidelines
Place for availment of Loan for Pensioners	<p>While sanctioning this loan, the branch has to ensure that the pension account is opened/ converted as DSP Pensioner/PMSP Pensioner/ ICGSP Pensioner with appropriate customer types and product codes.</p> <p>Loan can be sanctioned at home branch or if he/she is reemployed at any branch at his place of present posting (proof of re-employment and work place has to be submitted).</p> <p>The non-home Branch before processing the loan should invariably login to the Pension Software application to cross check the Pensioner's credentials as given in the PPO, a copy of which is received from the Pensioner before sanction of loan. The operating units should only disburse the loan to the</p>

	<p>pensioner's pension account after tallying from the Pension Software application.</p> <p>The loan account as stated above should only be created under the CIF on which Pension Payment account exists. The operating staff before processing of loan should confirm that there is no existing Pension Loan account under his/her CIF either at Home Branch or any other Branch.</p> <p>By extending Pension Loan to re-employed Defence Personnel at these Non-home Branches, we can get an opportunity to bring in our fold their salary accounts and also to market other Retail products including cross selling.</p>
Disbursement	<p>BY Credit to Savings Bank/Current Account of the Pensioner (Pension Payment Account) even if the loan is sanctioned at non-home Branch.</p> <p>This will safeguard the Bank from any attempt of impersonation and also make aware the Home Branch about sanction of Pension Loan by a particular Non- Home Branch.</p>

C. TOP-UP LOAN

Top-up loan (2nd loan) can be sanctioned to Pensioner and Family pensioner after 1 year of disbursement of the 1st loan provided the 1st loan has been satisfactorily conducted and is regular at the time of sanction of 2nd Loan. There cannot be more than 2 Pension Loans standing in the name of a borrower. However this is subject to the overall EMI/NMP ratio of 50% for Pensioner and 33% for the Family Pensioner. The sum total of outstanding in the 1st loan and limit of 2nd loan in no case should exceed the pensioner's entitlement at the time of avilment of 2nd loan.

An offer letter highlighting the features of this new Scheme sent to all Pension and Family Pension account holders (specimen Annexure-I A & I B) and a top-up loan offer letter to all existing Pension and Family Pension borrowers (specimen Annexure-II A & II B). The Circles are advised to get these specimens translated in the regional languages of their area of operations.

D. JAI JAWAN PENSION LOAN : (product code 6450-2258)

1. **Introduction:**

Pension Loan Scheme for Pensioners of Armed Forces, including Army, Navy and Air Force, Paramilitary Forces (CRPF, CISF, BSF, ITBP, etc.), Coast Guards, Rashtriya Rifles and Assam Rifles etc. whose Pension Payment Order is with us.

Family Pensioners of Defence & Paramilitary Personnel will continue to avail Pension Loan under SBI Pension Loan Scheme.

2. **Purpose:** To meet personal expenses of young Defence pensioners.

3. **Eligibility:** Pensioners of Armed Forces, including Army, Navy and Air Force, Paramilitary Forces, Coast Guards, Rashtriya Rifles, CRPF, BSF, ITBP etc.

4. **Pensions up to the age of 76 years are eligible.**

5. **Loan Amount:**

- Minimum Rs.25,000/=
- Maximum of 36 months' pension with a ceiling of
 - Rs.14.00 lacs for pensioners who are up to 56 Years of age.
- Maximum of 18 months' pension with a ceiling of
 - Rs.14.00 lacs for pensioners who are above 56 years and up to 72 years of age.
 - Rs.12.00 lacs for pensioners who are above 72 years and up to 74 years of age.
 - Rs. 7.50 lacs for pensioners who are above 74 years and up to 76 years of age.

EMI/NMP not to exceed 50%.

6. **Security:**

A. Primary Security: NIL

B. Collateral Security (Third Party Guarantee): Third party guarantee (TPG) of the spouse eligible for family pension. In the absence of the spouse, TPG of any other family member or a third party worth the loan amount.

7. **Facility:** Term Loan

8. **Processing Fee:** No processing fee to be charged.

9. **Rate of Interest:** ROI is 3.35 % spread over 2 year MCLR and effective interest rate with no reset.

(Refer latest Circular under Personal loans for current ROI)

10. **Documentation:** As per SBI Pension Loan scheme

11. **Disbursement:**

Disbursement of the loan amount should be made by credit to the running pension account (Savings/Current Account) of the pensioner.

By credit to savings Bank/Current Account of the Pensioner (Pension Payment Account) even if the loan is sanctioned at non-home Branch. This will safeguard the Bank from any attempt of impersonation and also to make aware the Home Branch about sanction of Pension Loan by a particular Non-Home Branch

12. **Repayment:** In maximum 84 EMIs commencing from the pension payable one month after disbursal of loan through SI, or by debit to the pension a/c for recovery of EMIs.

Age at the time of loan sanction	Repayment Period	Age at the time of full repayment
Up to 56 years	84 months	63 years
More than 56 years and up to 72 years	60 months	77 years
More than 72 years and up to 74 years	48 months	78 years
More than 74 years and up to 76 years	24 months	78 years

13. **Type of Loan:**

Term loan. The loan should strictly be opened under the same CIF on which Pension Payment Account exists.

14. Place for availment of Loan for Pensioners:

Loan can be sanctioned at home branch or if he/she is re-employed at any branch at his place of present posting (proof of re-employment and work place has to be submitted). While sanctioning this loan, the branch has to ensure that the pension account is opened/converted as DSP Pensioner/PMSP Pensioner/ ICGSP Pensioner with appropriate customer types and product codes. The non-home Branch before processing the loan should invariably login to the Pension Software application to cross check the Pensioner's credentials as given in the PPO, a copy of which is received from the Pensioner before sanction of loan. The operating units should only disburse the loan to the pensioner's pension account after tallying from the Pension Software application.

The loan account as stated above should only be created under the CIF on which Pension Payment account exists. The operating staff before processing of loan should confirm that there is no existing Pension Loan account under his/her CIF either at Home Branch or any other Branch.

15. Provision of 2nd Loan:

No provision of 2nd loan. Fresh Loans can be taken after liquidating the first loan only after 12 months. The foreclosure charges will be applicable if the existing loan account is not closed from the proceeds of a new SBI Jai Jawan Fixed Interest Rate Loan availed by him/her.

E. PENSION LOAN TO COAL MINES PROVIDENT FUND (CMPF) PENSIONERS: (Product code 6451-4012)

With a view to increase our market share in Pension Loans, it has been decided to offer Pension Loan to the pensioners of Coal Mines Provident Fund (CMPF). Salient features of the scheme are as under:

S.No.	Parameters	Description
1	Name of the Scheme	SBI Pension Loan to CMPF Pensioners
2	Product Code	6451-4012: MC-DL-PENSION LOAN-CMPF
3	Eligibility	All CMPF Pensioners (Except Family and Children Pensioner) whose pension accounts are maintained with the SBI.
4	Loan Amount	Minimum Rs.25,000/- Maximum: 18 months' Net Monthly Pension (NMP) but not exceeding Rs.3.00 lacs, subject to EMI/NMP not exceeding 50%.
5	Age	Maximum Age at the time of Sanction of Loan : 65 Years
6	Margin	NIL
7	Security	A. Primary : NIL B. Collateral: Third Party Guarantee of a person good for the loan amount who has been maintaining a satisfactorily conducted account with the Bank; preferably spouse/son/daughter of the pensioners.
8	Facility	Demand Loan

9	Rate of Interest (Fixed)	As applicable in case of SBI Pension Loan i.e., 2 Yr. MCLR) + 3.35% (Spread). No Reset of Interest during the currency of Loan. (Please refer Circular under Personal Loans for current ROI)
10	Processing Fee	As applicable in case of SBI Pension Loan i.e., 0.50% of the loan amount + applicable GST, Minimum : Rs.500/- + Applicable GST
11	Risk Mitigation	<p>The following Risk Mitigation measures to be ensured by the loan sourcing/sanctioning Branch and Dhanbad Branch (which is the custodian of PPOs).</p> <p>(a) The loan processing Branch on receipt of the loan application and copy of the PPO from the Pensioner would request Dhanbad Branch to fax/mail the duly certified scanned copy of the PPO and copy of the latest Life Certificate held by them to cross check the genuineness of the PPO, to ascertain the age and to avoid any impersonation. [No loan will be sanctioned unless PPO submitted by the Pensioner is cross checked by the Branch with the certified copy of PPO received from Dhanbad Branch]</p> <p>(b) Once the Pension Loan is sanctioned, the Branch will immediately send a request to Dhanbad Branch for noting in their Master data about availment of Pension Loan.</p> <p>(c) Similarly, once the Pension Loan is liquidated and closed, the Branch will immediately send a request to Dhanbad Branch for un-marking of noting in their Master data about closure of the Pension Loan.</p> <p>To mitigate the risk, a clause in the Agreement between the Bank and CMPF has been added as under: CMPF will not allow shifting of pension account of the pensioner to any other Bank during the currency of the Pension Loan.</p> <p>(d) Further, an irrevocable unstamped undertaking from the pensioner will be taken that he/she will not amend his/her mandate with the CMPF for change in pension payment Bank during the currency of the loan.</p>
12	Authorized Branches	All Branches where the Pension accounts are maintained.
13	Documents	<ul style="list-style-type: none"> • Loan Application –cum- Authority Letter • DP Note to be executed by the pensioner in favor of the guarantor and endorsed by the guarantor in favor of the Bank.

		<ul style="list-style-type: none"> • DP Note Take Delivery Letter • Arrangement Letter • Copy of the PPO certified by Dhanbad Branch • Latest copy of the Life Certificate. • Undertaking - Other Deductions(SOP Annex-CMPF-I) • Irrevocable Unstamped Undertaking (SOP Annex CMPF-II) • Advice for Not Permitting Shifting of Pension A/C to CMPF (SOP Annex-CMPF-III) • Request for Marking/Noting In Master File(SOP Annex CMPF-IV) • Confirmation of Noting in Master File received from Dhanbad Branch (SOP Annex-CMPF-V)
14	Disbursement	Disbursement of loan to be made by credit to the existing Savings/Current Account of the pensioner.
15	Repayment	i) As applicable to SBI Pension Loan, in 60 EMIs, commencing after one month of the disbursal of the loan. ii) The Branch will deduct the installment by set-up of SI between Pension payment account and the Pension loan account. iii) The date of SI towards EMI to be set coinciding with the date of Pension disbursement.

2. All other terms and conditions as applicable to SBI Pension Loan Scheme will be applicable under the "SBI Pension Loan to CMPF Pensioners Scheme".

3. Detailed Standard Operating Procedure (SOP) document is enclosed (Annexure-A), which should be read as part of the Circular and the process thereof is meticulously followed by the operating functionaries.

F. RETAIL ASSET CREDIT CENTRE (RACC) – HUB & SPOKE MODEL ROLE SANCTIONING ENTITIES FOR TEMPLATED LOANS (XPRESS CREDIT & PENSION LOANS): CLARIFICATION

Please refer to e-Circular No. NBG/ABU/BP-RACC/2/2018 - 19 dated 17 Sep 2018 issued by Agri Business Unit, Corporate Centre on the implementation of Retail Asset Credit Centre (RACC) model. Process Flow for Spoke/ Hub Branches for processing/ sanction and disbursal of the templated loans has been defined in Standard Operating Procedure (SOP) page no. 8 for templated loans (Xpress Credit & Pension Loans).

2. In this connection we further clarify as under:

- i). Proposals within the sanctioning powers of the Hub/ Spoke/ Campus/ Captive branches will be sanctioned and disbursed at the branches itself.
- ii). Proposals beyond the powers of the above branches to be sent to RACC if the branch is linked to RACC and the proposals fall within the financial delegation of RACC.
- iii). In other cases, i.e. a. Proposals beyond the powers of RACC &
b. Proposals beyond the powers of branches which are not linked to RACC, will be sent to RBOs directly for sanction, as is being done presently.

iv. Unlike Agri & SME Loans, Personal Segment Templated loans such as Xpress Credit & Pension loans, have a TAT of 1-3 days. Respective RBO being the Controller of RACC, are advised to therefore, ensure that the Pre-Sanction Survey (where applicable) is carried out on the same day and the loan is processed and disbursed within the permissible TAT, invariably.

G. YONO (Project Lotus Initiative): PERSONAL BANKING ADVANCES: PAPL INCLUSION OF PENSION LOANS AS PRE-APPROVED PERSONAL LOAN ON YONO PLATFORM:

A new digitized unsecured personal loan product 'Pre Approved Personal Loan' was introduced on YONO platform vide Circular no- NBG/PBU/PL-PERLOANS/39/2017 - 18 dated 6th November 2017. In view of the encouraging response for the Bank's maiden digital product and to increase our penetration in digital platform, it has now been decided to offer Pension Loans up to Rs.2,50,000/- in the pre-approved format.

2. Key Features of the Product:

- Pension loans upto Rs. 2.5 lakhs will be offered as Pre-approved Loans in addition to existing PAPL upto Rs.2 lakhs.
- Simplified 4 click process for availing loan through app/portal with instant disbursement.
- End-to-end digitized process (no branch visits and no documentation).
- The eligible customers will be pre-selected on the basis of the analytic engine. Rule engine based loan offers to different categories of existing P-segment Customers.
- In case, a customer is eligible for more than one product out of all the digital products, he/she will be offered the product with the highest eligibility under PAPLs.
- Pitching of the offers through SMS, e-mail and push notifications to the eligible Customers.
- The SOP in this regard is attached as Annexure-III.

3. ELIGIBILITY CRITERIA for PRE-APPROVED PENSION LOANS

Sr. No.	Parameters	Details
1	Purpose	Any personal purpose other than speculative purposes.
2	Eligibility	Bank's existing customers will be pre-selected for this product offering based on following eligibility criteria: <ul style="list-style-type: none">• Customer's PPOs must be with Bank; Treasury & family Pensioners are not eligible.• Account should be in single/joint name.• Residential Status of the Customer should be "Resident Indian."• Account should be KYC compliant.• Any of Aadhaar/ Voter ID / Passport / Driving License/PAN should be available at CIF.

		<ul style="list-style-type: none"> Age of the customer should be less than 66 years. There should not be any existing Pension account under the CIF None of the existing loan accounts under the CIF should have SMA 2 and above. None of the existing loan accounts under the CIF had been NPA in last 12 months. None of the existing loan accounts of the customer any Bank/Financial Institutions <i>should have</i> been NPA (i.e. DPD>90 days) in last 12 months. There must be at least one credit every month for last 12 months <p>The pre-selected customers will be intimated about their eligibility / selection for PAPL through SMS/ email/ pop-up messages/ in-app notifications/the offer section of Internet Banking.</p>
3	Nature of Facility/ Product code	<p>Term Loan</p> <p>64504215-MC-TL-PRE-APROVD-PEN-LOAN</p>
4	Availability of the Facility	PAPNL is available only through "YONO" App/ "yonosbi.com" Portal. The loan account will be parked in the Home Branch (which maintains the Savings Account considered for PAPL eligibility)
5	Loan Amount	<p>Minimum Limit: ₹ 25000/-</p> <p>Maximum Limit: 18 times NMP subject to maximum of ₹2,50,000/-</p> <p>Subject to EMI/NMP ≤50%</p> <p>NMP= Median of Monthly pension amount for last 6 months</p>
6	Loan Tenure	Maximum: 60 months or (70Years- Age of customer(Years and Months) as on Quarter end date of data extraction i.e. 31st March, 30th June, 30th September, 31st December) in months whichever is lower Subject to EMI/NMI ≤ 50%
7	Rate of Interest	3.35% above 2 year MCLR with no reset (currently 8.35%) effective rate 11.70%
8	Security	Nil (Unsecured Loan)
9	Processing Fee	Rs 1000/-+ Applicable Tax
10	Moratorium	Not Applicable
11	Repayment	<ul style="list-style-type: none"> The Loan will be repayable by way of EMIs. Standing Instruction (SI) for EMI payment will be automatically set up on Savings Bank Account of the customer. Loan Account will be closed / pre-closed by the Home Branch after recovering residual dues from the Customer's Savings/ Current Account.
12	Penal Interest	<ul style="list-style-type: none"> If the irregularity in loan account exceeds EMI, a penal interest at 2% p.m. (over and above the applicable rate of interest) will be charged on the overdue amount for the period of default. If part instalment EMI remains overdue, no penal interest will be charged.
13	Pre-payment Penalty	No pre-payment or part-payment penalty applicable.

14	Number of PAPLs availed	<ul style="list-style-type: none"> Only one PAPNL can be availed at any point of time. Multiple PAPNLs are not permitted even if a customer has availed lower loan amount than their eligibility/loan offered. In case the loan account is closed before any of the quarter's end, a customer will not be eligible for taking a new loan till the start of next calendar quarter, which will also be subject to their eligibility for PAPNL/PAPL facility in the subsequent quarter(s).
15	Validity of Offer	<p>The offer to the pre-selected customers will be valid till the end of Calendar Quarter in which they are offered the loan.</p> <p>The list of Accounts pre-selected for this offer will be dynamic and a new list will be prepared on quarterly basis based on the eligibility criteria as stated above. The new list will be updated at the backend every calendar quarter so that all ineligible account holders, who may be previously eligible, are removed from the list.</p>
16	RSM	As per extant Score card applicable for Pension Loan
17	Documentation	<p><i>The acceptance of Terms & Conditions of loan, as listed on the App/ Portal screen will be obtained digitally, by ticking the check box by the customer.</i></p> <p><i>No physical documents will be exchanged between the Customer & the Bank.</i></p>

H. SBI Pension loan scheme: Pensioners of PSUs (product code 6450-4240)

As per the feedback from various Circles, and also keeping in view the availability of abundant untapped potential of quality business from retired employees from State PSUs (eligible under Xpress Credit Scheme) where PPOs are maintained by the PSUs themselves, it has been decided to modify our Pension Loan scheme as under:

Particular	Norms
Pensioners of PSUs whose PPOs are maintained by PSU themselves. Product code 6450-4240	<p>* Pensioners of all such PSUs will be extended Pension Loans which are already covered under our Xpress Credit scheme, subject to approval of PSU by CGM (Circle).</p> <p><i>In case of Loss-Making state PSU not covered under Xpress Credit scheme & enough potential is available for Pension Loans, approval to be obtained from DMD (RB) as in Xpress credit Scheme.</i></p> <p>* Once the PSU is approved by CGM (Circle), the details of the PSU will be advised to PBBU, Corporate Centre for necessary incorporation in LOS.</p> <p>* All such loans will be sanctioned subject to following stipulations:</p> <ol style="list-style-type: none"> RSM Score in LOS to be more than 45 (Grade 1 to Grade 6), as against the clear sanction of more than 40 (Grade 1 to Grade 7). The pensioner concerned will furnish an irrevocable undertaking that he will not amend his mandate to the PSU to pay his pension from that

	<p>branch, during the currency of a loan availed by him from SBI.</p> <p>c. Regarding obtention of consent/undertaking from the PSU's Pension Disbursing Authority, there may be two scenarios:</p> <p>Scenario 1: In case, the PSU concerned consents in writing as per para 2.b.that it will not accept any request from the pensioner to transfer his pension payment to any other Bank/ Branch till a NOC is issued by our Bank/ Branch, the proposal to be treated at par with Treasury Pensioners with NOC. Applicable ROI to be 335 bps above 2-yr MCLR (8.35%) i.e. 11.70% at present (with no reset).</p> <p>Scenario 2: In case the PSU does not give a written consent as mentioned above, CIBIL score of pensioner should be more than 650 for consideration under the scheme (-1 may be considered in case of no credit history) & a premium of 50 bps to be charged over the card rate. Applicable ROI to be 385 bps above 2-yr MCLR (8.35%) i.e. 12.20% at present (with no reset).</p> <p><u>Details of such loan and the undertaking received from the Pensioner is to be advised to concerned PSU invariably.</u></p>

All other terms & conditions as stipulated under Pension Loan scheme will strictly be applicable.

Appendix: Master Circular

List of Circulars consolidated in the Master Circular-Pension Loans

S No.	Date	Circular No	Subject
1.	22.11.2005	NBG/PBU/PL-PENSION/15/2005 - 06	Loan Scheme for Pensioners
2.	23.06.2006	NBG/PBU/PL-JAI JAWAN/15/2006 -07	Jai Jawan Pension loan for Young Defence Pensioners
3.	11.07.2009	NBG/PBU/PL-PENSION/5/2009 - 10	SBI Loans to Affluent Pensioners
4.	01.08.2009	NBG/PBU/PLPENSION/7/2009 - 10	SBI Loans to Affluent Pensioners – Product Code
5.	10.08.2009	NBG/PBU/PLPENSION/8/2009 - 10	SBI Loans to Affluent Pensioners – Corrigendum
6.	04.10.2014	NBG/PL-PERLOANS/41/2014-15	SBI Loans to pensioners and introduction of top-up loan
7.	09.10.2014	NBG/PL-PERLOANS/42/2014-15	SBI Loans to pensioners and introduction of top-up loan modification
8.	09.11.2015	NBG/PBU/PL-PENSION/44/2015-16	Facility for DSP and PMSP pensioners to avail pension loans non-home branch whose PPOs maintained by us.
9.	11.05.2016	NBG/PBU/PL-JAI JAWAN/15/2016 - 17	Jai Jawan pension loan modifications.
10.	11.08.2016	NBG/PBU/PL-PERLOANS/42/2016 - 17	UPL revised scoring model for unsecured loans.
11.	31.08.2016	NBG/PBU/PL-PERLOANS/45/2016 - 17	Scoring model modifications.
12.	22.12.2016	NBG/PBU/PL-PENSION/66/2016 - 17	Pension loan to coal mines provident fund (CMPF) pensioners.
13.	08.10.2018	NBG/PBU/PL-PERLOANS/39/2018 - 19	Retail Asset Credit Centre (RACC) – Hub and Spoke model role sanctioning entities for templated loans (Xpress credit & Pension loans): Clarification.
14.	11.10.2018	NBG/PBU/PL-LOS/41/2018 - 19	Revised scoring model.
15.	13.12.2018	NBG/PBU/PL-PERLOANS/48/2018 - 19	YONO (Project Lotus Initiative): Personal Banking Advances: PAPL, Pension Loans as pre-approved personal loan on YONO platform.
16.	03.04.2019	NBG/PBU/PL-pension/1/2019 - 20	SBI Pension loan scheme: Pension loan to Treasury pensioners and pensioners of PSUs
17.	15.04.2019	NBG/PBU/PL-PENSION/3/2019 - 20	New product code for treasury and psu pensioners.
18.	13.06.2019	NBG/PBU/PL-PERLOANS/16/2019 - 20	Document checklist for pension loan

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APPLICATION-CUM-AUTHORITY LETTER

The Branch Manager
State Bank of India
.....Branch

Dear Sir/Madam,
Loan Scheme for Pensioners
Pension Account No..... of
Shri/Smt

This has reference to my pension account No..... with your Branch. Please grant me a Demand Loan of Rs..... (Rs..... only) under 'SBI Loan to Pensioners / Jai Jawan Pension Loan' to enable me to meet certain personal expenses. Details of my monthly income etc. are given hereunder:

- a) Details of Monthly Income: From Pension (i):
From other Sources (ii):
Total (i+ii):

b) **Details of other accounts:**

	with	Account No.	Amount (Rs.)
i)	SBIBranch	Rs.
ii)	SBIBranch	Rs.
iii)
iv)

2. I undertake to repay the proposed loan together with interest at the rate applicable, which is currently% above 2 YEAR MCLR without reset, effective current rate of interest% p.a. at monthly rests, inEquated Monthly Installments (EMI), commencing from the month of200.....

I also understand that the amount of EMI is only a notional amount fixed on the basis of the current rate of interest and any charges debited to the account during the currency of loan will be liable to liquidate residual amount, if any, remaining outstanding in my Demand Loan account, after the aforesaid repayment period.

3. I hereby authorize you to recover the amount of equated monthly installment of Rs. from the pension payable to me every month.

4. I also give an undertaking hereby to not to revoke this authority to recover the EMIs from my pension till whole of the amount of loan together with interest etc. has been fully recovered by the Bank.

5. In the event of any default owing to my death, incapacity or any other reason for that matter, I hereby authorize you to adjust and set off the entire amount or amount of default as deemed fit by the Bank, from any of the accounts maintained by me with the Bank.

Signature

Full Name:..... Date of Birth

Residential Address:

PIN: Tel. No:

Office Address:

Place: Date:

FOR OFFICE USE ONLY

i)	Monthly Pension Payable (Net) :	Rs.....
ii)	Effective Rate of interest :% p.a. with monthly rests.
iii)	a)	Pensioner
		Eligible Amount (Maximum) (a) As per age and No. of times or (b) EMI/NMI (based on age and repayment period)
		Rs.
	b)	Family Pensioners
		a) As per age and No. of times or b) EMI/NMI (based on age and repayment period)
		Rs.
iv)	Amount of Loan requested :	Rs.
v)	Loan repayable in :no. of EMIs
vi)	Equated Monthly Installment :	Rs.

Sanctioned a Demand Loan of Rs..... (Rupees) to Shri/Smt.....to be repaid in EMIs of Rs. each, recoverable from monthly pension payable in his/her account No.....

A suitable note for recovering the amount of EMI beginning from the month of has already been taken in the relevant records.

Recommending Authority

Sanctioning Authority

IRREVOCABLE UNSTAMPED UNDERTAKING FROM PENSIONER

To,
The Branch Manager,
State Bank of India,

.....

.....

(Address of the Loan Sanctioning Branch)

Dear Sir /Madam,

**SBI PENSION LOAN TO PENSIONERS
IRREVOCABLE UNSTAMPED UNDERTAKING**

**PENSION ACCOUNT No..... PPO No: in the
name of Pensioner Shri.....**

With reference to my application for sanction of loan under SBI PENSION LOAN/JAI
JAWAN PENSION/PSU Scheme, I hereby undertake

- i). NOT to transfer/ shift my Pension Account to any other Branch of SBI or to any other Bank during the currency of my Pension Loan at your Branch.
- ii). NOT to amend the mandate given for deduction of amount of monthly repayment towards loan granted to me by your Branch.

Yours faithfully,

(Signature of the applicant)

Date:

Name:

Address:

.....

ADVICE FOR NOT PERMITTING SHIFTING OF PENSION A/C

From
The Branch Manager,
State Bank of India,

To
The Pension Disbursing Officer,

.....
.....

.....
.....

Madam/ Dear Sir,

**SANCTION OF SBI PENSION LOAN TO PENSIONERS
ADVICE FOR NOT PERMITTING SHIFTING OF PENSION A/C**

**PENSION ACCOUNT No..... PPO No: in the
name of Pensioner Shri.....**

We would like to advise that on the request of the abovementioned customer, Pension Loan of Rs.....under the abovementioned Pension Loan scheme of the Bank has been sanctioned to Shri..... The Standing Instruction (SI)/Electronic Clearing System (ECS) mandate for monthly repayment (EMI- Equated Monthly Instalment) of Rs..... towards the loan has been set up as under:

Debit Pension A/c: (maintained with our.....Branch)
Pension Loan A/c: (maintained with ourBranch)

2. As per the Agreement between the Bank and CMPF, kindly note not to permit shifting of Pension Account of the abovementioned pensioner to any other Bank/Branch of SBI during the tenor of the said Pension Loan/till the said loan is fully repaid.

Yours faithfully,

Signature of the Officer/Branch Manager
Date:

STANDARD OPERATING PROCEDURE(SOP)
FOR SANCTION OF PENSION LOAN TO CMPF PENSIONERS
TO BE ADOPTED BY THE BRANCHES MAINTAINING PENSION ACCOUNTS

Name of the Scheme: SBI Pension Loan to Coal Mines Provident Fund (CMPF) Pensioners

A	Sourcing of Proposal	
Sr. No	Activity	Steps
1	Lead Generation	Direct lead (CMPF Pensioners directly visit the Branch for loan) or sending pre-approved sanction letter to the CMPF pensioners by the Home branch.
2	Pensioner Identification	i) Ensure that fully KYC compliant Pension account is maintained at the Branch and pension is regularly being credited in the account ii) Ensure that disbursement of Pension is being done centralized by DHANBAD Branch. iii) Ensure that the pensioner meets the eligibility criteria.
3	Meeting with Pensioner	i) Meet the pensioner on the appointed day, ii) Explain the sanction process and handover the check list of documents required as per the scheme. iii) Market insurance products such as PAI, Health insurance to cover the risk of the Pensioners as a value added service iii) The applicant should also be advised that a suitable Third Party Guarantee would be required.
4	Documents Collection (refer Point # for standard format)	i) Duly filled in Application-cum-Authority Letter (Format as per Annexure: PL 16 of Chapter – F of Part – 10 of e-MANUAL ON LOANS AND ADVANCES). Please use the format by making suitable changes. ii) Copy of PPO issued by the CMPFO. iii) Obtain KYC documents self-attested by the pensioner and the guarantor for the loan. iv) Undertaking from applicant regarding other deductions/ loans (Format as per Annexure: CMPF I). v) An irrevocable unstamped undertaking from the pensioner that he/she will not amend his/her mandate with the CMPF for change in pension payment bank/branch of SBI during the currency of the loan (Format as per Annexure: CMPF II).
5	Scrutiny and verification of KYC, Employment details & Income documents	Check whether : i) ID proof/address proof (KYC)/ income documents are as per check list. ii) Check the age and regularity in payment of pension. iii) Photocopies are self-attested by the applicant and signature tallies with that on application.

		<p>iv) Copies of documents verified with original under authentication.</p> <p>v) Obtain scanned certified copy of the PPO and latest life certificate of the applicant from Dhanbad Branch to cross check the genuineness of the PPO and other details to ascertain the age and to avoid impersonation (No loan will be sanctioned unless PPO submitted by the Pensioner is cross checked by the Branch with the certified copy of PPO received from Dhanbad Branch)</p>
6	Preliminary Assessment on the basis of Income Proof	<p>Check Net Monthly pension of the applicant and calculate the maximum eligible loan amount as per the CMPF pension Loan scheme and the EMI/NMP ratio after including any existing EMI. Derive the maximum loan eligibility.</p> <p>The net amount of pension is to be ascertained from transactions in the account in which pension is being credited.</p>
7	CIBIL/CIS Report	> CIC report/ s should be taken from LOS. It should be ensured that correct data i.e. Name, PAN/ AADHAR No, DOB, Telephone number and address is punched.
Further Steps , if proposal is found to be primarily acceptable:		
8	Pre-Sanction Survey(PSS)	<p>i) Ensure PSS by verification of Residence of the pensioner by Bank Official or Verification Agency</p> <p>ii) Verify whether the report is positive</p> <p>iii) Cross check details of the documents submitted with the contents of pre sanction report</p>
B	Processing of Proposal in LOS	
9.	Sourcing	<p>Booking of New loan in LOS in CAS: Retail->Intray->CMPF Pension Loan-> New Application.</p> <p>Use Sourcing, Applicant and Scheme details screens and update following details i.e. Branch Code, Referral Group, Referral Code, Sourcing Official's Name and PF Number, Loan Amount, Scheme Name,</p>
10	Quick Data Entry-QDE	<p>Choose in CAS : Retail->Intray-CMPFO Pension Loan-> Quick data entry</p> <p>Enter applicant's details using following screens :</p> <p>(i) Personal details of the Applicant :</p> <ul style="list-style-type: none"> All mandatory fields are to be filled. Non-mandatory fields, which are relevant to the CMPF Pension Loan to be filled. These fields are important for generation of correct score under Risk Scoring Model. <p>(ii) Income & Liability Details :</p> <ul style="list-style-type: none"> Gross monthly income as well as Net monthly income after deductions to be given. Details of obligation in respect of existing loan is to be given and box "Consider for obligation" is to be ticked, in case there

		<p>is any existing loan. This is essential for generating EMI/NMI ratio and establishing stability of income.</p> <p>(iii) Document collection Details:</p> <ul style="list-style-type: none"> • List of all the documents collected to be captured using Documents Collection screen. • After preparation of list, details of each document /child document are to be entered. <p>iv) Note Pad:</p> <ul style="list-style-type: none"> • All relevant information relating to proposal which is not captured in LOS should be given in Note Pad ie <ol style="list-style-type: none"> 1. Major observations in Pre sanction survey 2. Details of deviations taken 3. Observations in CIBIL/CIC report if any. <p>(vii) Change Stage :</p> <ul style="list-style-type: none"> • Using Change Stage option proposal is sent to next stage in the loan processing workflow. <p>(viii) De-dupe referral:</p> <ul style="list-style-type: none"> • Choose in CAS : Retail->Intray->CMPF Pension Loan-> De-dupe referral. • View and verify the details of the duplicate applications/ matched cases displayed.
	<p><i>Take decision on the basis of De-dupe result to Approve or Reject the loan application. If Approved, proposal will move to next stage.</i></p>	
11	Generation of CIBIL/CIC report/s	<p>i). Generate CIBIL report, if not already generated outside LOS.</p> <p>ii). Verify PAN, Name, DOB and address appearing in Credit Information Report.</p> <p>iii). Delinquencies/settled/written off accounts to be dealt with as per Bank's extant instructions.</p>
12	Processing-Detail Data Entry (DDE)	<p>After detailed scrutiny of application & documents and processing of the proposal, choose in CAS : Retail->Intray->CMPF Pension Loan-> Detail Data Entry.</p> <p>Update details entered at QDE stage or enter/modify demographic details in the under noted screens:</p> <p>(i) Updating Demographic details:</p> <ul style="list-style-type: none"> • Personal • Address • Work details • Income/liability Financial details • CIF details • Financial details • Current Assets

		<ul style="list-style-type: none"> • Misc Information <p>(ii) Update other details using under noted screens:</p> <ul style="list-style-type: none"> • Loan details • Note pad • Check list • MIS details • Document printing • Application History <p>Important points to be remembered as under:</p> <p>(i) Repayment Schedule to be generated and print out of the same to be taken. If printout is not taken the same will not be available elsewhere.</p> <p>(ii) RSM should be verified and if the score comes under Indeterminate Range, explore credit enhancement or obtain deviation from competent authority.</p> <p><i>After reviewing the result of the scoring referral, take decision to Approve or Reject the loan application. If Approved, proposal will move to next stage.</i></p> <p>Field Investigation Initiation(FII)</p> <ul style="list-style-type: none"> • To initiate the investigation process go to-> LOS -> Retail->Intray-> CMPF Pension Loan-> Investigations Initiation • Name of the verification agency can be selected to whom investigation assigned. <p>Field Investigation Verification(FIV)</p> <ul style="list-style-type: none"> • For Investigation Verification process go to-> LOS -> Retail->Intray-> CMPF Pension Loan-> Investigations Verification • Enter Residence, Office and Business verification details received. <p>Field Investigation Completion (FIC)</p> <ul style="list-style-type: none"> • Go to-> LOS -> Retail->Intray->CMPF Pension Loan-> Investigation->Completion • Analyze the FI details and take decision. • View and Appraise FI result. <p><i>After reviewing the result of investigation, take decision to Approve or Reject the loan application. If Approved, proposal will move to next stage for Underwriting.</i></p>
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13	Sanctioning-Underwriting	<p>Process work flow for underwriter is as under :</p> <ul style="list-style-type: none"> • Review application details. • Review referral results. • Review Investigation results. • Review credit approval memorandum. • Review post sanction document. • Review deviations and risk mitigate risk. • Appraise loan application. • Forward the application to other user for further verification or for sanction, if beyond the delegated powers. • Stage reversal (if any error exists in data entry stage, it can be referred back to the QDE/ DDE operator). • Approve or Reject the application.
	<p><i>If the Underwriter approves the loan, applicant is informed about the decision through system generated SMS or over phone and details are transferred to next stage for Post Sanction Documentation (PDOC), Opening of Loan Account and disbursement.</i></p>	
14	Post Sanction Document (PDOC)	<p>For updating Loan details and generation of list of documents, Post Sanction Document screen in LOS will be used as under :</p> <p>CAS menu: Retail->Intray-> CMPF Pension Loan -> Post Sanction Document.</p> <p>Following activities have to be completed :</p> <ol style="list-style-type: none"> 1. From the drop down option: documents to be selected which are required to be collected from applicant. 2. Loan details can be updated using loan detail screen 3. Entering instrument details. From drop down option instrument is to be selected by which the applicant will pay the instalments and details to be entered. 4. Enter documents execution details using Scheduling Documents Execution Detail screen. 5. Documents submitted are to be verified in the presence of applicant in pre-scheduled time and place. The documents that pass this stage of verification are referred to as "executed documents".
15	(i)Account Opening in LOS	<p>i)After the loan application is processed successfully and has passed the PDOC stage, the loan account to be opened in LOS and updated in CBS: Miscellaneous -> CIF/ Account Creation</p> <p>ii) CIF creation is not required as CMPF Pension loans are sanctioned to the existing customers having pension account with us.</p> <p>iii)Account Creation</p>

		Additional Account Detail (It is must to avoid CCDP errors) The operating staff before processing of loan should confirm that there is no existing Pension Loan account under his/her CIF either at Home Branch or any other Branch.
	(ii) Account updation in CBS	Maker/Checker is required for updation of Loan account The official who has created account in LOS can refer the account in CBS to another teller of same capacity. The Teller to whom the account is referred should acknowledge the account
16	Repayment Mode	To be repaid in 60 EMIs commencing after one month of the disbursement of the loan, SI set-up for recovery of EMIs is mandatory in CMPF Pension loans and hence, CBS will not allow disbursement of loan unless SI is set-up. Ensure that date of SI towards EMI to be set coinciding with the date of disbursement of pension.
C	Execution of Documents and Disbursement	
17	Documentation	<p>List of major documents to be executed/obtained are as under:</p> <ul style="list-style-type: none"> • Application-cum-Authority letter (Format as per Annexure: PL -16 of <i>Chapter – F of Part – 10</i> of MANUAL ON LOANS AND ADVANCES. Please use the format by making suitable changes) • Arrangement Letter • DP Note to be executed by the pensioner in favour of the guarantor and endorsed by guarantor in favour of the Bank • DP Note Take Delivery Letter • Undertaking from Borrower regarding other deduction/loans (Format as per Annexure: CMPF-I) • Check-list generated through LOS should be kept with the document • An irrevocable unstamped undertaking from the pensioner that he/she will not amend his/her mandate with the CMPF for change in pension payment bank/branch of SBI during the currency of the loan (Format as per Annexure: CMPF-II) • Copy of the Letter to CMPF for Non-shifting of pension of the loan during currency of the Pension Loan. (Format as per Annexure: CMPF-III) • Copy of the letter sent to Dhanbad Branch for noting of in their Master file (Format as per Annexure: CMPF-IV) • Confirmation of Noting in Master File received from Dhanbad Branch (Format as per Annexure: CMPF-V) • Copy of the PPO certified by Dhanbad Branch • Latest copy of Life Certificate
18	Disbursement	Disbursement of loan should never be done in cash. It should be transferred to the Pension (Deposit) account of the borrower.

19	Processing fee	Processing fee will be recovered on the loan amount as per the prescribed rate.
D	Post Sanction Activities	
20	Sending letters to CMPFO/Dhanbad Branch	<ul style="list-style-type: none"> The Branch is required to advise to CMPF immediately after sanctioning of loan so that CMPF will not allow shifting of pension account to any other Bank during currency of the Pension Loan (Format as per Annexure: CMPF-III) Branch to immediately send a letter to Dhanbad Branch requesting them for noting in their Master Data about avilment of pension loan and advise CMPF accordingly (Format as per Annexure: CMPF-IV) Similarly once the pension loan is liquidated and closed, Branch to immediately send a request to Dhanbad Branch for unmarking of noting in their Master File (Format as per Annexure: CMPF-VII)
21	Post-sanction Inspection	Post-sanction Inspection is required to be done within a week of the accounts being classified as RG "3.
E	ACTIVITIES TO BE DONE AT DHANBAD BRANCH	
22	i) Provide certified copy of PPO ii) Noting in Master File iii) Confirmation of noting in Master file iv) Advice to CMPFO v) Cancellation of noting in Master File vi) Confirmation of cancellation of Noting to Disbursing Branch vii) Advice of closure of loan to CMPFO	i). To provide certified copy of the PPO and latest life certificate immediately on request of the account maintaining branch. ii). Immediate noting on the Mater file about avilment of pension loan once loan is sanctioned and advised by the Loan disbursing Branch. iii). To send confirmation of noting in Master File to Loan Disbursing Branch (Format as per Annexure: CMPF-V). iv). Advising CMPF authorities of avilment/disbursement & for not shifting of pension account to any other Bank /branch of SBI during the currency of the Pension Loan (Format as per Annexure: CMPF-VI). v). To unmark the noting in Master file after Loan Disbursing Branch advises about liquidation and closure of the pension loan. vi). To confirm cancellation of Noting to the loan Sanctioning/Disbursing Branch by way of letter (Format as per Annexure: CMPF-VIII). vii). To advise CMPFO about liquidation/closure of loan account by way of letter (Format as per Annexure: CMPF-IX).

F	Specimen/Format of Letters & Undertaking etc(Annexed hereto)			
	To be sent by	To be Sent to	Purpose in Brief	Annexure Index No
i	Pensioner	LSB*	Undertaking - Other Deductions/Loans etc.	CMPF I
ii	Pensioner	LSB*	Irrevocable Unstamped Undertaking	CMPF II
iii	LSB*	CMPFO^	Advice For Not Permitting Shifting of Pension A/C	CMPF III
iv	LSB*	Dhanbad Br	Request For Marking/Noting in Master File	CMPF IV
v	Dhanbad Br	LSB*	Confirmation of Noting In Master File	CMPF V
vi	Dhanbad Br	CMPFO^	Advice For Not Permitting Shifting of Pension A/C	CMPF VI
vii	LSB*	Dhanbad Br	Request For Un-Marking/Cancellation of Noting in Master File	CMPF VII
viii	Dhanbad Br	LSB*	Confirmation of Successful Un-Marking/Cancellation Of Noting in Master File	CMPF VIII
ix	Dhanbad Br	CMPFO^	Advice of Liquidation/Closure of Loan	CMPF IX

*LSB: Loan Sanctioning Branch.

^CMPFO: Coal Mines Provident Fund Officer

UNDERTAKING - OTHER DEDUCTIONS/LOANS AVAILED OF BY THE PENSIONER

To,
The Branch Manager,
State Bank of India,

.....

.....

(Address of the Loan Sanctioning Branch)

Dear Sir,

SBI PENSION LOAN TO CMPF PENSIONERS**UNDERTAKING - OTHER DEDUCTIONS/LOANS AVAILED OF BY ME**

PENSION ACCOUNT No..... PPO No: in the name of CMPF Pensioner Shri.....

With reference to my application for sanction of loan under your SBI PENSION LOAN TO CMPF PENSIONERS Scheme, my monthly statement of deductions towards all loans availed of by me, as on date, are as under:

Sr. No.	Details of Loan	Loan availed from(Bank/Financial Institute)	Amount deducted towards loan a/c (Rs.)
		TOTAL	Rs.

2. I further advise that I have guaranteed the loan(s) as per details hereunder:

Sr. No.	Name of the Borrower	Loan granted by(Bank/Financial Institute)	Amount of loan (Rs.)
		TOTAL	Rs.

3. I confirm that my total liability towards repayment of all loans is restricted to what is mentioned in the above table. I further undertake to intimate/advise you if I apply for any other loan(s) and/or submit guarantee for the loan availed by any other person with any Bank/Financial Institution, in future.

Yours faithfully,

(Signature of the applicant)

Date:

Name:

Address:

.....

IRREVOCABLE UNSTAMPED UNDERTAKING

To,
The Branch Manager,
State Bank of India,

.....

.....

(Address of the Loan Sanctioning Branch)

Dear Sir /Madam,

**SBI PENSION LOAN TO CMPF PENSIONERS
IRREVOCABLE UNSTAMPED UNDERTAKING**

**PENSION ACCOUNT No..... PPO No: in the
name of CMPF Pensioner Shri.....**

With reference to my application for sanction of loan under SBI PENSION LOAN TO CMPF PENSIONERS Scheme, I hereby undertake

- iii).NOT to transfer/ shift my Pension Account to any other Branch of SBI or to any other Bank during the currency of my Pension Loan at your Branch.
- iv).NOT to amend the mandate given for deduction of amount of monthly repayment towards loan granted to me by your Branch.

Yours faithfully,

(Signature of the applicant)

Date:

Name:

Address:

.....

ADVICE FOR NOT PERMITTING SHIFTING OF PENSION A/C

From
The Branch Manager,
State Bank of India,

To
The Pension Disbursing Officer,

.....

.....

.....

.....

(Address of the Loan Sanctioning Branch)

CMPPF

Madam/ Dear Sir,

**SANCTION OF SBI PENSION LOAN TO CMPPF PENSIONERS
ADVICE FOR NOT PERMITTING SHIFTING OF PENSION A/C**

**PENSION ACCOUNT No..... PPO No: in the
name of CMPPF Pensioner Shri.....**

We would like to advise that on the request of the abovementioned customer, Pension Loan of Rs.....under the abovementioned Pension Loan scheme of the Bank has been sanctioned to **Shri.....** The Standing Instruction (SI)/Electronic Clearing System (ECS) mandate for monthly repayment (EMI- Equated Monthly Instalment) of Rs..... towards the loan has been set up in CBS as under:

Debit Pension A/c: (maintained with our Bank)

Pension Loan A/c: (maintained with our Bank)

2. As per the Agreement between the Bank and CMPPFO, kindly note not to permit shifting of Pension Account of the abovementioned pensioner to any other Bank/Branch of SBI during the tenor of the said Pension Loan/till the said loan is fully repaid.

Yours faithfully,

Signature of the Officer/Branch Manager
(Loan Sanctioning Branch)

Date:

REQUEST FOR MARKING/NOTING IN MASTER FILE

From
The Branch Manager,
State Bank of India,

To
The Branch Manager,
State Bank of India,

.....
.....
(Address of the Loan Sanctioning
Branch)

.....
.....
Dhanbad Branch

Madam/ Dear Sir,

**SANCTION OF SBI PENSION LOAN TO CMPF PENSIONERS
REQUEST FOR MARKING/NOTING IN MASTER FILE**

**CIF No PENSION ACCOUNT No..... PPO
No: in the name of CMPF Pensioner Shri.....**

We would like to advise that on the request of the abovementioned customer, Pension Loan of Rs..... under the abovementioned Pension Loan scheme of the Bank has been sanctioned to Shri..... The Standing Instruction (SI)/Electronic Clearing System (ECS) mandate for monthly repayment (EMI- Equated Monthly Instalment) of Rs..... towards the loan has been set up in CBS as under:
Debit Pension A/c: (maintained with our Bank)
Pension Loan A/c: (maintained with our Bank)

2. In terms of the provisions contained in the said Pension Loan scheme, please arrange for NOTING of sanction of loan to the Pensioner in the Master File maintained at your end and confirm to us in the format (specimen as per **Annexure: CMPF V** of SOP of the scheme).

3. Please note that the disbursement of loan will be effected only on receipt of your confirmation.

4. Please treat this as urgent.

Yours faithfully,

Signature of the Officer/Branch Manager
(Loan Sanctioning Branch)

Date:

CONFIRMATION OF NOTING IN MASTERFILE

From
The Branch Manager,
State Bank of India,

To
The Branch Manager,
State Bank of India,

.....

.....

Dhanbad Branch

.....
(Address of the Loan Sanctioning
Branch)

Madam/ Dear Sir,

**SANCTION OF SBI PENSION LOAN TO CMPF PENSIONERS
CONFIRMATION OF NOTING IN MASTER FILE**

**CIF No PENSION ACCOUNT No..... PPO
No: in the name of CMPF Pensioner Shri.....**

We refer to your letter dated and confirm having taken a suitable
NOTE in our master-file about sanction of loan under "SBI Pension Loan To CMPF
Pensioners" scheme of our bank to the abovementioned Pensioner.

2. We advise that the said NOTING will be cancelled only on receipt of your advices as to
the closure of the said loan A/c.

Yours faithfully,

Signature of the Officer/Branch Manager
Dhanbad Branch

Date:

ADVICE FOR NOT PERMITTING SHIFTING OF PENSION A/C

From
The Branch Manager,
State Bank of India,

To
The Pension Disbursing Officer,

.....
.....
Dhanbad Branch

.....
.....
CMPF

Madam/ Dear Sir,

**SANCTION OF SBI PENSION LOAN TO CMPF PENSIONERS
ADVICE FOR NOT PERMITTING SHIFTING OF PENSION A/C**

**PENSION ACCOUNT No..... PPO No: in the
name of CMPF Pensioner Shri.....**

We would like to advise that on the request of the abovementioned customer, Pension Loan of Rs.....under the abovementioned Pension Loan scheme of the Bank has been sanctioned to **Shri.....** The Standing Instruction (SI)/Electronic Clearing System (ECS) mandate for monthly repayment (EMI- Equated Monthly Instalment) of Rs..... towards the loan has been set up as under:

Debit Pension A/c: (maintained with our.....Branch)
Pension Loan A/c: (maintained with ourBranch)

2. As per the Agreement between the Bank and CMPF, kindly note not to permit shifting of Pension Account of the abovementioned pensioner to any other Bank/Branch of SBI during the tenor of the said Pension Loan/till the said loan is fully repaid.

Yours faithfully,

Signature of the Officer/Branch Manager
Dhanbad Branch

Date:

REQUEST FOR UN-MARKING/ CANCELLATION OF NOTING IN MASTER FILE

From
The Branch Manager,
State Bank of India,

To
The Branch Manager,
State Bank of India,

.....
.....
(Address of the Loan Sanctioning
Branch)

.....
.....
Dhanbad Branch

Madam/ Dear Sir,

**SBI PENSION LOAN TO CMPP PENSIONERS
REQUEST FOR UN-MARKING/ CANCELLATION OF NOTING IN MASTER FILE**

**CIF No PENSION ACCOUNT No..... PPO
No: in the name of CMPP Pensioner Shri.....**

We would like advise you that loan A/c No of the
abovementioned Pensioner has been closed on(date).

2. Please therefore arrange to unmark/cancel the NOTING made in this regard and confirm
to us.

Yours faithfully,

Signature of the Officer/Branch Manager
(Loan Sanctioning Branch)

Date:

**CONFIRMATION OF UN-MARKING/CANCELLATION OF NOTING IN MASTER
FILE**

From
The Branch Manager,
State Bank of India,

.....
.....
Dhanbad Branch

To
The Branch Manager,
State Bank of India,

.....
.....
(Address of the Loan Sanctioning
Branch)

Madam/ Dear Sir,

**SBI PENSION LOAN TO CMPP PENSIONERS
CONFIRMATION OF UN-MARKING/CANCELLATION OF NOTING IN MASTER
FILE**

**CIF No PENSION ACCOUNT No..... PPO
No: in the name of CMPP Pensioner Shri.....**

We refer to your letter dated and confirm having
unmarked/cancelled the NOTING in our masterfile on account of the closure of Pension
Loan of the abovementioned Pensioner.

Yours faithfully,

Signature of the Officer/Branch Manager
Dhanbad Branch

Date:

Annexure:CMPP IX

From
The Branch Manager,
State Bank of India,

To
The Pension Disbursing Officer,

.....
.....
Dhanbad Branch

.....
.....
CMPP

Madam/ Dear Sir,

**SBI PENSION LOAN TO CMPP PENSIONERS
ADIVSE OF LIQUIDATION/CLOSURE OF LOAN**

**PENSION ACCOUNT No..... PPO No: in the
name of CMPP Pensioner Shri.....**

We would like to advise you that loan A/c No of the
abovementioned Pensioner has been closed on(date).

Yours faithfully,

Signature of the Officer/Branch Manager
Dhanbad Branch

Date:

Dear Pensioner,

That dream holiday you've been fondly hoping or the present you want to gift your grandchildren or any other wish; now live out your every wish even if you have retired!!

Apply for SBI Pension Loans with lower interest rate[^] and get an instant disbursement of the same

Special Benefits for you

Loan up to Rs 14 lacs Get Loan up to Rs 14 lacs

Up to 60 months Flexible repayment of up to 60 months

11.70% Attractive and low Interest Rates of 11.70%*

0.51% Processing Fees

For further details approach your nearest SBI Branch or log on to www.sbi.co.in

With Best Wishes,

*Interest Rates are subject to change from time to time;

Dear Family Pensioner,

That dream holiday you've been fondly hoping or the present you want to gift your grandchildren or any other wish; now live out your every wish even if you have retired!!

Apply for SBI Pension Loans with lower interest rate[^] and get an instant disbursement of the same

Special Benefits for you

Loan up to Rs 5 lacs Get Loan up to Rs 5 lacs

Up to 60 months Flexible repayment of up to 60 months

11.70% Attractive and low Interest Rates of 11.70%*

0.51% Processing Fees

For further details approach your nearest SBI Branch or log on to www.sbi.co.in

With Best Wishes,

*Interest Rates are subject to change from time to time;

Dear Pensioner,

It gives us immense pleasure to advise that you have qualified for a Top-up SBI Pension Loan to take care of any financial requirement of yours!!

Apply for SBI Pension Loans with lower interest rate[^] and get an instant disbursement of the same

Special Benefits for you

Loan up to Rs 14 lacs Get Loan up to Rs 14 lacs

Up to 60 months Flexible repayment of up to 60 months

11.70% Attractive and low Interest Rates of 11.70%*

0.51% Processing Fees

For further details approach your nearest SBI Branch or log on to www.sbi.co.in

With Best Wishes,

*Interest Rates are subject to change from time to time;

Dear Family Pensioner,

It gives us immense pleasure to advise that you have qualified for a Top-up SBI Pension Loan to take care of any financial requirement of yours!!

Apply for SBI Pension Loans with lower interest rate[^] and get an instant disbursement of the same

Special Benefits for you

Loan up to Rs 5 lacs Get Loan up to Rs 5 lacs

Up to 60 months Flexible repayment of up to 60 months

11.70% Attractive and low Interest Rates of 11.70%*

0.51% Processing Fees

For further details approach your nearest SBI Branch or log on to www.sbi.co.in

With Best Wishes,

*Interest Rates are subject to change from time to time;

UNDERTAKING - OTHER DEDUCTIONS/LOANS AVAILED OF BY THE PENSIONER

To,
The Branch Manager,
State Bank of India,
.....

.....
(Address of the Loan Sanctioning Branch)

Dear Sir,
SBI PENSION LOAN TO PENSIONERS
UNDERTAKING - OTHER DEDUCTIONS/LOANS AVAILED OF BY ME

PENSION ACCOUNT No..... PPO No:
in the name of Pensioner Shri.....

With reference to my application for sanction of loan under your SBI PENSION LOAN TO PENSIONERS Scheme, my monthly statement of deductions towards all loans availed of by me, as on date, are as under:

Sr. No.	Details of Loan	Loan availed from(Bank/Financial Institute)	Amount deducted towards loan a/c (Rs.)
		TOTAL	Rs.

2. I further advise that I have guaranteed the loan(s) as per details hereunder:

Sr. No.	Name of the Borrower	Loan granted by(Bank/Financial Institute)	Amount of loan (Rs.)
		TOTAL	Rs.

3. I confirm that my total liability towards repayment of all loans is restricted to what is mentioned in the above table. I further undertake to intimate/advise you if I apply for any other loan(s) and/or submit guarantee for the loan availed by any other person with any Bank/Financial Institution, in future.

Yours faithfully,

(Signature of the applicant)

Date:

Name & Address:



App icon

(PROJECT LOTUS INITIATIVE)

STANDARD OPERATING PROCEDURE

PRE-APPROVED PENSION LOAN

Table of Contents

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STANDARD OPERATING PROCEDURE FOR THE PROCESS OF PRE-APPROVED PERSONAL LOAN ON YONO APP/PORTAL

1. Purpose

The purpose of this document is to provide a detailed Standard Operating Procedure (SOP) for the process of availing Pre-Approved Personal Loan by the pre-selected customers of the Bank YONO (You Only Need One) Mobile App/ Web Portal.

1.1. Background

A new digitized unsecured personal loan product 'Pre Approved Personal Loan' was rolled out on YONO platform on 24.10.2017 to provide our existing customers an instant personal loan for their urgent needs.

The Product, in view of its obvious advantages, has received a very good response from the Customers as well as from the Bank's operating functionaries. Bank has booked a business of over Rs. 575 crores (over 70,000 Customers) in PAPL.

In view of the encouraging response for the Bank's maiden digital product, it has now been decided to offer Xpress Credit and Pension Loans also in the pre-approved format. Pre-Approved Xpress Credit(PAXC) up to Rs. 5,00,000/-Pre-Approved Pension Loans(PAPNL) up to Rs. 2,50,000/- and Xpress Credit Insta-top up to Rs. 3,00,000 (Presently available only on INB) are being brought under the umbrella of the existing Pre-Approved Personal Loans on YONO.

YONO is available as a mobile app for Android (Google Play Store) and iOS (Apple App store). The web version is accessible at <https://yonosbi.com>

1.2. Scope & Audience

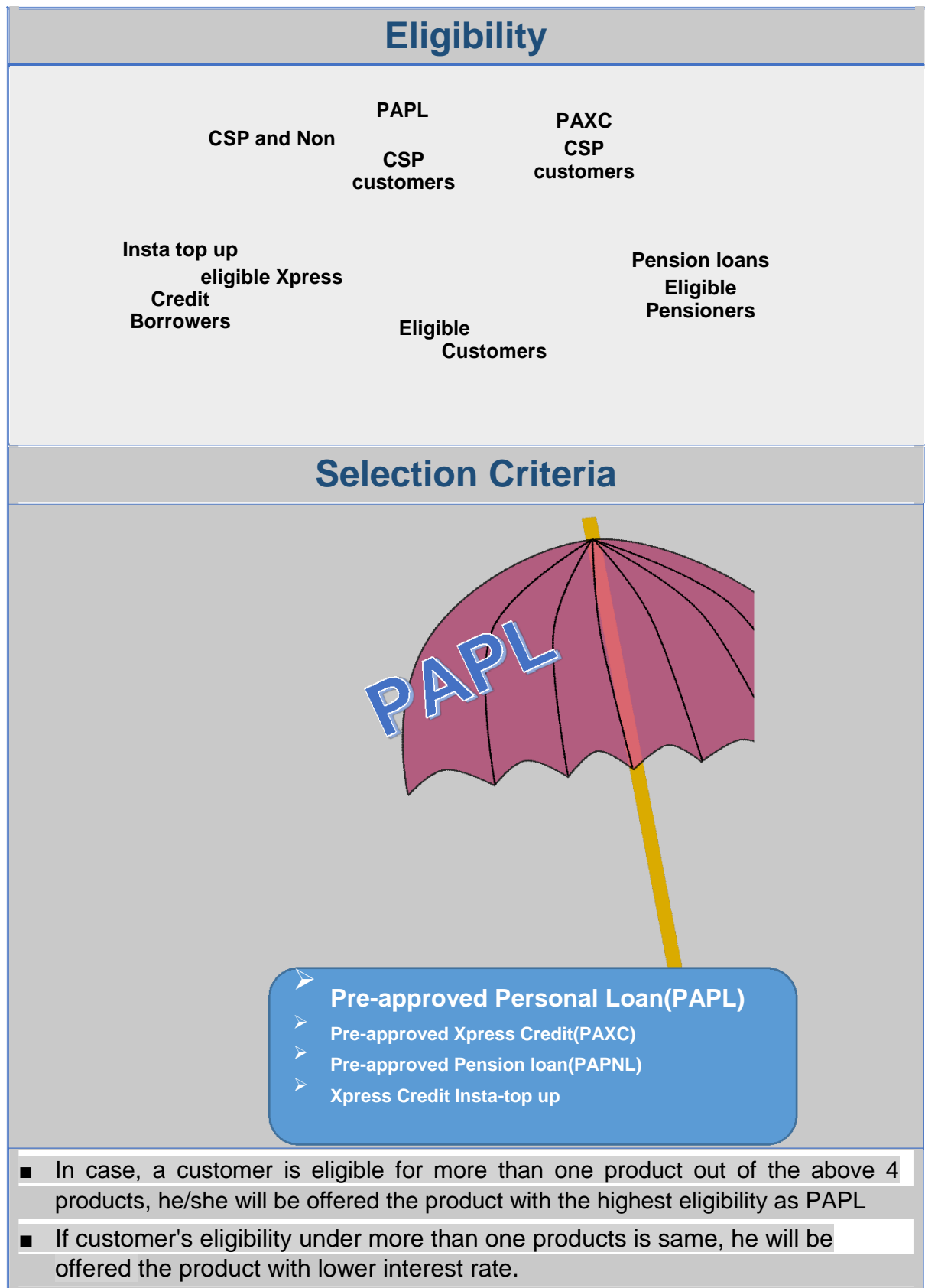
The intended audience of this SOP will be all officials from the Business, Operations who will be related to the process of Pre-Approved Personal Loan available on YONO mobile App/Web Portal.

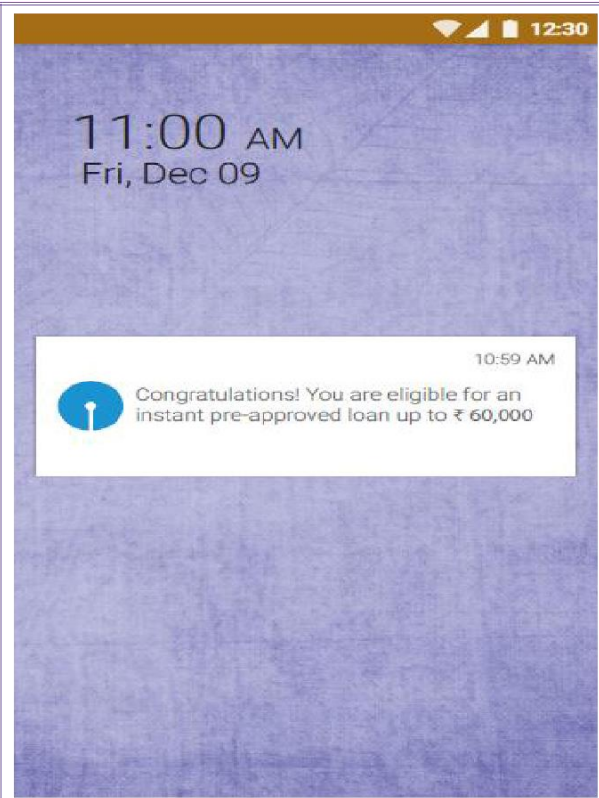
2. Prerequisites



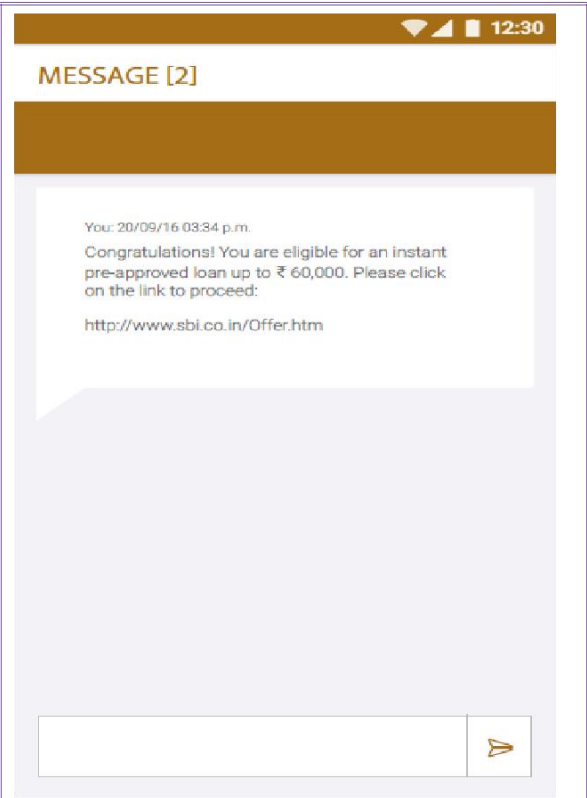
3. PROCEDURE

3.1 Process Flow:

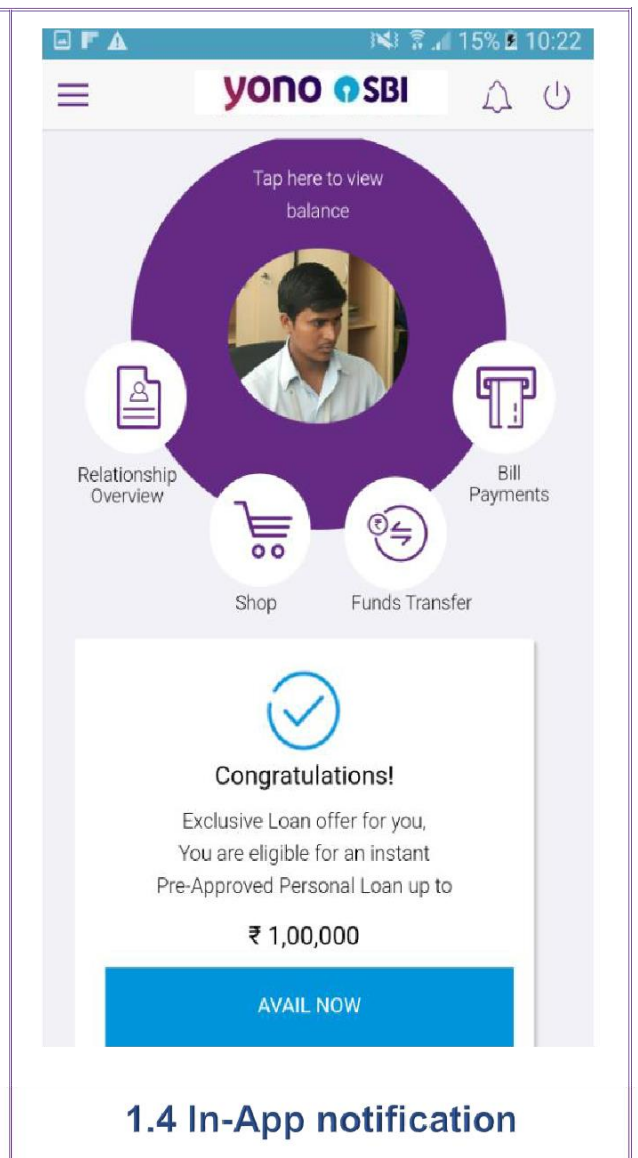
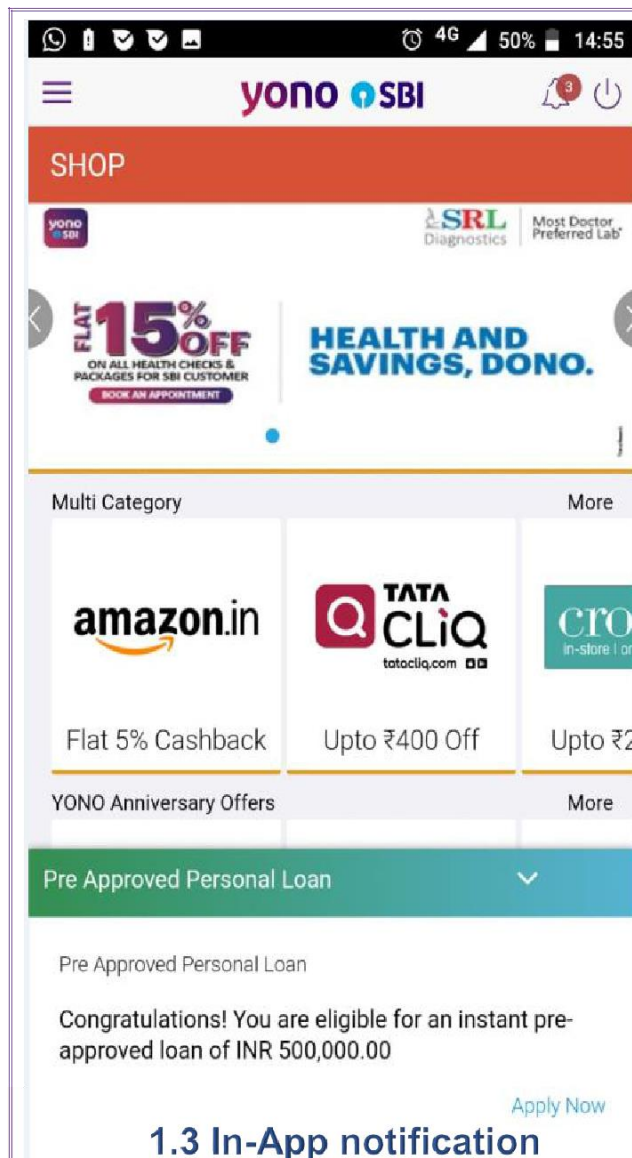




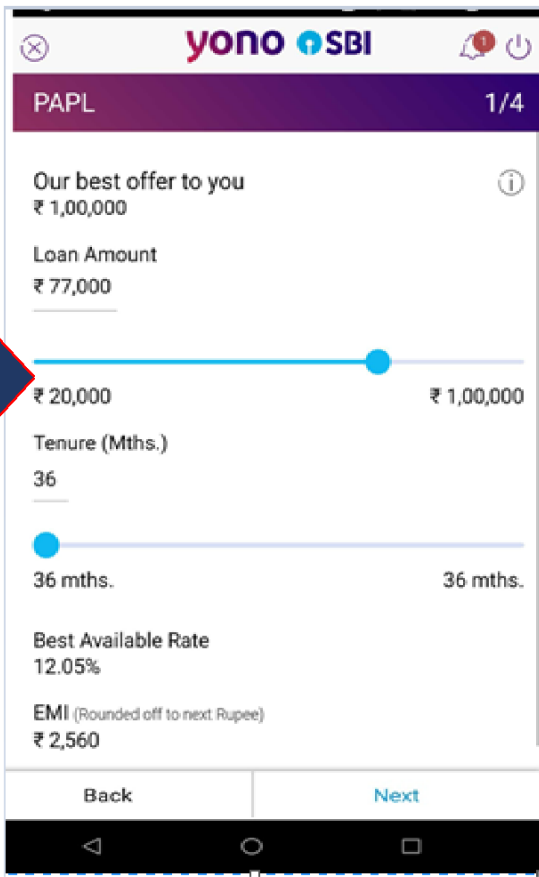

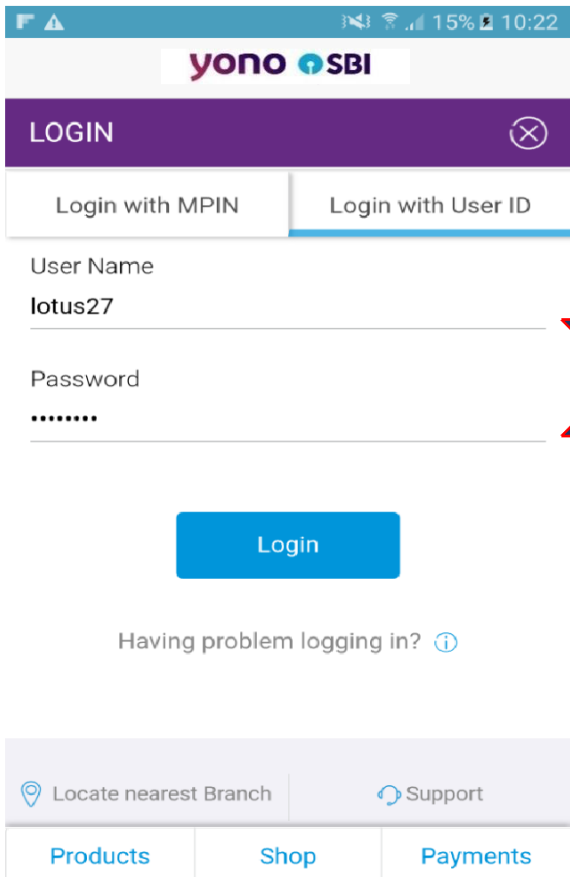
1.1 Push Notification



1.2 SMS



Loan Application and Disbursement Process for PAPL through YONO App/ Portal

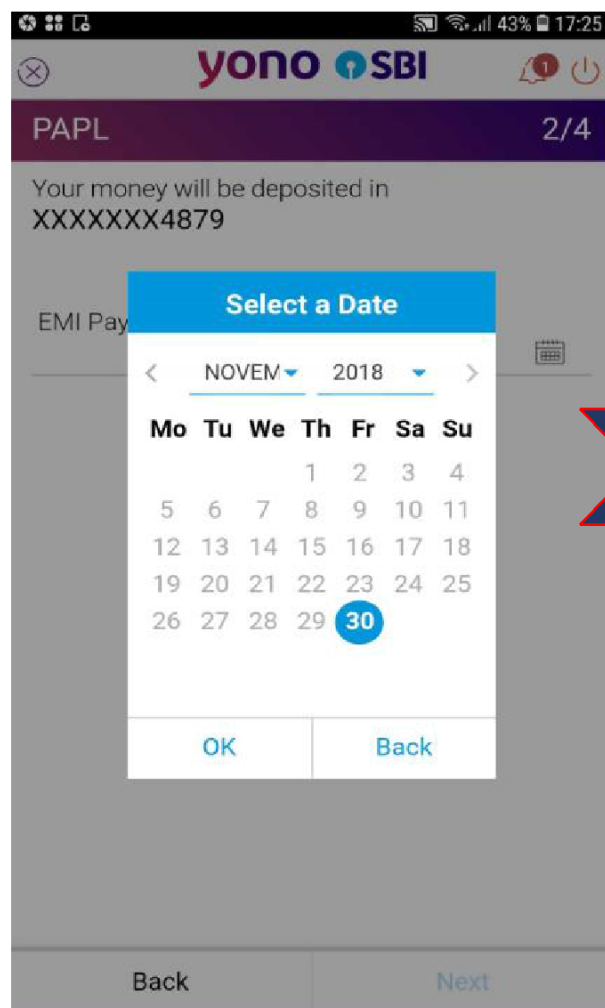


1.8

- To avail the loan, the customer logs into YONO App/ Portal.
- If the customer has become aware of the offer via. SMS & E-mail, then on login to the app, the customer lands on the home page, whereby he/she needs to select the PANPL option to proceed further.
- If the customer has become aware of the offer through in-app notifications then the customer is directly taken to the loan offer screen in the app.

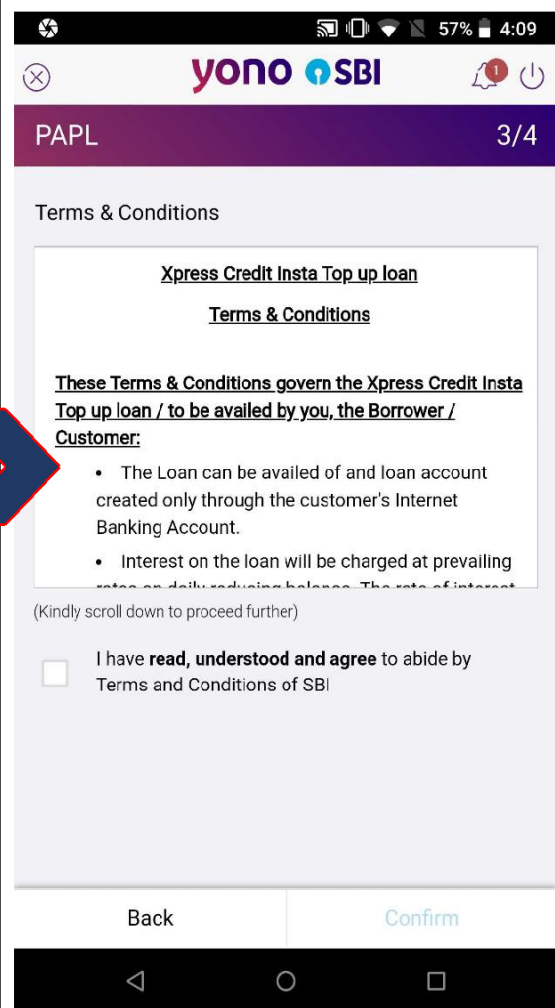
1.9

- Customer may modify the loan amount (in multiples of Rs. 1000/-) and tenure (in months) within the maximum loan offer.



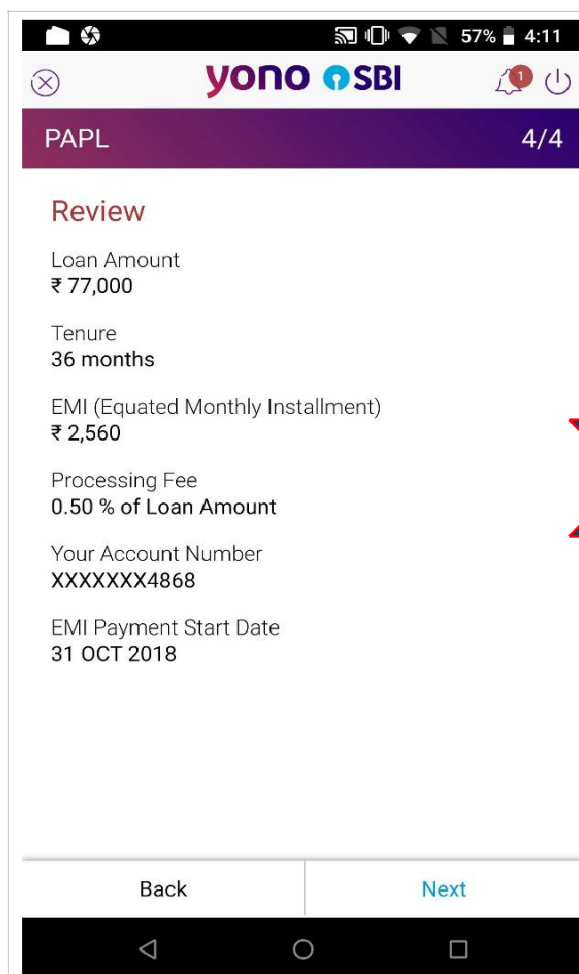
1.10

Customer selects the Standing Instruction date for EMI payment.



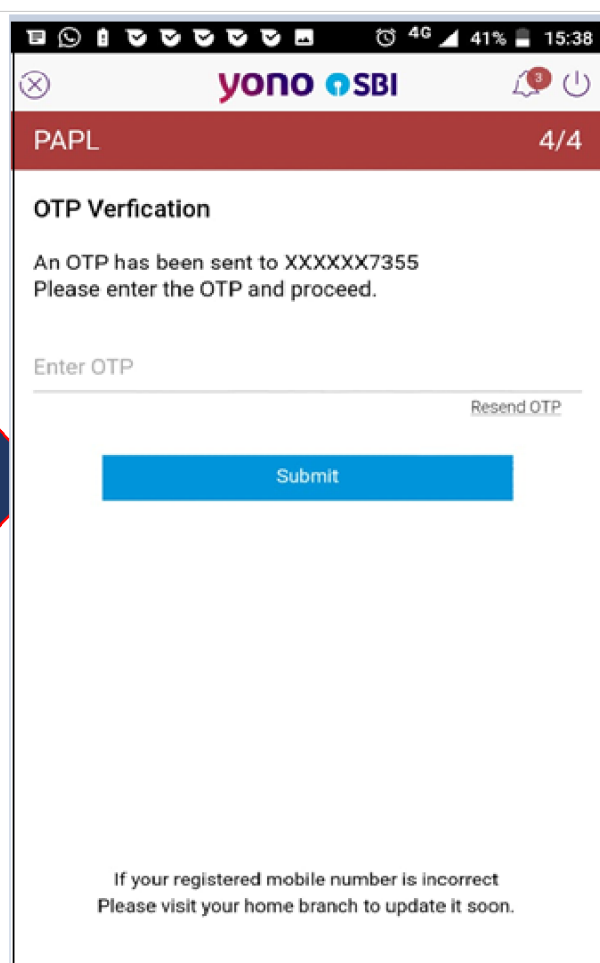
1.11

Customer reads the Terms and Conditions of the loan and clicks the check box in token of his having read, understood & accepted the same. Customer will be able to click the check box only after he completely scrolls down the T&C screen.



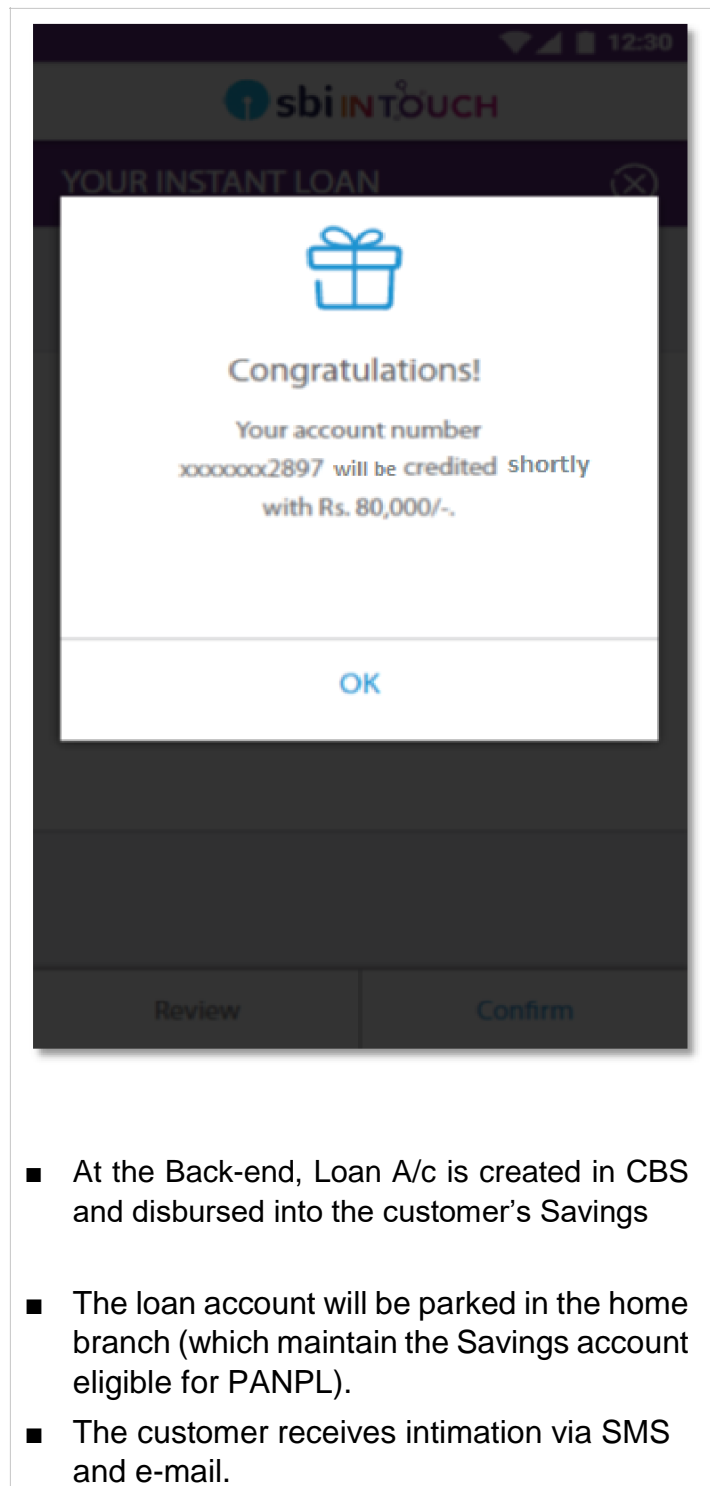
1.12

Customer may review the loan details selected and modify, if needed.



1.13

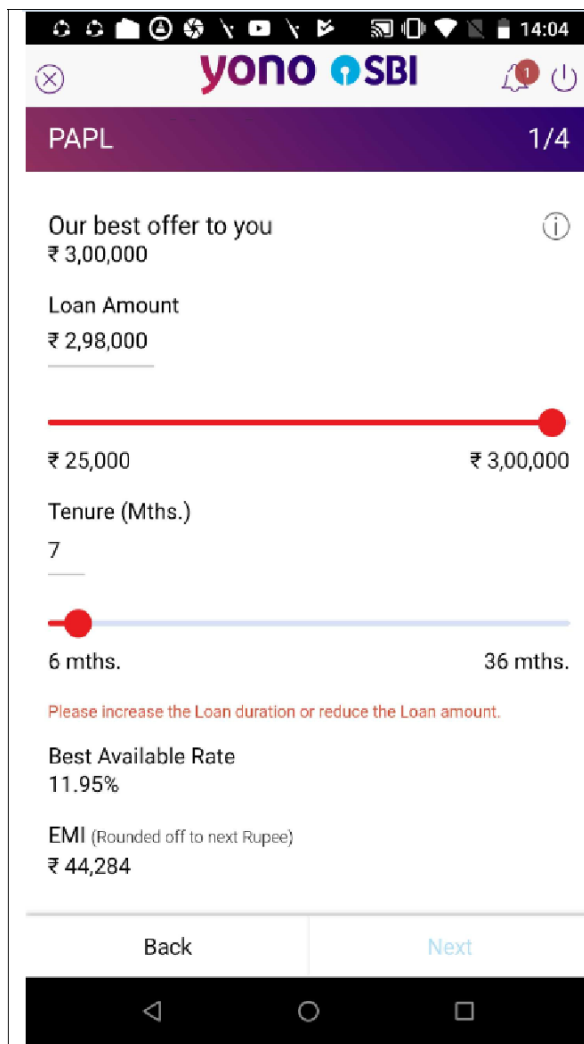
The customer authenticates the transaction through OTP received on his/her mobile number registered in CBS.



1.14

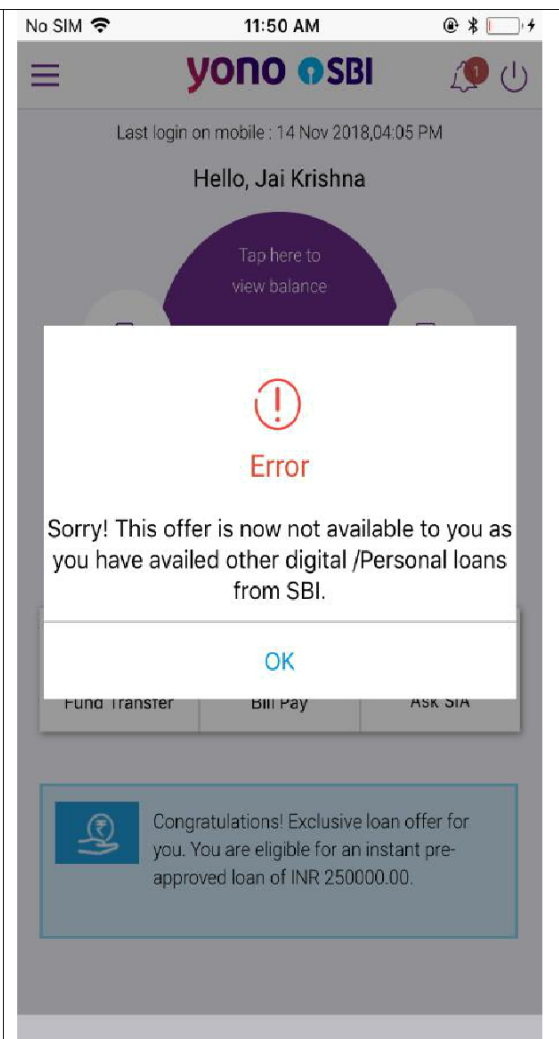
Bank Account.

- At the Back-end, Loan A/c is created in CBS and disbursed into the customer's Savings
- The loan account will be parked in the home branch (which maintain the Savings account eligible for PANPL).
- The customer receives intimation via SMS and e-mail.



1.15

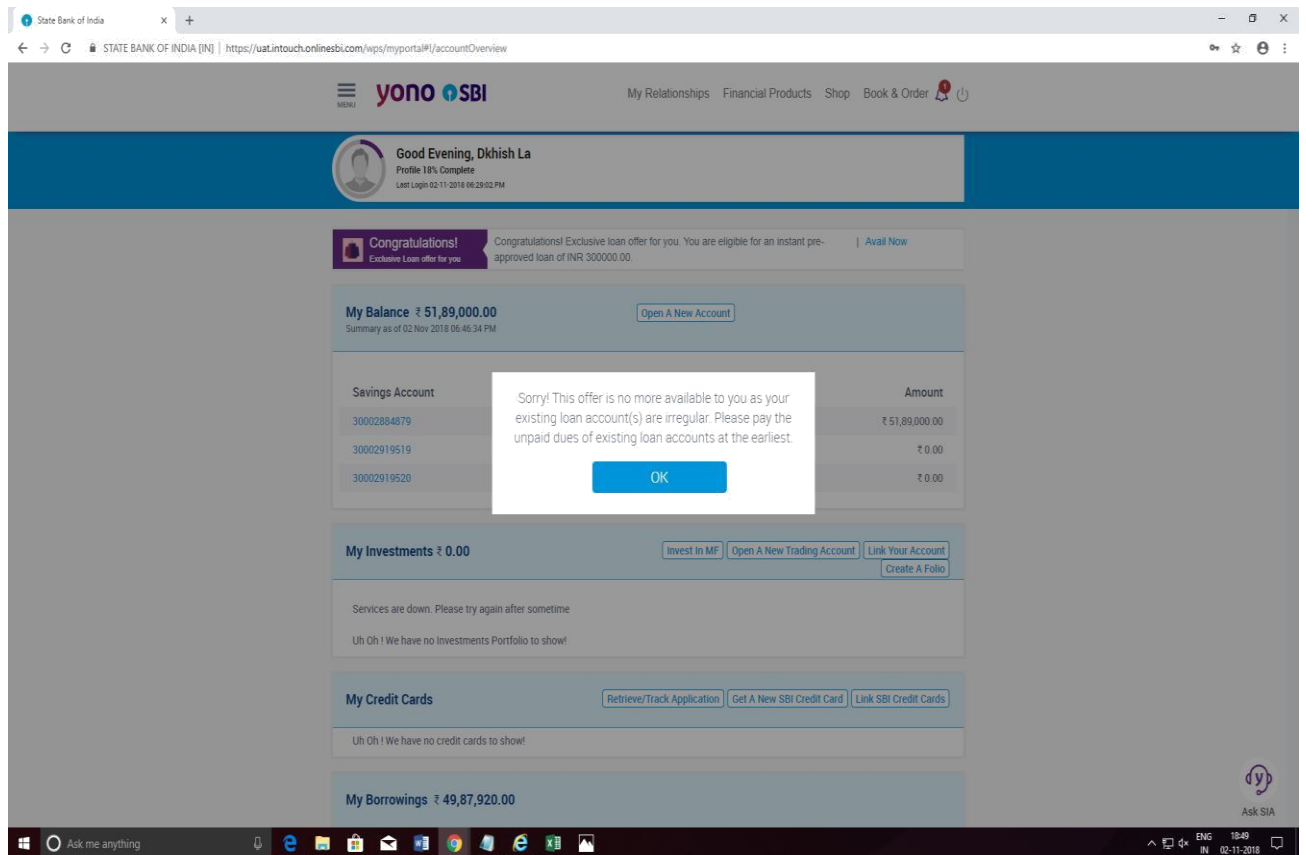
- If the loan amount or tenure is out of acceptable limit then an error message "Please increase the loan duration or reduce the loan amount" is shown to user



1.16

- If another product (any Personal loans under PAPL umbrella or other digital Personal Segment loan which is not permitted to be availed concurrently) is availed by user, Cross product error messages will be shown





1.17

- This error message is displayed if one or more existing loan account/s is/are in stress

3.2 Important Points to remember:

Process:	■ This will be a fully digitized process. There will be no paper application
PANPL Loan process based on the time of loan application	<p>Loan Application Timings in App/ Portal:</p> <div> <div>Regular Mode</div> <div> <ul style="list-style-type: none"> • From 8:00am till CBS Available </div> </div>
Night Mode	<div> <div></div> <div> <ul style="list-style-type: none"> • CBS Unavailable till 8:00am </div> </div>
	<p><u>For the PANPL Loans applied during the Night mode</u>, the customer request and the details will be stored. On screen notification on successful submission during night mode will be as per sample below</p>
	<p><i>"We have received your request. Your account number xxxxxxxxx2897 will be credited with Rs. 45,000/- by tomorrow."</i></p>
	<p>Next day after 8:00 am, once CBS is up, the YONO system will forward the stored request to complete the Loan process till disbursement.</p>
	<p>After the store and forward process is completed by the YONO system, Customer will be sent SMS/Email notifying success or failure.</p>
	<p>If Success: The customer's SB account will be credited and he/she will be notified via SMS.</p>
	<p><i>"Congratulations! Your account number xxxxxxxx8979 will be credited shortly with INR 45,000/-"</i></p>
	<p>If Failure:</p>
	<p><i>"Sorry we are unable to process your request, please reach out to our contact centre for further assistance."</i></p>

Documentation	<ul style="list-style-type: none"> ■ The acceptance of Terms & Conditions of loan, as listed on the App/ Portal screen will be obtained digitally, by ticking the check box by the customer. ■ No physical documents will be exchanged between the Customer & the Bank. (T & C as detailed in Annexure A)
Repayment SI (fully digitised activity)	<p>Standing Instruction (SI) will be set in CBS, digitally, on Customer's selecting a date of his choice. Debit Account will always be the Savings Account on which customer's PANPL eligibility has been determined.</p> <p><u>SI date selection during Regular and Night Modes.</u></p> <p>During Regular Mode (8:00am till CBS Available) – SI Payment date choice in the calendar available to customer would be:</p> <div data-bbox="555 810 1362 1120"> <p>From Date { equals to Next day of Loan disbursement</p> <p>End date { equals to Loan disbursement day of the next month</p> </div> <p>If the current disbursement day in the next month goes beyond last day of the month then the last day of the month should be considered e.g. Loan disbursement day is 31-Jan-2017 then the calendar should be enabled for 1-Feb-2017 to 28-Feb-2017.</p> <p>During Night Mode (CBS unavailable till 8:00am) – SI Payment date choice in the calendar available to customer would be:</p> <div data-bbox="555 1469 1362 1778"> <p>From Date { equals to Next day of Loan disbursement</p> <p>End date { equals to Loan disbursement day of the next month</p> </div> <p>If the current disbursement day in the next month goes beyond last day of the month then the last day of the month should be considered e.g. Loan disbursement date-time is 2-Feb-2019, 8:15pm, then the calendar should be enabled for 4-Feb-2019 to 4-March-2019. Also if the disbursement date-time is 3-Feb-</p>

	2019, 12:15am, then the calendar should be enabled for 4-Feb-2019 to 4-March-2019.
Disbursement (This will be a fully Digitised Activity without intervention on part of the Bank staff) Account Maintenance	<ul style="list-style-type: none"> ■ On acceptance of the Terms and Conditions and successful OTP authentication, the Loan account will be created digitally in CBS and loan will be disbursed to the Customer's Savings Account. ■ The loan account will be parked in the home branch (which maintain the Savings account, Salary Savings Account in case of CSP Customer and to the Savings Account which was the basis of for pre-selection, in case of a non-CSP Customer). ■ All post disbursement activities & follow up for irregularities in loan account will be done by the Home Branch as in case of existing loan accounts.
Processing Fees (will be debited digitally)	<ul style="list-style-type: none"> ■ As decided by the appropriate authority from time to time. Presently, the applicable processing fee is Nil for PAPL, Rs. 1000 (plus GST) for PAPNL,
Other charges / Penal Interest (CBS functionality)	<ul style="list-style-type: none"> ■ If the irregularity exceeds EMI for a period of one month, then charges for late payment of EMI (as applicable) and penal interest @ 2% p.m. (over and above the applicable interest rate) will be charged on the overdue amount for the period of default. ■ If part instalment or part EMI remains overdue then no penal interest will be levied
Closure / Pre-closure of Account (Home Branch)	<ul style="list-style-type: none"> ■ Loan Account will be closed/ pre-closed by the Home Branch after recovering residual dues from the Customer's Savings/ Current Account. ■ There will not be any Pre-Payment charges.
Number of PAPL availed	<ul style="list-style-type: none"> ■ Only one Pre-approved Loan can be availed at any point of time. ■ Multiple Pre-approved Loans are not permitted even if a customer has availed lower loan amount than their eligibility/loan offered. ■ In case the loan account is closed before any of the quarter end, a customer will not be eligible for taking a new loan till the start of next calendar quarter, which will also be subject to their eligibility for Pre-approved Loan facility in the subsequent quarter(s).

Validity of Offer

- The offer to the pre-selected customers will be valid till the end of Calendar Quarter in which they are offered the loan.
- The list of Accounts pre-selected for this offer will be dynamic and a new list will be prepared on quarterly basis based on the eligibility criteria as stated above. The new list will be updated at the back end every Calendar quarter so that all ineligible account holders, who may be previously eligible, are removed from the list.

4. Troubleshooting & Complaints Handling

- Complaints pertaining to PAPL can be lodged by a customer through YONO App/ web Portal or any other channel. New listings pertaining to the PAPL complaint scenarios have also been added under the existing “YONO” category in CMS.
- The PAPL related complaints, other than technical, will be handled by the Business Product Team and may be escalated to DGM (e2e). The process has been detailed in the SOP for Complaints Management under YONO App/ Portal. Drop an email to feedback.yono@sbi.co.in for resolution.

5. Measurement of Customer Satisfaction

- Every customer on successfully availing a PAPL will be asked to give feedback on their experience. The feedback will be obtained through in-App CSAT metric asking the customer to rate on a scale of 1-5. If the customer gives a score of 3 & below, they will be asked to give further suggestions for improvement. The process has been detailed in the SOP for Measurement of Customer Satisfaction on the use of YONO App/ Portal.
- Every customer will be given 5 loyalty points on giving feedback.

6. FAQs for customers on PAPL

Q1) What is PAPL?

A) PAPL is a **Pre- Approved Personal Loan** specially designed for meeting your urgent financial requirements. It is a hassle free loan made available instantly.

Q2) For what purposes can I avail this loan?

A) It is a general purpose loan for meeting any legitimate personal needs other than speculative activities.

Q3) Who is eligible for PAPL?

A) Salary Account holders with a certain minimum stipulated salary and Non Salary Account holders with a certain stipulated minimum balance, Pensioners with a certain minimum stipulated Pension, Existing Xpress Credit Borrowers

having satisfactory run account for last one year with minimum required outstanding are eligible for PAPL.

Q4) How do I know that I am eligible for PAPL?

A) The eligible customers are informed of their loan eligibility through SMS/e-mail/in-App notifications & in the offer section of Internet Banking.

Q5) What is the minimum & maximum amount offered under PAPL?

A) The minimum & maximum amount offered under PAPL comprising below mentioned products will be Rs. 25,000/- & Rs. 5,00,000/- respectively. Maximum loan falling under these category subject to product eligibility are:

1. Pre-Approved personal loan under Pre approved personal loan (PAPL) upto Rs 2 lakhs.
2. Pre-Approved Xpress Credit to a maximum of Rs. 5 lakhs with no existing Xpress Credit account.
3. Xpress Credit Insta-top up upto Rs. 3 lakhs for existing Xpress credit borrowers.
4. Pre-Approved Pension Loans upto Rs. 2.5 lakhs for Pre-Approved Pension Loans. .

■ In case, you are eligible for two products, you will be shown the offer with only the higher eligibility under PAPL.

■ If your *eligible amount* under two products is same, you will be offered lower interest rate among the products.

■ You can reduce Maximum loan amount to your choice in app/portal during loan application.

Q6) What if I avail PAPL and still I need a higher amount of loan?

A) You may approach your branch for assistance in such cases.

Q7) When I am eligible for two products, How can I avail both the products in YONO?

A) In case, you are eligible for two products, you will be shown the offer with only one product with the higher of the two eligibility amount under PAPL.

Q8) What is the repayment period?

A) The maximum repayment period ranging from 12 months to 72 months depending on the product eligibility is displayed. You can reduce Maximum repayment period to your choice in app/portal at the time of applying for.

Q9) What is the interest rate?

A) Interest rate will be fixed to 1 year/2 year MCLR + spread (Spread varies from 335 to 560 basis points over 1year/2 year MCLR effective on the date of loan), depending on product eligibility.

For e.g. if the MCLR is 8.5%, effective interest rate for PAPL over 335 basis points of MCLR would be 11.40% p.a. Rate of interest applicable on the date of availing loan will be fixed for the entire tenure.

Q10) Is there any Processing fee?

A) Depending upon the product eligibility processing fee may range from Nil to maximum Rs 2000/- (plus GST).

Q11) Are there any other charges?

A) There are no charges at present.

Q12) Do I need to provide any documents?

A) No documents are required to be provided.

Q13) Do I have to visit the Branch for applying the loan?

A) No. For your convenience, this loan is made available to you through App/Portal.

Q14) Do I need to visit any Branch for Loan agreement?

A) There is no need to visit any Branch for documentation. Your digital acceptance to the terms & conditions coupled with OTP confirmation will only be required.

Q15) When will I get the loan amount deposited in my account?

A) The loan amount will be deposited in your Savings Account within a few seconds of your accepting the terms & conditions & confirming the same through OTP.

Q16) How will I repay the loan?

A) An automatic standing Instruction will be set up on a day selected by you, for transfer of EMI from your Savings Account to Loan Account.

Q17) Will my loan account be closed automatically after payment of all EMIs?

A) No. For the final closure of Account you will have to get in touch with your Home Branch.

Q18) Can I pre-close my account?

A) Yes. The loan account can be pre-closed. You have to contact the Home Branch for the purpose.

Q19) Is there any pre-payment penalty?

A) There is no pre-payment penalty charged for pre-closure of the loan account at present.

Q20) Whom should I contact in case of any queries?

- A) You may contact SBI Contact Centre 24*7 on 1800 111 101 (Yono Toll Free), for assistance.
- B) Drop an email to feedback.yono@sbi.co.in
- C) During the banking hours, you may also contact your Home Branch (where Salary account / Savings account is maintained).

7. Contact Numbers

In case of any difficulty, one may contact the Bank's Contact Centre at 1800 111 101 (YONO Toll Free), for assistance.

8. Acronyms

SOP	Standard Operating Procedure
PAPL	Pre-Approved Personal Loan
SI	Standing Instruction
CMS	Complaints Management System
OD	Overdraft
CSP	Corporate Salary Package
EMI	Equated Monthly Instalment
OTP	One Time Password
T&C	Terms & Conditions
SB	Savings Bank A/c

These Terms & Conditions govern the Pre-Approved Pension Loan availed / to be availed by you, the Borrower / Customer:

- The Loan can be availed of and loan account created only through the customer's Internet Banking Account.
- Interest on the loan will be charged at <Rate of Interest> (2 Yr MCLR+ Spread) with no reset clause on daily reducing balance at monthly rest. The rate of interest will be valid for the entire tenor of the loan.
- A standing instruction equivalent to Rs <EMI> will be set up on <Date> of every month on the salary account with the Bank upon availing of this loan as per the date decided by you.
- At any point of time, only one "Pre Approved Pension" is allowed.
- The Term Loan facility will be permitted to operate on a reducing drawing power arrangement on EMI basis.
- Loan shall be repaid in <Repayment Period> months.
- The loan is to be repaid in Equated Monthly Instalments. The number of equated monthly instalments may increase/vary if the entire loan with interest, cost, charges and expenses is not repaid by/with the stipulated number of equated monthly instalments. The equated monthly instalments will have to be paid till the entire loan with interest is fully repaid. The first instalment commences from the month following the month of disbursement of loan.
- A flat processing fee of Rs 1000 plus GST will be levied upon availing of this loan.
- The bank shall not be liable for any unauthorised access to the Digital Platform through the use of password / MPIN of the customer / borrower and that the credit of the loan amount to the account of the customer / borrower would be sufficient for the Bank to construe that the customer / borrower has applied for the said loan through the Internet Banking Account or Mobile Banking Account and has been the beneficiary of the said loan amount sanctioned and credited to the account of the customer / borrower.
- In the event of default in payment of any instalment or any irregularity in the loan account, penal interest at the rate of 2% p.m. over the stipulated interest rate with monthly rests will be charged for the irregular amount and overdue period.
- In the event of Borrower failing to repay any/ 2 or more instalment(s) at any point of time, the Bank may send written reminders or make tele call/ SMS or depute an official to meet Borrower personally, all the incidental charges appurtenant thereto such as postage, telephone/ SMS charges, transportation charges, on actual would be recovered from Borrower.

If:

- the borrower fails to pay any amount under this agreement on or before the due date or commits breach of any of the terms, covenants, or conditions contained in this agreement; or
- it is found that the borrower has made any misrepresentation to the bank; or

– there exists any circumstances which in the opinion of the bank prejudicially affects or may affect the bank's interest or the borrower's ability to repay the loan; or

– the borrower commits any default under any other agreement with the bank; the Bank, without prejudice to its other rights, shall be entitled at its option to demand immediate repayment of the outstanding amount of the loan, interest, additional interest, fees, costs, charges, expenses, stamp duty and all other sums whatsoever payable by the borrower to the bank under this agreement and/ or in connection with the loan (hereinafter collectively referred to as 'the borrower's outstandings') and the borrower shall pay the same to the bank forthwith.

■ Notwithstanding anything contained elsewhere in this agreement, the continuation of the loan shall be at the sole and absolute discretion of the bank and the borrower's outstandings shall be payable by the borrower to the bank on demand. The bank may at any time in its sole discretion and without assigning any reason call upon the borrower to pay the borrower's outstandings and thereupon the borrower shall pay the whole of the borrower's outstandings to the bank without any delay or demur.

■ It is a precondition of the loan advances given to the Borrower by the bank, that in case of default in repayment of the loan / advances or in the repayment of the interest thereon or any of the agreed instalment of the loan on due date/s or in maintaining the outstanding amount within the drawing power at any point of time, the bank and/ or the Reserve Bank of India will have an unqualified right to disclose or publish his/her name(s) as defaulter in such manner and through such medium as the bank or Reserve Bank of India their absolute discretion may think fit and the borrower will not claim any right of secrecy to his/her account.

■ **The Terms and Conditions mentioned herein form the contract between the Borrower availing the Pre-Approved Pension facility using the Internet Banking services or Mobile Banking Services and the Bank. By ticking the checkbox, the Borrower acknowledges and accepts these Terms & Conditions. In addition to these Terms and Conditions, any other conditions relating to the accounts of the customer/borrower including but not limited to those governing Internet Banking services or Mobile Banking Services, as the case may be, will also apply to this Pre Approved Pension Loan. In the event of any conflict between these Terms and Conditions and such other conditions, these Terms and Conditions will continue to prevail in respect of the Pre-Approved Pension Loan.**

■ *Nothing herein contained shall prejudice any rights or remedies of the bank in respect of any other present or future security guarantee obligation or decree for any indebtedness or liability of the borrower to the bank.*

Pension Loan - Score Card

Parameters	Sub-Score	Weights
Age		24
<i>less than equal to 50</i>	24	
<i>> 50-<= 65</i>	15	
<i>> 65</i>	5	
EMI/ NMI		23
<i><= 20%</i>	23	
<i>> 20% to <= 30%</i>	15	
<i>> 30% to <= 40%</i>	10	
<i>> 40% to <= 50%</i>	5	
<i>>50 %</i>	0	
Bureau Information- CIBIL Score		25
New to Credit	10	
<i><550</i>	0	
<i>550-649</i>	15	
<i>650-749</i>	20	
<i>750 & above</i>	25	
Net Annual Income		21
<i><= 1 lakhs</i>	0	
<i>> 1 lakhs & <= 2 lakhs</i>	11	
<i>> 2 lakhs & <= 2.5 lakhs</i>	17	
<i>> 2.5 lakhs</i>	21	
Loan Tenor		7
<i><= 36 months</i>	7	
<i>> 36 months to 60 months</i>	3	
<i>> 60 months</i>	0	

The cut-off score of Pension Loan is as below:

Score Band	Credit Grade	Lending Decision
>80	Grade-1	CLEAR SANCTION
76-80	Grade-2	
71-75	Grade-3	
61-70	Grade-4	
51-60	Grade-5	
46-50	Grade-6	
41-45	Grade-7	
36-40	Grade-8	DECLINE
26-35	Grade-9	
<=25	Grade-10	

PENSION LOANS

Checklist of Documents (self-attested) to be submitted along-with Loan Application Form

<input type="checkbox"/>	i.	Application form duly filled by the Borrower and Guarantor
<input type="checkbox"/>	ii.	2 Latest Passport size photographs
<input type="checkbox"/>	iii.	Last 6 months' Bank Account Statement where pension is credited
<input type="checkbox"/>	iv.	Asset & Liability statement in the Bank's standard format
<input type="checkbox"/>	v.	Copy of Pension Payment Order from the Pensioner/Family Pensioner
<input type="checkbox"/>	vi.	Requisite Undertakings from Applicants as well as treasury/PSUs officials in case PPOs are held with Treasury/PSUs-where applicable
<input type="checkbox"/>	vii.	Submission of OVD (refer to table below)

Following to be submitted:

(a) Permanent Account Number (PAN) of borrower or Form 60.

(b) At least one copy of the Officially Valid Documents (OVDs) mentioned below, as proof of his identity and current address:

- i. Passport,
- ii. Driving license,
- iii. Proof of possession of Aadhaar Number,
- iv. Voter's Identity Card issued by Election Commission of India,
- v. Job card issued by NREGA duly signed by an officer of the State Government,
- vi. Letter issued by the National Population Register containing details of name and address

If the OVD furnished by the customer does not contain updated address, the following documents shall be deemed to be OVDs for the limited purpose of proof of address:

- i. Utility bill which is not more than two months old of any service provider (electricity, telephone, post-paid mobile phone, piped gas, water bill);
- ii. Property or Municipal tax receipt;
- iii. Pension or family pension payment orders (PPOs) issued to retired employees by Government Departments or Public-Sector Undertakings, if they contain the address;
- iv. Letter of allotment of accommodation from employer issued by State Government or Central Government Departments, statutory or regulatory bodies, public sector undertakings, scheduled commercial banks, financial Institutions, listed companies and lease and licence agreements with such employers allotting official accommodation.

[Provided that the customer shall submit OVD updated with current address within a period of three months of submitting the above documents]