



CHARTER OF CUSTOMER SERVICE COMMITTEE

The Bank of Nova Scotia, India has in place the Customer Service Committee in accordance with the requirements prescribed by The Reserve Bank of India.

Chairman

The Customer Service Committee is to be chaired by the nominated Nodal Officer of the Bank. The Chairman of the Customer Service Committee is elected by the members of the Customer Service Committee.

The Chairman of the Committee is a member of the Country Management Committee, and as appropriate, makes recommendations to the Country Management Committee, after each Committee meeting.

Composition

Minimum three members of Operations team, as its members, to enable an independent feedback on the quality of customer service rendered by the Bank. All the members of the Customer Service Committee shall possess the skills and knowledge needed to complete the roles and responsibilities of the Committee.

The Customer Service Committee may invite such of the executives, as it considers appropriate to be present at the meetings of the Committee, but on occasions it may also meet without the presence of any executives of the Bank.

The Customer Service Committee to include experts and representatives of customers as invitees to enable the Bank to formulate policies and assess the compliance thereof internally with a view to strengthening the corporate governance structure in the banking system and also to bring about ongoing improvements in the quality of customer service provided by the Bank.

Customer Service Committee is authorized to take such independent professional advice or have access to such external resources (including access to external consultants or specialists) as it considers necessary. The Customer Service Committee shall have no executive powers with regard to its findings and recommendations.

The Customer Service Committee shall assess its effectiveness periodically and this Charter will be reviewed annually and updated as required.



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Customer Service Representative

The Customer Service Representative of the Bank shall act as the Secretary to the Committee. Minutes of the meetings shall be recorded and maintained by the Customer Service Representative and shall be presented to the Committee for approval, at its subsequent meeting.

Meetings and Quorum

The Customer Service Committee must meet quarterly to consider related matters and at such other times as the Customer Service Committee Chair shall require. The quorum necessary for the transaction of business will be two members.

The Committee is to review customer service aspects in the Bank and submit a detailed memorandum in this regard to the Country Management Committee, once every six months and initiate prompt corrective action wherever service quality / skill gaps have been noticed.

The terms of reference:

The terms of reference of the Customer Service Committee include:

- 1) To review the level of customer service in the Bank including customer complaints and the nature of their resolution;
- 2) To provide guidance in improving the level of customer service;
- 3) To ensure that the Bank provides and continues to provide best-in-class services across all its category of customers to help the Bank in protecting and growing its brand equity;
- 4) To oversee the functioning of the internal committee for customer service;
- 5) To evolve innovative measures for enhancing the quality of customer service and improving the overall satisfaction level of customers.
- 6) To ensure implementation of directives received from RBI with respect to rendering of services to Bank customers



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The key roles & responsibilities of the Committee are provided below:

1. Approving the various policies that relate to customer service; examples thereof include and are not limited to:
 - Comprehensive Deposit Policy
 - Cheque Collection Policy
 - Customer Compensation Policy
 - Customer Grievance Redressal Policy
 2. Reviewing metrics and indicators that provide information on the state of customer service in the Bank; providing direction to the management of the Bank on actions to be taken to improve the metrics;
 3. Reviewing the actions taken/ being taken by the Bank to standardize the delivery of customer experience;
 4. Reviewing results of the surveys conducted that provide quantitative and qualitative information on the state of customer experience;
 5. Providing inputs on the products introduced by the Bank with a view to ensure suitability and appropriateness;
 6. Monitoring the implementation of the Banking Ombudsman Scheme with particular reference to:
 - Reviewing all the awards against the Bank with a focus on identifying issues of systemic deficiencies and the Bank's plan to address these deficiencies;
 - Reviewing all awards that remain unimplemented after 3 months from the date of the award with the reasons there of; to report to the Country Management Committee such delays in implementation without valid reasons and for initiating remedial action;
 7. Review, on an overall basis, the customer service aspects in the Bank based on the detailed memorandum submitted in this regard and report to the Country Management Committee thereafter; this is done on an annual basis, and based on the review, the Committee will direct the Bank to initiate prompt corrective action wherever service quality / skills gaps have been noticed;
 8. Monitoring the activities of the Standing Committee on Customer Service (executive level committee) on a quarterly basis.
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