



AU SMALL FINANCE BANK LIMITED

Time - Norms for Various Important Banking Transactions

*The following time norms are indicative and are subject to change depending upon the volume handled and peak /nonpeak hours at each branch.

Sr. No	Particulars	Time Taken
1	Cash payment	Up to 15 minutes
2	Receipt of cash	Up to 15 minutes
3	For issuance of demand draft	Up to 20 minutes
4	Payment of demand drafts	Up to 15 minutes
5	Opening / closing of an account	Up to 4 working days
6	Statement of accounts (request for duplicate)	Up to 30 minutes
7	Transfer/RTGS/NEFT	Up to 15 Minutes
8	Passbook Request	Up to 30 minutes
9	Passbook Updation	Up to 15 minutes
10	Nomination Updation	Up to 1 working day
11	Collection of Local Cheques	As per clearing house rules
12	Collection of Outstation Cheques	Up to 14 days depending on the location

Time norms for request processed / opening an account are subject to submission of required and complete documents by the customers.