

**Head Office, CEADC Department**

Date: 15/11/2019

**Notice for Customers Having Debit/Credit cards**

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As per extant regulatory guidelines Banks may not offer facility of electronic transactions to the customers if they have not provided mobile number to the bank.

Further, as per Bank's Policy Debit/Credit card where transactions have not been done for one year, shall be hotlisted to protect interest of esteemed customers.

Hence customers who have not done any card related transactions from 01/08/2018 OR have not provided mobile number/KYC/re-KYC documents must:

- (a) Provide Mobile Number to their branch for updation (mandatory).
- (b) Provide necessary KYC details for updation/re-KYC purpose (mandatory).
- (c) Provide PAN number if obtained.
- (d) Provide Email id, if available.

The above requirements need to be complied within 30 days i.e. by 15/12/2019.

Kindly note that the cards where necessary KYC/re-KYC/mobile updation is not completed by 15/12/2019 bank shall hotlist all such Debit/Credit Cards.

We request your understanding and support in completing this important exercise. We also request our esteemed customers to use their cards periodically.

Bank of India,  
CEADC Department,  
Head Office, Mumbai