



It also tells you at any point of time how much money you have in your account. See the cash that Shamu has deposited in his account is already shown in the pass book.



You should get your passbook updated regularly.

Yes, and if you find any mistake in it, you must tell us immediately.

Suppose I find a mistake and tell you about it, will you correct it immediately?



Although, some times, we may take some days to correct it, if we need to check something. And in case we do not correct our mistake in reasonable time, you must bring it to my notice.



In fact, if you have any complaint with your bank you must first give it to the bank branch.

If the bank branch does not resolve it in one month...



...You can apply to the Grievance Redressal Cell of the bank. And, if it still does not get sorted out, you can send your complaint to the Banking Ombudsman, who has been appointed by the Reserve Bank of India to take care of such customer complaints.



omb... What?



Banking Ombudsman. There is one Banking Ombudsman for each State who is located in the Office of the Reserve Bank of India.

The address of this Banking Ombudsman should be available in the bank branch itself. If the bank does not give a satisfactory response to your complaints, the Banking Ombudsman



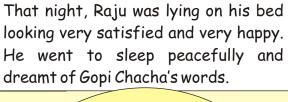
Gopi Chacha, is there a possibility that a the bank will close down? And if that happens, will I get my money back?



All individual bank deposits upto Rs 1 lakh are compulsorily insured, which means that if any bank fails, these individual depositors get back their deposits upto Rş. one lakh.

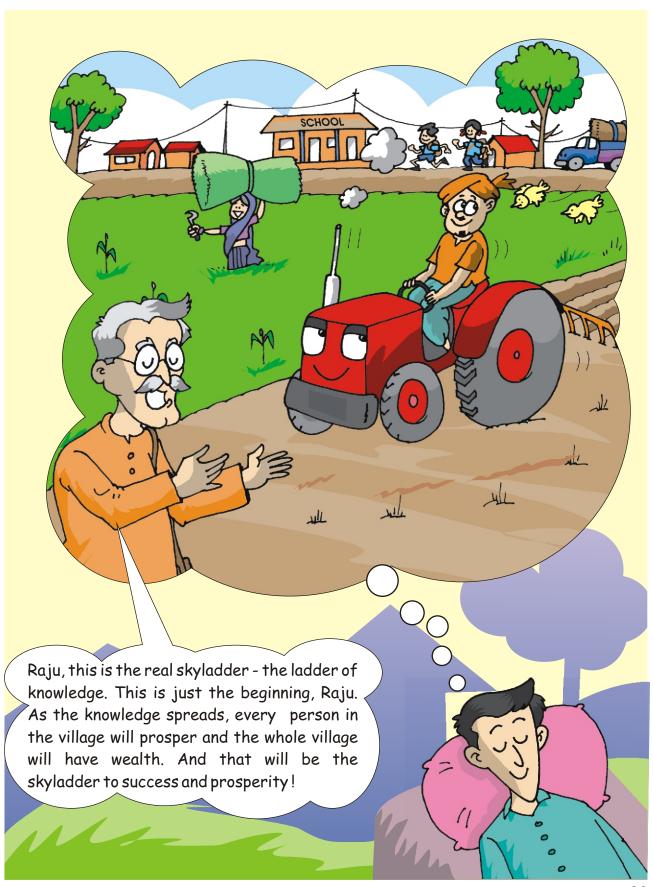


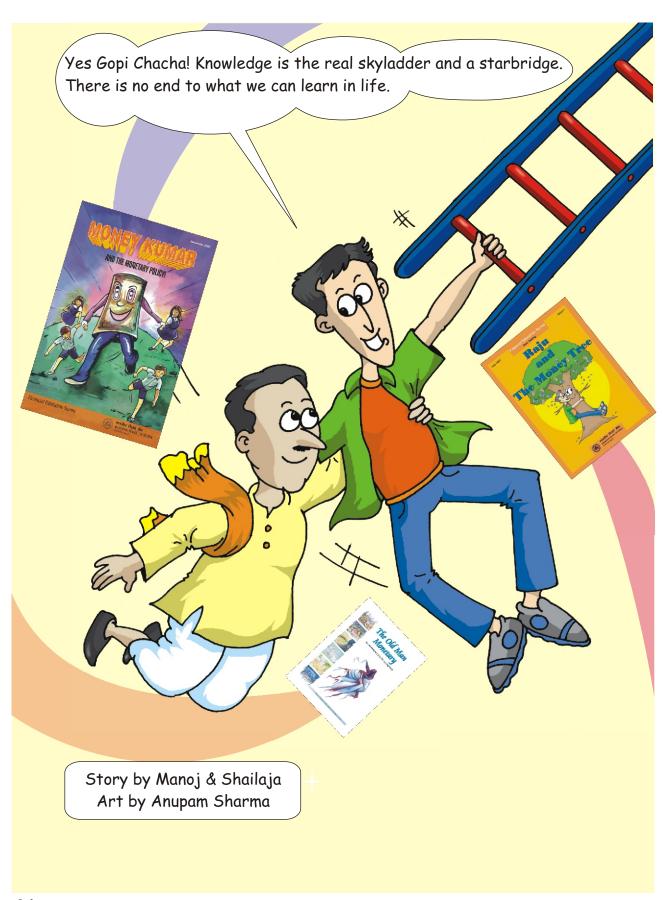
I would really like to know more about this. But I can see the Manager uncle is very busy so may be some other time.











So tell me...

- 1. Which is the deposit account most suited for individuals or house holds?
- a. Savings account
- b. Current account
- c. Fixed deposit
- 2. Which is the deposit account most suited for a business man?
- a. Savings account
- b. Current account
- c. Fixed deposit



- 3. Which is the deposit account most suited for large expenditure in the future?
- a. Savings account
- b. Current account
- c. Fixed deposit
- 4. Which account meets Tara's needs?
- a. Saving account
- b. Current account
- c. Fixed deposit
- 5. What is the advantage of a crossed cheque?
- a. Immediate cash
- b. Unsecured
- c. Secured
- 6. Which account earns more interest?
- a. Savings account
- b. Current account
- c. Fixed deposit
- 7. Which account allows the facilities like payment of electricity, phone bills, etc.?
- a. Savings account
- b. Current account
- c. Savings and current



- 8. Which of the following documents is acceptable for opening a bank account?
- a. School leaving certificate
- b. Birth certificate
- c. Ration card
- 9. You need to keep minimum balance in a 'no frills account'.
- a. Correct
- b. Incorrect
- 10. In the story 'skyladder' and 'starbridge' stand for
- a. Prosperity through knowledge
- b. Prosperity through sharing
- c. Both





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