



GREATER BANK

GREATER BANK TODAY

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Chairman's Message



Greetings to all Shareholders & Members,

First of all, I would like to wish all readers a very happy, healthy and prosperous New Year 2013. Let this year bring much personal happiness to you and your families.

As we enter into another Year, I want to send my warmest thanks to all Members, Shareholders for your support during 2012. And I also want to use this message to express my appreciation to all staff of 'Greater Bank'; they have dedicated themselves in 2012 for broadbasing the client base in the CASA segment.

The year that went by has been one with tumultuous developments both within India as well as globally. While the financial position of many economies has caused some concern, the rising commodity prices and inflationary trends in many countries including India have emerged as challenges in the quest for growth. Things in our daily lives that we took for granted; like a robust banking system, owning a home, continuous employment etc. have all been redefined by this crisis. Your Bank was not immune from these challenges. A lot of effort and focus has gone into increasing your Bank's core business and operate in an optimal manner in the last quarter. This was done with continuous assessment of Bank's Business Model and strategies. A major challenge which your Bank faced was the delay in payment of dividend for the year 2011-12, which was due to a small technical glitch. But with the backing of the banking regulator, The Reserve Bank of India, your Bank declared albeit a bit late, dividend pay-out @ 15% to all shareholders in keeping with the trend of the past six years. I sincerely thank Reserve Bank for their support.

Your Bank has come a long way from its modest beginning in 1952. Technology is permeating our lives like never before. The important reason behind this is to contain our operating costs and at the same time offer a wide variety of products and services as per the changing lifestyles of our customers. Most recently, Your Bank rolled out the innovative 24 hours banking centres called the 'E-Lobby 24 x 7' at all branches. Megabankers or self service banking kiosks have been installed to serve customers who prefer self banking and who would like to carry out banking transactions at their convenient time. Even at the BANCON-12, Annual Bankers' Conference held recently at Pune, one of the talking points by Union Finance Minister Shri. P. Chidambaram was urging banks to innovate in their offerings and come up with innovative products.

We at Greater Bank are optimistic about our future and look forward to being part of an industry that will serve and benefit mankind in many ways and we invite all stakeholders, customers, partners and friends to join us in a journey that will allow us all to build paths to the future.

Warm Regards,

Narendrakumar A. Baldota



CEO SPEAK



Shri. Narendra D. Bihare
Chief Executive Officer

This is my first address since appointment as Chief Executive Officer of your Bank, to all Members, through your Bank's newsletter and I am honoured to address and wish each one you a very happy and prosperous New Year.

I would like to emphasize that the roadmap for the progress of Your Bank is being followed – sincerely and seriously. It is important to assess Bank's performance at regular intervals and plan strategies for the future.

With the brick and mortar medium of delivering services being slowly replaced with alternative banking channels like ATM, Mobile Banking and Internet Banking, it is imperative that conscious efforts are taken to increase Bank's business especially in the core business areas like building up the CASA and advances portfolio of the Bank.

A series of steps have been taken in the last quarter with multi pronged activity on various fronts. A robust credit department, increased sanctioning powers to branch heads, recruitment of specialized officers, review and simplification of products and services that we offer and an active training department have quickened the decision making process at the top level.

As the Chief Executive Officer, my goal would be to turn your Bank into an integrated, robust Bank with steady growth in the coming years. In this New Year filled with challenges, I look forward to the support of all stakeholders of the Bank to take your Bank to 'Greater Heights'.

GBCB HAPPENINGS AT A GLANCE



Mr. Narendrakumar A. Baldota, Chairman, felicitating Mr. Sitaram Salvi of Dadar branch who was the highest individual performer of the Saving Fortnight



Mr. Amresh Guru, Dahisar Br. Head, receiving trophy for best performance in Savings Fortnight 2012 from Mr. Ashok Vakharia, Director



Mr. Narendra Behere, Chief Executive Officer, awarding trophy to Mr. Santosh Kadam, Goregaon branch for best BSLI performance during fortnight held in Nov. 2012

Season of Festivals

Coinciding with the season of Indian festivals, your Bank celebrated a series of festival fortnights in the last quarter. In order to promote healthy competition among branches and to encourage Branch Heads to step up their efforts in mobilizing more deposits from individuals and institutions, your Bank adopted the 'Festival of Fortnights' from September 2012 onwards. Co-ordinators were appointed for each zone to oversee and assist the branches:

Savings Account Fortnight (1st September 2012 to 15th September 2012)

Branches were divided into 4 zones with fixed targets to mobilize Saving accounts from individuals, HUFs and Registered Societies. Targets were fixed for branches to open SB accounts. The branches put up an excellent show and in a span of 15 days, surpassed their fixed targets and collectively contributed towards taking their branches to the number 1 slot. The leading branch in the Savings fortnight was Dahisar branch. The Branch Head credited this win to the exceptional team effort of his branch staff who were felicitated by the Chairman, Mr. Narendrakumar A. Baldota.

Note: All branches independently and collectively, not only achieved but surpassed their targets. This is definitely going to have a steady impact on Bank's business over a period of time. Well done branches!!

Special mention about Mr. Sitaram Salvi, Sub Staff, Dadar Branch, mobilized 98 accounts; the highest number of accounts opened by an individual in the fortnight. Truly, a great feat.

Current Account & BSLI Fortnight (19th November 2012 to 1st December 2012)

The next fortnight began with a focus on increasing the Current Account and Life Insurance (Birla Sun Life) portfolio of your Bank. Here again, there was healthy competition among branches for the top slot. A spirited performance was once again demonstrated by the branches. Once again, Dahisar branch stole the show followed by Malad branch. The maximum BSLI premium collection was done by Goregaon branch.



(R-L): Mr. Sitaram Salvi, Dadar Branch, Mr. Sushil Mayekar, Dadar Branch & Ms. Parva Chalkie, Malad Branch

Top Performers of Savings Fortnight

Operation @ ease



Banking delegates from Kerala



Mr. Narendra D. Behere, CEO, Addressing the delegates



Visit by Co-op Bank Executives from Kerala

This visit was organized by the Vaikunth Mehta National Institute of Co-operative Management, Pune in collaboration with the State Co-operative Union, Kerala for co-operative bank executives from Kerala, as part of their participation in a leadership development program. The delegation visited your Bank's Nerul branch E-Lobby 24 x 7 facility and were happy to see the innovative, self-service, banking kiosks that are simple and safe to use, even by small children. These kiosks help traders and shopkeepers to deposit cash at any given time of the day and night and get proper receipts. The cash deposit machine even detects fake currency notes. The E-lobby facility is available even on days when banks are closed and not available for public transactions.

The visit to Nerul branch by the delegates was on 13th December 2012. Around 45 bankers witnessed the functioning of the kiosks that serves customers with multi-functional services. Your Bank has been a pioneer in introducing the E-Lobby 24 x 7 / 'Megabankers' and is also the only co-operative bank in Mumbai, to have them installed at all branches in Mumbai.

Season of Festivals continue...

Gold Loan Festival
(3rd December 2012 to 22nd December 2012)



The idea of pledging gold may not be a new one but makes good business sense as almost every Indian owns some quantity of gold and hence becomes a potential customer for the Bank. 'Greater Bank Gold Loan', an attractive product designed to provide liquidity against gold ornaments was the next focus of your Bank.

So how can a customer borrow against gold? Just simply walk into any of Greater Bank branches with your jewellery/gold coins and get them valued through valuation machines at branches. Loan amount ranging from Rs. 10k to Rs. 25L is offered at min. 13% interest rate or at competitive rates ranging from 13% to 16% as per your choice. With no processing fee, its easier and cheaper than a personal loan.

As we go to print, branches have received a very good response. Ghatkopar branch is leading the show followed by Dadar branch. Please wait for the final result announcement in the next issue.

MEMBERS WELFARE UPDATES

Nomination facility on Lockers

A safe Deposit Locker with Greater Bank is the solution for safekeeping of all your valuables. With branches located at strategic locations in Mumbai, your Bank offers a wide availability of locker sizes. Here are few important things you must know about nomination facility for lockers...

- **Nomination Facility is an ideal tool to mitigate hardships of common persons in settlement of claims in the event of death of the account holder.**
- Nomination facility simplifies the procedure for settlement of claims of deceased depositors as banks get a valid discharge by making payment of the balance outstanding in a depositor's account at the time of his death or delivering contents of locker or articles kept in safe custody to the nominee.
- Nomination is optional for bank customers. It is therefore necessary that nomination facility is popularized and customers are made aware of its advantages while opening a deposit account or opting for the lockers.
- A safe deposit locker held by a **sole locker holder** can be nominated in favour of **one individual only (Form SL-1)**
- However, a safe deposit locker that is held in **joint names** and operated jointly by **any two or more locker holders**, up to two nominees can be appointed (**Form SL-1A**). Non Resident Indians can also be made the nominee.
- In case of lockers hired jointly with survivorship clause the Bank should follow the mandate in the event of death of one or more of the locker hirers. At present B R Act (Section 45 ZE) does not provide nomination facility in respect of lockers with "Either or Survivor" / "Former or Survivor" / "Anyone or Survivors" / "Latter or Survivor" mandate. Hence operational instructions are not given in this regard. However, in case of deposit accounts nomination facility is available to all individual or joint accounts ("Either or Survivor" / "Former or Survivor" / "Anyone or Survivors" / "Latter or Survivor").
- If there is more than one locker holder, then the nomination form must be signed by all locker holders. A copy of the nomination form will be held in the Bank's records and the other copy will be given to the locker holders/guardians notified in the Bank's records.
- Nomination favouring a Minor is permitted on the condition that the locker holder, while making the nomination appoints another



individual(who is not a minor) lawfully entitled to receive the contents of the locker on behalf of the minor. In the event of the death of the locker holder(s), while the nominee is still a minor, the individual who, in law, is competent to receive the contents will receive the contents of the locker claimed on behalf of the minor nominee.

- Cancellation (**Form SL-2**) or variation (**Form SL-3**) for single locker holder and **Form SL-3A** for Joint locker holder) in the nomination can be made at any time as long as the locker is in force.
- While making nomination, cancellation, variation, rules applicable to the witness need to be followed. Moreover, if the locker is held by more than one person all locker holders must sign on all requisite forms.
 - Payment by the bank in accordance with the nomination provisions, to the nominee will give a valid discharge in so far as the bank is concerned.
 - Nomination is solely for the purpose of simplifying the procedure for settlement of claims of deceased locker holders and **does not take away the rights of legal heirs** on the estate of the deceased. In effect the nominee becomes the trustee of the legal heirs.
- While releasing contents of lockers to the nominee or nominees and surviving hirers, banks are not required to open sealed/closed packets found in locker.
- In case of death of one of the hirers, where there are joint locker-hirers and as per the contract of locker hire, the locker is to be operated jointly, and where there is nomination, **access to the locker may be given to the nominee jointly with the surviving hirer(s)**. Before permitting nominee(s) to remove contents of the Safe Deposit Locker, the bank would prepare an inventory of the sealed /closed packets and loose ornaments/articles in their presence along with two independent witnesses. In such cases, except death certificate and identification of the nominee, no other document need be obtained. The nominee and surviving hirer(s) may still keep the entire contents with the same bank, if they so desire by entering into a fresh contract of hiring a locker.

Contributed by **K. V. Holla**,
Manager(Audit)

Appeal to all Shareholders/Members

15% dividend has been paid for the sixth year in succession on the back of Net Profit figure of ₹. 9.2 cr for the year ended March 31, 2012. The dividend amount was credited on 26th November 2012, to the accounts of all Shareholders/Members having an account with your Bank.

We would like to take this opportunity to invite all Shareholders/Members who do not maintain accounts with us, to open an SB Account with your Bank, as it will help you to receive the dividend amount directly into your account. It would be faster and you need not take the trouble to visit any bank to deposit the instrument.

Please contact your nearest Greater Bank branch for more details.



GREATER BANK WELLNESS PACKAGE

Begin the New Year with a healthy start! Avail the 'Greater Wellness Health Package', a health package offered exclusively for shareholders/ Members of your Bank, who are 40 years and above, to keep them healthy and happy.

As part of the Diamond Jubilee Year offering, your Bank has tied up with SevenHills Hospital in Mumbai, for a one stop, fuss free, health screening package, for Shareholders and Members, at the hospital.

Why Health Screening?

Health screening is of value to everyone. A large number of diseases have a tendency to remain silent only to rear its ugly head once much damage has been done to the body. Greater Bank Wellness Package is

the tool that we offer to identify these diseases early, control them and prevent them from taking over our lives.

Your requirements and health concerns are important to us and hence we earnestly urge every Shareholder/Member to avail this facility. It is offered absolutely **FREE** to Bank's Shareholders /Members.

So staying healthy shouldn't hurt your budget now !!!!

Be Fit! Be Fine ! Be Healthy and Take Care!

Facilities

In the Greater Wellness Health Package, we strive to offer you a complete health screening which includes:

Blood and Urine tests	Cardiac Evaluation	Renal Profiling
X-Rays	Mammography	Thyroid tests
Cancer Markers &	Physician / Gynecologist consultation	

GREATER BANK'S CSR ACTIVITIES

1. Our Vasai branch had organized a one day trip for Senior Citizens on 29th August 2012, to the replica of **Shani Shingnapur, Swami Samarth Math, Arnala beach, Samadhi of Jagat Guru Shankaracharya Samadhi**. After a scrumptious lunch, a game of housie was played and spot prizes were announced. All 'silvers' thoroughly enjoyed the day and thanked the Bank for sponsoring this tour. Some seniors became teary-eyed on their visit to these holy places as they had heard about them but had never got an opportunity to visit them, despite being old residents of Vasai; but Greater Bank made this possible.



Senior Citizens of Vasai Branch Playing getting ready for Housie.

2. Our Versova and Goregaon branches organized Eye Check up & Sujok Therapy on 2nd September 2012 & 9th September 2012, respectively. Residents of Kamgar Nagar Association at Versova and residents of BEST colony at Goregaon took benefit of the same. Many were impressed with Sujok Therapy and even appreciated the eye check up camp.

3. Our Bhuleshwar branch organized BP Diabetes, Eye Check up & Sujok Therapy on the 7th & 9th of September 2012 at Sarvodaya CHS Society, Panjrapole between 10.00 am to 5.00 pm. About 130

residents & shop owners took advantage of the same. Many people appreciated the BP & Diabetes counter where instant reading was available. Old people, especially, appreciated the Sujok Therapy counter which gave instant relief though temporary for their knee joint problems.

4. Due to the popularity of Sujok therapy, our Kandivali branch organized it alongwith Hair Analysis & Eye Check up for the residents of Blue-Ocean CHS, Kandivali. About 90 residents took advantage of the same. Many residents went for further hair consultation at a very nominal rate at the Trichology centre at Kandivali.

5. On 14th September 2012, our Dombivali branch had organized eye check up for the students of Swami Vivekanand School, Dombivali alongwith Sujok Therapy for the teachers of Adarsh Vidyalaya, Dombivali. About 200 students from Swami Vivekanand & 20 teachers from Adarsh Vidyalaya took advantage of the same.

6. On 22nd September 2012 our Versova branch had organized free BP, Blood sugar, Papsmear Test (for females above 40 yrs) & Consultation for Kidney Stone, enlarged prostate, gall bladder stone, hernia & appendicitis check up in association with RG Stone hospital, Andheri. Around 65 people got themselves diagnosed for the same.

7. Our Vile-Parle branch had organized Sujok Therapy, Hair Analysis & Eye Check up at St. Joseph's school Vile-Parle & Andheri Sarvajanic Mandal. In all, around 580 teachers and residents took the benefit of

Reader's Corner

Do you have interesting articles, poems, pictures or contributions that you would like to share with others???? Readers are invited to e-mail informative articles, amusing anecdotes, suggestions/ contributions to annie.furtado@greaterbank.com and we will try our best to get them published in GB Today.

IMPORTANT NOTICE

STANDARDIZATION AND ENHANCEMENT OF SECURITY FEATURES OF CHEQUES

1. Reserve Bank of India has prescribed new guidelines on standardization of security features of cheques, referred to as CTS-2010. These features are aimed at enhancing customer safety and facilitating easier processing.
2. As per RBI guidelines, non CTS-2010 cheques should be withdrawn before March 31, 2013.
3. Please identify if your existing Greater Bank Account cheque book is CTS-2010 compliant.
4. In case your cheque is not CTS-2010 compliant, you can request for a new Cheque Book at respective Greater Bank Branches.



Please look for the letters "CTS-2010" printed perpendicularly on the cheque leaf (near the perforation on the left side) as shown in the image. If the above letters are present, your cheque book is CTS-2010 compliant

5. RBI has advised all banks holding post-dated EMI cheques to arrange for replacement of non-CTS-2010 Standard cheques with CTS-2010 Standard cheques. If you have availed a loan and have given post dated cheques to your lending bank, do get in touch with them for advice on next steps.



"You don't stop laughing because you grow old. You grow old because you stop laughing"

A young boy enters a barber shop and the barber whispers to his customer, "This is the dumbest kid in the world. Watch while I prove it to you." The barber puts a dollar bill in one hand and two quarters in the other, then calls the boy over and asks, "Which do you want, son?" The boy takes the quarters and leaves. "What did I tell you?" said the barber. "That kid never learns!" Later, when the customer leaves, he sees the same young boy coming out of the ice cream store. "Hey, son! May I ask you a question? Why did you take the quarters instead of the dollar bill?" The boy licked his cone and replied, "Because the day I take the dollar, the game is over!"



GREATER BANK

The Greater Bombay Co-operative Bank Limited (Scheduled Bank)

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