

## Frequently Asked Questions

1. Who is eligible for Online TD / RD?  
Customers having access to active Personal Internet Banking Facility, with Transactional rights, are eligible for Online TD / RD. This facility is currently unavailable for Corporate Internet Banking customers. Customers not having access to SVC Bank NetBanking Facility, may [click here](#) to enroll online.
2. What are the Account types eligible for Online TD / RD?  
Savings, Current & Overdraft accounts with Transactional rights in Personal Internet Banking (PIB) are eligible to open Online TD / RD.
3. Are NRE / CC / TL account holders permitted to book online TD / RD?  
No. NRE / CC / TL accounts holders are not permitted to book online TD / RD.
4. What are the schemes available under Online TD?  
Customers will be permitted to open Online Term Deposits through PIB for the following schemes:
  - a. TD Short Term - FDS (between 15 - 364 Days)
  - b. TD Long Term - (between 365 Days - 10 Years)
    - FDL - Simple Interest
    - SVCC - Cumulative Interest
  - c. TD SVC Tax Exempt (5 Years)
    - Tax Exempt - Simple Interest
    - SVCC Tax Exempt - Cumulative Interest
  - d. TD Mangal Moorti (24 Months - Simple Interest Only)
5. Is Flexi Recurring Scheme (FRD) option available through PIB?  
No. Flexi Recurring Scheme (FRD) option is unavailable through PIB.
6. What are the Interest Payout options available for the customer?  
Customer may select between Reinvest Interest or Repay Interest options.  
If a customer chooses Repay Interest, then they will have to select the Interest Frequency from Monthly / Quarterly / Half Yearly / Yearly / On Maturity options. Interest calculation for online TD / RD is based on Calendar Quarter.
7. Is Auto-renewal option available while booking Online TD?  
Yes, Auto Renewal Option is available while booking Online TD. The terms & conditions for Auto renewal at SVC Bank Branch are applicable to Online TD, as well.
8. If a customer selects 'I wish to Nominate' option, which Nominee gets populated in NetBanking?  
If a customer selects the 'I wish to Nominate' option while booking Online TD / RD, then the Nomination from SA / CA / OD Account (from where the TD / RD is booked) gets auto populated as default. For Single Account Holders / Minor Accounts / Current Account Proprietors, if the customer wishes to change the default Nominee, they should use the 'Change Nominee' option. In case, there is no nomination in SA / CA / OD Account, then the customer will have to manually update these details while booking the TD / RD (if they select the 'I wish to Nominate' option). Change or addition of Nominee is not allowed in accounts having more than 1 account holder.

9. Is there an option to change the Nominee details online?

Yes. The customer may change the Default Nominee appearing from Base Account while booking the Online TD / RD. However, this nomination change will not affect the Nominee details in the Base Account. This option is not available for accounts with multiple account holders.

10. Can all customers change the Nominee details online?

No. Option to change existing default Nominee or add new Nominee will be unavailable for Accounts with multiple holders. In such a scenario, the customer will be required to visit the SVC Bank base Branch with a request to change / appoint new Nominee. Only Single Account holders / minor accounts / proprietors can change the default Nominee while booking online TD / RD.

11. What are the additional details required, if the Nominee is a Minor?

In case, the Nominee is a Minor, then the Guardian (i.e., Natural / Court Appointed / Receiver) details & his / her relationship with the Minor are to be updated while booking online TD / RD.

12. Is Nominee mandatory while booking online TD / RD?

Nomination Registration is mandatory for TD opened under Tax Exempt Scheme. Customer will have to mandatorily select the option, 'I / We wish to nominate' and update the Nominee details before creating the Online TD, booked under Tax Exempt Scheme.

13. Where is the Interest & Principle payout credited?

Interest & Principle payout is credited to the account from where the TD / RD is booked.

14. Can the customer request for Interest & Principle payout by way of PO / NEFT / RTGS / NACH?

No. Interest & Principle payout in the form of PO / NEFT / RTGS / NACH is not permitted.

15. Can the customer close the TD / RD through PIB?

No. Customers cannot close the TD / RD, booked online or through SVC Bank Branch, from their PIB login.

16. What is the process to follow, in case of premature withdrawal of Online TD / RD?

If the customer wishes to close or premature the TD / RD, booked online or through SVC Bank Branch, they will be required to visit the SVC Bank base Branch to give in a request for the same.

17. Can the customer change the Maturity instructions through PIB for TD / RD booked online?

No. The customer will be required to visit the SVC Bank base Branch to change the Maturity instructions of the TD / RD, booked through PIB.

18. Does the customer get TD receipt for TD booked through PIB?

No. While the customer may not receive a TD receipt (for TD booked through PIB) from the SVC Bank Branch, the customer will receive a TD / RD advice on their registered e-mail ID. The customer may download the TD / RD advice from PIB, by accessing the 'View TD / RD Opened Online' option, under 'Term Deposit.'

The TD / RD advice will be available for access / download till the maturity date of the TD / RD.

19. A customer is unable to book, 'SVCC (Reinvest Interest) for 24 Months', due to an error notification. What must the customer do?

24 Months TD option is only available for Simple Interest. Customers will have to select Repay Interest Option, while booking 24 months TD.

20. A customer is unable to book, 'TD SVC Tax Exempt Scheme,' due to the notification, 'PAN is mandatory for SVC Tax Exempt Scheme. Kindly contact Base Branch.' What must the customer do?  
PAN is mandatory for booking 'SVC Tax exempt scheme.' If the customer gets the above notification, they must submit a copy of their PAN Card at their SVC Bank base Branch.
21. A customer is unable to book, 'SVC Tax exempt scheme,' through PIB, due to the notification 'Max Deposit Limit under SVC Tax Exempt Scheme is Rs. 1,50,000.' What must the customer do?  
If the customer gets the above notification, it implies that the customer has already exhausted the maximum amount of Rs. 1,50,000 that can be booked under SVC Tax Exempt scheme.
22. A customer, having Accounts with multiple account holders, is unable to book TD under Tax Exempt Scheme due to an error notification. What must the customer do?  
Such customers may not have any nomination in Base Account. In such a scenario, the customer is required to visit the SVC Bank base Branch to book the TD, in person.
23. Are accounts with Power of Attorney - POA permitted to book online TD / RD?  
Yes. Accounts with Power of Attorney - POA are permitted to book online TD / RD.
24. What is the maximum limit for booking TD online?  
Maximum limit for booking TD online, per day, per account, is Rs. 1 Crore.
25. Can we book TD / RD in a single name even if the Base Account has multiple holders (either or survivor, anyone or survivor mode of operations)?  
Online TD / RD will be created as per the Base Account holders (i.e., if the Account debited for Online TD / RD has 2 Account holders, then the online TD / RD will also be booked in the name of the same 2 Account Holders) with the same mode of operations (i.e. either or survivor, anyone or survivor, etc.).
26. Can a customer avail Loan against the online TD / RD?  
Yes. The customer can avail Loan against online TD / RD. The customer may connect with their SVC Bank base Branch for more details on the same.

To book your TD / RD online, follow the detailed, step-by-step process shared [here](#).

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