



STATE BANK OF INDIA OFFICERS' ASSOCIATION (CHANDIGARH CIRCLE)

(Registered under Trade Unions Act 1926-Regn. No. 186/79)

No. G.S/ CIRCULAR NO.2017/16
TO ALL UNITS/MEMBERS:

Date : 06-02-2017

PAI RENEWALS UNAUTHORISED DEBITS TO THE ACCOUNTS OF CUSTOMERS

We have sent a communication to the Management on the captioned subject. A copy of the same is enclosed for the information of members.


(Deepak K. Sharma)
General Secretary

2017/09/13

06-02-2017.

The Chief General Manager,
State Bank of India,
Chandigarh L.H.O.

Dear Sir,

PAI RENEWALS UNAUTHORISED DEBITS TO THE ACCOUNTS OF CUSTOMERS

It has been brought to our notice that number of customers are approaching branches with complaints of unauthorised debits to their accounts on account of PAI renewal without any mandate given by them. The branch officials are finding it difficult to convince customers that bank has not raised any unauthorised debit in their account and they must have given auto-renewal option while availing PAI. It has been further revealed that some selected branches have debited premiums for such renewals through Trickle feed mechanism from lapsed PAI accounts including non-home customers without any consent of customers on the instructions of Controllers. In the process, even the non-lapsed policies and policies purchased 3-4 years ago has also been renewed to achieve the activation targets.

Sir, this is a very serious issue and a matter of grave concern for all of us as it will not only tarnish the image of our beloved Bank but also may lead to multifarious legal complications in future. Moreover, Bank has adopted "ZERO TOLERANCE POLICY FOR MIS-SELLING" and sword of disciplinary actions will always hang on the officials who have raised unauthorised debits in the accounts of customers for PAI renewals.

During last Circle Negotiating Council meeting held on 22nd December, 2016, we also elaborated that how in order to increase sales, the employees who are the implementers of the cross selling strategies are being forced to work in such ways that the entire effort of cross selling is losing its focus. Cross selling performance pressure is leading to unethical practices of arm-twisting the borrowers to purchase insurance products in order to avail even basic banking facilities. The social media is abuzz of posts by dis-satisfied customers with complaints of forceful mis-selling of PAI even for opening of saving bank account.

In view of above, you are most humbly requested to initiate steps to stop such unethical practices and order a probe to expose the main person(s) responsible for such unauthorised debits in the accounts of customers for PAI renewals, to protect the officers from harassment at a later stage and paving the way to protect our beloved Bank's Image, to achieve "Mission 110% campaign", and above all to achieve our Bank's Mission of "MY SBI FIRST IN CUSTOMER SATISFACTION".

Thanking you,

Yours faithfully,

sd/-
(Deepak K. Sharma)
General Secretary