

## **Value added services for customers of eVB/ eDB post migration of accounts to Bank of Baroda platform.**

Key takeaways for customers of erstwhile Vijaya and Dena Banks, especially post migration of their accounts to Bank of Baroda IT platform.

(As regards the key changes at account level i.e. change of account no., MICR, IFSC etc. and other migration related changes, same are available separately in FAQ section under amalgamation link at our website).

### **RETAIL/ MSME CUSTOMERS:**

- **Combined Branch network** of about 9500 branches, thus facilitating customers to carry out their Branch transactions with a much broader network of Branches, with upgraded banking platform of Bank of Baroda.
- **2400+ branches** are attached to Special Mortgage Stores and **2100+ branches** are attached to SME Loan Factory for faster TAT.
- Number of **Banking Correspondents** (BCs) available under one platform increased to 18,000+ enabling a large outreach. 20-25 additional services available through BCs linked to BoB.
- Around 1100 **e-Lobbies** (Self-service Digital Branches) with 24\*7 banking facilities through digital channels, i.e. self-serving passbook printers, Cash withdrawals (ATMs), Cash Deposit Machines, Net Banking Kiosks, information display kiosks etc.
- Combined **number of ATMs/ Cash Recyclers** under single entity increased to about 13500 facilitating free cash withdrawals across the network of amalgamated entity, out of which 1576 Cash Deposit Machines facilitating cash deposits, about 4000 self-service passbook printers (Including machines in e-lobbies). No ceiling on the number of transactions on ATMs within the Bank using Bank's Debit Cards.
- **Self-service kiosks** at branches to facilitate account opening etc. without dependency on branch staff.
- **Internet Banking-** 100+ additional functionalities for migrated eVB and eDB customers apart from UI/UX enhancements such as selection of preferred language, recharges, self-registration/ regeneration of passwords, real time bill payments, registration for periodic bill payments, opening of Fixed Deposit and Recurring Deposit and so on.
- **Mobile Banking-** 30+ additional functionalities for migrated eVB and eDB customers such as quick balance view of primary accounts in pre-log, enrolment for PMJDY/PMJJBY/APY, request for cheque book, resetting debit card limits, internet banking registration, cash on mobile, FD RD Opening, submission of complaints and feedback and so on.
- **Prepaid Card/ Gift Cards-** Travel, Reloadable Cards and gift cards available.
- **Baroda Fastag** – Fastag available to customers, digitally integrated enabling recharge/ balance check online.
- Availability of **TAB banking**, enabling real time account opening for the customer and other benefits. Doorstep banking.

- **Investment options** through in-house wealth management technology platform, enabled through Mobile/ Net banking platforms- with option to invest in about 20 MFs.
- Dedicated **Relationship Managers** assigned to HNIs for portfolio management.
- **Demat/ Trading platform** with web/ app backed services.
- **Call Centre-** Increase in number of services and better operational performance of call centres. Number of languages for eVB and eDB customers increased from 3 and 4 respectively to 11 languages.
- Robust **website/ social media** platforms.
- **EMI facility for Debit Cards.**
- **Bancassurance** - tie ups with Life/ Non-Life/Health insurance companies with suite of insurance products to protect life/ health/ property.
- 100+ overseas centres, facilitating linkages to customers for remittances etc.
- Resident customers will be able to access online trade portal **BarodaInsta** Smart Trade for their outward overseas remittances under Liberalised Remittance scheme. NRI customers can also access this portal for their outward foreign remittances from their NRE/NRO savings bank account.

#### **MSME/ CORPORATE CUSTOMERS:**

- With standardization and digitalization of processes, faster availability of banking services and credit availability to customers- reduction in TAT across products.
- **Current Accounts** customized for businesspersons such as Small Business Current Account for small business/shop owners, Baroda Privilege Current Account, Baroda Start-up account for start-ups, Baroda ESCROW account for real estate developers, govt. bodies, etc. These accounts are designed specifically for certain segments, leading to lower attrition and better customer engagement
- **Supply Chain Finance** and **Value Chain Finance** -facilitating better controls/ efficiency, price negotiation with vendors and suppliers.
- **Cash Management Service (CMS)**- 22 new products leading to corporate customer benefits at integrated eVB and eDB branches:
  - Efficient management of order to cash cycle
  - Over the counter deposits through CMS at integrated eVB and eDB branches
  - Integrated payments and reconciliation with Tally for smaller businesses
  - End-to-end integration for payments and accounting for government business (taxes, fees payment, etc.)
- **International presence of BoB at 100+** locations provides access to products and services which they usually availed from other bigger Banks viz ECB, FCNR- B loans, FCTL.
- **Baroda OD for e-commerce-** Top rated corporates of eDB and eVB can avail limits under TReDS and ensure that their MSME suppliers get funding at competitive rates. eDB and eVB merchants selling on e-commerce platforms will have access to this facility.

- In-house hoisted Internet Payment Gateway- facilitating customers to handle online sales in a secured environment.
- Start-up Banking- Baroda start up program to help start-ups with specialized products and services. Customers have access to the 15 start-up centres.
- Reduced charges for eVB/eDB customers (E.g.: benefit of renegotiation of charges for extracting credit reports from INR 400 to INR 270 per customer extended to eVB and eDB customers)
- Trade Finance customers ( both foreign and inland) will get access to online trade portal **BarodaInsta Smart Trade** for online application of trade finance transaction like issuance of LC, BG, Export financing, Bill financing, cross border remittances. They will also have access to a large, one of a kind among PSBs, Trade Finance Back Office for a professional dealing of their trade transaction with better turnaround time.

### **Especially for Semi-urban/ Rural areas**

**Baroda Kisan App** - With services like farm specific weather updates, notifications on latest developments in Farming, Banking and any government related information, Agri Inputs buying, Crop advisory, Farm equipment hiring, Insurance services available to migrated eVB and eDB branches. eVB and eDB customers can now avail all these features available on the Baroda Kisan app.

**Agricultural Finance**- Greater options in number of agricultural finance products available to the customers in the amalgamated entity, enabled with technology driven processing/ approval system to ensure proper tracking/ lesser TAT.

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