

Amalgamation of Karnataka Gramin Bank and Karnataka Vikas Grameena into Karnataka Grameena Bank

Frequently Asked Questions (FAQs)- For Customers

Sl. No	Frequently Asked Question	Reply
A	General Concerns	
1	What are the objectives of the amalgamation?	The announcement of amalgamation by Honorable Finance Minister was made with the following objectives: ✓ Unlocking potential through consolidation - creation of Next Gen Banks ✓ Big banks with Enhanced capacity to increase credit ✓ Creation of Banks with a strong presence ✓ Operational efficiency gains to reduce cost of lending ✓ Enhanced risk appetite ✓ Wider offerings with enhanced customization ✓ Better ability to raise resources from market
2	What is the name of the amalgamated Bank?	The amalgamated bank will be named as Karnataka Grameena Bank
3	How will this amalgamation of Karnataka Gramin Bank and Karnataka Vikas Grameena into Karnataka Grameena Bank impact me as a customer?	You as a customer will be impacted in a positive manner: ✓ As you will be associated with a larger Bank, having an augmented and widespread pan-Karnataka Network and better capital base. ✓ You will have access to a) a larger number of branches and ATM network b) a wider array of products, credit facilities and best of banking services c) improved digital banking services and experience
4	Is there anything, I have to do now as a customer?	As a customer it is business-as-usual at your present branch. All the branches of both the Banks will ensure best of services to you.
5	Will some branches be closed after amalgamation?	No. We do not plan to close any branch now. You will be notified well in advance, if we decide to merge branches located close by/nearby.

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6	What happens to the interpersonal relationship developed over time with my branch?	You will continue to enjoy the same or better interpersonal relationship you have with your branch.
7	From where can I get the further/ latest communication regarding this amalgamation/ Banking services post-amalgamation?	The websites of both Karnataka Gramin Bank and Karnataka Vikas Grameena Bank will be periodically updated with the latest information regarding amalgamation. For any assistance please contact the bank on Toll Free Number or connect on Social Media or visit your branch.
8	Which bank will merge with which bank?	Karnataka Vikas Grameena Bank is amalgamating with Karnataka Gramin Bank. The name of the amalgamated entity or Bank will be Karnataka Grameena Bank.
9	How many branches does Karnataka Gramin Bank/Karnataka Vikas Grameena Bank have?	Karnataka Gramin Bank has around 1122 branches & in Karnataka Vikas Grameena Bank is having 629 branches summing up to 1751 in Karnataka.
10	Is Karnataka Vikas Grameena Bank is getting closed?	No. Karnataka Vikas Grameena Bank is being amalgamated with Karnataka Gramin Bank and the name of the amalgamated entity/Bank is Karnataka Grameena Bank
11	How the Karnataka Gramin Bank and Karnataka Vikas Grameena Bank Amalgamation will impact the customer?	The customer will become a part of the larger organization or Bank, named Karnataka Grameena Bank. The new entity will have an increased market share, which will help improve economies of scale and become more profitable. The customers of each Bank will benefit by way of larger number of branch and ATM network, have access credit facilities and a wider array of products and services The combined entity has a network of close to 1751 branches, approximately 221 ATMs across Karnataka. Customers can also choose from a broader suite of products & services.. Any Amalgamation or amalgamation of one or more banks provides a broader geographic footprint and helps derive the benefit of size, scale and strength. Further this will result in : ✓ Wider suite of products and offerings with better pricing ✓ Greater accessibility due to wide network coverage ✓ Improved customer service due to more allocation of staff to front end customer facing roles Opportunity of more wealth management/ add on services

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B	Queries related to General Banking	
12	Whether I have to close my account in Karnataka Vikas Grameena Bank?	There is no need to close your account. The existing account with Karnataka Vikas Grameena Bank will continue.
13	Whether my account number will change?	No. The existing Account number will continue as-is. Any change will be made with adequate advance notice.
14	Will my other account details change?	No. The account details such as IFSC, MICR, etc. will continue as-is. Any change in this regard will be intimated well in advance.
15	Do I need to re-submit my KYC documents once again?	If your KYC is already updated in your branch's record, then you are not required to re-submit your KYC documents once again. In case if your Re KYC is due, you have to submit the latest KYC details to the branch.
16	Whether the account number and IFSC code will be changed for the existing customers?	The existing account number, IFSC code, MICR code and other identifiers of account and branch will continue, till a change is notified and announced.
17	I have accounts in both the banks. Do I need to close one of the accounts?	No. The accounts in both the banks will continue. However, as per RBI guidelines, a customer should have only one Customer ID (Cust - ID) irrespective of the number of accounts they have. Any change in this regard will be intimated well in advance.
18	Whether I will get new cheque book/ATM card and what will happen to existing cheque book/ATM card	The existing ATM card and cheque books can be used till otherwise notified, well in advance
20	Whether I can get my pass book updated in any of the Karnataka Gramin Bank /Karnataka Vikas Grameena Bank branches	Pass book can be get updated from respective bank branches for the time being.
21	Can a Customer of Karnataka Vikas Grameena Bank withdraw cash from Karnataka Gramin Bank Branch and Vice-Versa without using Cheque?	No. They can use Debit Cards in ATMs of any Bank.
22	Can I make deposits with any of the branches in Karnataka Gramin Bank and Karnataka Vikas Grameena Bank?	No, at present you can deposit cash in the respective bank branches only. After integration of CBS, this facility will be enabled.
23	Will there be any new service charges that will be levied on my account?	Amalgamation process has resulted in unification of service charges for the customers. In case of any changes, we will notify the customers in advance.

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24	Whether my customer ID will remain same.	Yes. However, as per RBI guidelines, a customer should have only one Customer ID (Cust - ID) irrespective of the number of accounts they have. Any change will be made with adequate advance notice.
25	Whether there will be a change in the Interest rates on my deposit accounts?	No. The current Rate of interest for existing SB/RD/Term Deposits will continue till maturity. Any change in interest rates post amalgamation, will be displayed on Bank's website and at branches.
26	Will the branches of Karnataka Vikas Grameena Bank get merged with Karnataka Gramin Bank thus resulting in the change of location of the branches?	As of now, there is no change in location of branches. Should there be any change, you will be notified well in advance
28	From which of the bank branches will the FORM 16 A for Mar'25 be available	Please visit your base branch for Form 16A
29	What is the interest paid for overdue deposits in the Amalgamated Bank	At the applicable Savings bank rate
30	From which bank branch can I claim unclaimed deposits of either of Bank?	Such claims have to be made with the base branch only
31	Whom to contact for any dispute regarding rate of Interest of either of Banks	Please contact the base branch or Call centre
32	I want to convert my account to joint account can I do with any of the branches of the Amalgamated Bank	Please visit your base branch
33	Whether requirement of KYC documents for opening new accounts will be changed	No, the prevailing guidelines will continue subject to change by the regulator/Government
34	Will Toll Free numbers remain the same after Amalgamation?	Yes, Toll Free numbers will remain the same after Amalgamation. We are also in the process of setting up a dedicated call center for amalgamation and same will be informed
35	Whether customer care number for Karnataka Vikas Grameena Bank is different or can I call the same Toll Free number?	You can call in both the numbers.
36	What will happen in case of refund from various departments like Income Tax refund etc., after change in account number etc?	The existing account number, IFSC code, MICR code and other identifiers of account and branch will continue, till a change, if any, is notified and announced. The refund etc will be credited to your existing account only.

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37	Whether I can use the existing PIN Number for withdrawal or transfer of funds	Yes
38	Can I change my PIN number in Karnataka Vikas Grameena Bank ATM?	Yes , you can change if required
39	Can I get account balance having account with Karnataka Vikas Grameena Bank?	Yes
40	I am a customer of Karnataka Vikas Grameena Bank, whether I can register mobile number at Karnataka Gramin Bank & Vice versa	No, you need to visit the base branch of the respective bank at present.
41	I am a customer of Karnataka Vikas Grameena Bank, Can I get loan account details having with Karnataka Vikas Grameena Bank & Vice versa	No, you need to visit the base branch of the respective bank
43	Can you send me statement to my mail ID which is registered with Karnataka Vikas Grameena Bank?	Yes
44	I am a customer of Karnataka Vikas Grameena Bank, Whether can I collect cheque book from Karnataka Gramin Bank?	No, visit base branch for cheque book
45	I am a customer of Karnataka Vikas Grameena Bank whether I continue to get SMS for my debit transaction?	Yes, based on the debit transaction limit fixed by the Customer.
46	I am a customer of Karnataka Vikas Grameena Bank. My account is blocked Can I get unblock facility through call center?	No. Kindly Visit home branch
47	My Karnataka Vikas Grameena Bank card is lost. Can you hotlist my card?	Yes , visit base branch
48	Can I change nomination for my deposit accounts -SB/CA/Term deposits earlier had with Karnataka Vikas Grameena Bank?	Yes
49	Can I open Savings account through online after Amalgamation?	Yes

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50	I am having Housing Loan with Karnataka Vikas Grameena Bank. Can I get loan statement & Interest certificate from Karnataka Grameena Bank?	No, visit the base branch for loan statement, However, after IT amalgamation, the customer can apply for statement from any of the bank branch of the amalgamated bank.
51	Can I submit Form 15G/H at Karnataka Gramin Bank earlier having deposits with Karnataka Vikas Grameena Bank?	No, visit the base branch for submitting 15 G/H. However, after IT amalgamation, the customer can apply for statement from any of the bank branch of the amalgamated bank.
C	Digital channels and Card related issues	
53	Which card & variant will I receive If I apply for a new Debit Card or reissue my existing card of Karnataka Vikas Grameena Bank?	Effective 1st May 2025, all cards issued/reissued will be that of Amalgamated Bank. However, bank name in the card may be Karnataka Gramin Bank or Karnataka Vikas Grameena Bank till migration.
54	Whether customers of both Karnataka Vikas Grameena Bank & Karnataka Gramin Bank are free to use the fund transfer services like UPI, AEPS, IMPS etc. in the branches of these two banks without any extra cost	Customers of both Karnataka Vikas Grameena Bank & Karnataka Gramin Bank will be able to use the funds transfer services as a single entity and terms & conditions including charges of Karnataka Gramin Bank will be applicable.
55	Do Karnataka Vikas Grameena Bank customers need to register the mobile number or email again with Karnataka Gramin Bank for availing SMS/statement etc.?	No, customers of Karnataka Vikas Grameena Bank do not need to register their mobile number and email IDs again as the alerts will continue to reach them as usual.
56	What about the charges of NEFT/RTGS from Karnataka Gramin Bank to Karnataka Vikas Grameena Bank and vice versa	Post amalgamation, no charges will be levied for RTGS / NEFT transactions from Karnataka Vikas Grameena Bank to Karnataka Gramin Bank and vice versa as they are intra-bank transactions”.
57	Will I still be able to use ATMs anywhere with no fees?	You can use the ATMs of any of the 2 banks, no ATM transaction charges will be levied
58	Can I continue to use my existing debit card in post amalgamation scenario?	Yes. The Cards will continue to operate as is and any changes will be intimated well in advance.
59	If I am a Karnataka Vikas Grameena Bank customer, is it required to change the existing ECS mandate / cheques in favour of Karnataka Grameena Bank and vice versa?	No, customers are not required to change the existing ECS mandates or post-dated cheques. Any change, if required will be made with advance notice.

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60	What about my Digital Banking channels viz Mobile Banking/Internet Banking/ UPI/ BBPS/BHIM/Prepaid Cards	No change in any of the processes, all applications of the two banks will continue to work as it is. All applications of the banks will continue to be functional to service the customers. In case of any changes, we'll notify the customers in advance.
61	Do Customers use RTGS or NEFT for funds transfer between accounts of Karnataka Gramin Bank and Karnataka Vikas Grameena Bank?	No, Funds transfer between Karnataka Gramin Bank and Karnataka Vikas Grameena Bank accounts will be considered as Intra-Bank funds transfer. However they have to use NEFT/RTGS until migration.
D	Loan related Issues	
62	Can Customers withdraw cash from their Karnataka Gramin Bank OD/OCC Accounts by visiting Karnataka Vikas Grameena Bank Branches?	No. Cash withdrawal from OD/OCC account is restricted to home-Branch only.
63	Will the amalgamation of two banks impact my current terms and conditions of loan account?	There will be no immediate changes in any terms & conditions of existing credit facilities. However, the facilities are to be governed by the guidelines/policies of Amalgamated Bank, post amalgamation. Any changes in the terms & conditions shall be informed in advance and consent shall be obtained prior to effecting the changed terms & conditions. However, in respect of interest rates, in case of Term Loans with reset clause, the present ROI will continue till that date. In the case of Working Capital loans, the present rate will remain till next renewal.
64	What happens if a customer has loan accounts from both Karnataka Vikas Grameena Bank and Karnataka Gramin Bank?	At present both the loan facilities will continue as per current terms and conditions. Post amalgamation, both loans will be serviced through a single window enhancing the customer experience. Any change in this regard will be intimated well in advance.
65	Will I be able to easily retrieve my collateral documents hypothecated with Karnataka Vikas Grameena Bank/ Karnataka Gramin Bank?	The title deeds and other documents mortgaged with Karnataka Vikas Grameena Bank or Karnataka Gramin Bank will be safe and you will be able to easily retrieve.
66	What will happen to my OD / Loan renewal after amalgamation?	OD / Loan renewal / enhancement will take place in normal course and the prevailing ROI is applicable.

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67	Whether the customers will be able to pay the EMI through Karnataka Vikas Grameena Bank website/mobile application?	Yes, customers can continue to pay the EMIs through the Karnataka Vikas Grameena Bank website and Mobile Application. Any change in the payment options will be communicated to the customers well in advance.
68	Farmers will continue to get the interest subvention in respect of crop loans?	Yes, the farmers eligible for availing interest subvention will continue to get the benefit in the amalgamated entity as well as per the guidelines issued by GoI.
69	A particular MSME scheme under which loan has been availed from Karnataka Vikas Grameena Bank is not available with Karnataka Gramin Bank. What will be the status of the loan? Whether loan will be converted into some other scheme of Karnataka Gramin Bank.	No. The loan will be continued as per sanction terms and conditions permitted till next renewal/review.
70	Whether concessional rate of interest/other charges permitted by Karnataka Vikas Grameena Bank will continue with the amalgamated Karnataka Gramin Bank	Yes, the concessions permitted by Karnataka Vikas Grameena Bank will continue as per existing sanction till next renewal/ review in the post amalgamation. Further view will be taken during subsequent renewal / review post amalgamation.
71	PMEGP subsidy. PMEGP Loan availed from Karnataka Vikas Grameena Bank. After Amalgamation, what is the status of subsidy which has not been received so far?	PMEGP subsidy will be made available as per government guidelines, post amalgamation.
72	Whether short term credit facilities like Adhoc Limit, Temporary Overline, and Standby limit will be extended after Amalgamation.	Yes, Need based financial requirement on merits will be considered in post amalgamation.
73	Whether can we put collection cheques in my loan account of KVG/Karnataka Gramin Bank	Yes. Post amalgamation, all branches of Karnataka Vikas Grameena Bank will be a part of Karnataka Gramin Bank .You can put cheques for collection at any branch.
74	I am having Loans accounts at both Banks - What I have to do	Both Loans shall be repayable as per sanction terms and conditions.
75	Whether there will be transfer of loan account from one branch to any other branch?	No, unless there is specific request from the customer and permission of the competent authority.

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76	Whether existing Karnataka Vikas Grameena Bank borrowers/customers will have to pay more service charges (like Processing charges, commission etc.) if the charges are more with Karnataka Gramin Bank for a particular credit facility	No, the existing charges will continue for the existing credit facilities till tenability/tenor. For fresh limits, charges as per guidelines of Karnataka Gramin Bank, post amalgamation will be made applicable.
77	Karnataka Vikas Grameena Bank customers will approach whom for Retail Loans post Amalgamation vice-versa?	The customers can approach branches/offices of both the Banks.
78	Whether Karnataka Gramin Bank will finance the proposals from the Projects approved by Karnataka Vikas Grameena Bank?	Yes
F	Insurance Related Issues	
79	How will the amalgamated bank, impact me as a policy holder/ mutual fund investor?	The customer will be benefited by getting PAN Karnataka network presence for servicing your requirements.
80	Is there anything a customer has to initiate for the continuation of insurance policy?	As a customer, business will be as usual for you in the amalgamated bank.
81	What will happen to my existing life insurance policies sold by Karnataka Vikas Grameena Bank in the post amalgamation scenario?	Your policies will be in-force post amalgamation also, provided you pay your renewal premiums in time to your insurer.
82	What will happen to my existing life insurance policies sold by Karnataka Gramin Bank in the post amalgamation scenario?	Your policies will be inforce post amalgamation also, provided you pay your renewal premiums in time to your insurer.
83	Who will provide service of my life insurance policy/policies sold by Karnataka Vikas Grameena Bank?	Your policies will continue to be serviced by your branch post amalgamation also. For any service related complaints arising out of your insurance policies, you can email us at bancassurance@kgbk.in
84	Who will provide service of my life insurance policy/policies sold by Karnataka GraminBank?	Your policies will continue to be serviced by your branch post amalgamation also. For any service related complaints arising out of your insurance policies, you can email us at bancassurance@kgbk.in

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85	Will the policyholder shall be notified if there is severance of relationship with current life insurance tie up of Karnataka Vikas Grameena Bank?	Policyholder will be notified well in advance before termination of any insurance tie up of Karnataka Vikas Grameena Bank as per extant guidelines prescribed by the regulator.
86	Will the policyholder shall be notified if there is severance of relationship with current life insurance tie up of Karnataka Gramin Bank?	Policyholder will be notified well in advance before termination of any insurance tie up of Karnataka Gramin Bank as per extant guidelines prescribed by the regulator.
87	How will the amalgamated bank, impact me as a policy holder/ mutual fund investor?	The customer will be benefited by getting PAN Karnataka network presence for servicing your requirements.
88	Is there anything a customer has to initiate for the continuation of insurance policy?	As a customer, business will be as usual for you in the amalgamated bank.
89	Who will be life insurance service providers in Karnataka Gramin Bank post amalgamation?	Life insurance policy will be given and serviced by CHL & LIC
90	Can my life insurance policies be ported to Karnataka Gramin Bank life insurance policy?	The regulator has not yet permitted/issued guidelines on portability of life insurance policies.
91	What will happen to my existing health insurance policy/policies sold by Karnataka Vikas Grameena Bank post amalgamation of the banks?	Your health policies will be in force for the current term with current insurer post amalgamation also. At time of renewal, the policies will be ported to an alternative service provider with full continuity benefits.
92	Who will service/renew my health insurance policy sold by Karnataka Vikas Grameena Bank?	Your policies will be continued to be serviced normally by your branch post amalgamation also. For any service related complaints arising out of your insurance policies
93	Who will be health insurance service providers in Karnataka Gramin Bank post amalgamation?	Care Health Insurance Ltd is currently providing health insurance services for Karnataka Gramin Bank. Any additions/deletions to above will be informed in due course.
94	What will happen to my existing general insurance policies sold by Karnataka Vikas Grameena Bank post amalgamation of the banks?	Your policies will continue to be serviced by the current insurer till the policy term. Renewals will be offered by Karnataka Grameen Bank associate companies.
95	Will the policy holder shall be notified if there is severance of relationship with current general insurance tie up of Karnataka Vikas Grameena Bank?	Policyholder of Karnataka Vikas Grameena Bank will be notified well in advance before termination of any insurance tie up of Karnataka Vikas Grameena Bank as per extant guidelines prescribed by the regulator.
96	Who will be general insurance service providers in Karnataka Gramin Bank post amalgamation?	General Insurance will be provided by: • M/s United India Insurance Co Ltd. • M/s Bajaj Allianz General Insurance Co Ltd • M/s SBI General Insurance Co Ltd

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97	Can my general insurance policies be ported to general insurance policy offered by Karnataka Gramin Bank?	You can port your general insurance policies with our insurance partners as per porting guidelines as prescribed by the regulator and underwriting decision of the insurance partner on renewals.
98	Who will service my mutual fund sold by Karnataka Vikas Grameena Bank?	Servicing of mutual fund will be done by respective fund houses. However, the request can also be routed through your branch/office.
99	Which Asset Management Company will be available with Karnataka Gramin Bank for investment post amalgamation?	Canara Robeco Mutual Fund
100	Whom should I approach to for any complaints about policies/mutual fund sold by Karnataka Vikas Grameena Bank?	You can write to us at hospd@kgbk.com for any service related issues for both insurance and mutual funds.
101	Will life insurance products offered by Karnataka Gramin Bank be available for Karnataka Vikas Grameena Bank customers after Amalgamation?	All products offered by Karnataka Gramin Bank both Insurance and Mutual fund will be available to all customers of amalgamated bank.
102	Will health insurance products offered by Karnataka Gramin Bank be available for Karnataka Vikas Grameena Bank customers after Amalgamation?	All products offered by Karnataka Gramin Bank both Insurance and Mutual fund will be available to all customers of amalgamated bank.
103	Will general insurance products offered by Karnataka Gramin Bank be available for Karnataka Vikas Grameena Bank customers after Amalgamation?	All products offered by Karnataka Gramin Bank both Insurance and Mutual fund will be available to all customers of amalgamated bank.
104	Will mutual fund products offered by Karnataka Gramin Bank be available for Karnataka Vikas Grameena Bank customers after Amalgamation?	All products offered by Karnataka Gramin Bank both Insurance and Mutual fund will be available to all customers of amalgamated bank.
105	I have purchased Group life policy with Karnataka Vikas Grameena Bank, what will happen to the policy after amalgamation?	Existing group policies will continue till validity and serviced by respective insurer. New policy will be provided by Karnataka Gramin Bank associate partner
106	Do I have to open separate bank account post amalgamation for purchasing insurance and mutual fund from insurance companies/ mutual fund companies tied up with Karnataka Gramin Bank?	Not Required. The existing account will serve the purpose.
107	Who will handle/assist customers of Karnataka Vikas Grameena Bank for claims related to Life and Health insurance products purchased before amalgamation from Karnataka Vikas Grameena Bank?	The respective insurance service provider will service claims. We will assist grievances/issues including that of Karnataka Vikas Grameena Bank customers post amalgamation. If you face any constraint in getting your grievance/concern/issues resolved please write us at hospd@kgbk.in .

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108	Whether auto debit for Social Security Schemes (PMJJBY & PMSBY) will happen to our existing account in May 2025?	Yes provided you are eligible
109	How will be the claim settlement of PMJJBY and PMSBY?	As per DFS guidelines, the insurance companies who are engaged for the enrollments will settle claims.
110	Where should the customer approach for non-settlement of claims?	Customer need to approach any nearest branch in case of need.
111	Where should customer need to contact for any complaint regarding PMJJBY and PMSBY?	Customer need to contact nearest Karnataka Grameena Bank branch.
112	Which are the insurance companies looking after PMJJBY and PMSBY?	Currently Karnataka Gramin Bank is tied up with M/s Canara HSBC Life Insurance Co ltd for PMJJBY and M/s United India Insurance Co for PMSBY.