



नर्मदा झाबुआ ग्रामीण बैंक  
Narmada Jhabua Gramin Bank

<b>CALL CENTER (MON-SAT) (11.00AM-5.00PM)</b>	<b>TOLL FREE NO- 1800 233 6295 (For Public &amp; Staff)</b>
<b>EMAIL ID-</b>	<b>njgbho01@bankofindia.co.in</b>
<b>WEBSITE</b>	<b>www.njgb.in</b>

Services Offered at Call Centre:-

Product Related Enquiry (Retail) – (Both Existing and New Customers)

### DEPOSIT ACCOUNTS

Savings account, Current account & FD accounts

- Eligibility to open an Account
- Types of Account based on customer need
- KYC norms
- Facilities available
- Features, Advantages & Benefits of the Account Type

### LOANS

The Call Centre will provide information about:

- Eligibility criteria to procure Advances from the Bank
- Quantum of Loan (minimum & Maximum)
- Repayment Period
- Securities required
- Terms & Conditions

### DEBIT CARD SERVICES

- Types of Debit Cards
- How and where to get your Debit Card Hot listed incase –Lost or Stolen Or Damaged
- Failed Transaction enquiry
- Limits assigned to the Type of Debit Card for ATM & POS Transaction

### INTERNET BANKING SERVICES

- How to avail the Internet Banking Facility
- Troubleshooting

### PRADHAN MANTRI JANDHAN YOJANA

- Basic saving bank deposit account
- Eligibility
- Seeding of Aadhar
- Insurance coverage on RuPay card
- Life Insurance/Accidental insurance coverage in PMJDY A/C's

### PRADHAN MANTRI SURAKSHA BIMA YOJNA

- Eligibility criteria of Age.
- Insurance amount 2lakh
- Claim procedure

### PRADHAN MANTRI JEVAN JYOTI BIMA YOJNA

- Eligibility criteria of Age.
- Insurance amount 2lakh
- Claim procedure

### ATAL PENSION YOJNA

- Eligibility criteria
- Subscription
- Payable Pension

### STAFF

- Staff may contact for unresolved hardware complaints with AMC vendor along with call lodged number.