

Timelines for Credit Decisions

In line with the RBI guidelines requiring banks to make disclosures on the timelines for conveying credit decisions through their website, given below are the timelines SBM India follows for conveying its decisions on credit applications under the various product offerings in the normal course:

Retail Segment:

- 1) Applications not requiring customer availability for field investigations, etc. : Within 7 days
- 2) Applications involving customer availability for completing Field Investigations or title search and valuation of a property/collateral : Within 25 days

Micro and Small Enterprises (MSE) Segment

- 1) Credit Limits upto Rs. 5.00 lakh : Within 2 Weeks
- 2) Credit Limits above Rs. 5.00 lakh and upto Rs.10.00 lakh : Within 4 weeks
- 3) Credit Limits above Rs. 10.00 lakh : Within 6 weeks

Other Segments

- 1) Applications for non Project Loans : Within 60 days
- 2) Applications for Project Loans : within 75 days

The above timelines commence from the date following the submission of application /documents by the customer, complete in all respects as per the Bank's requirements. The timelines exclude the time taken by customer to revert on any clarification / information sought by the bank

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