



The Eastern Railway Employees' Co-Operative Bank Limited

Ref. No. ERECB/CIR/06/08/2025

Dated : 06/08/2025

CIRCULAR

The Management of the Bank is pleased to inform to our all esteemed Members and Customers that to provide better and quicker banking service as well as to enhance the quality of Customer Service by introducing Missed Call Alert Service with immediate effect.

Customers may check their Savings, CRBD, and Overdraft (Staff only) account balances by giving a missed call to the designated mobile number: **9998023500**. Upon giving a missed call from their registered mobile number, customers will receive an SMS containing their latest account available balance details for the eligible account types.

This functionality is aimed at enhancing customer convenience by providing a quick, secure, and cost-free method to access account information at any time, from anywhere.

Concerned Account Holders are requested to avail the service as stated.

The Bank is committed to provide better and prompt Customer Service stage by stage.

This Circular is issued with the concurrence of respected Chairperson of the Bank.

For The E.R.E.C. Bank Ltd.

Chief Executive Officer

Chief Executive Officer
The E.Rly. Emp. Co-op. Bank Ltd.
Kolkata-700001

Copy to:

- All the Br. Heads- for wide circulation amongst the Members / Account Holders through the esteemed Delegates and by displaying at a suitable place in the Branch premise.
- All Officers / Sec. Heads / Ch. OS / OS – H.O / Ch. OS / OS –Branches for wide Publicity at their ends / under advice of Br. Head/s (in case of Branch/es)
- I.T Cell - to do the needful for displaying in the Bank's website.
- B.O.D - for their kind information
- CEO's File
- Master File



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