



These terms and conditions (hereinafter “**T&C**”) form the contract between the Customer (as defined hereunder) and the Bank (as defined hereunder). By submitting the AOF (as defined hereunder) for opening the Current Account (as defined hereunder), the Customer acknowledges that he/she/it has/have read, understood and accepted the T&C. The Bank reserves the right to change, modify or amend the T&C periodically or from time to time and the Customer shall be responsible for regularly reviewing such changes, modifications or amendments as may be hosted/published on the Website (as defined hereunder) or in any branch of the Bank. In case the Customer has an existing banking relationship with the Bank, the T&C shall be in addition to and not in derogation to the terms and conditions of the banking product availed by the Customer, as updated on the Website, and all such terms and conditions shall continue to apply for the banking products availed by the Customer.

1. Definitions:

Unless the context otherwise requires, the following expressions used herein shall have the respective meanings:

“**Account Opening Form**” or “**AOF**” means, as the context may permit or require, the application letter submitted either physically or electronically (including data inputted through any electronic device of the Bank), together with all other information, particulars, clarifications, letters, annexures, undertakings and declarations, if any, furnished from time to time (including customer information file), in such form and manner prescribed by the Bank, by any person or entity having legal existence as per the Applicable Law, for opening any one or more variants of Current Account in the books of the Bank.

“**Affiliate**” means any company which is the holding company of the Bank, or a person under the control of or under common control with the Bank, or any person in whom the Bank has a direct or beneficial interest or control of more than 26% of the voting securities. For the purpose of this clause, “control” together with grammatical variations when used with respect to any person, means the power to direct the management and policies of such person, directly or indirectly, whether through the ownership of the vote carrying securities, by contract or otherwise howsoever; and “person” means a Company, Corporation, a Partnership, Trust or any other entity or organization or other body whatsoever.

“**Applicable Law**” means any statute, law, regulation, ordinance, rule, judgement, order, decree, ruling, byelaw, approval of any Competent Authority, directive, guideline, policy, requirement or other governmental restriction or any similar form of decision of or determination by, or any interpretation or administration having the force of law of any of the foregoing by any Competent Authority having jurisdiction over the matter in question, whether in effect as of the date of opening the Current Account or at any time thereafter.

“**Bank**” or “**USFB**” or “**Ujjivan SFB**” shall mean Ujjivan Small Finance Bank Limited, a company incorporated under the Companies Act, 2013 (CIN: L65110KA2016PLC142162) having its Registered Office and Head Office at Grape Garden, No: 27, 3rd A Cross, 18th Main, Koramangala 6th Block, Bengaluru - 560 095.

“**Business Day**” means a day (other than Public Holiday) on which the Bank and banks are open for business in the location at which the branch of the Bank, where the Current Account is maintained, is situated.

“**CRS**” means Common Reporting Standard, a non-US equivalent of FATCA, an information standard meant for Automatic Exchange of Information (“**AEOI**”) regarding bank accounts on a global level, between tax authorities.

“**Competent Authority**” means the Government of India (“**Gol**”), RBI or the government of any state of India or any ministry, department, local authority, statutory or regulatory authority, instrumentality, agency, corporation (to the extent acting in a legislative, judicial or administrative capacity or commission under the direct or indirect control of Gol or RBI or the government of any state of India or any political subdivision of any of them or owned or controlled by Gol or RBI or the government of any state of India or any of their subdivisions, or any court, tribunal or judicial body within India or any legislative, judicial or executive authority, department, Ministry or Public or Statutory Person whether autonomous or not, of Gol or RBI.

“**Current Account**” means a form of demand deposit wherefrom withdrawals are allowed any number of times depending upon the balance in the account or up to a particular agreed amount and shall also be deemed to include other deposit accounts which are neither Savings Deposit nor Term Deposit. In terms of the guidelines issued by RBI, no interest shall be payable on the balance maintained in the Current Account. The term “**Current**



Account shall, where the context may permit or require, mean the special variant of non-interest bearing demand deposit account designated in Indian Rupees applied for/availed by the Customer.

Customer means any individual or non-individual, who is/are permitted by RBI to open/maintain Current Account with scheduled commercial banks and who (a) submits AOF to the Bank for opening or maintaining a Current Account with the Bank, or (b) on whose behalf the Current Account is proposed to be opened or opened or maintained (i.e. the beneficial owner). Where the Current Account is held in joint names, each such individual shall be referred to as Customer where the circumstance warrants. **Customer Information** means each and single information related to the Customer and mentioned in the AOF.

Demand Deposit means a deposit received by the Bank, which is withdrawable on demand.

FATCA means the Foreign Account Tax Compliance Act, 2010 of United States of America, or any statutory modification or re-enactment thereto.

Income Tax Act means the Income Tax Act, 1961 or any statutory modification or re-enactment thereto.

Individual means a natural person.

NPCI or **National Payments Corporation of India** means an umbrella organisation for operating retail payments and settlement systems in India, set up under the provisions of the Payment and Settlement Systems Act, 2007. **Positive Pay System** or **PPS** means the process of reconfirming key details of large value cheques, where the issuer of the cheque submits to the Bank electronically (through channels like SMS, mobile banking, internet banking, ATM, etc.) or in writing or in any other mode permitted by the Bank from time to time (subject to the guidelines of RBI), requisite minimum details of the corresponding cheque issued by the issuer (such as date, name of the beneficiary/payee, amount, etc.) and the terms **Positive Pay System instructions** or **PPS instructions** shall be construed accordingly.

Public Holiday means Second Saturday, Fourth Saturday, Sunday or a public holiday for the purpose of Section 25 of the Negotiable Instruments Act, 1881 (26 of 1881), and days on which banks are not open for business either in the respective Clearing House or in the place of business of the Bank where the Current Account is maintained.

RBI means the Reserve Bank of India.

RBI Guidelines means any guideline, circular, notification, regulation, requirement or other restriction or any decision or determination relating to know your customer, customer service, taxation, monetary union, capital adequacy norms and other prudential norms on income recognition, asset classification and provisioning pertaining to advances by banks and financial institutions, liquidity, reserve requirements, or reserve asset, special deposit cash ratio, or capital asset requirements or any other form of banking or monetary control issued or made by, or any interpretation, policy or administration of any of the foregoing, by any Competent Authority having jurisdiction over the matter in question, including any of these that has been or may be issued by the RBI in any manner connected with small finance banks in the private sector, whether in effect as of the date of opening the Current Account or thereafter.

Rs. or **INR** or **Rupees** or **Indian Rupees** shall mean lawful currency of India.

Savings Deposit means a form of demand deposit which is a deposit account whether designated as **Savings Account**, **Savings Bank Account**, **Savings Deposit Account** or other account by whatever name called which is subject to the restrictions as to the number of withdrawals as also the amounts of withdrawals permitted by the Bank during any specified period.

Services means the services provided by the Bank to the Customer, from time to time, in relation to the Current Account.

Tax includes any and all direct and indirect (including goods and services tax), present and future taxes, including without limitation any tax, levy, impost, duty, demand, cess, fees, revenues, surcharge, claims, public demands or other charge or withholding of a similar nature (including any related penalty or interest payable in connection with any failure to pay or any delay in paying any of the same).

Term Deposit means a deposit received by the Bank for a fixed period and which is withdrawable only after the expiry of the said fixed period and shall also include deposits such as Recurring/Cumulative deposits.

USFB Customer Care Centre refers to the phone banking service provided by the Bank, which shall be available to all Customers. All Customers availing of the services of USFB Customer Care Centre shall be



bound by the terms and conditions stipulated by the Bank in this regard. The USFB Customer Care Centre can be reached 24 X 7 all throughout 365 days a year at 1800 208 2121 or customercare@ujjivan.com. “**Value Date**” is the date from which the Current Account is actually effective, irrespective of the date of creation of the Current Account.

“**Website**” or “**Official Website of the Bank**” means the website of the Bank, presently being www.ujjivansfb.in.

2. Interpretation:

- a) All references to singular include plural and vice versa, and the word "includes" should be construed as "without limitation".
- b) Words importing one gender include the other gender.
- c) Reference to any statute, ordinance or other law includes all regulations and other instruments and all consolidations, amendments, re-enactments or replacements for the time being in force.
- d) All headings, bold typing and italics (if any) have been inserted for convenience of reference only and do not define limit or affect the meaning or interpretation of these T&C.

3. Opening of Current Account:

- a) Opening of Current Account is subject to verification, and the Bank reserves the right to reject the AOF/request for opening Current Account without providing any reason. Opening of Current Account (including a Current Account designated/to be designated as collection account), and maintenance/operations in such Current Account shall be permitted only in conformity with the guidelines issued by RBI from time to time (including, but not limited to, the guidelines on *Opening of Current Accounts and CC/OD Accounts by Banks*).
- b) A Current Account may be opened: (i) in case of individuals, in single name or in joint names of more than one individual; (ii) Sole Proprietorship Firms, Hindu Undivided Family, Partnership Firms, Limited Liability Partnerships, Companies, Trusts, Executors/Administrators, Government/Semi Government/Local Bodies, Associations, Societies, Liquidators, Receivers and such other permitted entities. However, the prospective Customer should be capable/competent to enter into contract. Also, the Bank reserves the right to offer special variants of Current Account, to select entities.
- c) The Bank reserves the right to stipulate the formalities and procedures in regard to opening of Current Account. The Bank also reserves the right to stipulate qualifying criteria for special variants of Current Account. The Bank shall have the right to review, change, modify or amend such formalities, procedures and qualifying criteria, periodically or from time to time. Such formalities shall include, inter alia, completion of all formalities prescribed in the 'Master Direction - Know Your Customer (KYC) Direction' issued by RBI, due submission of AOF along with true copies of the Permanent Account Number ("PAN") Card (or Form 60, if PAN not issued with), Officially Valid Document ("OVD") and such other Know Your Customer ("KYC") documents. The Bank shall have the right to undertake Periodic KYC updation process in regard to Current Account from time to time, and the Customer shall have to comply with the measures taken by the Bank in this regard.
- d) Any prospective Customer who is not holding PAN, but has applied for PAN, may submit Form 49A (viz., application for allotment of PAN under Section 139A of the Income Tax Act). However, he/she/it should submit to the Bank true copy of the PAN Card immediately upon issuance of the PAN by the concerned authority, and the timeframe for procuring the PAN shall be in conformity with the guidelines issued by Competent Authority from time to time.
- e) By inputting mobile number and e-mail Id in the AOF (and by informing the Bank about changes, if any, in the mobile number and/or e-mail Id) the Customer shall be deemed to have certified, warranted, and represented that the given mobile number and the e-mail are within the exclusive usage and domain of the Customer, and the same do(es) not belong to and is not used by any other person. Further, the Customer shall be deemed to have consented to receive communications through SMS, instant messaging and other modes of communication, including through WhatsApp platform, telephone calls (pre-recorded and/or artificial voice and/or auto-dialled and/or voice-over-IP service) from the Bank, its agents, authorised representatives, affiliates at the given mobile number and e-mail Id, for promotional or informational or marketing activities. The Customer shall be deemed to have represented to the Bank that he/she/it is



permitted to receive messages and calls which are meant for him/her/it as the recipient, at the given mobile number and e-mail Id.

- f) The Customer alone shall be liable and responsible for submitting/sharing with the Bank the true, accurate and requisite information/data/credential (including, but not limited to the details of his/her/its mobile number and e-mail Id), irrespective of the mode under which the AOF is submitted.
- g) Choosing the branch of the Bank for banking relationship is left to the discretion of the Customer. Current Account may be opened by a Customer through various channels permitted by the Bank from time to time. However, if the Bank so insists, the Customer may have to visit the concerned branch to complete the process for opening Current Account or for taking any measure which is required to facilitate/permit proper operations in the Current Account.
- h) Unless permitted by the Bank, initial funding is required to open the Current Account. The Bank reserves the right to stipulate, from time to time, the minimum initial funding limit and the mode of funding required for opening the Current Account. In general, initial funding of the Current Account shall be made by the Customer by tendering the funds in cash. If the initial funding is done in any form other than cash (i. e., through cheque, demand draft, NEFT, RTGS or account transfer or similar modes), the same can be done only with the permission of the Bank, and, where such initial funding is permitted in any form other than cash, the Bank reserves the right to deny opening of Current Account in its books till such time the proceeds of the instrument/instruction is actually received by the Bank. If the initial funding is done in any form other than cash, the Customer shall be deemed to have warranted to the Bank that the source(s) of the funding is/are compliant of the Applicable Law and the sourcing account is compliant with the KYC guidelines issued by RBI.
- i) The Customer shall have to inform the Bank at the time of opening of Current Account his/her/its eligibility for special tax benefits, etc., failing which the Bank shall presume that the Customer is not eligible for any such benefits.
- j) The Customer shall have to inform the Bank at the time of opening of Current Account the details of credit facilities (fund based as well as non-fund based), if any, enjoyed by him/her/it from various lenders, and the correspondence addresses of such lenders. Opening of Current Account in the name of a Customer having subsisting credit facilities/financial assistance with any bank or lending institution shall be permitted by the Bank only in conformity with the guidelines issued by RBI on *"Opening of Current Accounts by Banks - Need for Discipline"*/*"Opening of Current Accounts and CC/OD Accounts by Banks"* from time to time. The Customer shall be solely responsible for informing the Bank about the Customer's subsisting as well as future credit facilities/financial assistance with any bank or lending institution, including any enhancements/modifications/extinguishment/closure of such credit facilities/financial assistance. If felt warranted by the Bank, the Bank shall have the right to insist the Customer to route all transactions through the Current Account opened with the Bank. This shall be without prejudice to the right of the Bank to disallow, at its discretion, any credit or debit in relation to the Current Account. If the Current Account needs to be designated as exempted specific account, the Customer should instruct the Bank explicitly. If any escrow/collection account needs to be opened to comply with the guidelines issued by RBI, the Customer should take requisite steps therefor by coordinating with his/her/its banks/lending institutions. If the Customer fails to inform the Bank about these details, or if the Bank has reason(s) to believe that the Customer failed/fails to adhere to the guidelines issued by RBI from time to time on *"Opening of Current Accounts by Banks - Need for Discipline"*/*"Opening of Current Accounts and CC/OD Accounts by Banks"*, the Bank may refuse to open Current Account in the name of the Customer, and also close the Current Account (if already opened), without notice to the Customer and without being liable to anyone.
- k) The Bank shall have the right to reject credits received in the Current Account from any impermissible source/sourcing account and the debits proposed to the Current Account to the credit of any impermissible beneficiary account. Further, the Bank shall have the right to insist the Customer to submit such other documents, information or undertaking, as deemed fit by the Bank, as a pre-condition for opening Current Account.



- l) The Customer should instruct in clear terms the mode of operations in his/her/its Current Account, while opening the Current Account.

4. Nomination:

- a) The Customers (single holder or the joint holders) whose constitution is individual may, during subsistence of his/her/its Current Account, by submitting to the Bank requisite nomination form prescribed in this regard ("Nomination Form"), nominate any person (who should be an individual) who shall be entitled to receive the funds available to the credit of the Current Account in the event of death of the Customer. Nomination facility is available for Current Account of Proprietorship Firms as well.
- b) Only one nominee is permissible for one Current Account. However, the Customer may appoint different nominees for his/her/its different accounts with the Bank.
- c) The Bank shall encourage all its Customers whose constitution is individual, to avail nomination facility in relation to his/her/its Current Account.
- d) The Customer should ensure that the Bank issues to the Customer due acknowledgement for having registered nomination in regard to the Current Account as per the nomination rules framed by RBI.
- e) The Customers are free to change the nominee any number of times during subsistence of the Current Account, by submitting to the Bank written request in the prescribed form.
- f) In case a valid nomination is registered in regard to the Current Account, the Bank will be discharged of its liability in regard to the funds available to the credit of such Current Account by making payment to the nominee upon the terms and conditions as may be specified by the Bank at the relevant time, unless specifically prohibited by an order of the Court.
- g) In the absence of a valid nomination registered in respect of Current Account, the Bank may retain any and all funds available to the credit of such Current Account until it could establish to its satisfaction the identity and credentials of the successor(s) or the heir(s) of the Customer, which may include insisting on a Legal Heirship Certificate/Family Tree/Succession Certificate/Probate of a Will/Letters of Administration or any other evidence as may be required by the law for the time being in force. [Please refer to the "Policy on Settlement of Claims in respect of Deceased Account Holders" of the Bank available at <https://www.ujjivansfb.in/policies> for detailed guidelines on settlement of death claim.]

5. Operations in the Current Account:

- a) The Customer shall be the sole person responsible and liable to ensure compliance, at all times, with all the Applicable Laws in connection with the Current Account. Conduct of the Current Account and the transactions therein should, at all times, conform to the guidelines issued by the Competent Authority.
- b) The Customer is free to choose the mode of operation in the Current Account, while opening the Current Account or subsequently. Mode of operation once chosen may be changed any number of times by serving suitable written instructions to the Bank. Operations in the Current Account shall be permitted only in conformity with the operational instructions given either through the AOF or the change of operational instructions in writing served upon the concerned branch of the Bank. For undertaking exceptional transactions in the Current Account, all the joint account holders should submit requisite requisition. Opening of account, closure of account, change in operational instruction, addition of joint holder, deletion of joint holder and availing loan/overdraft against deposits are examples of exceptional transactions.
- c) The Current Account may be operated through power of attorney holder or mandate holder of the Customer, if permitted by the Bank expressly.
- d) The Customer may transfer the Current Account from one branch of the Bank to another branch of the Bank by giving instruction in writing served upon the branch at which the Current Account is then maintained. Such instruction may be given through mail sent from the registered e-mail Id of the Customer or in writing under the wet signature of the Customer. The Bank shall endeavour to execute such instruction within 2 (Two) Business Days of its receipt.
- e) In general, transactions in the Current Account are entertained only during banking hours at the branch where the Current Account is maintained, including in regard to transactions under Any Where Banking ("AWB"). However, transactions through alternate channels may be availed by the Customer subject to the guidelines issued by RBI, NPCI or the Bank from time to time. RBI, NPCI or the Bank shall not be liable for



any delay on account of failure of connectivity in any alternate channels. In regard to transactions undertaken through alternate channels, the Customers should get acquainted with the guidelines issued by RBI, NPCI and the platform owner which coordinates operation of the concerned payments and settlement systems, and the Customers shall be deemed to have acclimatized to the relevant guidelines. AWB will not be available on the day(s) when the branch where the Customer has his/her/its relationship, is not open for business.

- f) The Customer shall have, and be responsible, to maintain in the Current Account, during any month, such minimum balance as prescribed by the Bank from time to time. Failure to maintain the prescribed minimum balance will attract service charges at the applicable rate.
- g) In regard to operations in the Current Account the Bank shall be bound by the directives or instructions issued by Competent Authority(ies), and the Customer shall not at any time dispute or cause to be disputed any action taken by the Bank in pursuance of the directives/instructions issued by Competent Authority(ies), irrespective of whether or not the Customer has knowledge or notice about such directive or instruction.
- h) The Customer should pay to the Bank forthwith upon demand by the Bank, without demur, the proceeds of any wrong credit or excess credit or debit balance or overdrawal, received/created in whatsoever manner. In regard to all such instances, if the Customer fails to serve upon the concerned branch/office of the Bank (which made the demand) within 2 (Two) days of receipt of the demand any justifiable grounds acceptable to the Bank, the Bank shall be entitled to take in regard to such instances appropriate measures as deemed fit in the interests of the Bank. Without prejudice to the above, the Bank reserves the right to reverse/recover any wrong credit or excess credit received in the Current Account without notice to the Customer, from the available or future credits in the Current Account or by debit to any other account maintained by the Customer with any branch of the Bank.
- i) The Bank shall have absolute rights to close the Current Account or place such operational restrictions thereon, as deemed fit by the Bank. Further, if any lender of the Customer or RBI any authority objects opening of the Current Account, or objects continuance of the Current Account at any time after the same is opened, or requires the Bank to part with the funds available in the Current Account or any portion thereof, the Bank shall take such steps as deemed appropriate by it (which may include closure of the Current Account, or placing operational restrictions in the Current Account, or transferring funds available to the credit of the Current Account as per the objection received). However, no such measure shall take away the right of set-off available to the Bank.
- j) Standing Instructions may be permitted by the Bank. However, the Customer shall have to pay the applicable fee stipulated by the Bank from time to time in this regard.
- k) The Bank may, at its sole discretion, restrict the number of deposits and withdrawals in the Current Account.
- l) The Customer shall have to maintain minimum Monthly Average Balance ("MAB") in the Current Account, as per the stipulations made by the Bank from time to time.
- m) Providing services such as Immediate Payment Service ("IMPS"), National Electronic Funds Transfer ("NEFT"), Real Time Gross Settlement ("RTGS"), Unified Payments Interface ("UPI"), Internet Banking ("IB"), Mobile Banking "MB"), Debit Cards and Cash Management Services ("CMS") and Point-of Sale ("POS") shall be subject to terms and conditions stipulated by the Bank from time to time (which shall include payment of such charges/fees stipulated by the Bank).
- n) In regard to the services and/or benefits offered by the Bank through its service providers/business partners, the Customers are specifically informed that the services and/or benefits shall be governed by the terms and conditions stipulated by the service providers/business partners. Customers are advised to get thoroughly acquainted with the terms and conditions stipulated by such service providers/business partners.
- o) The Bank shall not be liable for executing any instruction which originate or appear to have been originated from the mobile, telephone, facsimile or other form of electronic communication including but not limited to registered email Id, of the Customer.



- p) For knowing more about mode of operations in Current Account, the Customers are advised to go through the Comprehensive Deposit Policy of the Bank, which is available on the Website and at the branches of the Bank.
- 6. Electronic Transactions:** The Customer shall be deemed to have agreed and accepted that all transactions/services effected by or through facilities for conducting remote transactions including the Website, USFB Customer Care Centre, World Wide Web, electronic data interchange, teleservice operations (whether voice, video, data or combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication, established by or on behalf of the Bank, for and in respect of the Current Account, or the Bank's other products and services, shall constitute legally binding and valid transactions when done in adherence to and in compliance with the terms and conditions of the Bank, as may be prescribed from time to time. The Customer should mandatorily register for SMS alerts and, wherever available, for e-mail alerts, for electronic transactions. The Customer must notify the Bank of any unauthorised electronic transaction at the earliest after occurrence of such transaction. The longer the time taken, the higher will be the risk of loss to the Customer as well as to the Bank. The Bank reserves the right to deny facility of electronic transactions to the Customer if he/she/it fails to provide mobile number to the Bank.
- 7. Overdrawing:** If the Current Account is overdrawn or result in a debit balance for any reason whatsoever (including but not limited to any technical reasons and/or reconciliation issues), the Customer shall have to adjust the same forthwith apart from paying interest and other charges on the amount overdrawn or debit balance in accordance with guidelines of the Bank. The Bank does not undertake any obligation to grant overdraft (temporary or otherwise) in relation to the Current Account. Requisition for grant of overdraft in Current Account will be considered by the Bank only in accordance with the applicable product guidelines/policies of the Bank.
- 8. Holiday Processing:** Any transaction on any Public Holiday may be shown in the Current Account, at the sole discretion of the Bank, as having taken place on the same or subsequent Business Day. All deductions/accretions on such amount shall be deducted/accrued as of such day. The Bank shall not be responsible for any loss of interest or liability incurred/suffered by the Customer including but not limited to return of cheques, loss of interest arising due to such transaction being not shown on the day the same actually occurred. The cheques/drafts/pay orders/instruments deposited on any day which is a Public Holiday or after the time of clearing for the day is normally effected by the Bank shall be sent for clearing on the next Business Day.
- 9. Debit Cards/Internet Banking/Mobile Banking:**
- a) The Bank reserves the right to offer the above facilities at its discretion, and subject to the mode of operation chosen by the Customer.
 - b) If any particular product of the Current Account is eligible for debit card facility, issuance of the same will be considered against requisition by the Customer. The Bank reserves the right to stipulate/suggest, and also to change from time to time, the variant of debit card to be issued for any special variant of Current Account. The Bank also reserves the right to levy from the Customers such charges/fees as may be decided by the Bank from time to time, for issuance of debit card either in the name of the primary accountholder or in the name of the joint accountholder, as also usage charges/fees for continued usage of the debit card. The transaction limits (number of transactions as well as amount of transactions) through ATM, Point of Sale or e-Commerce platforms shall be subject to the restrictions stipulated by the Bank from time to time. Subject to the guidelines issued by NPCI from time to time, the holder of RuPay debit card will be eligible for personal accident coverage under RuPay Insurance Program of NPCI. The terms and conditions governing the debit card shall be provided to the Customer separately at the time of issuance of debit card. The Customers are also advised to get acquainted with the terms and conditions governing the debit cards by accessing the official website of the card payment network.



- c) The Customer is specifically advised that, providing any of the above facility shall not enable the Customer to automatically avail the same unless the Customer activates the facility at his/her/its discretion by following the prescribed procedures.
- d) The Customers opting for internet banking or mobile banking facility shall be bound by the terms and conditions governing the said facility(ies).

10. Cheque Book:

- a) If any particular product of the Current Account is eligible for cheque book facility, issuance of cheque book (containing such number of cheque leaves as decided by the Bank from time to time) will be considered against requisition by the Customer. Customers should collect the cheque book at his/her/its responsibility. Cheque book may be collected by the Customer from the concerned branch of the Bank. The Bank may consider sending the cheque book to the Customer's communication address, if requested therefor in writing by the Customer. Subsequent cheque book may be requisitioned by the Customer through the requisition leaf available in the cheque book or through permitted alternate channels of the Bank. The Customer shall have to pay requisite charges for availing cheque book facility.
- b) Issuance of cheque book is subject to healthy conduct of the Current Account. The Bank reserves the right to issue or reject the request for cheque book at its discretion. Also, the Bank reserves the right to recover the cost of the cheque book requisitioned. Further, the Bank shall have the right to cancel/block any cheque leaf issued, if the Current Account is not conducted in conformity with the applicable terms and conditions.
- c) The Customer should ensure that issuance of cheque leaves in his/her/its account is done only after maintaining in the Current Account sufficient balance as is required to honour the cheque issued. If a cheque is dishonoured/returned for insufficient balance in the Current Account or for being in excess of arrangements, charge/fee/penalty at the applicable rate will be levied by the Bank. If any cheque deposited by the Customer is returned unpaid, service charge also may be recovered from the Customer. In case of large number of returns/dishonours in the Current Account, the Bank reserves the right to take corrective action for the specific account(s) as deemed fit (which may include disallowing debits or total freezing or closure, of the Current Account).
- d) Cheque leaves should be drawn in such a way as to prevent alteration after its issuance and the drawer's signature should match with full signature as per specimen available on the records of the Bank. Alterations, if any, on cheques should be authenticated by the drawer's signature against each such alteration. The Bank reserves the right to refuse payment of cheques that have been altered in any way unless the alteration is authenticated by the drawer under full signature as per specimen available on the records of the Bank.
- e) The Bank may dishonour and/or return any cheque unpaid, if the cheque is altered or ambiguous or suspicious or stale, in the opinion of the Bank.
- f) Requests for stop payment of cheque that is lost, stolen, or not required to be paid against, shall be honoured only if such stop payment instructions are served upon at the concerned branch of the Bank by the drawer, prior to presentment of such cheque at the Bank or, in the case of e-cheques, only if the stop payment requests are logged prior to payment of moneys against the same. Service charge at the applicable rate may be levied in connection with such instructions. The Bank shall not be responsible in any manner whatsoever for any loss or damage caused, or payments made, if the cheques are presented for payment to the Bank prior to receipt of stop payment instruction from the drawer of the cheque or, in the case of e-cheques, if the stop payment requests are logged after payment against such cheque has been initiated by the Bank.
- g) PPS facility shall be available to Customers subject to guidelines adopted by the Bank in conformity with the directives of RBI on "*Positive Pay System for Cheque Truncation System*" from time to time. Customers are advised to avail PPS facility to avoid payment frauds through cheques. For cheques above the threshold fixed by the Bank (please visit the Website for the details), the Customers must submit to the Bank a proper PPS instruction. PPS instruction to be submitted from the registered e-mail Id of the Customer, to the designated e-mail Id of the Bank (please visit the Website for the details) at least 24 (Twenty Four) hours before the cheque is presented for clearing. The PPS instruction should contain the details of the cheque



(such as cheque number, Current Account Number, date of cheque, amount mentioned on the cheque and name of the payee/beneficiary as appearing on the cheque). The information needs to be submitted in English language only and the beneficiary name should be in the exact same manner as written on the cheque. The Bank will either accept or reject the PPS instruction and a confirmation of acceptance or rejection will be sent to the cheque issuer to his/her/its registered e-mail Id. If the PPS instruction is rejected, a fresh PPS instruction with corrected details can be submitted. PPS instruction must originate from the registered e-mail Id of the Customer, for security reasons. The Bank reserves the right not to honour the cheque in respect of which a PPS instruction is mandatory as per its guidelines, unless it is in receipt of PPS instruction conforming to the above.

11. Demand Drafts/Pay Orders:

- a) The Customers may place with the Bank (by visiting the branch of the Bank or through any other mode to be communicated to general public through its branches/outlets) request for issuance of demand drafts or pay orders, and such requests shall be considered by the Bank. The Customers should pay applicable charges/commission to the Bank in connection with issuance of demand drafts/pay orders. The demand drafts or pay orders requested for should be collected from the branch of the Bank by the Customers at his/her/its responsibility.
- b) Issuance of duplicate demand drafts or pay orders in lieu of lost/misplaced originals will be considered if the Customer (and the beneficiary in case the demand drafts or pay orders had left the hands of the Customer) submits requests therefor and complies with the formalities stipulated by the Bank in terms of its guidelines adopted in conformity with the directives of RBI.
- c) Requests for cancellation of demand drafts or pay orders once issued shall be considered subject to the guidelines adopted by the Bank from time to time in conformity with the directives of RBI.

12. Pass Book/Statement of Account:

- a) The Customers will be provided a passbook or a monthly e-mail statement or a physical monthly statement in relation to his/her/its Current Account.
- b) In addition to this, the Customer may view/download the statement of account from the internet banking/mobile banking facility, if he/she/it has opted for internet banking/mobile banking facility. Ordinarily, through this view/download option, statement of account for a maximum period as permitted by the Bank from time to time can be generated.
- c) The Customer should examine the entries in the passbook and statement of account immediately upon receipt, and discrepancies, errors or omissions therein should be brought to the notice of the Bank forthwith and in any case within 14 (Fourteen) days from the date of the statement of account or date of updation of the passbook (as the case be). The Customers should take note that delay on his/her/its part in examining the passbook or statement of account or in reporting the discrepancies (if any), it may affect the Bank's ability to resolve the concerns, and the Customer shall be liable for the losses, if any, that may occur as a result thereof. Unless written intimation is served on the Bank within the said 14 (Fourteen) days from the date of the statement of account or date of updation of the passbook (as the case be), the entries in such statement of account or passbook shall be deemed to be accepted by the Customer as true and correct. The Bank reserves the right to rectify discrepancies, if any, in the statement of account or passbook at any point of time.
- d) Duplicate statement of account shall be issued at the request of the Customer, however against payment of fee as may be prescribed by the Bank from time to time. The Bank reserves the right to prescribe such fee dependent on the period of statement of account requested for.

13. Safe Keep of Deliverables:

- a) The Bank may send, either directly from its office or through the office of its service provider, through any communication mode available in the market, to the communication address furnished by the Customer, statements of account, balance confirmation certificate, cheque books, debit cards, various PIN mailers and such other items relevant or pertaining to the Current Account.
- b) The Customer shall be solely responsible for the safe-keeping and the confidentiality of all deliverables (including the statements of account, balance confirmation certificate, cheque books, debit card, PIN of the



debit card, user id and passwords relating to mobile banking and internet banking) and such other items relevant or pertaining to the Current Account. If any of the above items is compromised or happened to be lost, the Customer should intimate the same to the concerned branch of the Bank forthwith.

14. Transactions Restrictions:

- a) The Bank shall have the right to restrict free cash deposits and free cash withdrawals in the Current Account and permit further cash deposits/cash withdrawals only against payment of requisite charges.
- b) The Customer shall have to keep the Current Account alive for such minimum period stipulated by the Bank, and pay such charges as stipulated by the Bank if the Current Account is closed before such minimum period.

15. Collection Facility:

- a) The Bank accepts for collection on the Customer's behalf cheques, drafts, bills, dividend/interest warrants and other instruments issued in favour of the Customer. Collection of outstation instruments shall attract collection charges as per the guidelines of the Bank. The Bank does not accept any responsibility for loss, delay, mutilation or interception of the instruments in postal or courier transit. The Bank does not accept or share any responsibility for delay in realisation of such instruments or for the genuineness, validity or correctness of the signatures or endorsements thereon. The Bank will permit withdrawals against such instruments only on realisation. Any provisional credit, if allowed at the discretion of the Bank for an instrument under collection, shall be recovered with interest if the Instrument is returned unpaid. The Bank shall have the right to disallow any drawings against such provisional credit.
- b) Local cheques, etc., to be tendered for collection sufficiently early in the day as required vis-à-vis the local clearing house timings. Withdrawals against clearing cheques will be permitted only against cleared balances as per applicable Clearing House Rules.
- c) Non-CTS cheques deposited by the Customers will be sent for collection as per the process applicable to collection of non-CTS cheques/instruments in CTS clearing. The Bank reserves the right to withdraw this facility without any prior notice

16. Change of Data/Information/Credentials/Communication Address etc.:

1. The Customer shall notify the Bank in writing along with proof regarding change in details of his/her/its data/information/credential submitted to/shared with the Bank through the AOF (including, but not limited to, mobile number, e-mail Id, communication address and mode of operation) forthwith upon such change, and provide any other information that the Bank may require from time to time. The Customers shall also keep the Bank informed about any change in his/her residential status (i.e. resident to non-resident or vice versa) or the signatory(ies) authorised to operate on the Current Account. As long as the Bank does not receive any intimation from the Customer as regards these changes, the Bank shall be reckoning the data available with it for all purposes and the Bank disclaims all liability resulting from any loss or damage due to delivery of any deliverables to the incorrect address or due to sending communications/sensitive information to the address/mobile number/e-mail Id available in the Bank's records. Such intimation about change in particulars should be served upon the concerned branch of the Bank in writing, under the full signature of the authorised signatory of the Customer. If the notification is for change in authorised signatory of the Customer/mode of operation, the Bank shall be under no obligation to give effect to the same before expiry of 10 (Ten) clear working days of the date meant for effecting such change, as system modifications/updates may be required to be made to give effect to such change. Accordingly, the Customer should notify the Bank such instances well in advance. However, the Bank shall endeavour to give effect to such notifications at the earliest, if exigencies warrant immediate action according to the written request of the Customer.

2. The Customer shall notify the Bank in writing along with proof regarding change in details of his/her/its data/information/credential submitted to/shared with the Bank through the AOF at the time of opening of account and subsequently through any channel like IB, MB, ATM, Whatsapp, ChatBot Banking, Call Centre/Phone Banking and by any other means (including, but not limited to, mobile number, e-mail Id, communication address and mode of operation) forthwith upon such change, and provide any other information that the Bank may require from time to time. Such information received from customer about the demographic changes (inclusive of email ID, Mobile Number, Communication address shall be updated in



Central KYC Registry (CKYCR) The Customers shall also keep the Bank informed about any change in his/her residential status (i.e. resident to non-resident or vice versa) or the signatory(ies) authorised to operate on the Current Account. As long as the Bank does not receive any intimation from the Customer as regards these changes, the Bank shall be reckoning the data available with it for all purposes and the Bank disclaims all liability resulting from any loss or damage due to delivery of any deliverables to the incorrect address or due to sending communications/sensitive information to the address/mobile number/e-mail Id available in the Bank's records. Such intimation about change in particulars should be served upon the concerned branch of the Bank in writing, under the full signature of the authorised signatory of the Customer along with proof regarding change of credential. If the notification is for change in authorised signatory of the Customer/mode of operation, the Bank shall be under no obligation to give effect to the same.

17. Charges/Fees/Penalty:

- a) All services, instances of violation of any terms and condition and special features associated with the different variants of Current Account shall attract charges/fees/penalty at the rate(s) displayed at branches/outlets of the Bank and on the Website from time to time. However, the Bank reserve the right to waive, or decide not to levy, any specific component of charges/fees/penalty on given variant(s) of Current Account.
- b) Tax at the applicable rate also shall have to be paid by the Customer in regard to such charges, fees, penalty etc.
- c) The Bank reserves the right to levy from the Customer such higher penalty (not exceeding the amount the Bank could have earned had there been no instance of violation/non-diligence on the part of the Customer) in case it observes any instance of transaction/activity in the Current Account which prevents the Bank from gainfully deploying its funds.
- d) The Customers shall have to pay to the Bank cash deposit charges and applicable Tax, if the cash deposits made in the Current Account in any given period exceeds the limits prescribed by the Bank from time to time. Charges shall be applicable on the excess cash deposited and shall be calculated at such rate decided by the Bank from time to time. The Customers should refer to the Website for details of applicable charges/fees/penalty.
- e) All charges, fees and penalty, along with applicable Tax, will be recovered by the Bank at such intervals as may be deemed fit by it, by debit to the Current Account or any other account maintained by the Customer with any branch of the Bank. To the extent of the amount involved in the charges/fees/penalty, the Bank shall have a lien on the Current Account and other accounts of the Customer.

18. Dormant Account:

- a) The Bank may classify the Current Account as inactive, if there are no customer induced transactions for a period of 12 (Twelve) months (or for such other period as may be decided by the Bank subject to the directives of RBI) in the Current Account. The Bank may classify the Current Account as dormant, if there are no customer induced transactions for a period of 24 (Twenty Four) months (or for such other period as may be decided by the Bank subject to the directives of RBI) in the Current Account, [i. e., no customer induced transactions for 12 (Twelve) months (or for such other period as may be decided by the Bank subject to the directives of RBI) after the Current Account is classified as inactive]. For the purpose of this clause, "customer induced transactions" shall mean and include any credit or debit transactions done by the Customer in Current Account through any of the following modes: (i) transactions through cheque; (ii) cash or cheque deposit; (iii) withdrawal or deposit through ATM; (iv) transaction through internet; (v) transaction by standing instruction, ECS and EFT; (vi) credit of interest from fixed deposit to Current Account; or (vii) execution of standing instructions (debits or credits) in Current Account.
- b) The Bank may, in its sole discretion, deny services and/or transactions if the Current Account is classified as dormant.

19. Closure of the Account:



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- a) The Bank reserves the right to close or freeze the Current Account or to terminate the banking relationship with the Customer, by serving due notice to the Customer, without assigning any reasons therefor and without any liability to anyone.
- b) Upon closure of the Current Account, the Customer shall either return forthwith all unused cheques, instruments, debit card etc. to the Bank or confirm to the Bank that they have been duly destroyed. The Customer shall be solely responsible and liable for any consequences arising out of use or retention of the same. Further, all such cheques, instruments, debit card etc. shall become void/deemed as cancelled/deactivated as on the date of closure of the Current Account.
- c) Notwithstanding and without prejudice to the above, the Bank may without any liability, close/freeze Current Account either by giving due notice to the Customer or no notice at all to the Customer (if the Bank considers in good faith such abridgment of notice to be necessary or reasonable), if:
 - i. The Customer fails to adhere to any provision of the T&C;
 - ii. Any of the document submitted to the Bank by the Customer for opening or operating on the Current Account is found to be fake, forged or defective;
 - iii. The Current Account is used for facilitating any undesirable transaction;
 - iv. The Bank becomes aware of initiation of any bankruptcy or insolvency proceedings against the Customer;
 - v. A receiver or a manager is appointed over any assets of the Customer;
 - vi. The Bank becomes aware of the death, insanity or incapacity of the Customer;

TERMS AND CONDITIONS GOVERNING CURRENT ACCOUNTS

- vii. Frequent instances of dishonour of cheques/instruments or other financial indiscipline;
 - viii. Balance in the Current Account falls below the prescribed minimum balance/monthly average balance;
 - ix. Transactions in the Current Account breaches the permissible limit(s)/permissible mode(s);
 - x. Any lender of the Customer or RBI or any authority objects continuance of the Current Account at any time after the same is opened, or requires the Bank to part with the funds available in the Current Account or any portion thereof;
 - xi. Failure to pay applicable charges/fees/penalty;
 - xii. The Bank receives a direction, recommendation or request from any lawful authority to close the Current Account;
 - xiii. There is any change in the Bank's internal policies which warrants suspension of the Current Account;
 - xiv. There is no transaction on the Current Account for such period as the Bank may stipulate;
 - xv. Contradictory/countermanding instructions in respect of the Current Account is/are received by the Bank;
 - xvi. (for joint Account) instructions to suspend the Current Account are received from one signatory;
 - xvii. (for joint Account) the Bank becomes aware of a dispute between signatories.
- 20. Insurance with Deposit Insurance and Credit Guarantee Corporation:** Deposits with the Bank are insured with Deposit Insurance and Credit Guarantee Corporation ("DICGC") and in case of liquidation of the Bank, DICGC is liable to pay to the eligible Customers, through the liquidator, the amount of his/her/its deposit up to not exceeding the threshold/limit as may be decided by DICGC/RBI from time to time [currently it is Rs 5,00,000/- (Rupees Five Lakh Only) and as per current guidelines the payment is to be made by DICGC within 2 (Two) months from the date of claim list from the liquidator, if the information/documents as required by the DICGC are found in order], and subject to such conditions in terms of the provisions of the Deposit Insurance and Credit Guarantee Corporation Act, 1961 and the Deposit Insurance and Credit Guarantee Corporation General Regulations, 1961 any statutory modification or re-enactment thereto. The Customers are also advised to access the website of DICGC <https://www.dicgc.org.in> to understand more details..
- 21. Death or Incompetence:** The Customer shall notify the Bank promptly if any of the joint account holders or authorized signatory of the Current Account dies or is declared incompetent by a court. Until the Bank is satisfied with the credentials of the successor(s) of the deceased, it may place a freeze on the Current Account and prohibit all operations when any of the joint account holders or authorized signatories dies or is declared incompetent. The Customers are advised to refer to the "Policy on Settlement of Claims in respect of Deceased Account Holders" of the Bank available at <https://www.ujjivansfb.in/policies> for detailed guidelines on settlement of death claim.
- 22. Non-Transferable and Non-Negotiable:** The Current Account and the services are non-transferable and nonnegotiable at the instance of the Customer, and no right, title or interest therein or any part thereof can be transferred or secured by the Customer to or in favour of any person without the prior written consent of the Bank. The Customer shall not create or permit to subsist, any encumbrance or third party interest over or against any account(s) with the Bank or any monies lying therein without the Bank's express prior written consent. However, the Bank shall have the right to transfer, assign or sell all its rights, benefits or obligations to any person and the T&C shall continue to be in force and effect for the benefit of the successors and assigns of the Bank. Any such transfer, assignment and sale shall conclusively bind the Customer. The Bank will endeavour to give prior notice to the Customer if it intends to transfer, assign or sell its rights, benefits or obligations.
- 23. Bankers' Lien and Right of Set-off:**
- a) The Bank shall have the paramount right of set-off and lien, irrespective of any other lien or charge, present as well as future, on all the deposits held/balances lying in any account of the Customer, whether in single name or joint name(s), to the extent of all amounts payable by the Customer arising as a result of any of the Bank's services extended to and/or used by the Customer or as a result of any other facilities that may be granted by the Bank to the Customer.
 - b) The Bank is entitled, without any notice to the Customer, to settle any indebtedness whatsoever owed by the Customer to the Bank, whether actual or contingent, or whether primary or collateral, or whether joint and/or several, including without limitation indebtedness under any indemnity given by the Customer to the Bank hereunder or under any other document/agreement, by adjusting, setting-off any deposit(s) and transferring monies lying to the balance of any account(s) held by the Customer with the Bank, notwithstanding that the deposit(s)/balances lying in such account(s) may not be expressed in the same currency as such indebtedness. The Bank's rights hereunder shall not be affected by the Customer's bankruptcy, insolvency, death or winding-up.
 - c) In addition to the Bank's right of set-off, lien or any other right which it may at any time be entitled whether by operation of law, contract or otherwise, the Customer authorises the Bank: (i) to combine or consolidate

TERMS AND CONDITIONS GOVERNING CURRENT ACCOUNTS

at any time all or any of the accounts and liabilities of the Customer with or to any branch or office of the Bank or Affiliates; and (ii) to apply, set-off or transfer at any time (without prior notice to the Customer) any credit balance (whether or not then due) to which the Customer is at any time beneficially entitled (whether singly or jointly) on any account, in the Customer's name or jointly with any other person, with any branch or office of the Bank or Affiliates towards the satisfaction of any or all of the Customer's liabilities (whether such liabilities be present or future, actual or contingent, primary or collateral, or several or joint) under the T&C or for the Customer's account(s) or under the terms of any other services or facilities that may be granted by the Bank to the Customer.

- d) In respect of a joint account, the Bank shall be entitled to set-off any sums standing to the credit of such joint account against the debit balance in other accounts which may be held by one or more holders of such joint account.
- e) The Bank shall not be under any obligation to exercise any of its rights under this clause. The above mentioned rights of the Bank are without prejudice to the obligations of the Customer to pay to the Bank when due, all its indebtedness and without prejudice to any other rights that the Bank may have against the Customer for recovery of outstanding from the Customer to the Bank.
- f) The Bank shall be entitled to withhold payments out of the Customer's accounts or dishonour the Customer's cheques/instructions in case any amounts outstanding from the Customer to the Bank are not paid when due.
- g) In the event any of the services in connection with the Current Account are or become liable to tax or other imposts under the Applicable Law, the Customer shall bear all such taxes and other imposts (by whatever name called) in connection with such services and the Bank shall have absolute right to deduct any such amount from the Current Account or such other account of the Customer, without requirement of providing specific notice to or seeking consent/authorization from the Customer.
- h) The Bank shall not be under any obligation to exercise any of its rights under this clause. The above mentioned rights of the Bank are without prejudice to the obligations of the Customer to pay to the Bank when due, all his/her/its indebtedness and without prejudice to any other rights that the Bank may have against the Customer for recovery of outstanding from the Customer to the Bank by proceeding against the Customer and his/her/its assets.

24. Sharing and Disclosure of Information:

- a) The Bank shall respect the privacy of the Customer. However, by applying for opening the Current Account, the Customer shall be deemed to have authorised the Bank to disclose, from time to time, any information and data relating to him/her/it (including personal sensitive data or information and any information that requires consent under the Information Technology Act, 2000/2008, the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 and/or any other statute) and/or the Current Account in or outside India to: (i) any group entity, employees, agents, representatives etc. of the Bank; (ii) third parties engaged by the Bank or any of its group entities; (iii) any rating agency, insurer or insurance broker of, or direct or indirect provider of credit protection to the Bank or any group entity; (iv) any service provider or professional adviser of the Bank or its group entity with the rights to further share it with their sub-contractors in any jurisdiction; (v) any credit bureau, credit information companies, database/databanks, corporates, banks, financial institutions etc.; (vi) any authority or other entity as required by law or any authority; (vii) any other person to (or through) whom the Bank assigns or transfers or novates (or may potentially assigns or transfers or novates) all or any of its rights and obligations under the Current Account; (viii) RBI or any Government or any other regulatory Authorities/Bodies/Departments; and/or (ix) any court or judicial, statutory authority/tribunal. Possession, processing, usage or sharing of the herein mentioned information by the Bank and/or the herein mentioned entities shall not be disputed or cause to be disputed by the Customer at any point of time.
- b) The Bank and/or its agents shall have full rights to make references and enquiries relative to any information provided by the Customer, which the Bank or their agents consider necessary.
- c) The Bank and/or its agents shall have full rights to receive on behalf of the Customer, his/her/its credit information from Central Repository of Information on Large Credits ("CRILC"), Credit Information Companies ("CICs"), National E-Governance Services Ltd. ("NeSL") or similar agencies/repositories. The Customer shall be deemed to have unconditionally consented to and instructed CRILC, CICs, NeSL and similar agencies/repositories to provide to the Bank, all the credit information related to him/her/it.
- d) The Customer shall be deemed to have authorised the Bank to record, retain, process or extract his/her/its call records or message history or related information, in respect of any conversation or messaging service undertaken by the Bank or its service providers/business partners in relation to services/facilities offered by the Bank.

TERMS AND CONDITIONS GOVERNING CURRENT ACCOUNTS

- 25. Notices:** Notices in respect of the Current Account, the services and facilities in connection with the Current Account, may be given by the Bank either through e-mail or posting a letter to the Customer's communication address provided in the AOF or updated by the Customer from time to time. The Bank may also give any notice by posting the notice on the Website and the same will be deemed to have been received by the Customer upon its publication on the Website. All notices in connection with the Current Account, including any deliverables and/or the services associated with the Current Account, by the Customer to the Bank shall be in writing and served on the address of the branch of the Bank at which the Current Account is maintained and all such notices shall be deemed to be received by the Bank only upon acknowledgment of receipt of the same in writing by the Bank.
- 26. Waiver:** No failure or delay by the Bank in exercising any right, power or privilege under the T&C shall operate as a waiver thereof nor shall any single or partial exercise of any other right, power or privilege. The rights and remedies of the Bank under the T&C shall be cumulative and not exclusive of any rights or remedies provided by law.
- 27. Indemnity:**
- a) The Customer shall indemnify and hold the Bank, Affiliates, directors, employees, representatives, and agents against all losses and expenses on full indemnity basis which the Bank, Affiliates, directors, employees, representatives, and agents may incur, sustain, suffer or are likely to suffer in connection with honouring the instructions/mandates of the Customer, and against all actions, claims, demands, proceedings, losses, damages, costs, charges and expenses as a consequence or by reason of providing service through Current Account for any action taken or omitted to be taken by the Bank, Affiliates, directors, employees, representatives, and agents on Customer's instructions.
 - b) The Customer shall at his/her/its own expense, at all times, keep the Bank, Affiliates, directors, employees, representatives, and agents indemnified and save harmless from all actions, proceedings, claims, losses, damages, costs, interest (both before and after judgement) and expenses (including legal costs on a solicitor and client basis) which may be brought against or suffered or incurred by the Bank, arising from or relating to the operation or use of the Current Account or the services, or breach, non-performance or inadequate performance by the Customer of any of the T&C or the acts, representations, misrepresentations, misconduct or negligence of the Customer in performance of his/her/its obligations.
 - c) The Customer shall at his/her/its own expense, at all times, keep the Bank, Affiliates, directors, employees, representatives, and agents indemnified and save harmless from all actions, proceedings, claims, losses, damages, costs, interest (both before and after judgement) and expenses (including legal costs on a solicitor and client basis) which may be brought against or suffered or incurred by the Bank in resolving any dispute relating to the Current Account or in enforcing the Bank's rights under or in connection with the T&C, or which may have arisen either directly or indirectly out of or in connection with the Bank performing its obligations hereunder or accepting instructions, including but not limited to, fax and other telecommunications or electronic instructions, and acting or failing to act thereon.
 - d) The Customer shall indemnify the Bank as collecting banker for any loss or damage which the Bank may incur or suffer by guaranteeing any endorsement or discharge on a cheque, bill or other instrument presented for collection and such guarantee as given by the Bank shall be deemed to have been given in every case at the Customer's express request.
 - e) The Customer shall at his/her/its own expense, at all times, keep the Bank, Affiliates, directors, employees, representatives, and agents indemnified and save harmless from all actions, proceedings, claims, losses, damages, costs, interest (both before and after judgement) and expenses (including legal costs on a solicitor and client basis) which may be brought against or suffered or incurred by the Bank in connection with any failure on the part of the Customer to comply with any Applicable Law.
 - f) If any sum due and payable by the Customer is not paid as and when it has become due, including without limitation any moneys claimed under this Indemnity clause, the Customer shall be liable to pay interest (both after as well as before any judgement) on such unpaid sum at such rate or rates as the Bank may from time to time stipulate from the date payment is due up to the date of payment.
 - g) The indemnities as aforesaid shall continue notwithstanding the termination of the Current Account.
- 28. Joint and Several Liability:**
- a) If the Customer constitutes more than one person, all obligations and liabilities of the Customer under the T&C shall be joint and several.
 - b) Any instructions, authorisations, representations and warranties given or made by the Customer in cases where the Customer constitutes more than one person shall be deemed to be jointly and severally given or made and be binding on all such persons and in the event that conflicting instructions or authorisations are received by the Bank, the Bank shall have the right to act on the

TERMS AND CONDITIONS GOVERNING CURRENT ACCOUNTS

first set of instructions or authorisations received or on the instructions of all account holders or not to act at all until any difference in the instructions or authorisations between the persons constituting the Customer is resolved to the satisfaction of the Bank. **29. Disclaimers:**

- a) The Bank reserves the right not to offer Current Account and different variants of Current Account to entities having specific constitution, however by adhering to the directives/guidelines issued by RBI.
- b) The Customer shall ensure that the AOF is completely, accurately and properly filled in with true, accurate and requisite inputs, and the Bank shall not be held liable for any error/omission in the AOF.
- c) The Bank, in general, will give the day on which the Customer has opened the Current Account as the Value Date, provided that the said day is a Business Day and the Current Account is opened during normal working hours of the Bank. In case the Current Account is opened on extended banking hours or on Public Holiday, the Value Date shall be the next Business Day.
- d) Under no circumstances shall the Bank be liable to the Customer for any indirect, incidental, consequential, special or exemplary damages in connection with the Current Account or the services. The Bank shall not be liable for any failure to perform any obligation contained in the T&C or for any loss or damage whatsoever suffered or incurred by the Customer howsoever caused and whether such loss or damage is attributable (directly or indirectly) to any dispute or any other matter or circumstances whatsoever.
- e) The Bank does not warrant explicitly or impliedly the quality or effectiveness of the services and/or benefits offered through service providers/business partners.
- f) Unless an obligation is cast upon the Bank by virtue of Applicable Law, the Bank does not undertake any liability to the Customer or anyone claiming under the Customer or third parties, due to any act of commission or omission on the part of the service providers/business partners or any employee of the service providers/business partners.
- g) The Bank reserves its right to restrict operations in the Current Account.
- h) Where overdraft in Current Account or any other credit facility is availed by the Customer from the Bank, during continuance of such overdraft or credit facility, and also to conform to the guidelines issued by RBI on *"Opening of Current Accounts by Banks - Need for Discipline"*/*"Opening of Current Accounts and CC/OD Accounts by Banks"* the Bank shall have unfettered rights to access any number of times the repositories of credit information companies in conformity with the guidelines issued by RBI, to assess the financial discipline of the Borrower and also for initiating/taking requisite further action in terms of the guidelines of RBI/the Bank.
- i) Without prejudice to anything contained herein, the Bank shall have unfettered right to access once in 6 (Six) months (or at such lesser periodicity as deemed appropriate by the Bank) the repositories of credit information companies and to close (without notice to the Customer and without being liable to anyone) the Current Accounts which do not adhere to the thresholds/which breach the thresholds, of aggregate exposure of the banking system or the Bank's share in the exposure, as prescribed in the guidelines issued by RBI.
- j) The age considered for minor is below 18 years and for senior citizen is 60 years and above.
- k) Any service being rendered by the Bank may be discontinued or modified by the Bank by giving due notice on the Website or at the branches/offices of the Bank.
- l) Customers are advised to take specific note that sending instructions by facsimile and/or electronic means is not a secure means and there are risks involved in sending facsimile and/or electronic instructions, including the risk that facsimile and/or electronic instructions might be fraudulently or mistakenly written, altered or sent and not be received in whole or in part by the intended recipient. If the Customer insists the Bank to accept and/or to act upon instructions given by the Customer through facsimile and/or electronic means, the Customer shall be deemed to have accepted and acknowledged that the information (in whole or in part) could be intercepted, read, modified or altered by any person during such transmission and that the Bank shall not be liable for any inaccuracy, error, interruption, delay in, or omission of any data or information or the transmission or delivery of such data or information, nor will the Bank be liable for any error, omission or delay in the services provided by any phone/internet service provider or any third party service provider on whose performance the Bank is dependant for transmitting such information or data. The Bank shall not be liable for damages, whether direct or indirect, arising out of such transmission including but not limited to any breach of confidentiality, loss of privacy, loss of data, business interruption and delay in delivery or any pecuniary loss.
- m) The Bank shall not be responsible for any communication or deliverable sent to the Customer lost in transit and, if sent to the Customer's e-mail Id, fraudulently or mistakenly written, altered or sent and not be received in whole or in part by the intended recipient. The Customer should contact the Bank promptly if the communication or deliverable is not received in time.

TERMS AND CONDITIONS GOVERNING CURRENT ACCOUNTS

- n) The Bank shall not be liable if any communication is received by the Customer from fraudulent persons/imposters.
 - o) The Bank shall not be liable in the event of any defects or failure in the computer system/network/hardware or software of the Customer on account of receipt of e-mails by the Customer from the Bank.
 - p) If any special variant of Current Account is eligible for insurance benefits (general, health, term life, whole life or others), the benefits shall be available only if the Customer agrees to the terms and conditions stipulated by the concerned insurer with whom the Bank has business partnership. All issues pertaining to insurance coverage, including the insurance premium, eligibility norms, and settlement of insurance claims, shall be governed by the terms and conditions stipulated by the insurer. Insurance coverage may be withdrawn or cancelled in case a given variant of Current Account is re-designated (due to reasons whatsoever) to lower variant, and if the insurance coverage is allowed to be continued despite degradation of the Current Account the Bank reserves the right to recover from the Customer applicable charges/premium therefor.
 - q) Issuance of solvency certificate, signature attestation etc. shall be considered only at the discretion of the Bank, and the Customer shall have no right to insist the Bank for issuance of the same.
 - r) The Bank shall not be liable for transactions which do not fructify or not completed, or for failure of the Bank to perform any of its obligations, if the same occurs due to force majeure. In all such cases the Bank's obligations shall stand suspended so long as the force majeure subsists. Force majeure shall mean any event due to any cause beyond the reasonable control of the Bank, which shall include, without limitation, unavailability of communication systems, breach, virus in the processes or payment or delivery mechanism, sabotage, fire, flood, explosion, natural disasters or other Acts of God, war, damage to the Bank's facilities or of its correspondent bank(s), civil commotion, strikes or industrial action of any kind, riots, insurrection, war, acts of Government, Government imposed restrictions (due to epidemic or pandemic or natural calamity or disaster), computer hacking, unauthorised access to computer data and storage devices, computer crashes, malfunctioning in the computer terminal or the systems getting affected by any malicious, destructive or corrupting code or programme, mechanical or technical errors/failures or power shut down, faults or failures in telecommunication etc., which prevents the Bank from performing its obligations within the specified service delivery parameters.
 - s) The Bank shall have the right to place operational restrictions in the Current Account, with a view to prevent the Bank, the Customer and/or third parties from exposing to risks and/or to save the Bank, the Customer and/or third parties from suffering loss (monetary or otherwise), or based on lawful directives served on the Bank. The Bank may notify the Customer through electronic media or such other mode as may be deemed appropriate by the Bank when operational restrictions are placed, provided where the Bank considers in good faith that abridgment of notification to be necessary or reasonable, no notification shall be sent to the Customer when operational restrictions are placed. The Customer shall be solely responsible for ensuring that the standing instruction(s) and/or payment instruction(s), if any, already issued by him/her/it in the Current Account is/are appropriately managed/addressed by the Customer at his/her/its own cost and responsibility, without casting any liability on the Bank, during the period which the operational restrictions are in force. Operational restrictions once placed in the Current Account may be removed/revoked by the Bank if the Customer requests. However, in regard to instances of operational restrictions placed pursuant to lawful directives, removal/revocation of the operational restrictions shall be considered only based on further lawful directives served on the Bank. Without prejudice, the Bank may consider removal/revocation of the operational restrictions on its own, if it considers that removal/revocation of operational restrictions is appropriate. The Customer shall not dispute or cause to be disputed, at any point of time, any of the action on the part of the Bank in this regard.
- 30. DND/NDNC:** Unless the Customer explicitly instructs the Bank to the contrary through the AOF, the Customer shall be deemed to have authorised the Bank to use the contact number/e-mail Id of the Customer, mentioned in the AOF, in connection with transactional, promotional as well as service related calls or messages, through Telephone/Mobile/SMS/e-mail by the Bank or its agents. The Customer have the right and option to re-register for DND/NDNC at any time at his/her discretion.
- 31. Change of T&C:** The Bank shall have the absolute discretion to change, modify, supplement or replace any of the T&C at any time. The Bank may communicate such changes, modifications, supplements or replacements to the Customers through electronic media or through display made in the Bank's branches/offices or Website or in any other manner as decided by the Bank. The Customer shall be responsible for regularly reviewing these T&C, including the changes, modifications, supplements or replacements thereto.
- 32. Grievance Redressal:**

TERMS AND CONDITIONS GOVERNING CURRENT ACCOUNTS

- a) The Bank has displayed in notice board of its branches and on the Website the details of Grievance Redressal System.
- b) The Bank has ensured appropriate staff behaviour by providing them adequate periodical training on their areas of work.
- c) Grievances, if any, related to Current Account or services may be got redressed by escalating to USFB Customer Care Centre. Any grievances unresolved by USFB Customer Care Centre may be escalated to nodal officers of the Bank. Contact details of nodal officers are displayed on Website and at branches of the Bank.
- d) Grievances, if any, related to unauthorised transactions that have taken place and/or loss or theft of payment instrument such as card, etc. may be notified by the Customer, to USFB Customer Care Centre.

33. Governing Law and Jurisdiction:

- a) The T&C and matters discussed herein shall be governed and construed in accordance with the laws of Republic of India.
- b) Any legal action, suit or proceedings arising out of or in relation to the construction, meaning or interpretation of any term used or clause in this T&C or as to the rights, duties, liabilities of the parties arising in relation to this T&C or the Current Account shall be brought in the courts or tribunals or other appropriate forum in Bengaluru in India and the Customer irrevocably submits to and accepts the jurisdiction of those courts or tribunals or other appropriate forum. The Bank may, however, in its absolute discretion commence any legal action or proceedings arising out of the T&C and the matters discussed herein in any other court, tribunal or other appropriate forum, and the Customer shall be deemed to have consented to such jurisdiction.

34. Additional T&C for special variants of Current Account: The special conditions mentioned hereunder are not exhaustive, but only indicative. The Customers are advised to access, periodically, the Website to understand the latest features/special conditions of each variant of Current Account. After designating Current Account as a special variant of Current Account, the Customer may choose to downgrade the special variant to the erstwhile lower variant of Current Account (where the same is permissible as per the guidelines of the Bank) by serving on the Bank requisite requisition. The Customer shall be deemed to have acknowledged that the Bank shall be incurring cost for providing special benefits on account of designating a Current Account as special variant and, hence, the Bank shall not be obligated to honour requests for downgrading received from Customers unless the concerned account continued as special variant of Current Account for such minimum period after upgradation/opening, and the Customer shall continue to pay applicable charges/fees/penalty in regard to the special benefits offered (by virtue of designating the Current Account as special variant) at the rate prescribed by the Bank from time to time. If, at any time after the Current Account is designated as a special variant of Current Account pursuant to the request of the Customer, the Customer fails to fulfil the conditions stipulated by the Bank, the Customer shall be liable to pay to the Bank applicable charges/fees/penalty in regard to the special benefits offered (by virtue of designating the Current Account as a special variant) at the rate prescribed by the Bank from time to time. Such charges/fees/penalty, if not paid by the Customer, shall be recovered/collected from the subsequent credits received in the Current Account or by debit to any other account maintained with the Bank by the Customer. This shall be without prejudice to the rights of the Bank (while the Bank is not obligated) to withdraw the benefits applicable to special variants (either fully or partially) and/or designating the Current Account to such lower variant of Current Account as decided by the Bank. **a) Business Edge Current Account:**

- 1) The Customers shall have to make such minimum initial deposit as stipulated by the Bank for opening Business Edge Current Account or converting an existing Current Account to Business Edge Current Account. The Customer shall have to also maintain such minimum Monthly Average Balance ("MAB") as stipulated by the Bank from time to time all throughout when the Current Account remains as Business Edge Current Account.
- 2) Irrespective of the branch of the Bank at which the Business Edge Current Account is maintained, the Customer shall be at liberty to transact through any branch of the Bank without payment of additional charges. Business Edge Current Account will be eligible for such other benefits as notified by the Bank from time to time. Currently, the Bank offers two variants under this product: (1) Flexi Next, and (2) Flexi Now. For Flexi Next, separate cash deposit charges shall not be levied for the initial 2 (Two) calendar months [including the calendar month in which the Business Edge (Flexi Next) Current Account is opened]. Thereafter, free cash deposit shall be permitted, depending on the slab-wise amount of cash deposit and depending on such MAB (as prescribed by the Bank) maintained in the Business Edge Current Account in the immediate previous calendar month. For Flexi Now, separate cash deposit charges shall not be levied for the initial 2 (Two) calendar months [including the calendar month in which the Business Edge (Flexi Next) Current Account is opened]. Thereafter, free cash

TERMS AND CONDITIONS GOVERNING CURRENT ACCOUNTS

deposit shall be permitted, depending on the slab-wise amount of cash deposit and depending on such MAB (as prescribed by the Bank) in the current calendar month. The Customers shall be advised about the slab applicable for his/her/its account and the MAB at the time of opening the Business Edge Current Account/while the Customer requests for converting his/her/its existing Current Account as Business Edge Current Account. However, the Customers are advised to get acquainted with changes in the slab and MAB fixed by the Bank from time to time, by interacting the branch of the Bank.

- 3) For non-maintenance of requisite MAB, the Bank shall levy such charges, fees and/or penalty as stipulated by the Bank from time to time without prejudice to the right of the Bank to levy applicable charges on cash deposits in the Business Edge Current Account. Further, applicable charges may be levied by the Bank, at its discretion, on transactions undertaken through branches other than the branch at which the Business Edge Current Account is maintained. Further, the Bank shall have the right to withdraw all or any special benefits applicable for Business Edge Current Account. **b) Premium Current Account:**

- 1) The Customers shall have to make such minimum initial deposit as stipulated by the Bank for opening Premium Current Account. The Customer shall have to also maintain such minimum Monthly Average Balance ("MAB") as stipulated by the Bank from time to time all throughout when the Current Account remains as Premium Current Account.
- 2) Free cash deposit shall be permitted at the branch at which the Premium Current Account is maintained, depending on such MAB (as prescribed by the Bank from time to time) maintained in the Premium Current Account in the immediate previous calendar month. The Customers shall be advised about the MAB applicable for his/her/its account at the time of opening the Premium Current Account/while the Customer requests for converting his/her/its existing Current Account as Premium Current Account. However, the Customers are advised to get acquainted with changes in the MAB fixed by the Bank from time to time, by interacting the branch of the Bank.
- 3) For non-maintenance of requisite MAB, the Bank shall levy such charges, fees and/or penalty as stipulated by the Bank from time to time without prejudice to the right of the Bank to levy applicable charges on cash deposits in the Premium Current Account. Further, the Bank shall have the right to withdraw all or any special benefits applicable for Premium Current Account.

c) Maxima Current Account:

- 1) The Customers shall have to make such minimum initial deposit as stipulated by the Bank for opening Maxima Current Account/converting an existing Current Account to Maxima Current Account. The Customer shall have to also maintain such minimum Monthly Average Balance ("MAB") as stipulated by the Bank from time to time all throughout when the Current Account remains as Maxima Current Account.
- 2) The Customers shall be advised about the MAB applicable for his/her/its account at the time of opening the Maxima Current Account/while the Customer requests for converting his/her/its existing Current Account as Maxima Current Account. However, the Customers are advised to get acquainted with changes in the MAB fixed by the Bank from time to time, by interacting the branch of the Bank.
- 3) For non-maintenance of requisite MAB, the Bank shall levy such charges, fees and/or penalty as stipulated by the Bank from time to time without prejudice to the right of the Bank to levy applicable charges on cash deposits in the Maxima Current Account. Further, the Bank shall have the right to withdraw all or any special benefits applicable for Maxima Current Account.
- 4) The specific/additional insurance coverage is on non-commitment basis, and shall be subject to the guidelines issued from time to time by the concerned insurers, and the Customers are advised to keep themselves updated of the guidelines issued by the concerned insurers from time to time. Citing such benefits as features of Maxima Current Account does not amount to a commitment by the Bank to provide such benefit or any one of them, nor shall it confer a right on the Customer to claim the same from the Bank. The Bank does not undertake any liability to the Customer or third parties due to withdrawal of any such benefits.

d) Privilege Current Account:

- 1) The Customers shall have to make such minimum initial deposit as stipulated by the Bank for opening Privilege Current Account/converting an existing Current Account to Privilege Current Account. The Customer shall have to also maintain such minimum Monthly Average Balance ("MAB") as stipulated by the Bank from time to time all throughout when the Current Account remains as Privilege Current Account.
- 2) The Customers shall be advised about the MAB applicable for his/her/its account at the time of opening the Privilege Current Account/while the Customer requests for converting his/her/its existing Current

TERMS AND CONDITIONS GOVERNING CURRENT ACCOUNTS

Account as Privilege Current Account. However, the Customers are advised to get acquainted with changes in the MAB fixed by the Bank from time to time, by interacting the branch of the Bank.

- 3) For non-maintenance of requisite MAB, the Bank shall levy such charges, fees and/or penalty as stipulated by the Bank from time to time without prejudice to the right of the Bank to levy applicable charges on cash deposits in the Privilege Current Account. Further, the Bank shall have the right to withdraw all or any special benefits applicable for Privilege Current Account.
- 4) The specific/additional insurance coverage is on non-commitment basis, and shall be subject to the guidelines issued from time to time by the concerned insurers, and the Customers are advised to keep themselves updated of the guidelines issued by the concerned insurers from time to time. Citing such benefits as features of Privilege Current Account does not amount to a commitment by the Bank to provide such benefit or any one of them, nor shall it confer a right on the Customer to claim the same from the Bank. The Bank does not undertake any liability to the Customer or third parties due to withdrawal of any such benefits.

The Bank reserves the right to modify or amend or withdraw any or all benefits offered for any or all variants of Current Account, without any prior notice/intimation to the Customer. Any such modification and amendments to the benefits, as also cancellation of the benefits will be published on Website and all such modification, amendment and cancellation shall be binding on the Customer.

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