



Terms and Conditions for Ujjivan EZY Mobile Banking Services

I. Definition

"Applicable Law" shall mean any and all applicable laws, bye-laws, rules, regulations, circulars, notifications, ordinances, protocols, codes, guidelines, policies, notices, directions, orders, decrees or judgments of courts or other requirements of any governmental authority in any relevant and appropriate jurisdiction of India.

"Bank" shall mean Ujjivan Small Finance Bank Limited, a company incorporated under the Companies Act, 2013, having its registered office and corporate office at Grape Garden, No. 27, 3rd 'A' Cross, 18th Main, 6th Block, Koramangala, Bengaluru 560 095, India.

"Bank Website" shall mean www.ujjivansfb.bank.in.

"Beneficiary / Payee" shall mean any person or entity to which you can request the Bank to make a payment from your account through Ujjivan EZY Mobile Banking Services.

"Confidential Information" shall mean all information obtained by the User from the Bank for availing Ujjivan EZY Mobile Banking Services.

"Current Account" means any current account maintained with the Bank, which are opened in the name of an individual or a sole proprietorship.

"Data Connection" shall mean any 2G, 3G, 4G, 5G, wired/wireless internet connection, or any other network that permits the User to access the Ujjivan EZY Mobile Banking Services from his/her Mobile Handset.

"Device Binding" shall mean the compulsory requirement to register User's device as a trusted device for availing/utilising Ujjivan EZY Mobile Banking Services, which the User shall be able to do only while the SIM, i.e., Physical SIM or e-SIM, for Mobile Phone Number is installed/available in the device being registered. For security, any change in SIM/e-SIM status may require re-authentication or re-binding of Ujjivan EZY Mobile Banking application as per Bank protocol.

Face ID for supporting devices refers to the face recognition registered in the device of User for login.

"Minor" shall mean a person who has not completed the age of eighteen years.

"Mobile Banking Services or Ujjivan EZY Mobile Banking Services" shall mean the facility or service/s provided by the Bank namely, access to the User's account/s and/ or usage of product and/ or other services as may be made available by the Bank from time to time on the Mobile Phone Number of the Users.

"Mobile Handset" means a feature phone, mobile smart phone, tablet, or any other remote access device that supports access to the Ujjivan EZY Mobile Banking Services.



“Mobile Phone Number” shall mean the mobile phone number of the Users, provided to the Bank by the User in the Account opening forms or at any other time, and as updated in the records of the Bank from time to time.

“mPIN” shall mean Mobile Personal Identification Number used for accessing and availing Ujjivan EZY Mobile Banking Services from his/ her Mobile Handset.

“MMID” shall mean mobile money identifier.

“Personal Information” shall mean any information provided by the User to the Bank and/or obtained by the Bank in relation to the Ujjivan EZY Mobile Banking Services.

“Savings Account” means any savings account maintained with the Bank, excluding those accounts which are opened in the name minors, either individually or jointly.

“Request / Pull Facility” shall mean facility through which Users will be able to make requests about their accounts/s by sending key words through SMS to the Bank contact number provided by the Bank.

“SMS” shall mean short messaging service used to transmit short message upto 160 characters to and from the Mobile Handset. The User will be charged for the SMS as per the rates levied by the Telecom Service Providers.

“SIM Binding” shall mean the compulsory requirement of the SIM/e-SIM for Mobile Phone Number being installed/available in the device while the User attempts to use/avail Ujjivan EZY Mobile Banking Services.

“User” shall mean a person who has an account with the Bank and who has been authorized by the Bank to use Ujjivan EZY Mobile Banking Services.

“Username” refers to the unique identification name created and set by the Customer for accessing the Ujjivan EZY Mobile Banking platform. The Username, together with the Password and/or MPIN, shall be used to securely authenticate the Customer for availing various banking services through Ujjivan EZY. The Customer shall be solely responsible for maintaining the confidentiality of the Username and ensuring that it is not disclosed to or shared with any unauthorized person. Ujjivan shall not be held liable for any loss or damage arising from such disclosure or unauthorized use. In the event of the Customer forgetting the Username, the Customer may retrieve it through the Ujjivan EZY Mobile Banking platform by using valid credentials. The Username shall be alphanumeric, with a minimum length of 8 characters and a maximum of 15 characters, and shall not contain any special characters or spaces.

II. Applicability of the Terms and Conditions

The Terms and Conditions appearing hereinafter form the contract between the User and the Bank. By applying for Ujjivan EZY Mobile Banking Service, the User acknowledges and accepts these Terms and Conditions. These Terms and Conditions will be in addition and not in derogation to the Terms and Conditions relating to any account held by the User in the Bank and/or the



respective product/s or the service/s provided by the Bank. The Terms and Conditions may be modified by the Bank from time to time without any notice or consent of the User and the User can view the Terms and Conditions on the Bank Website.

III. Application for Ujjivan EZY Mobile Banking Services

The User should register for Ujjivan EZY Mobile Banking Services either at the time of opening an account with the Bank or later stage via secured channel, the Bank may advise from time to time as it may deem fit, for Ujjivan EZY Mobile Banking Services. The Ujjivan EZY Mobile Banking Services shall be made available to the User subject to the condition that:

- a) he/she downloads the application,
- b) successfully installs it
- c) thereafter authenticates himself/herself with the applicable credentials and sets his/her mPIN.
- d) Complies with Device Binding and Sim Binding requirements at all times.

Ujjivan EZY Mobile Banking Services shall be made available to the Users who are having a Savings and/or Current Account with the Bank, who satisfy the necessary eligibility criteria. Ujjivan EZY Mobile Banking Services shall be provided to the User, at the sole discretion of the Bank and may be discontinued by the Bank at any time, without prior notice to the User. The User understands and accepts that any other condition that is a pre-requisite to access the Ujjivan EZY Mobile Banking Services, including, but not limited to a compatible Mobile Handset, adequate Data Connection, latest version of mobile application etc., shall be the sole responsibility of the User.

The User shall use the Ujjivan EZY Mobile Banking Services from his/her Mobile Phone Number, registered with the Bank. The Bank will enable the User to transact under Ujjivan EZY Mobile Banking Services through mPIN or one-time password generated to the Mobile Phone Number of the User, and/or any other mode of authentication that the Bank sees fit, within the limit prescribed by the Bank and all transactions shall be bonafide transactions.

Use of Ujjivan EZY Mobile Banking Services by the User authorizes the Bank to map the account number, User ID, Mobile Phone Number and Mobile Handset number, track geolocation and send notifications from time-to-time for smooth operation and preserve the mapping record in the Bank's server located with any third party. The Bank shall have the right to use the data at its discretion for providing/ enhancing further banking/ technology products that the Bank may offer from time to time.

Use of Ujjivan EZY Mobile Banking Services authorizes the Bank to debit the account of the User maintained with the Bank.

If the User's account is classified as 'Dormant' or 'Inoperative' account or any total or partial freeze of transaction is implemented on the account, Ujjivan EZY Mobile Banking Services will not be available for those accounts.

IV. Eligibility Criteria

- a) The User having a valid Savings and/or Current Account with the Bank, being the sole account holder and where mode of operation is single, is authorized for using Ujjivan EZY Mobile Banking Services.



- b) In case of a joint account, Ujjivan EZY Mobile Banking Services shall be available only when mode of operation is indicated as 'either or survivor' or 'anyone or survivor', or 'former or survivor' or 'latter or survivor'. The User ID issued by the Bank against such joint accounts shall only and explicitly be used by the authorized User to access Ujjivan EZY Mobile Banking Services. The other joint account holders shall expressly agree with the arrangement and give their consent to the same. All correspondence will be addressed to the mailing address. All transactions arising from the use of Ujjivan EZY Mobile Banking Services in the joint accounts shall be binding on all the joint account holders, jointly and severally. The Bank shall in no way be liable for any loss/ damage whatsoever that may be incurred or alleged to be incurred by the other joint holder in such an event.
- c) For accounts where Minors are the sole operators and/or for joint accounts with Minor as one of the account holders, are not eligible for Ujjivan EZY Mobile Banking Services.

V. mPIN

- a) The User will follow the process uploaded on the Bank Website for generating a new mPIN. The User expressly undertakes that he/she shall be solely responsible for any loss incurred by the User as a result of use/misuse unauthorized use of mPIN and the Bank shall not be responsible for any such loss whatsoever.
- b) In the event the User forgets the mPIN, a new mPIN may be created by clicking 'forgot mPIN' option, provided in the pre-login screen of the Ujjivan EZY Mobile Banking Service and following the process uploaded on the Bank Website.
- c) In the event the User enters the incorrect mPIN (3) times consecutively, the Bank shall block the Ujjivan EZY Mobile Banking Services for the next 24 hours or for such time as the Bank may deem fit, after which the Ujjivan EZY Mobile Banking Services can be accessed by the User with the same mPIN or new mPIN created by the User.
- d) In the event the Ujjivan EZY Mobile Banking Services has been blocked two times consecutively for entering wrong mPIN, the Bank shall de-activate the Ujjivan EZY Mobile Banking Services and the User shall have to register again to avail the Ujjivan EZY Mobile Banking Services as per the procedure laid down by the Bank.

VI. Face ID Login

- a) The User can enable face ID login facility, for easy login to their Ujjivan EZY mobile banking application, if the same is supported by his/her Mobile Handset.
- b) Post enabling face ID, User needs to align his/her face to the sensor of the device to login to mobile banking.
- c) Face ID(s) stored in the said Mobile Handset, will facilitate login to the Ujjivan EZY mobile banking application. So it is to be ensured by the User, before enabling the Face ID login facility, that only his/her Face ID is stored in the said Mobile Handset.
- d) If the Face ID login has failed 3 times in succession, the User has to login to the Ujjivan EZY mobile banking application, using his/her mPIN.
- e) The User can at any time disable the Face ID login facility, by selecting the same from the 'Settings' menu of the Ujjivan EZY mobile banking application.

VII. Fingerprint Login

- a) The User can enable fingerprint login facility, for easy login to their Ujjivan EZY mobile banking application, if the same is supported by his/her Mobile Handset.



- b) If the fingerprint login facility is enabled, placing any finger on the fingerprint scanner, of which the fingerprint(s) is stored in the said Mobile Handset, will facilitate login to the mobile banking application. So, it is to be ensured by the User, before enabling the fingerprint login facility, that only his/her fingerprint(s) is stored in the said Mobile Handset.
- c) If the fingerprint login has failed 3 times in succession, the User has to login to the Ujjivan EZY mobile banking application, using his/her mPIN.
- d) The User can at any time disable the fingerprint login facility, by selecting the same from the 'Settings' menu of the Ujjivan EZY mobile banking application.

VIII. Fees

At present the Bank does not charge any fee for the use of Ujjivan EZY Mobile Banking Services. The Bank reserves its right to charge fees in relation to the use and/or termination of the Ujjivan EZY Mobile Banking Services as it may deem fit. The Bank shall publish the applicable fees on the Bank Website, from time to time before they become effective, which shall be binding on the User. Fees may be collected from the User in such manner and at such intervals as the Bank may specify from time to time on the Bank Website. The User hereby authorizes the Bank to recover the fee by debiting one of the accounts of the User. Failure by the Bank to recover the fee in a manner deemed fit along with interest, if any, would result in withdrawal of Ujjivan EZY Mobile Banking Services without any liability to the Bank.

IX. Accuracy of information

- a) The User is responsible for the correctness of information provided to the Bank for use of the Ujjivan EZY Mobile Banking Services while using any facility of Ujjivan EZY Mobile Banking Services. The Bank shall not be liable for the consequences arising out of erroneous information supplied by the User. The User shall at periodic intervals check the correctness of the statement and shall notify the Bank about any discrepancies that may occur. If the User notices an error in the information supplied to the Bank either in the application form or any other communication, he/ she shall immediately inform the Bank and the Bank will endeavor to correct the error promptly wherever possible on a best effort basis. The Bank shall also not be responsible for any incidental error which occurs in spite of necessary steps being taken by the Bank to ensure the accuracy of the information provided to the User and the User shall not have any claim against the Bank in an event of any loss/damage suffered by the User as a consequence of the inaccurate information provided by the Bank.
- b) All displayed or printed output statements are duplicate statements of account and will be prepared by electronic means and the information contained therein will be extracted from a computerized backup system maintained by the Bank. While the Bank will take all reasonable steps to ensure the accuracy of the statement, the Bank is not liable for any error and the User shall hold the Bank harmless against any loss, damages, etc., which maybe incurred/ suffered by the User if the information contained in the above said outputs turns out to be inaccurate/incorrect.

X. Maintenance of sufficient balance

The User shall ensure that there are sufficient funds (or pre-arranged credit facilities) in his/her/their account for transactions through the Ujjivan EZY Mobile Banking Services and the Bank shall not be liable for any consequences arising out of its failure to carry out the instructions due to inadequacy of funds and/or credit facilities provided always that the Bank shall at its sole



discretion, carry out the instructions notwithstanding such inadequacy without seeking any prior approval from or notice to the User and the User shall be responsible to repay with interest the resulting overdraft, advance or credit thereby created and all related costs and charges related thereto. The Bank may, at its discretion, levy penal charges for non-maintenance of the minimum balance in the account. The Bank may withdraw the Ujjivan EZY Mobile Banking Services for the User, if at any time the account does not maintain the required minimum balance and or if the penal charges, if any remain unpaid, without giving any further notice to the User and/ or without incurring any liability or responsibility whatsoever by reason of such withdrawal.

XI. Fund Transfer

- a) The User may use the funds transfer service to transfer funds from User's account to any third parties' account in the Bank and/or at any other bank, which falls under the network of Reserve Bank of India's Electronic Fund Transfer system.
- b) The User shall not use or attempt to use the Ujjivan EZY Mobile Banking Services to transfer funds without sufficient funds in the account or without a pre-existing arrangement with the Bank for the grant of an overdraft. The Bank will endeavor to effect such funds transfer transactions received through Ujjivan EZY Mobile Banking Services provided there are sufficient funds available in the account and the Bank shall not be liable for any omission to make all or any of the payments or, for late payments due to circumstances beyond the reasonable control of the Bank.
- c) The User accepts that for initiating an inter-bank and/or intra-bank fund transfer, the Bank shall define a specific cooling period for newly added Beneficiary/ Payee; with a cap/limit on money transfer for a period defined by the Bank. The User agrees and understands that modifying either the cooling period and/or cap/limit shall be at the sole discretion of the Bank.
- d) The User accepts that he/she/they will be responsible for filling the correct account number for the fund transfer request. In no case, the Bank will be held responsible or liable for any erroneous transactions incurred arising out of or relating to the User entering incorrect account numbers. The Bank will endeavor to effect funds transfer transaction received through Ujjivan EZY Mobile Banking Services subject to availability of sufficient funds in the account. The Bank shall specify the transaction limits for carrying out various kinds of funds transfer or any other services through Ujjivan EZY Mobile Banking Services on the Bank Website from time to time. The said facility will be provided in accordance with the conditions specified by the Bank from time to time. The Bank shall not be liable for any omission to make all or any of the payments or for late payments due to circumstances beyond its reasonable control including non-confirmation of payee registration.
- e) The User agrees that transactions effected by the User using the Ujjivan EZY Mobile Banking Services are non-retractable as these are instantaneous/real time and the Bank shall not be held liable for effecting the transaction. The Bank does not accept any 'stop payment' instructions for Ujjivan EZY Mobile Banking Services.
- f) Schedule Transfer (ST) and Standing Instruction (SI) is a feature that integrates with the single screen fund transfer service on Ujjivan EZY Mobile Banking platform with a new interface to make it seamless and easy for Users to perform fund transfer using their savings and current account, with different fund transfer modes, NEFT, RTGS, IMPS and IFT (within Ujjivan transfer) to do multiple one-time transfers and/or schedule a transfer for a later date with the available preset frequencies. The available preset frequencies are once (Instant one



time), daily, weekly, fortnightly, monthly, quarterly, half yearly and yearly. This feature has certain regulations and conditions which the User needs to know and understand. Maintaining sufficient balance in the account at the time of debit execution is the sole responsibility of the User. The scheduled transfer stands either successful or cancelled after three consecutive trials (inclusive of the original day of execution) based on the maintenance of sufficient balance in the account. The standing instruction tab allows the User to view, modify and delete the existing scheduled transfer. The User is allowed to only modify the date of execution (date of debit) of an existing scheduled transfer. The charges applicable for different transfer modes hold good here and there is no extra fee/penalty/charges for scheduling a transfer for a later date. In case of bank holiday on the day of execution, the same happens on the next bank working day.

- g) The User acknowledges that the Bank may, from time to time as it deems fit, specify separate maximum and minimum limits for fund transfer by virtue of a Payment Instruction or by a batch upload. The User shall be bound by such limits imposed from time to time and shall strictly comply with them.

XII. Authorization

- a) The User (along with the joint account holder, if any) irrevocably/ unconditionally and expressly authorizes the Bank to carry out the banking transactions performed by him/ her/ them/ through Ujjivan EYZ Mobile Banking Services. The User expressly authorizes the Bank to carry out all request(s) or transaction(s) for and/ or at the request of the User as are available to the User through Ujjivan EYZ Mobile Banking Services and the Bank shall have no obligation to verify the authenticity of any request or transaction received from the User through Ujjivan EYZ Mobile Banking Services or purporting to have been sent by the User via Ujjivan EYZ Mobile Banking Services. Illegal or improper use of Ujjivan EYZ Mobile Banking Services shall render the User liable for payment of charges as may be decided by the Bank or may result in the suspension of Ujjivan EYZ Mobile Banking Services for the User.
- b) The output that is displayed or generated at the time of operation of Ujjivan EYZ Mobile Banking Services is a record of the operation of the User and shall not be construed as the Bank's record. The Bank's own record of transactions maintained through computer systems or otherwise shall be accepted as conclusive and binding for all purposes unless any discrepancy is pointed out within 48 hours from the date of access of his/ her/ their/ account by the User or from the date of sending the periodical statement to the User, whichever is earlier.
- c) The User expressly authorizes the Bank to disclose to the service provider or any other third party, all user information in its possession, as may be required by the Bank to provide the Ujjivan EYZ Mobile Banking Services to the User.
- d) User authorizes the Bank to send any message or make calls to his/ her Mobile Phone Number/ or display notices or any other communication on Bank mobile application to inform him/ her about any promotional offers including information regarding the Bank's new products either available now or which the Bank may come up with in the future, greetings, notices or any other promotional messages or any other message that the Bank may consider appropriate. The User irrevocably and unconditionally agrees that all such calls or messages made by the Bank and or its agents shall not be construed as a breach of the privacy of the User and shall not be proceeded against accordingly.
- e) The User authorizes the Bank to send any rejection message, if it finds that the request sent by the User is not in accordance with the Bank's format/ requirement.



- f) The Bank shall make all reasonable efforts to ensure that the User information is kept confidential. The Bank however shall not be responsible for any divulgence or leakage of confidential User information.

XIII. Disclosure of Personal Information

The User agrees that the Bank may disclose, in strict confidence, to other institutions, Personal Information as may be reasonably necessary for reasons inclusive of, but not limited to, the following:

- a) For participation in any telecommunication or electronic clearing network;
- b) In compliance with a legal directive;
- c) For credit rating by recognized credit rating/ scoring agencies; and
- d) For prevention of fraud to regulatory bodies, government agencies, law enforcement bodies, courts, executors/ administrators or legal representatives of the User.

XIV. Inter-bank Mobile Payment Service

Under the aegis of National Payments Corporation of India (NPCI), the Bank is offering IMPS (Interbank Mobile Payment Service) facility for transferring funds using mobile number of the beneficiary with an additional 7-digit MMID or using mobile number and bank name of the beneficiary or using the account number and IFSC code of the beneficiary. Users of Ujjivan EZY Mobile Banking Services will automatically be issued with a MMID for their account. Acceptance of this Terms and Conditions of Ujjivan EZY Mobile Banking Service implies consent of the User for issue of MMID also. The details of the Service will be made available on the Bank Website as and when the Bank deems fit.

XV. Responsibilities and Obligations of the User

- a) The User shall take all steps to ensure that his/ her Mobile Handset is not shared with anyone and in the event of any misuse/theft/loss of Mobile Handset, the User shall take immediate action to deregister from Ujjivan EZY Mobile Banking Services by contacting the customer care number for Ujjivan EZY Mobile Banking Services or contacting the nearest branch office of the Bank.
- b) The User shall use the Ujjivan EZY Mobile Banking Services in accordance with the procedure as laid down by the Bank from time to time.
- c) The User shall keep the User ID and mPIN confidential and shall not disclose to any other person or record them in a way that would compromise the security of the Ujjivan EZY Mobile Banking Services.
- d) The User shall immediately notify the Bank if he/ she suspect the misuse of the mPIN and shall initiate necessary steps to change his/ her mPIN.
- e) The User accepts and acknowledges that any valid transaction originating from the User ID and/ or registered Mobile Phone Number shall be assumed to have been initiated by the User and any transaction authorized by the mPIN is duly and legally authorized by the User.
- f) The User shall keep himself/ herself updated with regard to any information/ modification relating to the Ujjivan EZY Mobile Banking Services offered by the Bank which would be published on the Bank Website or communicated in any other manner as the Bank may deem fit.



- g) The User shall be prudent in downloading content through blue-tooth, WIFI at public places; public networks etc., and ensure that proper anti-virus software is used from time to time to remove malware residing in the Mobile Handset of the User.
- h) The Bank, from time to time, may introduce new features/functionalities in the Ujjivan EZY Mobile Banking platform to enhance user experience, which can only be accessed by using the latest version of the Ujjivan EZY Mobile Banking application. The User acknowledges the importance of keeping the Ujjivan EZY Mobile Banking Application updated, for having an uninterrupted Mobile Banking Facility.

XVI. Liability of the User

The User shall be solely responsible and liable for:

- a) the accuracy of any information provided by the User for availing the Ujjivan EZY Mobile Banking Services;
- b) all transactions, including fraudulent/ erroneous transactions made through his/ her Mobile Phone Number, SIM card and mPIN, regardless of whether such transactions are in fact entered into or authorized by him/ her or not and the User shall be responsible for the loss/ damage suffered, if any;
- c) protecting his/ her registered Mobile Phone Number and mPIN;
- d) any kind of unauthorized or unlawful use of any of the mPIN or of the Ujjivan EZY Mobile Banking Services or any fraudulent or erroneous instructions given and any financial charges thus incurred thereto;
- e) any loss arising out of unauthorized transactions while availing the Ujjivan EZY Mobile Banking Services;
- f) breach of these Terms and Conditions;
- g) contributing or causing the loss by negligent actions of the User;
- h) Disclosing or failing to take all reasonable steps to prevent disclosure of the User ID and MPIN to third party/ies including any minor, Bank staff and/ or failing to inform the Bank of such disclosure within reasonable time; and
- i) Failure to inform the Bank within a reasonable time about unauthorized access to or erroneous transactions in the User's account.

XVII. Liability of the Bank

- a) The Bank shall under no circumstances be liable for and in respect of any loss or damages whatsoever whether such loss or damages are direct, indirect, incidental, consequential and irrespective of whether any claim is based on loss of revenue, investment, production, goodwill, profit, interruption of business or any other loss of any character or nature whatsoever and whether sustained by the User or any other person, howsoever, arising, (i) from or relating to any delay, interruption, suspension, resolution or error of the Bank in receiving and processing the request and in formulating and returning responses or any failure, delay, interruption, suspension, restriction, or error in transmission of any information or message to and from the telecommunication equipment of the User and the network of any service provider and the Bank's system or any breakdown, interruption, suspension or failure of the telecommunication equipment of the User, the Bank's system or the network of any service provider and/or any third party who provides such services as is necessary to provide the Ujjivan EZY Mobile Banking Services, (ii) due to reasons including



but not limited to natural calamity, floods, fire and other natural disasters of any kind, legal restraints, faults in the telecommunication network or internet or network failure, power breakdown or UPS breakdown, software or hardware failure and/ or error or any other reason beyond the reasonable control of the Bank, (iii) due to hacking of the account by any person/s other than the User, which falls under the category of a Cyber Related Crime as accepted internationally;

- b) The Bank shall in no way be held responsible or liable for delay, failure and/ or untimely delivery of SMS notification and/ or SMS Alerts including but not limited to network congestions, network failure, systems failure or any others reasons beyond the reasonable control of the Bank or its authorized service provider(s);
- c) The Bank shall not be responsible if Bank's Ujjivan EYZ Mobile Banking Services is not compatible with/does not work on the Mobile Handset of the User.

The Bank does not warrant that access to the Ujjivan EYZ Mobile Banking Services provided by the Bank will be uninterrupted, timely, or secure. However, to the extent possible, advance notifications will be provided in bank's website and/or through Ujjivan EYZ Mobile Banking application for any scheduled downtime of Ujjivan EYZ Mobile Banking Service. The Bank will not be liable for any virus/malware that may enter the User's system as a result of the User using Ujjivan EYZ Mobile Banking Services provided by the Bank.

The Bank shall endeavour to provide the Ujjivan EYZ Mobile Banking Service with the given technology. The User agrees that he/she/they/it shall not hold the Bank or Bank's strategic partner(s) liable for incidents of system failure or incompatibility or non-availability of any particular feature in Bank's system.

Notwithstanding anything in the contrary provided in this Terms and Conditions, the Bank shall not be involved in or in any way liable to the User for any dispute between the User and a cellular services provider or any third party service provider (whether appointed by the Bank in that behalf or otherwise). Further, the Bank shall not be held liable for any loss suffered by the User due to disclosure of the personal information to a third party by the Bank, for reasons inclusive but not limited to participation in any telecommunication or electronic clearing network, in compliance with a legal directive, for statistical analysis or for credit rating.

Notwithstanding anything contained herein, where Bank has reason to believe that any transaction or marking of liens, have been fraudulently made (hereinafter referred to as a "suspect transaction"), the Bank shall be entitled to withhold payment pertaining to such suspect transaction in accordance with regulatory laws relating to Money Laundering or otherwise. If Bank determines after due enquiry and investigation that the transaction is a valid transaction and not a suspect transaction, the Bank shall release such withheld payment subsequently.

XVIII. Indemnity

The User shall indemnify and hold the Bank harmless against all actions, claims, demands, proceedings, losses, damages, costs, charges and expenses whatsoever which the Bank may at any time incur, sustain, suffer or be put to as a consequence of or by reason of or arising out of (i) use of Ujjivan EYZ Mobile Banking Services and any and all transactions initiated by the use of the Ujjivan EYZ Mobile Banking Services, whether with or without the knowledge of the User, or whether the same have been initiated bona fide or otherwise which transactions, the User hereby acknowledges, the Bank has processed on the instructions of the User in accordance with these



Terms and Conditions and other applicable terms and conditions, if any. (ii) This indemnity shall remain valid and subsisting and binding upon the User notwithstanding partial withdrawal of the Ujjivan EYZ Mobile Banking Services. (iii) usage of Ujjivan EYZ Mobile Banking Service from any jurisdiction outside of India including for non-compliance with the laws of any country other than India.

XIX. Non Transferability

The Ujjivan EYZ Mobile Banking Service that is made available to a User is not transferable under any circumstance and shall be used solely by the User.

XX. Amendments

The Bank reserves the absolute discretionary right to revise these Terms and Conditions and/ or introduce additional terms and conditions at any time as it may deem fit without any prior notice to the User. Any such amendment shall be communicated to the User by posting/displaying it on the Bank Website or by advertisement or other means as the Bank thinks fit and the User shall be bound by such amended terms and conditions.

XXI. Termination of Ujjivan EYZ Mobile Banking Services

- a) The User may request for termination of the Ujjivan EYZ Mobile Banking Services anytime by giving a written notice of at least 15 (fifteen) working days to the Bank. The User will remain responsible for any transactions made on his/ her/ their/ its account through Ujjivan EYZ Mobile Banking Services prior to such termination.
- b) The Bank may, at its discretion, withdraw temporarily or terminate the Ujjivan EYZ Mobile Banking Services, either wholly or in part, at any time without giving prior notice to the User. The Bank may, without prior notice, suspend the Ujjivan EYZ Mobile Banking Services at any time during which any maintenance work or repair is required to be carried out or in case of any emergency or for security reasons, which require the suspension of the Ujjivan EYZ Mobile Banking Services. The Bank may withdraw/ suspend/ terminate Ujjivan EYZ Mobile Banking Services at any time without giving notice or reasons including but not limited for reasons such as (i) if the Ujjivan EYZ Mobile Banking Services has not been accessed by User for a continuous period of 3 months, (ii) breach of these Terms and Conditions by the User and (iii) knowledge or information about the death, bankruptcy or legal incapacity of the User.
- c) The Ujjivan EYZ Mobile Banking Services shall be automatically terminated if the account of the User linked for the Ujjivan EYZ Mobile Banking Services is closed by the User or the Bank.
- d) Except as otherwise provided by the applicable law or regulation, the Bank reserves the right to terminate the Ujjivan EYZ Mobile Banking Services and/or expand, reduce or suspend the transactions allowed using Ujjivan EYZ Mobile Banking Services, change the process and transaction limits associated with the Ujjivan EYZ Mobile Banking Services based on security issues, at any time, without any prior notice to the User.

XXII. Proprietary Rights

The User acknowledges that the software/s underlying the Ujjivan EYZ Mobile Banking as well as related software/s, which are required for accessing Ujjivan EYZ Mobile Banking Services is the property of the Bank or third party licensors. The permission given by the Bank to the Users to access Ujjivan EYZ Mobile Banking Services does not convey or confer any proprietary or



ownership rights in the software/s used for providing Ujjivan EZY Mobile Banking Services. The User shall not attempt to modify, translate, disassemble, decompile or reverse engineer the software underlying the Ujjivan EZY Mobile Banking Services or create any derivative product based on such software/s. Any breach on the part of the User will be dealt under appropriate law and User shall be liable for damages that may be incurred by the Bank and or the vendors.

XXIII. Notices

The Bank and the User may give notices under these Terms and Conditions electronically to the mailbox of either Party, in writing by delivering them by hand or by sending them by post to the last address given by the User and in the case of the Bank to the address mentioned herein below:

Name: Ujjivan Small Finance Bank Limited Grape Garden, No. 27, 3rd 'A' Cross, 18th Main, 6th Block Koramangala, Bengaluru 560095

In addition, the Bank may also publish notices of general nature from time to time, through any medium of communication as may be decided by the Bank including publishing on the Bank Website. Such notices will have the same effect as a notice served individually to each User and or that of a notice published in a newspaper of print media.

XXIV. Governing Law and Jurisdiction

The Ujjivan EZY Mobile Banking Services and these Terms and Conditions shall be governed by and construed in accordance with the laws of India. The Bank and the User submit to the exclusive jurisdiction of the Courts in Bengaluru. The Bank may, however, in its absolute discretion, commence any legal action or proceedings arising out of these Terms and Conditions in any other court, tribunal or other appropriate forum, and the User hereby expressly consents to such jurisdiction. If any provision of these Terms and Conditions is deemed to be prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective to the extent of prohibition or unenforceability but shall not invalidate the remaining provisions of these Terms and Conditions affect such provision in any other jurisdiction.

The Bank accepts no liability whatsoever, direct or indirect, for non-compliance with the laws of any country other than India.

The mere fact that the Ujjivan EZY Mobile Banking Services can be accessed through Internet by a User in a country other than India shall not be interpreted to imply that the laws of the said country govern these terms and conditions and/or the operations in the Ujjivan EZY Mobile Banking Services and or accounts of the User and/or the use of Ujjivan EZY Mobile Banking Services.

The Information Technology Act, 2000 recognizes authentication of an electronic record by affixing Users digital signature. However, the Bank at its discretion has adopted several methods, which are not recognized under the aforesaid Act, namely, Mobile Phone Number, mPIN, personal identification numbers (PIN), code numbers, telephonePIN numbers, relationship numbers, passwords, account numbers and encryption to authenticate transactions through



Ujjivan EZY Mobile Banking. The User hereby consents and expressly agrees to the mode of authentication adopted by the Bank from time to time.

The User further expressly agrees that all the transactions carried out by the User using any of the aforesaid authentication methods adopted by the Bank from time to time shall be valid, binding and enforceable against the User. The User shall be solely responsible to keep all the information related thereto including mPIN, confidential and the Bank shall in no way be liable for any loss/ damage whatsoever that may be incurred or alleged to be incurred by the User due to use of the aforesaid authentication methods and hereby expressly waives the right to raise any dispute in relation to the use of such authentication mode.

XXV. Cyber Crime

The Internet per se is susceptible to various cyber-crimes like phishing, vishing (Voice phishing), SMSing (phishing through SMS), compromise of User's system security, etc., that could affect payment instructions/ other instructions to the Bank. Whilst the Bank shall endeavor to protect the interest of the Users, there is no guarantee from such cyber-crimes and other actions that could affect payment instructions/ other instructions to the Bank including but not limited to delay or failure in processing the instructions. The User shall separately evaluate all such risks and the Bank shall not be held responsible for the losses arising out of such cyber-crimes. The User understands that transaction through Ujjivan EZY Mobile Banking Services through a public/shared wifi facility/hotspot is highly risky and shall avoid use of public/shared wifi facility/hotspot for carrying any Ujjivan EZY Mobile Banking Services.

XXVI. Grievance Redressal

In case of any grievances pertaining to use of the Ujjivan EZY Mobile Banking Services, the User may approach the grievance redressal channels available with the Bank (mail Id: customercare@ujjivan.com). The customer complaints related to the Ujjivan EZY Mobile Banking Services will be resolved as per the customer complaint/grievance redressal policy of the Bank, as applicable from time to time. The User can access the said policy through the Bank Website.

XXVII. Terms of Use:

- a) When a User/Customer ("End User") uses Ujjivan customer facing mobile application ("Ujjivan EZY Mobile Banking App"), the Bank may use Software Development Kits ("SDKs") to gather only non-personally identifiable information about those End Users. The Information includes (or may include) the following:
- b) Information collected by the Bank using SDK:
 - i. End User's statistical information from their website visits (e.g., Session duration, Timestamp, URLs, etc.)
 - ii. End User's engagement information with the Ujjivan App (e.g., Crashes, Trail of user events leading to crashes, Non-Fatal errors, User Identifier, App Start Time, App Execution Time, Session Rendering Time, Network request, IP Address, Memory Usage, Method Traces, Background or Foreground Time, App version, Device Information, Browser information, Geographical Information, etc.)

The above shall be collectively referred to as "Information" hereinafter.

- c) How the Bank uses the Information:



- i. To improve the End User's experience and performance of the Ujjivan EZY Mobile Banking App.
- ii. To communicate with End Users for marketing and promotional purposes by sending notifications (Push/In-App/SMS/Email/IVR etc) as permitted by law.
- iii. To monitor and analyze customer journeys and incoming traffic on the Ujjivan App.

Ujjivan Small Finance Bank does not share any Information with third parties/ except those trusted partners authorized to process the Information on behalf of Ujjivan Small Finance Bank. Bank and its authorized partners shall comply with all laws and regulations applicable for processing such Information in India. The Information collected using SDKs by the Bank, will not contain any digital personal data, behavioral or personally identifiable information of the End User.

This policy shall be in addition to and form part of the Bank's Privacy Policy and Bank may update this SDK Policy. End Users are encouraged to periodically review the Privacy Policy and SDK Policy for latest information on our privacy commitments and practices.