



## **ADDITIONAL TERMS & CONDITIONS GOVERNING SAVINGS ACCOUNT OPENED THROUGH WHATSAPP BANKING**

1. These additional T&Cs will form part and shall be read in addition to the “Terms and Conditions Governing Resident Savings Bank Accounts/Savings Deposits (<https://www.ujjivansfb.bank.in/sites/default/files/2023-08/savings-account-comprehensive-tnc.pdf>) Savings Account T&C) and the Terms and Conditions Governing Whatsapp Banking (<https://www.ujjivansfb.bank.in/sites/default/files/2025-07/whatsapp-banking-terms-and-conditions.pdf>) ‘Whatsapp Banking T & Cs’). All capitalised terms used herein shall have the same meanings assigned to them in the T&C, unless otherwise defined in this additional T&C.
2. The Savings Bank Accounts (“Savings Account/Account”) offered by Ujjivan Small Finance Bank Ltd. (“the Bank”) & opened through WhatsApp Banking shall be governed by these additional terms and conditions, apart from and in addition to the detailed terms and conditions Savings Account T&C and Whatsapp Banking T&C (hereinafter collectively referred to as ‘T&C’) hosted/published on the official website of the Bank, viz., [www.ujjivansfb.bank.in](http://www.ujjivansfb.bank.in) (“Website”) and as may be modified by the Bank from time to time.
3. The Bank reserves the right to stipulate the formalities and procedures in regard to opening of Savings Account. The prospective customers must acquaint themselves with the detailed T&C, details of services (such as Phone Banking, Mobile Banking, Internet Banking, ATMs, Debit Cards, WhatsApp Banking etc.), service charges and fees, and the Fair Practice Code of the Bank, which are available online by accessing the Website or by obtaining a copy thereof from any of the branches of the Bank.
4. **Opening Of Savings Account through WhatsApp Banking:**
  - a. By applying for opening Savings Account through WhatsApp Banking, the customer acknowledges having read, understood and accepted the WhatsApp Banking T&Cs, Product T&Cs and the additional T&Cs hereunder. The Bank reserves the right to change, modify or amend the T&C and the formalities/procedures for opening Savings Account through WhatsApp Banking, 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.
  - b. All the important charges pertaining to Savings Account are mentioned in the Service Charges and Fees brochure which is available on the Website. However, this list is not exhaustive and the customer may visit the nearest branch of the Bank or periodically review the Website to get acquainted with the details of other charges. All revision in Charges and Fees will be displayed on the Notice Board of the branches of the Bank and Website. Copies of the T&C, Service Charges and Fees brochure can be obtained by the customer from the branch and Website.
  - c. Opening of Savings Account is subject to verification, and the Bank reserves the right to reject the AOF/request for opening Savings Account without providing any reason to the Customer.
  - d. The customer shall initiate and complete all Video KYC related compliances as per the requirements of the Bank within the stipulated timelines. The customer shall initiate

the video KYC online and produce the requisite documents and identity proofs to complete the authentication procedure to the satisfaction of the Bank.

- e. The Savings Account will be opened in the name as appearing in the Aadhaar if onboarded through Aadhaar or as per CKYC records if onboarded through CKYC records of the customer, as may be applicable.
- f. 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 Savings Account. Conduct of the Savings Account opened through WhatsApp Banking and the transactions therein should, at all times, conform to the guidelines issued by the Competent Authority.
- g. The customer and the Savings Account should, at all times, be compliant with the Reserve Bank of India (Know Your Customer (KYC)) Directions issued by Reserve Bank of India ("RBI") from time to time. The requisite updated KYC documents conforming to such directions should be submitted within the timelines fixed by RBI/Bank.
- h. The Bank may, at its sole discretion, place operational restrictions in any Savings Account of the customer or close such account, if the account is conducted unsatisfactorily in the opinion of Bank or if the account does not conform to the extant guidelines of RBI.
- i. Payment of interest on the Savings Account shall be considered subject to the Policy/guidelines of the Bank, drawn in conformity with the guidelines issued by RBI.
- j. Initial funding from the Customer is required to open a Savings Account opened through WhatsApp Banking. The Bank reserves the right to stipulate, from time to time, the minimum initial funding limit and the mode of funding required for opening a Savings Account.
- k. The Savings Account will be deemed as opened and functional only upon actual receipt of the initial funding, by the Bank, along with requisite information/credentials.
- l. The Bank reserves the right to close Savings Account (even if the account is opened) without notice to the customer if the Bank has reason to believe that the initial funding is not received from another account of the customer being opened and operated in the same name / same style or if the funds are received from illegitimate source or the initial funding transaction is not successful or the proceeds of initial funding transaction is not actually received by/settled in favour of the Bank within 2 (Two) days of receipt of account opening application form/request.
- m. The Bank shall have absolute right to refund the initial funding amount without any interest if the necessary Video KYC procedure is not completed within 3 days of payment of initial funding.
- n. Savings Account opened on a Public Holiday may be shown, at the sole discretion of the Bank, as having taken place on the same day or on the immediately following Business Day. All deductions and/or accretions in relation to such transaction shall be deducted or accrued (as the case be) as of such day.
- o. For the below Savings Account Variants – a daily transaction limit shall be placed for the first 7 days from the date and time of account opening
  - i. 11001 - Savings Bank - Regular - ₹ 50,000 per day for first 7 days
  - ii. 11006 - Savings Bank - Senior Citizen - ₹ 50,000 per day for first 7 days
  - iii. 11013 - Privilege Savings Bank - Regular - ₹ 1,50,000 per day for first 7 days
  - iv. 11014 - Privilege Savings Bank - Senior Citizen - ₹ 1,50,000 per day for first 7 days
  - v. 11018 - Garima Savings Bank - ₹ 1,00,000 per day for first 7 days
  - vi. 11019 - Classic Savings Bank - ₹ 1,00,000 per day for first 7 days
  - vii. 11025 - Maxima Savings Bank - ₹ 2,00,000 per day for first 7 days

**5. Operation of Account:** The Customer shall operate the Savings Account through the ‘Self’ mode of operation, while opening the Savings Account. Mode of operation may be changed any number of times by submitting suitable written instructions to the Bank. Operations in the Savings 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 Savings Account, the account holders should submit requisite requisition. Opening of account and closure of account are examples of exceptional transactions.

**6. Closure Of Savings Account:**

- a. The Bank shall have absolute right to discontinue any service partially / completely or change fees by providing 30 (Thirty) days' notice. Such notice may be served through electronic media or print media or through display made in the Bank's outlets/branches/offices and Website. The Bank may also consider sending personalised communication to the customer, if warranted.
- b. The Bank reserves the right to close any account of the customer in case of unsatisfactory conduct of the account or if the Bank is of the view that continuance of such account with the Bank is detrimental to its interest.
- c. Closure of Savings Account opened through WhatsApp Banking will not be permitted online. In case the customer wants to close Savings Account opened through WhatsApp Banking; he/she may visit the Bank's branch to facilitate the same.

**7. Nomination:**

- a. Nomination facility is available in accordance with applicable laws including the Banking Companies (Nomination) Rules, 1985. Customer is advised to designate a nominee (who should be an individual) while opening Savings Account.
- b. In case a nomination is registered by the customer, the Bank will be discharged of its liability in regard to the funds available to the credit of such Savings Account by making the 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.
- c. In the absence of any nominee being registered or if the customer chooses to refrain from selecting a nominee at the time of opening of account, the Bank may retain any and all funds in Savings Account until it establishes the identity and credentials of the successor to the account holder to its satisfaction, which may include insisting on a Legal Heirship Certificate/Family Tree/Succession Certificate/Probate of a Will/Letters of Administration and/or any other evidence and proof of identity 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/regulatory-policies.html> for detailed guidelines on settlement of death claim.]
- d. For any changes or modifications to nominees after the successful opening of the Savings Account, the customer shall be required to visit the Bank's branch to submit the necessary forms and applications for effecting such changes as per the policy of the Bank.
8. The 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 each depositor through the liquidator, the amount of his/her deposit up to Rs. 5,00,000/- (Rupees Five Lakh Only) within 2 (Two) months from the date of claim list from the liquidator, if the information/documents as required by the DICGC are submitted and found in order.
9. **Death or Incompetence of Customer:** The Bank may place operational restrictions in the Savings Account if the account holder is declared incompetent or it is revealed that the account holder is unsound mind or any restriction is placed on its operations by any Authority/Court, although the Bank shall continue to levy charges on such accounts and claim such amounts as

are due to it under any banker's lien or otherwise. In case of death of customer, the Bank shall settle the amounts as stipulated under these terms and conditions based on the Nomination filed by the customer

**10. Issuance of Deliverables:**

- a. Issuance of Chequebooks, Adhoc Statements, Passbooks, Phone Banking TINs, Net Banking IPINs, Debit/ATM Cards and PINs (collectively "Deliverables") shall be subject to T&C and the Policy/guidelines of the Bank.
- b. The Bank reserves the right to refuse issuance of the same unless the customer maintains Average Monthly/ Quarterly Balance as stipulated by the Bank from time to time, apart from complying with such norms as may be stipulated by the Bank.
- c. The customer should carefully examine entries in the Statement of Accounts/Passbook issued/updated by the Bank from time to time, and any error/omission/discrepancy observed should be brought to the notice of Bank within 30 (Thirty) days from the date of such entries, failing which such entries shall be deemed to be correct and accepted by the customer, and the customer shall not be entitled to object/dispute correctness of the entries thereafter.
- d. The customer should conduct accounts healthily. Cheque books would be issued only after customer maintains adequate balance in accounts.

11. The Bank reserves the right to disclose without any specific consent of the customer, the information about the customer or customer's account if required or permitted by any law, rule or regulations or at the request of any public or regulatory authority or if such disclosure is required for the purposes of preventing fraud.
12. The Grievance Redressal Mechanism as displayed on the Website (<https://www.ujjivansfb.bank.in/customer-care-support>) or displayed in notice board of its branches shall be applicable herein and the customer may be guided by the same.
13. Goods and Service Tax ("GST") as applicable will be levied on all Fees.
14. The age considered for minor is below 18 years and for senior citizen is 60 years & above.
15. All other terms and conditions as set out in the T&C, which are not contrary to the additional terms and conditions herein, shall apply to Savings Account opened through WhatsApp Banking, as applicable.
16. The terms and conditions mentioned herein shall be governed and subject to the laws of Republic of India.



## DECLARATION BY CUSTOMER FOR SAVINGS ACCOUNTS

1. I declare that the mentioned Mobile Number belongs to me and is linked to my Aadhaar. I also agree to de-register my number from DND and authorize Ujjivan Small Finance Bank to contact me or send any relevant communications via SMS/Phone/WhatsApp/Email or any and all forms of communication channels.
2. I also understand and accept that, Bank reserves the right to deny Account facility or facility of electronic transactions and I shall not be able to receive any communications relevant to my account and services through SMS/Text/WhatsApp, if I fail to provide my mobile number to the Bank.
3. I authorize the Bank to upload the details provided hereinabove on the Central KYC Registry. I also authorise the Bank to download my KYC details from the Central KYC Registry on the basis of the KYC number/Mobile Number/PAN submitted by me. I consent to receive information from Central KYC Registry through SMS/E-Mail on the herein mentioned mobile number/E-Mail Id.
4. I, having read and explicitly understood the “T&C” and the Additional terms and conditions related to Savings Account of Ujjivan Small Finance Bank Ltd, voluntarily give my consent to and authorise Ujjivan Small Finance Bank Ltd. (“the Bank”) or operators of the Bank to use my Aadhaar data/identity information/the physical copy of Aadhaar Card/physical e-Aadhaar/masked Aadhaar/Virtual ID/offline electronic Aadhaar xml as issued by Unique Identification Authority of India (“UIDAI”) for doing Aadhar based e-KYC authentication/Biometric authentication/OTP authentication/Face authentication/Iris authentication with UIDAI for establishing my identity, in the manner acceptable as per UIDAI guidelines or under any Act or Law in force from time to time, for the purposes of processing instructions with the Bank or for providing me various banking products and services, subject to the provisions of the applicable Statutes/Regulations. I am aware that my Aadhaar data/identity information/the physical copy of Aadhaar Card/physical e-Aadhaar/masked Aadhaar/Virtual ID/offline electronic Aadhaar xml will be stored by the Bank only by complying with the legal, regulatory and best practice business requirements. I am aware about other modes available for establishing my identity, i.e., offline verification of Aadhaar, use of passport or any other Officially Valid Document (“OVD”). I further confirm that the content of this consent and purpose of collecting the identity information for providing services by the Bank is completely understood by me.
5. I, understand and agree that, when non Aadhaar based modes of identity verification are used, services like AePS & Aadhaar seeding & de-seeding, Direct Benefit Transfer, and any services in future which require complete Aadhaar number cannot be availed. I, understand and agree that, if I would wish to avail the aforementioned services, I will have to update my complete Aadhaar number with the Bank through available offline & online modes.
6. I, understand and agree to complete the account opening process including the entire video KYC process within 3 days of successful Aadhaar authentication and if the same is not completed within the specified time, the amount deducted (if any) will be refunded to the user without any interest.

7. I wish to avail the banking facilities/products from Ujjivan Small Finance Bank Limited (“the Bank”) and confirm having read and understood the Terms and Conditions [displayed on the website of the Bank, viz., [www.ujjivansfb.in](http://www.ujjivansfb.in) (“the Website”)] governing Savings Bank Account (hereafter referred to as “Savings Account”) and those relating to the services, Charges and Fees, and agree to the same. I shall regularly review the changes, modifications or amendments, if any, made by the Bank in any of the above, by accessing the Website.
8. I confirm that I have received a copy of the Code of Bank’s Commitment to customers.
9. I confirm that I am funding my Savings Account from my own sources and the amount is being transferred from my own account opened and operated in the same name and style as that of the proposed account, as stated in the account opening form/request.
10. I am aware and acknowledge that, the Bank may, at its discretion, reject my application for opening Savings Account, including but not limited to, if it is found at any time that I have used the same IP address (static or dynamic IP address or Proxy Server) for opening more than 2 (Two) Savings Account. If the Bank finds at any stage after opening the Savings Account that I have violated this condition, the Bank may place operational restrictions therein without notice to me, apart from taking appropriate legal measures against me without forfeiting the Bank’s right to get indemnified by me for the loss or action (if any) suffered by the Bank.
11. I hereby authorize issuance of an ATM card and provision of Phone banking services in my account. I undertake that I will be wholly liable/responsible for all types of transactions done on my above said account through Debit/ATM card(s) issued by the Bank to me. I undertake to ratify and confirm all that the user(s) do(es) or cause(s) to do through ATM Card or Phone Banking. This authority shall continue to be in force until I revoke it by a notice in writing delivered to the Bank.
12. If the Savings Account is closed for reasons whatsoever, the Bank may pay the proceeds (after the right of set-off, if any, of the Bank) to me by refunding by way of Demand Draft or crediting to the sourcing account or any mode of payment as per the Bank’s policy which shall be valid discharge of the obligations of the Bank in this regard. I am aware and acknowledge that the Bank is under no obligation to refund to the sourcing account unless it is convinced, based on materials, that the sourcing account belongs to me. If refund in the above manner is not successful, the Bank may retain the available amount with it, and I undertake to collect the proceeds (after the right of setoff of the Bank) at my cost and responsibility. I am aware that, in case the Savings Account is not opened due to any reasons whatsoever after receipt of initial funding, the amount shall be refunded without interest.
13. I confirm that I am a resident of India. I have completed 18 (Eighteen) years of age.
14. I agree to abide by and be bound by all applicable rules/ regulations/ instruction/ guidelines issued by the Reserve Bank of India (“RBI”), the Common Reporting Standards (“CRS”), Foreign Account Tax Compliance Act of United States of America (“FATCA”) and any other governmental or regulatory authority, in force from time to time.
15. I have declared my status as per the rules applicable under section 285BA of the Income Tax Act, 1961, as notified by Central Board of Direct Taxes (CBDT) in this regard.
16. I consent to and authorize the Bank to use the details provided by me for credit bureau enquiries with any Credit Information Companies and I acknowledge that the Bank shall have the right and authority to carry out investigation from the information available in public domain for confirming the information provided by me to the Bank. I also authorize the Bank to exchange, share, disclose or part with, any or all of the information and data pertaining to me or my account(s) (including personal sensitive data/information and/or any other information that requires a consent under the Information Technology Act, 2000 and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, Personal Data Protection Act, 2023 and/or any other applicable law or statute), provided by me, with any statutory/regulatory bodies or financial institutions or Credit Bureaus/Agencies or parent/subsidiary/affiliate/associate of the Bank or any authorised

third parties engaged by the Bank or with whom the Bank has business relationship, as may be required/permitted by any law, rule or regulations or as required by the Bank and I shall not hold the Bank or its agents/representatives liable for using/sharing such information.

17. I agree to furnish and intimate the Bank any other particulars that I am called upon to provide on account of any change in law/statutory requirements either in India or abroad.
18. I authorise the Bank to reject my account opening application form/request without assigning any reason and without being liable to me in any manner whatsoever.
19. I authorise the Bank to debit any of my account (held in single name or in joint names), from time to time, for recovering any amount due and payable by me to the Bank.
20. I agree and understand that the services provided by the Bank are neither transferable nor assignable to any party. The rights and obligations accrued upon me herein or otherwise by virtue of my account with the Bank cannot be assigned or transferred.
21. I undertake to obtain, if found necessary in connection with my account, requisite No Objection Certificate(s) from other bank(s) or financial institution(s) and hand it/them over to the Bank.
22. I authorize the Bank to post my Deliverables/Communication of the Bank to the communication address provided in the account opening form/request.
23. I am aware and acknowledge that the Bank shall not be liable or responsible for failure to discharge any of its obligations contained herein or elsewhere including but not limited to completing any transaction, due to any cause arising out of or related to any force majeure event or any government-imposed restrictions or for any reasons beyond the reasonable control of the Bank.
24. I will keep the cheque book, passbook, Debit Card, PIN etc. in my safe custody and shall immediately inform the Bank in writing in case of any loss/theft of the same.
25. I will keep a watch on my account and inform Bank about suspicious transaction, fraud, etc., if any, touching upon the Savings Account and keep the Bank informed regarding such incidences.
26. I will not use the Savings Account for core business or commercial transactions. In the event the Bank is of the opinion that such transaction(s) is/are commercial/suspicious in nature, the Bank is authorised to decline/reserve such transactions and freeze/close Savings Account without any prior notice to me.
27. I agree and confirm that the multi-city cheques/any branch banking facility will not be utilized for making money/profits by conducting commission agency business or otherwise.
28. I declare and agree that all transactions in Savings Account will be done by legitimate sources only and Savings Account will not be used for any purpose(s) contrary to law. I agree and understand if I violate any of the terms and conditions, rules and regulations or the applicable laws, the Bank may, in its absolute discretion, discontinue any of the services completely or partially without any notice to me.
29. I shall 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 I fail 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.
30. I agree that the Bank shall have 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 my account(s), whether in single name or joint name(s). The Bank may exercise the same at any time, without prejudice to any of its specific rights under any other agreements with me, at its sole discretion and without notice to me. The Bank may utilize/appropriate any moneys belonging to me and lying/deposited with the Bank or due by the Bank to me, towards any of the Bank's dues and outstandings under or in respect of a loan facility, including any charges/fees/dues payable under the T&C.

31. I declare and confirm that I have no Insolvency proceedings initiated against me nor have I ever been adjudicated insolvent.
32. I hereby authorise the Bank to use my contact number/e-mail Id, 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.
33. I hereby declare that each and single information specified in the account opening application form/request relates to me and the same is true, correct and complete in all aspects and that I have not withheld any information that may affect the assessment/categorization of the account as a Reportable Account or otherwise.
34. I shall, on the Bank's request, submit such further documents, information, matters and things as the Bank may consider necessary. I am aware and acknowledge that any false/misleading information or suppression of any material fact will render the account liable for closure and the Bank shall have the right to discontinue any or all services and also to initiate suitable action, under law or otherwise.
35. I shall keep the Bank informed at all times, of any change in my communication address and employment or any other personal information, and authorize the Bank to update the change in the Bank's record. I shall be solely responsible to ensure that the Bank has been informed of the correct address for communication and any changes/corrections in my personal information. The mobile number and the e-mail address furnished above are in my exclusive control and I shall intimate the Bank promptly, in writing, about changes therein.
36. I confirm, agree and accept 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 Savings 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
37. I shall indemnify and keep indemnified the Bank, its affiliates, successors assigns, officers and employees at all times, from and against all actions, demands, losses, cost and expenses whatsoever which the Bank may at any time incur or sustain as a consequences of any negligence/mistake on my part or my non-compliance of any of the terms and conditions contained in the terms and conditions governing the account, or because of providing to the Bank any incorrect or incomplete information related to me.