



DIGITAL CURRENT ACCOUNT

ADDITIONAL TERMS AND CONDITIONS GOVERNING DIGITAL CURRENT ACCOUNT

1. These Additional Terms and Conditions governing Digital Current Account (hereinafter referred to as “**Additional T&C**”) will form part and shall be read in addition to the Terms and Conditions Governing Current Accounts (<https://www.ujjivansfb.bank.in/>) (hereinafter referred to as “**T&C**”). All capitalised terms used herein shall have the same meanings assigned to them in the T&C, unless otherwise specifically defined in this Additional T & C. To the extent of any inconsistency between the Additional T & C and the T & C, the Additional T & C shall prevail.
2. The Digital Current Account (hereinafter referred to as “**Digital Current Account/Account/DCA**”) offered by Ujjivan Small Finance Bank Ltd. (“the **Bank**”) shall be governed by these Additional T & C, apart from and in addition to the detailed T&C hosted/published on the official website of the Bank, viz., <https://www.ujjivansfb.bank.in/> (“**Website**”) and as may amended from time to time.
3. The Bank reserves the right to stipulate the formalities and procedures in regard to opening, operation and closure of Digital Current 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 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 Digital Current Account**
 - a. Digital Current Account shall be available to Customers holding resident Indian PAN Card and is a resident of India at the time of opening of the Digital Current Account.
 - b. Opening of Digital Current Account is subject to verification through Video KYC (“**V-KYC**”) which shall be performed as per the applicable terms and conditions set out by the Bank and available on the Website and the Bank reserves the right to reject the AOF/request for opening Current Account without providing any reason. Opening of Digital Current Account , and maintenance/operations in such Digital 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 dated April 19th 2022).
 - c. A Digital Current Account may be opened in case of individuals, only in single name under Self mode of operation.:. However, the prospective Customer should



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be capable/competent to enter into contract. Also, the Bank reserves the right to offer special variants of Digital Current Account, to select individuals.

- d. The Bank reserves the right to stipulate the formalities and procedures in regard to opening of Digital Current Account. The Bank also reserves the right to stipulate qualifying criteria for special variants of Digital 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, 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 Digital Current Account from time to time, and the Customer shall have to comply with the measures taken by the Bank in this regard.
- 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), in the AOF.
- g. Choosing the branch of the Bank for banking relationship is left to the discretion of the Customer. Digital Current Account may be opened by a Customer through various digital 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 Digital Current Account or for taking any measure which is required to facilitate/permit proper operations in the Digital Current Account
- h. Unless permitted by the Bank, initial funding via Bank authorised payment gateway is required to open the Digital 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 Digital Current Account. In general, initial funding of the Digital Current Account shall be made by the Customer by tendering the funds through payment gateway, NEFT, RTGS, Cheque, UPI or account transfer,



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the Bank reserves the right to deny opening of Digital Current Account till such time the proceeds of the online payment is actually received by the Bank.

- i. The Customer shall have to inform the Bank at the time of opening of Digital 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 Digital 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 Digital Current Account. If the Digital 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 Digital 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.
- j. The Bank shall have the right to reject credits received in the Digital Current Account from any impermissible source/sourcing account and the debits proposed to the Digital 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 Digital Current Account.
- k. The Customer should instruct in clear terms the mode of operations in his/her/its Digital Current Account, while opening the Digital Current Account.
- l. Customers for whom Re-KYC is pending will have to mandatorily complete V-KYC in order to proceed further with account opening for Digital Current Account.

5. Nomination:

- a. The Customers who is an individual may, during subsistence of his/her/its Digital Current Account, by submitting to the Bank requisite online 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 Digital Current Account in the event of death of the Customer.



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- b. Only one nominee is permissible for one Digital 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 who are individuals, to avail nomination facility in relation to his/her/its Digital Current Account.
- d. The Customer should ensure that the Bank issues to the Customer due acknowledgement for having registered nomination in regard to the Digital 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 Digital 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 Digital Current Account, the Bank will be discharged of its liability in regard to the funds available to the credit of such Digital 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 Digital Current Account, the Bank may retain any and all funds available to the credit of such Digital 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.bank.in/policies> for detailed guidelines on settlement of death claim.]

6. 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 Digital Current Account. Conduct of the Digital Current Account and the transactions therein should, at all times, conform to the guidelines issued by the Competent Authority.
- b. All transactions in the Digital Current Account shall be routed through Bank’s AML and EFRMS systems or any other security and compliance related systems of the Bank.
- c. The Customer is free to choose the mode of operation in the Digital Current Account, while opening the Digital 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 Digital 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 Digital Current Account, the account holder should submit requisite requisition. Opening of account, closure of account, change in operational instruction, addition



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of joint holder, deletion of joint holder and availing loan/overdraft against deposits are examples of exceptional transactions.

- d. The Customer may transfer the Digital 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 Digital Current Account is then maintained and as per the process as may be notified by the Bank from time to time.
- e. In general, transactions in the Digital 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. 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 Digital 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 Digital 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 Digital Current Account without notice to the Customer, from the available or future credits in the Digital 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 Digital Current Account or place such operational restrictions thereon, as deemed fit by the Bank. Further, if any lender of the Customer or RBI or any authority objects opening of the Digital Current Account, or objects continuance of the Digital Current Account at any time after the same is opened, or requires the Bank to part with the funds available in the Digital Current Account or any portion thereof, the Bank shall take such steps as deemed appropriate by it (which may include closure of the Digital Current



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Account, or placing operational restrictions in the Digital Current Account, or transferring funds available to the credit of the Digital 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 Digital 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 originates or appears 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 Digital 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.

7. Electronic Transactions:

- a. 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 Digital 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.



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- b. 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.

8. Overdrawing:

- a. 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 Digital Current Account. Requisition for grant of overdraft in Digital Current Account will be considered by the Bank only in accordance with the applicable product guidelines/policies of the Bank.

9. Holiday Processing:

- a. Any transaction on any Public Holiday may be shown in the Digital 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.

10. Debit Cards/Internet Banking/Mobile Banking:

- a. The Bank reserves the right to offer the facilities such as debit cards, internet banking, mobile banking or any other such additional services at its discretion, and subject to the mode of operation chosen and requisite consents provided by the Customer.
- b. If any particular product/variant of the Digital 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 Digital 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 account holder, 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



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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).

11. Cheque Book:

- a. If any particular product of the Digital 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 at the time of submission of AOF or through permitted alternate channels of the Bank. Customers should collect the cheque book at their 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 Digital 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 Digital 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 Digital Current Account sufficient balance as is required to honour the cheque issued. If a cheque is dishonoured/returned for insufficient balance in the Digital 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 Digital 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 Digital 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



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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, Digital 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.

12. 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/their responsibility.



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- 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.

13. Pass Book/Statement of Account:

- a. The Customers will be provided a monthly e-mail statement or a physical monthly statement in relation to his/her/its Digital 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 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. The Customers should take note that delay on his/her/their part in examining the 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 the entries in such statement of account 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 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.

14. 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 Digital 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 Digital Current Account. If any of the above items is



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compromised or happened to be lost, the Customer should intimate the same to the concerned branch of the Bank forthwith.

15. Transactions Restrictions:

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

16. 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.

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

- a. The Customers acknowledge that all their declarations, consents, authorisations, nominations for availing various facilities/services from the Bank, account information, personal data of Customer collected by Bank will be generated as Account Opening Form ('AOF').
- b. The Customer shall notify the Bank in writing along with proof regarding change in details of his/her/their 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 Digital Current Account. As long as the Bank does not receive any



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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.

- c. 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) full 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, and if exigencies warrant, immediate action according to the written request of the Customer.
- d. In the event, the Bank is not able to verify the address provided by the Customer through the mode of verification adopted by the Bank and in accordance with Applicable Laws, then the Bank is entitled to place a debit freeze on the Current Account of the customer until the same is rectified. Further, in the event the delivery of any welcome kits/welcome letter fails to be delivered at the address provided by customer, then the Bank reserves the right to place a debit freeze on the Current Account due to failed address verification.

18. Charges/Fees/Penalty:

- a. All services, instances of violation of any terms and condition and special features associated with the different variants of Digital 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 Digital 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 Digital 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 Digital 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 Digital Current



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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 Digital Current Account and other accounts of the Customer.

19. Dormant Account:

- a. The Bank may classify the Digital 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 Digital Current Account. The Bank may classify the Digital 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 Digital 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 Digital 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 Digital Current Account; or (vii) execution of standing instructions (debits or credits) in Digital Current Account.
- b. The Bank may, in its sole discretion, deny services and/or transactions if the Digital Current Account is classified as dormant.

20. Closure of the Account:

- a. The Bank reserves the right to close or freeze the Digital Current Account or to terminate the banking relationship with the Customer, by serving due notice to the Customer, without assigning any reasons therefore and without any liability to anyone.
- c. Upon closure of the Digital 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 Digital Current Account.
- d. Notwithstanding and without prejudice to the above, the Bank may without any liability, close/freeze Digital 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 including Additional T & C;



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- ii. Any of the document submitted to the Bank by the Customer for opening or operating on the Digital Current Account is found to be fake, forged or defective;
- iii. The Digital 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;
- vii. Frequent instances of dishonour of cheques/instruments or other financial indiscipline;
- viii. Balance in the Digital Current Account falls below the prescribed minimum balance/monthly average balance;
- ix. Transactions in the Digital 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 Digital Current Account at any time after the same is opened, or requires the Bank to part with the funds available in the Digital 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 Digital Current Account; \
- xiii. There is any change in the Bank's internal policies which warrants suspension of the Digital Current Account;
- xiv. There is no transaction on the Digital Current Account for such period as the Bank may stipulate;
- xv. Contradictory/countermanding instructions in respect of the Digital Current Account is/are received by the Bank;

21. Insurance with Deposit Insurance and Credit Guarantee Corporation:

- a. 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.



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22. Death or Incompetence:

- a. The Customer shall notify the Bank promptly if any of the joint account holders or authorized signatory of the Digital 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 Digital Current Account and prohibit all operations when the or authorized signatory 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.bank.in/policies> for detailed guidelines on settlement of death claim.

23. Non-Transferable and Non-Negotiable:

- a. The Digital Current Account and the services are non-transferable and non-negotiable 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.

24. 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:



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- i. to combine or consolidate 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. 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.
 - e. 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.
 - f. In the event any of the services in connection with the Digital 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 Digital Current Account or such other account of the Customer, without requirement of providing specific notice to or seeking consent/authorization from the Customer.
 - g. 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.

25. Sharing and Disclosure of Information:

- a. The Bank shall respect the privacy of the Customer. However, while applying for opening the Digital Current Account, the Customer shall authorise the Bank to disclose, from time to time, any information and data relating to him/her/their (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, Digital Personal Data Protection Act 2023 (as and when becomes applicable) and/or any other statute) and/or the Digital Current Account in or outside India to: (i) any group entity, employees, agents, authorised



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representatives etc. of the Bank; (ii) authorised 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 be as per applicable laws and for lawful purposes as informed to the Customer by the Bank at the time of seeking consent/authorisation for the above. .

- 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/them.
- d. The Customer shall be deemed to have authorised the Bank to record, retain, process or extract his/her/their 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.
- e. The Customer shall authorise the Bank to download their KYC details from the Central KYC Registry on the basis of the KYC Identifier submitted by the customer for capturing their demographic details including address in the Bank`s records. The customer shall also consent to receive information from Central KYC Registry through SMS/e-Mail on the mobile number/e-Mail Id provided by the Customer to the Bank. The Customer shall also authorize the Bank to upload their records including demographic details provided by the Customer to the Bank, on the Central KYC Registry.

26. Notices:

- a. Notices in respect of the Digital Current Account, the services and facilities in connection with the Digital 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.



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- b. 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 Digital Current Account, including any deliverables and/or the services associated with the Digital 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 Digital 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.

27. Waiver:

- a. No failure or delay by the Bank in exercising any right, power or privilege under the T&C or Additional 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 and Additional T & C shall be cumulative and not exclusive of any rights or remedies provided by law.

28. 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 Digital 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/their 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 Digital Current Account or the services, or breach, non-performance or inadequate performance by the Customer of any of the T&C/Additional 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/their 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 Digital Current Account or in enforcing the Bank's rights under or in connection with the T&C/Additional 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



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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/their 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 Digital Current Account.

29. 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 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.

30. Disclaimers:

- a. The Bank reserves the right not to offer Digital Current Account and different variants of Digital Current Account to any individual, however in adherence 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 funds required to open the Digital Current Account are received or realised (in case of Cheque) by the Bank, as the Value Date, provided that the said day is a Business Day and the Digital Current Account is opened during normal working hours of the Bank. In case the



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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 Digital Current Account or the services. The Bank shall not be liable for any failure to perform any obligation contained in the T&C/Additional 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 Digital Current Account.
- h. Where overdraft in Digital Current Account or any other credit facility is availed by the Customer from the Bank by approaching the Bank's branch, 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 electronic means is not a secure means and there are risks involved in sending facsimile and/or electronic instructions, including the risk that 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 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



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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.
- 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 Digital 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 Digital 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 Digital Current Account the Bank reserves the right to recover from the Customer applicable charges/premium therefore.
- 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,



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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 Digital 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 Digital 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 Digital 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.

31. DND/NDNC:

- a. 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.

32. Change of T&C/Additional T&C:

- a. The Bank shall have the absolute discretion to change, modify, supplement or replace any of the T&C/Additional 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.

33. Grievance Redressal:



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- a. All the Customer complaints / disputes will be governed by the Customer Grievance Redressal Policy of the Bank, which shall be updated and modified from time to time and published on the website. The customer agrees to keep themselves updated with the same from time to time.
- b. The Bank has displayed in notice board of its branches and on the Website the details of Grievance Redressal System, grievance redressal procedure of the Bank and the time frame fixed for responding to the complaints.
- c. The Bank has ensured appropriate staff behaviour by providing them adequate periodical training on their areas of work.
- d. 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.
- e. 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.
- f. The contact details of Nodal officers / Banking Ombudsman will be displayed on the Bank's website and in the branch notice board.

34. 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 Additional T&C or as to the rights, duties, liabilities of the parties arising in relation to this Additional T&C or the Digital 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 Additional 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.

35. Additional T & C for Special Variant of Digital Current Account:

- a. The Digital Current Account may be designated as a channel of Current Account at the discretion of the Bank based on the request from Customers and subject to them meeting the requisite eligibility criteria set out for a special variant.
- b. The Customers are advised to access, periodically, the Website to understand the latest features/special conditions of each variant of Current Account.
- c. Any special or Additional conditions that may be applicable to the various variants of the Current Account including, but not limited to, Regular Current Account, Business Edge Current Account, Premium Current Account, Maxima Current Account, Privilege Current Account shall be applicable and as set out in the T & C and the terms and conditions of the specific variant and displayed on the Website.
- d. The Bank reserves the right to modify or amend or withdraw any or all benefits offered for any or all variants of Digital Current Account, without any prior



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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.

36. V-KYC Process for Verification

- a. 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.