

## Digital Deposits & Savings Account- Terms & Conditions- Important Customer communication

### Eligibility Criteria to open an account:

- For all New to Bank Prospects- existing customers can login into the IBMB using M-Pin or Internet Banking password
- Prospect should be above 18 years to open a Fixed Deposit
- Prospect should be between 18-60 years to open a savings Account
- Resident individuals only
- Docs Required- Aadhaar and PAN, Mobile Number linked to Aadhaar
- Have a valid OVD for the communication address
- Agree to link the savings account to receive DBT
- Complete the full KYC within one year from the date of account opening

### Terms & Conditions for Fixed Deposit Account:

1. All-important charges pertaining to your Account are mentioned in the Service Charges and Fees brochure. However, this list is not exhaustive and you may visit our branch or our website [www.ujjivansfb.in](http://www.ujjivansfb.in) to view the other charges which are applicable.
2. Copy of all the Terms and Conditions, Service Charges and Fees brochure can be obtained by the customer from the branch/ website.
3. The account will be opened in the name as mentioned in the Aadhaar of the customer.
4. If the present address of the customer is different from the address mentioned in the Aadhaar of the customer, an OVD in support of the present address shall be provided by the customer, as and when requested by the Bank.
5. Interest on your Account will be paid at the contractual rate, subject to the timely guidelines regarding the same.
6. If the online fund transfer for funding the account is not successful or if the transfer amount is not settled by the payment gateway, the account if any opened will be closed without any notice to the customer
7. In case any amount is transferred by the customer for funding the account but the account is not opened, the said amount will be returned to the account from which it was transferred, without any interest.
8. The Bank can at its sole discretion discontinue any service partially / completely or change fees by providing 30 days' notice. All revision in fees will be displayed on the Notice Board of the branches/Website of Ujjivan Small Finance Bank Limited and also on the website [www.ujjivansfb.in](http://www.ujjivansfb.in).
9. The Bank reserves the right to close the account in case of unsatisfactory conduct of the Account.
10. The Bank reserves the right, at its own discretion; to close the account in case the initial funding was not done from your own account, or initial funding transaction is not successful, or the proceeds of said transaction is not received by the bank within 2 days of account opening.
11. Nomination facility is available in accordance with applicable laws including the Banking Companies (Nomination) Rules, 1985. Customer is advised to designate a nominee while opening the Account. In case a nomination facility has been availed by the customer, Ujjivan Small Finance Bank Limited will be discharged of its liability by making the payment to the nominee upon the Terms and Conditions as may be specified by Ujjivan Small Finance Bank Limited at the relevant time, unless specifically prohibited by an order of the Court.
12. In the absence of any nominee, Ujjivan Small Finance Bank Limited may retain any and all funds in the account until it establishes the identity and credentials of the successor to the account holder to its satisfaction, which may include insisting on a succession certificate/probate of a will or any other evidence as may be required by the law for the time being in force.
13. The deposits of the bank are insured with DICGC and in case of liquidation of the bank; DICGC is liable to pay each depositor through the liquidator, the amount of his deposit up to Rs. One Lakh within two months from the date of claim list from the liquidator.

14. On Maturity of Deposit Account, in absence of any written instructions on disposal, the Bank reserves the right at its discretion to renew the Deposit along with accrued interest thereon at prevailing rates of interest for a similar tenor of the Deposit which has matured.
15. Premature closure/ withdrawal of Deposit Account will be allowed only after 7 (seven days) from the date of creation of this deposit.
16. No premature closure/ withdrawal of Deposit Account will be allowed online. The customer has to visit the branch for any premature closure/ withdrawal.
17. In case of premature withdrawal of Deposit Account based on instructions of primary depositor, the bank shall have the right to recover interest already paid or the penalty, if any, from the proceeds of the Fixed Deposit Account in accordance with prevailing regulations of the Bank and the Reserve Bank of India.
18. The Bank computes interest on its domestic deposit accounts based on the actual number of days in a year (i.e. 366 days in a leap year and 365 days in a non-leap year).
19. Customer should carefully examine the entries made in the Fixed Deposit Advice and draw bank's attention to any errors/omissions/discrepancies that may be discovered within 30 days from the date of receipt of the same, failing which the same shall be deemed to be correct & accepted by the customer & the customer shall not be entitled to question the correctness/accuracy thereof.
20. The Terms and Conditions shall be governed by and subject to the laws of Republic of India.

#### Terms & Conditions for Savings Account-

- 1) The terms and conditions contained herein are not exhaustive. The customers should get themselves acquainted with the detailed terms & conditions, details of service charges and fees, and the Fair Practice Code of Ujjivan Small Finance Bank Ltd. (hereinafter "Bank"), by accessing the official website of Bank (viz., [www.ujjivansfb.in](http://www.ujjivansfb.in)) or from any of the branches of Bank.
- 2) Any change in terms & conditions, service charges and fees etc. shall be displayed in the official website of Bank. All revision in Fee and Charges will be displayed on the Notice Board of the branches of Bank. All such notifications shall be deemed notice to customers about such changes, and the customers shall be bound by such changes.
- 3) The customer and the account should, at all times, be compliant with the Reserve Bank of India (Know Your Customer (KYC)) Directions issued by RBI from time to time. The requisite updated KYC documents conforming to such directions should be submitted within the timelines fixed by RBI/Bank.
- 4) The account will be opened in the name as mentioned in the Aadhaar of the customer.
- 5) If the present address of the customer is different from the address mentioned in the Aadhaar of the customer, an OVD in support of the present address shall be provided by the customer, as and when requested by the Bank.
- 6) Bank can at its sole discretion, place operational restrictions in any 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.
- 7) Bank can at its sole discretion discontinue any service either partially or completely by providing 30 days' notice to the customer.
- 8) In case the aggregate balance of the account exceed rupees one lakh or the aggregate of all credits in a financial year exceed rupees two lakh, the Bank will freeze all operations in the account and the said account will be operational only after the completion of full KYC of the account holder.
- 9) Bank may freeze the account and stop all operations when any account holder is declared incompetent or it is revealed that he is unsound mind or a restriction is placed on its operations, although Ujjivan Small Finance Bank Limited can continue to levy charges on such accounts and claim such amounts as are due to it under any bankers lien or otherwise. In case of Joint accounts, the customer agrees and undertakes to notify Ujjivan Small Finance Bank promptly if any joint account holder or authorized signatory of the account, as the case may be, is declared incompetent by the court or any other competent authority or ceases to be an authorized signatory..
- 10) Closure of the account will not be permitted online. In case the customer wants to close the account, he shall visit the branch to facilitate the same.

- 11) Bank reserves the right to refuse Chequebooks, Adhoc Statements, Phone Banking TINs, Net Banking IPINs, Debit/ATM Cards & PINs to the customer, in case any Average Monthly/ Quarterly Balance is stipulated in the account and the same is not maintained in the customer.
- 12) Nomination facility is available in accordance with applicable laws, including the Banking Companies (Nomination) Rules, 1985. Customer is advised to designate a nominee while opening account. In case a valid nomination is registered in regard to the account, Bank will be discharged of its liability in regard to the proceeds in the account by making payment to the nominee upon the terms and conditions as may be specified by Bank at the relevant time, unless specifically prohibited by an order of the Court. In the absence of a valid nomination registered in respect of the account, Bank may retain any and all funds in the account until it could establish to its satisfaction the identity and credentials of the successor to the accountholder, which may include insisting on a 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.
- 13) The deposits of Bank are insured with Deposit Insurance and Credit Guarantee Corporation (hereinafter "DICGC") and in case of liquidation of Bank, DICGC is liable to pay to each depositor through the liquidator, the amount of his/her deposit up to Indian Rupees One Lakh Only, within two months from the date of claim list from the liquidator.
- 14) The customer should carefully examine entries in the Statement of Accounts/Passbook and any error/omission/discrepancy observed should be brought to the notice of Bank within 30 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 dispute correctness of the entries thereafter.
- 15) The customers should conduct the account healthily. Cheques should be issued only after maintaining adequate balance in the account.
- 16) Interest will be paid on Savings Bank Account at the rate stipulated by the Reserve Bank of India (hereinafter "RBI") and decided by Bank from time to time.
- 17) Goods and Service Tax (GST) as applicable will be levied on all Fees.
- 18) The age considered for minor is below 18 years & for senior citizen is 60 years & above.
- 19) The terms and conditions mentioned herein shall be governed and subject to the laws of Republic of India.

### Declarations for Fixed Deposits-

1. I wish to avail the banking facilities/products from Ujjivan Small Finance Bank Limited and have read, understood and agree to the Terms and Conditions (displayed on the website of Ujjivan Small Finance Bank.) governing the opening of Digital Fixed Deposit account (hereafter referred to as the 'Account') with Ujjivan Small Finance Bank and those relating to services but not limited to Phone Banking, ATMs and Debit Cards, which may be amended by Ujjivan Small Finance Bank Limited from time to time and hosted and notified on the website of Ujjivan Small Finance Bank.
2. I declare that I am funding this Account from my own sources and the amount for the same is being transferred from my own account maintained with \_\_\_\_\_ bank, as stated above.
3. I further declare that no account has been opened by me, using OTP based e-KYC, with the Bank or with any other bank, nor will be open such account hereafter, until I complete full KYC of the account opened herewith.
4. I further undertake to complete the full KYC of this Account, within one year from the opening of the same, failing which the bank will be at full liberty to close the Account and keep the proceeding with the Bank.
5. I understand and agree that if I am not completing full KYC of this account, the maturity amount or the closure amount as mentioned in clause '3' here above, shall be credited to the account mentioned by me for crediting the maturity amount, only upon production of evidence that the said account is maintained in my own name.
6. I/We have read, understood and agree to the charges/costs, mentioned in the extant Schedule of Charges displayed on the website of Ujjivan Small Finance Bank.
7. I confirm that I am a resident of India.
8. I agree to abide by and be bound by all applicable rules/ regulations/ instruction/ guidelines issued by the Reserve Bank of India, the Common Reporting Standards (CRS), and any other governmental or regulatory authority, in force from time to time.
9. I authorize Ujjivan Small Finance Bank Limited to conduct my credit history verification with CIBIL or any other credit rating agency and acknowledge that Ujjivan Small Finance Bank Limited shall have the right and authority to carry out investigations from the information available in public domain for confirming the information provided by me/us to Ujjivan Small Finance Bank.

10. I authorize the Bank or their agents to make references and enquiries relative to information in this application, which the Bank or their agents consider necessary.
11. I agree to furnish and intimate to Ujjivan Small Finance Bank Limited any other particulars that we are called upon to provide on account of any change in law/statutory requirements either in India or abroad.
12. I authorize the Bank to exchange, share, disclose or part with any or all of the information pertaining to my account(s) (including personal sensitive data or information and any information that requires a consent under the Information Technology Act, 2000 and its relevant rules and/or any other statute), whether provided by me or otherwise, with any statutory/regulatory bodies or financial institutions or Credit Bureaus/Agencies or parent/subsidiary/affiliate/associate of the Bank or any other third parties engaged by the Bank, 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 .
13. I hereby declare and confirm that the information provided herein as well as in the documentary evidence provided by me to the Bank (the "Customer Information") is true, correct and complete in all aspects and that I have not withheld any Customer Information that may affect the assessment/categorization of the account as a Reportable account or otherwise. I further agree that any false/misleading Customer Information given by me or suppression of any material fact will render my account liable for closure and the Bank shall have the right to discontinue any or all services and also to initiate any action, under law or otherwise. I shall indemnify and keep indemnified the Bank and its officials for any loss that may be caused on account of providing incorrect or incomplete information by me.
14. I further agree that any false/misleading Customer Information given by me or suppression of any material fact will render my Account liable for closure and the bank shall have the right to initiate any action, under law or otherwise. If any of the information provided here is incorrect, I hereby agree to indemnify and keep indemnified Ujjivan Small Finance Bank Limited, affiliates and their successors or assignees.
15. I will keep the Bank informed at all times, of any change in my communication address and employment, and authorize the Bank to update the change in Bank's record. I shall be solely responsible to ensure that the Bank has been informed of the correct address for communication. I agree to indemnify the Bank against any fraud or any loss or damage suffered by the Bank due to me providing any incorrect communication address or any other reason not attributable to Bank.
16. I agree and understand that Ujjivan Small Finance Bank Limited reserves the right to reject my account opening application form/request without assigning any reason thereof and without being liable to me in any manner whatsoever.
17. 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/us herein or otherwise by virtue of my Account with the Bank cannot be assigned or transferred.
18. I undertake to obtain, if found necessary in connection with my Account, any No Objection Certificate/s from any other Bank/s or financial institution/s and hand it/them over to you.
19. I acknowledge and agree that 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 for any reasons beyond the reasonable control of the Bank.
20. I declare, confirm and agree that all the particulars and information given in the application form are true, correct, complete and up to date in all respects and I have not withheld any information to keep the Bank informed at all times, of any change in my communication address and employment and authorize the bank to update the changes in their books. I shall be solely responsible to ensure that the Bank has been informed of the correct address for communication. I agree to indemnify the Bank against any fraud or any loss or damage suffered by the Bank due to my providing any incorrect communication address or any other reason not attributable to bank.
21. I agree and acknowledge that 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 transactions due to any cause arising out of or related to any force majeure event or for any reasons beyond the reasonable control of Bank.
22. I hereby confirm the right of the Bank for lien and set-off on my accounts, which the Bank may exercise 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, may utilize to appropriate any moneys belonging to me and lying/deposited with the Bank or due by the Bank to me/us, towards any of the Bank's dues and outstandings under or in respect of a loan facility, including any charges/fees/dues payable under these Terms and Conditions..
23. I declare and confirm that I have no Insolvency proceedings initiated against me nor have I ever been adjudicated insolent

**Declarations for Savings Account-**

- 1) I further declare that no account has been opened by me, using OTP based e-KYC, with the Bank or with any other bank, nor will be open such account hereafter, until I complete full KYC of the account opened herewith.
- 2) I further undertake to complete the full KYC of this Account, within one year from the opening of the same, failing which the bank will be at full liberty to close the Account and keep the proceeding with the Bank, which shall be credited to the account suggested by me only upon production of evidence that the said account is maintained in my own name.
- 3) I wish to avail the banking facilities/products from Ujjivan Small Finance Bank Limited (“Bank”/”Ujjivan”) and have read, understood and agree to the Terms and Conditions governing the opening of an account with the Bank (a copy of the same was provide to me by the Bank) and the terms and conditions relating to other services, including Phone Banking, ATMs and Debit Cards. I agree that the Bank shall have the right to modify/amend the above referred terms and conditions from time to time, at Bank’s own discretion, which may be hosted and noticed on Bank’ website (www.ujjivansfb.in), and the same shall be sufficient notice to me regarding such modification/amendment and I shall be bound by such modification/ amendment. I understand that any changes to the above referred terms and conditions would be made available to me on request at the branch.
- 4) I hereby authorize issuance of ATM card and provision of Tele-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 Tele-Banking. This authority shall continue to be in force until I revoke it by a notice in writing delivered to the Bank.
- 5) I have read, understood and agree to the charges/costs, mentioned in the extant Schedule of Charges displayed on the website of the Bank. I agree that the Bank may debit my account for the service charges applicable from time to time.
- 6) I authorize the Bank to conduct my credit history verification with CIBIL or any other Credit Rating Agency and acknowledge that the Bank shall have the right and authority to carry out investigations from the information available in public domain for confirming the information provided by me to the Bank.
- 7) I authorize the Bank or their agents to make references and enquiries relative to information in this application, which the Bank or their agents consider necessary.
- 8) I authorize the Bank to exchange, share, disclose or part with any or all of the information pertaining to my account(s) (including personal sensitive data or information and any information that requires a consent under the Information Technology Act, 2000 and its relevant rules and/or any other statute), whether provided by me or otherwise, with any statutory/regulatory bodies or financial institutions or Credit Bureaus/Agencies or parent/subsidiary/affiliate/associate of the Bank or any other third parties engaged by the Bank, 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 .
- 9) I hereby declare and confirm that the information provided herein as well as in the documentary evidence provided by me to the Bank (the “Customer Information”) is true, correct and complete in all aspects and that I have not withheld any Customer Information that may affect the assessment/categorization of the account as a Reportable account or otherwise. I further agree that any false/misleading Customer Information given by me or suppression of any material fact will render my account liable for closure and the Bank shall have the right to discontinue any or all services and also to initiate any action, under law or otherwise. I shall indemnify and keep indemnified the Bank and its officials for any loss that may be caused on account of providing incorrect or incomplete information by me.
- 10) I will keep the Bank informed at all times, of any change in my communication address and employment, and authorize the Bank to update the change in Bank’s record. I shall be solely responsible to ensure that the Bank has been informed of the correct address for communication. I agree to indemnify the Bank against any fraud or any loss or damage suffered by the Bank due to me providing any incorrect communication address or any other reason not attributable to Bank.
- 11) I agree that the Bank is at liberty to send communications, letters etc. to me, through courier/ messenger/ mail or through any other mode at its discretion and the Bank shall not be liable for any delay arising/occurring during the course of transit of said communications, letters etc..
- 12) I agree to abide by and be bound by all applicable rules/regulations/instruction/ guidelines issued by the Reserve Bank Of India, the Common Reporting Standards (CRS), and any other governmental or regulatory authority, in force from time to time. 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.
- 13) I agree to furnish and intimate to the Bank any other particulars that I may be called upon to provide on account of any change in law/statutory requirements either in India or abroad.
- 14) I agree and understand that the Bank reserves the right to reject my account opening application form/request without assigning any reason thereof and without being liable to me in any manner whatsoever.

- 15) 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.
- 16) I authorize the Bank to post my Secured Stationary/Communication of the Bank to the Communication Address only.
- 17) I hereby authorise the Bank to use my contact number/e-mail Id provided by me, 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.
- 18) I declare that I have no insolvency proceedings initiated against me nor have I ever been adjudicated insolvent.
- 19) I confirm that I have received a copy of the Code of Bank's Commitment to customers.
- 20) I undertake and agree to pay any debit balance/overdraw allowed either at my request or by compulsions of circumstances or oversight or mistake.
- 21) I understand that as per extant Reserve Bank of India guidelines, opening of any account require declaration of existing credit facilities with any of the Bank's branches or any other bank. I shall declare details of any such credit facilities enjoyed with any bank in the account opening form, as per the required format therein. I undertake to obtain the requisite No Objection Certificate(s) from such Bank/s and hand it/them over to you before the account gets opened.
- 22) I will keep the cheque book, passbook, Debit Card etc. in my safe custody and shall inform the Bank in writing in case of any loss/theft of the same.
- 23) I agree to keep a watch on my account and inform Bank about suspicious transaction, fraud, etc., if any, touching upon my account.
- 24) I understand and agree that the transactions on the Savings Account should not be used for core business or commercial transactions. In the event of occurrence of such transactions that the Bank deems commercial/suspicious in nature, the Bank reserves the right to decline/reserve such transactions & freeze/close the account without any prior notice to me.
- 25) 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.
- 26) I declare and agree that all transactions in my account will be done by legitimate sources only and my 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, Bank may, in its absolute discretion, discontinue any of the services completely or partially without any notice to me.
- 27) I agree and acknowledge that 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 transactions due to any cause arising out of or related to any force majeure event or for any reasons beyond the reasonable control of Bank.
- 28) I hereby confirm the right of the Bank for lien and set-off on my accounts, which the Bank may exercise 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, may utilize to appropriate any moneys belonging to me and lying/deposited with the Bank or due by the Bank to me/us, towards any of the Bank's dues and outstandings under or in respect of a loan facility, including any charges/fees/dues payable under these Terms and Conditions..
- 29) I confirm that I am a resident of India.