

## **DIGITAL DEPOSITS & SAVINGS ACCOUNT- TERMS & CONDITIONS**

### **Major Terms & Conditions governing Digital Savings Account: -**

- 1) The Digital Savings Bank Accounts ("Digital Savings Account") offered by Ujjivan Small Finance Bank Ltd. ("the Bank") shall be governed by these terms and conditions, apart from the detailed terms and conditions ("T&C") hosted/published on the official website of the Bank, viz., [www.ujjivansfb.in](http://www.ujjivansfb.in) ("Website"). The Bank reserves the right to stipulate the formalities and procedures in regard to opening of Digital Savings Account. The prospective customers should get themselves acquainted with the detailed terms and conditions, 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, by accessing the Website or by obtaining a copy thereof from any of the branches of the Bank. By applying for opening Digital Savings Account, the customer acknowledges having read, understood and accepted the T&C. The Bank reserves the right to change, modify or amend the T&C and the formalities/procedures for opening Digital Savings Account periodically or from time to time, and the Customer shall be responsible for regularly reviewing such changes, modifications or amendments as may be hosted/published on the Website. All important charges pertaining to Digital Savings Account are mentioned in the Service Charges and Fees brochure. However, this list is not exhaustive and the customer may visit the nearest branch of the Bank or the Website to get acquainted with the details of other charges. All revision in Charges and Fees will be displayed on the Notice Board of the branches of the Bank/Website.
- 2) Copies of the T&C, Service Charges and Fees brochure can be obtained by the customer from the branch/ Website.
- 3) The Digital Savings Account will be opened in the name as appearing in the Aadhaar of the customer. Adding joint holder/joint operations in Digital Savings Account shall be permitted only if the Digital Savings Account is compliant of full KYC. The aggregate of all debit transactions will be limited to Rs. 5,000(Rupee Five Thousand Only) for Digital Savings Account across all channels for the first 24 hours after account opening.
- 4) If the present address of the customer is different from the address mentioned in the Aadhaar of the customer, the customer shall be bound to submit to the Bank an OVD in support of the present address.
- 5) The customer and the Digital Savings Account should, at all times, be compliant with the Reserve Bank of India (Know Your Customer (KYC)) Directions issued by Reserve Bank of India ("RBI") from time to time. The requisite updated KYC documents conforming to such directions should be submitted within the timelines fixed by RBI/Bank.
- 6) The Bank may, 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) Payment of Interest on the Digital Savings Account shall be considered subject to the Policy/guidelines of the Bank, drawn in conformity with the guidelines issued by RBI.
- 8) Initial funding is required to open Digital Savings 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 Digital Savings Account. The Digital Savings Account will be deemed as opened and functional only upon actual receipt of the initial funding by the Bank, along with requisite information/credentials. The Bank reserves the right to close Digital Savings Account (even if the account is opened) without notice to the customer if the Bank has reason to believe that the initial funding is not received from another account of the customer or if the funds are received from illegitimate source or the initial funding transaction is not successful or the proceeds of initial funding transaction is not actually received by/settled in favour of the Bank within 2 (Two) days of receipt of account opening application form/request. Digital Savings Account opened on a Public Holiday may be shown, at the sole discretion of the Bank, as having taken place on the same day or on the immediate following Business Day. All deductions and/or accretions in relation to such transaction shall be deducted or accrued (as the case be) as of such day.
- 9) The Bank shall have absolute right to discontinue any service partially / completely or change fees by providing 30 (Thirty) days' notice. Such notice may be served through electronic media or print media or through display made in the Bank's outlets/branches/offices/Website. The Bank may also consider sending personalised communication to the customer, if warranted.
- 10) The Bank reserves the right to close any account of the customer in case of unsatisfactory conduct of the account or if the Bank is of the view that continuance of such account with the Bank is detrimental to its interest.
- 11) Nomination facility is available in accordance with applicable laws including the Banking Companies (Nomination) Rules, 1985. Customer is advised to designate a nominee (who should be an individual) while opening Digital Savings Account. In case a nomination facility has been availed by the customer, the Bank will be discharged of its

liability in regard to the funds available to the credit of such Digital Savings Account by making the payment to the nominee upon the terms and conditions as may be specified by the Bank at the relevant time, unless specifically prohibited by an order of the Court.

- 12) In the absence of any nominee, the Bank may retain any and all funds in Digital Savings Account until it establishes the identity and credentials of the successor to the account holder to its satisfaction, which may include insisting on a Legal Heirship Certificate/Family Tree/Succession Certificate/Probate of a Will/Letters of Administration or any other evidence as may be required by the law for the time being in force.
- 13) The deposits with the Bank are insured with Deposit Insurance and Credit Guarantee Corporation ("DICGC") and in case of liquidation of the Bank, DICGC is liable to pay each depositor through the liquidator, the amount of his/her deposit up to Rs. 5,00,000/- (Rupees Five Lakh Only) within 2 (Two) months from the date of claim list from the liquidator, if the information/documents as required by the DICGC are submitted and found in order.
- 14) In case full KYC is not completed with regard to Digital Savings Account within a period of 350 days from the date of account opening, the Bank will place complete/partial operational restrictions in the concerned Digital Savings Account without notice to the customer. The concerned account will be made operational only if the customer submits requisite documents to the Bank to complete full KYC. Till such time the Digital Savings Account is compliant of full KYC
  - a. The aggregate of all debit transactions should not exceed Rs. 20,000 (Rupees Twenty Thousand Only) per month.
  - b. The aggregate balance in Digital Savings Account should not exceed Rs. 1,00,000/- (Rupees One Lakh Only) at any point of time.
  - c. The aggregate of all credits received in Digital Savings Account in a given financial year should not exceed Rs. 2,00,000/- (Rupees Two Lakh Only).
- 15) The Bank may place operational restrictions in the Digital Savings Account if the account holder is declared incompetent or it is revealed that the account holder is of unsound mind or any restriction is placed on its operations by any Authority/Court, although the Bank shall continue to levy charges on such accounts and claim such amounts as are due to it under any bankers lien or otherwise. In case of Joint accounts, the customer should notify the Bank promptly if any joint account holder or authorized signatory of Digital Savings Account, as the case may be, is declared incompetent by the court or any other competent authority or ceases to be an authorized signatory.
- 16) Closure of Digital Savings Account will not be permitted online. In case the customer wants to close Digital Savings Account, he/she shall visit the branch to facilitate the same.
- 17) Issuance of Chequebooks, Adhoc Statements, Phone Banking TINs, Net Banking IPINs, Debit/ATM Cards and PINs shall be subject to the Policy/guidelines of the Bank. The Bank reserves the right to refuse issuance of the same unless the customer maintains Average Monthly/ Quarterly Balance as stipulated by the Bank from time to time, apart from complying with such norms as may be stipulated by the Bank.
- 18) The customer should carefully examine entries in the Statement of Accounts/Passbook issued/updated by the Bank from time to time, and any error/omission/discrepancy observed should be brought to the notice of Bank within 30 (Thirty) days from the date of such entries, failing which such entries shall be deemed to be correct and accepted by the customer, and the customer shall not be entitled to object/dispute correctness of the entries thereafter.
- 19) The customer should conduct accounts healthily. Cheques should be issued only after maintaining adequate balance in accounts.
- 20) The Bank reserves the right to disclose without any specific consent of the customer, the information about the customer or customer's account if required or permitted by any law, rule or regulations or at the request of any public or regulatory authority or if such disclosure is required for the purposes of preventing fraud.
- 21) Goods and Service Tax ("GST") as applicable will be levied on all Fees.
- 22) The age considered for minor is below 18 years and for senior citizen is 60 years & above.
- 23) The account will not be converted to Senior Citizen saving account if customer turns Senior Citizen (>=60 years) before completing full KYC
- 24) The terms and conditions mentioned herein shall be governed and subject to the laws of Republic of India.

#### Declarations for Digital Savings Accounts:-

- 1) I wish to avail the banking facilities/products from Ujjivan Small Finance Bank Limited ("the Bank") and confirm having read and understood the Terms and Conditions [displayed on the website of the Bank, viz., [www.ujjivansfb.in](http://www.ujjivansfb.in) ("the Website")] governing Digital Savings Bank Account (hereafter referred to as "Digital Savings Account") and those relating to the services, Charges and Fees, and agree to the same. I shall regularly review the changes, modifications or amendments, if any, made by the Bank in any of the above, by accessing the Website.
- 2) I confirm that I have received a copy of the Code of Bank's Commitment to customers.

- 3) I am funding Digital Savings Account from my own sources and the amount is being transferred from my own account maintained with the bank, as stated in the account opening application form/request.
- 4) The details of Aadhaar and Permanent Account Number ("PAN") mentioned in the account opening application form/request relate to me. No other account has been opened by me, by using OTP based e-KYC, with the Bank or with any other bank, nor will I open such account hereafter until I complete full KYC of Digital Fixed Deposit to the satisfaction of the Bank.
- 5) I am aware and acknowledge that, the Bank may, at its discretion, reject my application for opening Digital Savings Account, if it is found at anytime that I have used the same IP address (static or dynamic IP address or Proxy Server) for opening more than 2 (Two) Digital Savings Account. If the Bank finds at any stage after opening the Digital Savings Account that I have violated this condition, the Bank may place operational restrictions therein without notice to me, apart from taking appropriate legal measures against me without forfeiting the Bank's right to get indemnified by me for the loss or action (if any) suffered by the Bank.
- 6) I undertake to complete the full KYC of Digital Savings Account, within 350 days from the date of account opening, failing which the Bank is authorised to close Digital Savings Account without notice to me.
- 7) 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.
- 8) If the Digital Savings Account is closed for reasons whatsoever, the Bank may pay the proceeds (after the right of set-off, if any, of the Bank) to me by refunding by way of Demand Draft or crediting to the sourcing account, which shall be valid discharge of the obligations of the Bank in this regard. I am aware and acknowledge that the Bank is under no obligation to refund to the sourcing account unless it is convinced, based on materials, that the sourcing account belongs to me. If refund in the above manner is not successful, the Bank may retain the available amount with it, and I undertake to collect the proceeds (after the right of set-off of the Bank) at my cost and responsibility. I am aware that, in case the Digital Savings Account is not opened due to any reasons whatsoever after receipt of initial funding, the amount shall be refunded without interest.
- 9) I confirm that I am a resident of India. I have completed 18 (Eighteen) years of age and I have not completed 60 (Sixty) years of age.
- 10) I agree to abide by and be bound by all applicable rules/ regulations/ instruction/ guidelines issued by the Reserve Bank of India ("RBI"), the Common Reporting Standards ("CRS"), Foreign Account Tax Compliance Act of United States of America ("FATCA") and any other governmental or regulatory authority, in force from time to time.
- 11) 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.
- 12) I authorize the Bank to use the details provided by me for credit bureau enquiries with any Credit Information Companies and I acknowledge that the Bank shall have the right and authority to carry out investigation from the information available in public domain for confirming the information provided by me to the Bank. I also authorize the Bank to exchange, share, disclose or part with, any or all of the information and data pertaining to me or my account(s) (including personal sensitive data/information and/or any other information that requires a consent under the Information Technology Act, 2000 and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 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 or with whom the Bank has business relationship, as may be required/permitted by any law, rule or regulations or as required by the Bank and I shall not hold the Bank or its agents/representatives liable for using/sharing such information.
- 13) I agree to furnish and intimate the Bank any other particulars that I am called upon to provide on account of any change in law/statutory requirements either in India or abroad.
- 14) I authorise the Bank to reject my account opening application form/request without assigning any reason and without being liable to me in any manner whatsoever.
- 15) I authorise the Bank to debit any of my account (held in single name or in joint names), from time to time, for recovering any amount due and payable by me to the Bank.
- 16) 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.
- 17) I undertake to obtain, if found necessary in connection with my account, requisite No Objection Certificate(s) from other bank(s) or financial institution(s) and hand it/them over to the Bank.
- 18) I authorize the Bank to post my Secured Stationary/Communication of the Bank to the communication address provided in the account opening application form/request.

- 19) I am aware and acknowledge that the Bank shall not be liable or responsible for failure to discharge any of its obligations contained herein or elsewhere including but not limited to completing any transaction, due to any cause arising out of or related to any force majeure event or any government imposed restrictions or for any reasons beyond the reasonable control of the Bank.
- 20) I will keep the cheque book, passbook, Debit Card, PIN etc. in my safe custody and shall inform the Bank in writing in case of any loss/theft of the same.
- 21) I will keep a watch on my account and inform Bank about suspicious transaction, fraud, etc., if any, touching upon Digital Savings Account.
- 22) I will not use the Digital Savings Account for core business or commercial transactions. In the event the Bank is of the opinion that such transaction(s) is/are commercial/suspicious in nature, the Bank is authorised to decline/reserve such transactions and freeze/close Digital Savings Account without any prior notice to me.
- 23) 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.
- 24) I declare and agree that all transactions in Digital Savings Account will be done by legitimate sources only and Digital Savings Account will not be used for any purpose(s) contrary to law. I agree and understand if I violate any of the terms and conditions, rules and regulations or the applicable laws, the Bank may, in its absolute discretion, discontinue any of the services completely or partially without any notice to me.
- 25) I shall pay to the Bank forthwith upon demand by the Bank, without demur, the proceeds of any wrong credit or excess credit or debit balance or overdrawal, received/created in whatsoever manner. In regard to all such instances, if I fail to serve upon the concerned branch/office of the Bank (which made the demand) within 2 (Two) days of receipt of the demand any justifiable grounds acceptable to the Bank, the Bank shall be entitled to take in regard to such instances appropriate measures as deemed fit in the interests of the Bank.
- 26) I agree that the Bank shall have paramount right of set-off and lien, irrespective of any other lien or charge, present as well as future, on all the deposits held/balances lying in my account(s), whether in single name or joint name(s). The Bank may exercise the same at any time, without prejudice to any of its specific rights under any other agreements with me, at its sole discretion and without notice to me. The Bank may utilize/appropriate any moneys belonging to me and lying/deposited with the Bank or due by the Bank to me, towards any of the Bank's dues and outstandings under or in respect of a loan facility, including any charges/fees/dues payable under the T&C.
- 27) I declare and confirm that I have no Insolvency proceedings initiated against me nor have I ever been adjudicated insolent.
- 28) I hereby authorise the Bank to use my contact number/e-mail Id, in connection with transactional, promotional as well as service related calls or messages, through Telephone/Mobile/SMS/e-mail by the Bank or its agents.
- 29) I authorise the Bank for de-registering my contact number in the Do Not Call Registries and also to deactivate/de-register DND status of my contact number. I am aware that post deregistration of DND/NDNC, I may receive a call from the Bank to verify correctness of the request. I am also aware that I have the right and option to re-register for DND/NDNC any time at my discretion, after the Bank deactivating/de-registering the DND/NDNC status.
- 30) I authorize the Bank to upload the details provided hereinabove on the Central KYC Registry. I also authorise the Bank to download my KYC details from the Central KYC Registry on the basis of the KYC number submitted by me. I consent to receive information from Central KYC Registry through SMS/e-Mail on the herein mentioned mobile number/e-Mail Id.
- 31) I hereby declare that each and single information specified in the account opening application form/request relates to me and the same is true, correct and complete in all aspects and that I have not withheld any information that may affect the assessment/categorization of the account as a Reportable Account or otherwise. I shall, on the Bank's request, submit such further documents, information, matters and things as the Bank may consider necessary. I am aware and acknowledge that any false/misleading information or suppression of any material fact will render the account liable for closure and the Bank shall have the right to discontinue any or all services and also to initiate suitable action, under law or otherwise. I shall 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 the Bank's record. I shall be solely responsible to ensure that the Bank has been informed of the correct address for communication. The mobile number and the e-mail address furnished above are in my exclusive control and I shall intimate the Bank promptly, in writing, about changes therein. I shall indemnify and keep indemnified the Bank, its affiliates, successors assigns, officers and employees at all times, from and against all actions, demands, losses, cost and expenses whatsoever which the Bank may at any time incur or sustain as a consequences of any negligence/mistake on my part or my non-compliance of any of the terms and conditions contained in the terms and conditions governing the account, or because of providing to the Bank any incorrect or incomplete information related to me.