

***Terms & Conditions
for Savings Account
Products***

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Savings Accounts

By signing the AOF, customer hereby agrees to be governed by the Terms & Conditions as mentioned below and amendments made from time to time and communicated through various means available to IndusInd Bank Limited (“the Bank”).

1. Definitions & Applicability of terms

- Account opening form (AOF) - refers to the relationship opening form for Savings Account in the Bank
- Customer – refers to any person/ entity holding an account with the Bank
- Quarter – refers to the financial quarter i.e. months from April-May-June; July-Aug-Sep; Oct-Nov-Dec; Jan-Feb-Mar
- Half Yearly – refers to financial half yearly and includes the months of Apr-Sep (first half) and Oct-Mar (second half)
- Services - refers to services provided by the Bank to the customers of the Bank savings account
- Website – refers to the Bank’s official website hosted on the internet – www.indusind.com
- Government of India (GOI) – refers to the Government of India
- Reserve Bank of India (RBI) – refers to the overall regulatory body for banking in India, named as, Reserve Bank of India
- International Financial Service Centre Authority (IFSCA) - to develop and regulate all financial services in International Financial service Centre (IFSC) or IBU
- HUF – refers to ‘Hindu Undivided family’
- KYC – refers to the Bank’s policy document on ‘Know Your Customer’
- SB- refers to Savings Bank Account
- CA- refers to Current Account
- IBL - refers to IndusInd Bank Ltd.

Words denoting a particular gender include the other gender as well.

These terms and conditions form the contract between the customer and the Bank and are subject to change from time to time as per the laws regulatory guidelines as applicable and the Bank’s internal policy review. These below mentioned are applicable to all products and services of savings accounts only.

2. Account opening

Account can be opened by:

- Individuals in his/ her own name
- Jointly by two or more persons
- HUF
- Any entity that is allowed as per the Bank’s KYC policies

Customers will need to completely fill required account opening details in Physical Application Form, Online Application Form, TAB Application Form (Application based Assisted Mode) as per the channel through which account is getting sourced and provide all supporting documents (as required under the Bank’s KYC guidelines), PAN card copy and sign/e-sign on the AOF. In case of multiple account holders, all the account holders will need to sign/e-sign the AOF. In case of HUF, the Karta of the HUF should sign the AOF.

Customers will also need to read & accept the Terms & Conditions indicated in the AOF before it can be processed further.

Customers will also need to deposit initial deposit amount by cash/ cheque/UPI/MPS/NEFT/RTGS (drawn on self or close family member) as initial funding. The Bank has put a limit on the amount that can be funded in a new account by cash (verify with the branch/ Bank contact centre for the current limit).

The mere acceptance of AOF / initial deposit by the Bank does not construe opening of an account with the Bank. The Bank reserves the right to not process the request of opening an account if it finds any of the documents submitted by the customer are not in line with the Bank's KYC guidelines, or there is a verification failure for the address provided by the customer or any other reason which the Bank might feel does not comply with the KYC guidelines of the Bank.

Accounts can be opened for a minor (below age of 18) either by the guardian or by the minor himself, only if the minor has attained the age of 10 (at the discretion of the Bank). Minor account opened by two minors (minor above age of 10) should necessarily have 'Jointly' as the operating instruction.

Accounts can be opened for 'visually impaired' individuals provided they satisfy the KYC requirements of the Bank and opening of such accounts should follow the procedural guidelines of the Bank (as defined by the Standard Operating procedure).

Accounts can be opened for an 'Illiterate' person but such an account is not provided with a cheque facility.

Customers should note that the welcome kits are only sent to customer's correspondence address that has been duly verified as part of KYC norms and registered with the Bank. Despatches are made either through authorized courier or through registered post. If customer does not receive the welcome kit / deliverable within specified duration, the same needs to be reported at the branch so that a re-despatch is initiated. The Bank may block / close the account in case the deliverables / welcome kit is returned.

Customers should note that the password for debit cards are not sent along with the welcome kit. PIN setup to be done through an alternate channel. On receipt of Debit Card, customer should sign the same for easy identification of customer at POS outlets. Customer notes that any loss financially or otherwise with respect to the use / possession of the card is the sole responsibility of self and Bank shall not be held liable under any circumstances.

3. Account opening through Ready to Use Welcome Kits

To enable better customer service and reduce the overall time taken to open an account, the Bank offers account opening through a special mechanism called Ready to Use Account Opening. Through this, the customer will be provided the welcome kit with non-personalized Debit Card and non-personalized cheque books (only in Non MAMN Tatkal Kits) immediately after accepting all required documentation and initial funding amount. The Bank reserves the right to handover the Ready to Use welcome kit and accepting KYC documentation.

Customers will be informed regarding the final acceptance of KYC documentation and opening of the account through the Phone Banking Officer. Till this point of time the customer agrees not to use the Debit Card and cheque book issued as part of the Ready to Use welcome kit. Bank will not be responsible for any cheque returns or unavailability of balance through Debit Card and the customer's account would be debited for cheque returns/ insufficient funds as the case may be.

Based on its internal KYC documentation requirements, the Bank may reject the case and not open an account for the customer. In such cases, the initial funding amount will be refunded to the customer. In cases where the accounts are not opened, the customer should return the welcome kit with all the contents. The Bank may request for additional information / documentation where the Bank finds the documentation insufficient or not legible.

The Bank may additionally perform field verification of address through the Bank's staff or through authorized third party agencies.

4. Safe-keep of Debit Card, passwords and cheque books

Customers should note that Debit Card and its credentials, internet banking credentials, phone banking credentials, cheque books and all other facilities are different modes to perform financial transactions in the account held with the Bank.

Customer shall be solely responsible for the safe-keeping and the confidentiality of those mentioned above and all other credentials for the services provided by the Bank in future. Customers should not disclose these credentials to anyone under any circumstances.

The Bank shall not be held responsible for any fraudulent transactions occurring on account of misuse of any of these deliverables provided to them.

The deliverables are despatched to customers either along with welcome kit or through independent mailers subsequent to despatch of welcome kit. Customers should note that the deliverables are only sent to customer's correspondence address that has been duly verified as part of KYC norms and registered with the Bank.

The Bank in its thirst to provide utmost security discourages customers to claim passwords through physical mails. Due to this, customers are provided an option to generate online / through ATM after providing certain personal details. However, if customer requires physical mailers to be sent, Bank shall not be responsible for any fraud / misuse arising thereafter. On receipt of the Debit Card, customer should sign the same for easy identification of customer at POS outlets. Initial passwords should be changed immediately. Customers should ensure that the cheque books are complete and there are no missing cheque leaves.

5. Charges & fees

Charges in connection with the operation of the Account and the Services would be levied at the rates as prescribed on the Website from time to time. Charges will be debited to the Account at defined frequencies as per the Bank's internal policies.

The Bank has the right to set-off the service charges, charges for non-maintenance of minimum balance or any wrong credit or late returns reported by the correspondent bank / counter party by debiting the Account, without requirement of providing further notice or seeking additional consent / authorisation. In case of any shortfall in the Account or in the event of closure of the Account, the Customer shall be liable to pay the outstanding amount on account of any of the charges levied by the Bank.

The Customer agrees and confirms that in the event that any of the Services in connection with the Account are / or become liable to tax under the applicable laws and regulations, the Customer shall bear all the taxes or duties in connection with such Services and the Bank is hereby authorised to deduct any such amount from the Account of the customer, without being required to issue any further notice or seeking additional consent / authorisation from the customer. In the event of occurrence of any of the above events, the Customer shall receive balance amounts, net of all deductions made as per the terms and conditions hereof. The Customer shall be intimated at the address registered with Bank.

The fees and charges are subject to revision from time to time as per the applicable laws, regulations from time to time and the Bank's internal policies.

6. Grouping of accounts

As per the Bank's internal policies, the Bank makes the best efforts to identify an individual / entity through a single identification number. Customers should note that all the accounts of a customer within the Bank will be linked vide the said single identification number. In case of charge recovery, if the primary account does not have sufficient balance, associated charges would be recovered from the other linked accounts of the customer.

Customer will have liberty to close any of the accounts after ensuring that there are no over dues for that account. Each of the accounts will be governed by their own requirements regarding maintenance of required balances, charges, etc.

7. Passbook & statement of account

The Bank has the provision for both e-mail & physical statements for accounts. E-mail statements are sent to the

customer's registered e-mail ID & physical statements are sent to registered address based on customer request. If the e-mail is undelivered due to any reason then a SMS will be sent to customer on registered preferred mobile number.

The Bank also provides the option for availing passbook benefit. The Bank does not charge its account holders for the passbook facility / monthly statement of accounts.

It is the responsibility of the customer to get the passbook updated on a frequent basis by visiting the Bank branch. The bank will not be held responsible in case the passbooks issued to customer are not updated.

For e-mail statements, customers are liable to verify the authenticity of any emails received by the customer. The Bank shall not be liable for any issues / loss arising out of any fraudulent e-mails received by the customer. E-mail statements will be sent only to the registered email of the customer as per the Bank's record.

Customer should intimate the Bank in case the statement (e-mail / physical) is not received on time. The Bank, at its sole discretion, might issue a duplicate statement free of any charges.

Customers should revert within 15 days of mailing of the statement or posting of entries in passbook for any discrepancy / error. The Bank shall not be held liable for any loss to the customer due to errors / discrepancies pointed out / communicated to the Bank by the customer after expiry of 15 days. The Bank though retains the right to rectify any error / discrepancy in the statement / passbook on its own at any point of time.

Customers can request for issuance of duplicate statement for last statement generated or statements for any earlier months. Charges for issuance of duplicate statements will be as per the Schedule of Charges.

Customer is required to intimate the Bank immediately about any change the corresponding address of the customer and ensure that the address as mentioned in the passbook is updated after submitting a request for change in address and submitting the required documents as per the Bank's KYC guidelines.

IndusInd Bank also provides 'Check on Cheque facility' for its Retail Banking customers. In this facility the images of all inward clearing cheques presented by customers will be reflected in their statement. This facility does not include cheques issued towards DD PO, RTGS NEFT transactions, or loose leaves issued for Cash withdrawal. All cheques provided by customers will be scanned on best effort basis by the Bank. Customer shall not hold the Bank responsible if images of any of the cheques issued by him / her are not reflecting in the statement.

8. Payment of Interest

The Bank calculates interest every day on the closing balance for the day. The accrued interest is paid to the customer account on a quarterly basis.

The interest paid to the customer is reflected in the account statement as well.

9. Tax deduction at source

The interest earned on savings account is exempted from TDS under Section 194 A of Income Tax Act. However, in the NRO accounts, TDS will be deducted as per Law.

10. Debit Card

The Bank provides International Debit Card facility to its savings bank account holders. No Frills account holders though are eligible only for domestic Debit Cards. The category and the fees for the Debit Card will be governed by the account type and at sole discretion of the Bank. The features & benefits will be governed by the type of the card and the conduct of the account. Customer will need to visit the Bank's website or contact the Bank through other valid mode of communication to obtain more details on each of the Debit Card type, its features, benefits and eligibility criteria. The Bank shall in no way be responsible or liable for delay / non-issue of the card.

The Bank as per RBI mandate issues Chip enabled Debit Cards. These cards offer greater security by storing & processing information in a secure manner. This advanced technology is more effective in preventing the card from being copied to produce counterfeit cards.

The Debit Cards issued by the Bank can be used for shopping at select merchant shops, paying utility bills, investing through SIP or withdrawal of cash. Eligible transactions will earn reward points / cash back (see Indus Money T&C below under the same section) depending on the card type & transaction type for the customer which can be redeemed as per the reward redemption policy of the Bank.

The card is valid for the period defined on face of the card. The card is valid till the last working day of the month indicated on the card as the expiry month. The card is valid for usage in India (domestic & international cards) and abroad (only international cards). The card is not valid for foreign exchange transaction in India, Nepal & Bhutan. The card is accepted at any ATM of the Bank or any Visa / Visa electron / Visa flag merchant outlet in India / abroad. Any transaction at the merchant POS will need to be authorized using the Card PIN and completed once the slip is generated by the POS terminal. The Bank shall not be held liable for any issues with the goods / services provided by the merchant outlet (not limited to defects, delay in delivery, poor quality) and any such dispute should be settled between the merchant and the customer.

The Bank will send through separate couriers (or any other mode of delivery) the Debit Card and the PIN to the customer. Customer should verify that the courier received is not in torn / open / mutilated condition. In case of receipt of the courier package in torn / mutilated / open condition, the customer should immediately inform the same to the Bank either by visiting the nearest branch / through phone banking.

Customer should ensure that on receipt of the Debit Card, he signs on the reverse of the card after carefully reading the terms & conditions send along with the Debit Card.

Customers should ensure that the Debit Card details, PIN details are not divulged/ disclosed to anyone. Customers should not handover the Debit Card to any person other than designated the Bank's official within the Bank's branch premise.

Customer is liable to ensure safekeeping of the Debit Card and the PIN. Customer should ensure that the PIN is not seen by anyone else while being entered into an ATM / POS.

The customer will need to inform the Bank (either through phone banking/ visiting nearest branch / any other valid communication channel) to report any lost / stolen / misplaced card / PIN.

The Bank will not be liable for any fraudulent transaction / misuse of the card arising out of misplacement of the card/ card falling into wrong hands / misuse of stolen cards prior to being reported as stolen / lost by the customer.

The Bank reserves the right to limit the maximum amount, which may be transacted per day by the use of the Card and any such limits, would be subject to the availability of balance in the Account. Similarly, the daily maximum transaction limits shall apply to all ATMs and may vary between different ATMs belonging to different banks networks, country to country and from time to time. The Bank would not be responsible for any loss or inconvenience that the Customer may suffer due to lack of uniformity in these limits for transaction through different ATMs / networks.

PIN is provided to the customer as a mechanism for customer authentication during the initiation of any transaction through Debit Card. PIN is sent to the customer in a sealed envelope and the customer can change the PIN, using the Bank's ATM or through phone-banking. The customer authorizes the Bank to carry out any transactions that have been authenticated using the PIN and the Bank has no liability / obligation to authenticate the transaction initiated through the customer Debit Card using the correct PIN.

The Bank reserves the right to deny any transaction which does not fall under the authorized list of transaction for

the type of account and the Debit Card provided to the customer or in case the limits as applicable to the card are breached. International Debit Card can be used only for permissible transaction as governed by FEMA Rules, 1999. Additionally, any such transaction should also comply with the rules & regulations stipulated by RBI or the Government of India from time to time and the customer will be held liable for any penalty / action that may arise out of non-compliance of any such rules and regulations. Any use of ATM / POS facility beyond permitted limits and / or in conflict with or in violation of, the rules and regulations as applicable in India and / or as applicable in the country where it may be used shall be to the sole risk, liability and responsibility of the Customer and the Bank shall not be held responsible or liable for any such action or act that may have been committed, knowingly or otherwise.

The Debit Card issued to the customer is the property of the Bank and the Bank reserves the right to:

- Include new benefits / exclude some existing benefits from the card at any point of time. The Bank will strive to inform the customer through any existing channel at the address / mobile number registered against the account of the customer
- Terminate/ discontinue the card assigned to the customer, with or without, informing the customer at the Bank's absolute discretion
- Provide replacement card to the customer against any stolen / misplaced card reported. Such replacement card attracts charges as indicated under the Schedule of Charges.

Based on the product features, customers are entitled for add-on Debit Card for the existing savings account. The usage of these add-on cards is the sole liability and responsibility of the customer and Bank provides this feature only as option.

Customer can also request the Bank in writing to terminate the Debit Card. Customer will be liable to clear out any dues pending against the Debit Card as on the time of receipt of termination request from the customer by the Bank. The Bank reserves the right to set off any pending dues against any credit available in the customer account.

Customer should destroy the Debit Card by cutting it into two pieces across the magnetic strip or surrendering/ termination / hot listing of the card.

The customer can use the phone banking option or the internet banking option to get history of the transactions done on the Debit Card. Customer should also ensure that any errors / irregularities in the statement are reported within 15 days. The Bank will assume the statement to be factually correct if there is no revert by the customer within 15 days.

Fees / charges for Debit Card issuance / usage / replacement / hot-listing etc., are as per the details available under the Schedule of Charges.

Use of the card at any ATM / POS / other outlets may entail a service charge and / or transaction fee and or processing and / or conversion fee being levied on the relevant Account. Any charges / fees / conversions charges levied for transactions on the card shall be debited to the relevant Account and the Customer shall be solely liable and responsible for payment of the same.

Indus Money is a unique customer reward program for the customers holding Debit Card of the Bank. Under this program, customers can avail either cash back benefit or accumulate reward points which can be redeemed later based on the type of the Debit Card held by the customer.

Not all transactions carried out by the customer are eligible for benefit under the Indus Money program. Customers need to verify the list of eligible transactions either from the Bank's website or by contacting the Bank using the phone banking, visiting any branch in person or by any other valid mode of communication. Customers shall ensure that average quarterly balance as required for the particular account type is maintained in the account else he will not be eligible for cash back/ reward points (as applicable) under the Indus Money program.

Reward point earned through the Indus Money program can be redeemed as per the Bank's reward redemption

policy. Customers can redeem reward points only after accumulating a threshold number of reward points.

The Bank will take the final decision and that will be binding on the customer in case of any disputes / discrepancy arising with respect to accumulation / redemption of reward points, eligibility of cash back / amount of cash back or time of cash back being deposited to customer account.

The reward programs and other promotional activities are time bound and may be discontinued at any time by the Bank without prior intimation to customer.

11. Choice money - ATM

The Bank in its continuous endeavour to innovate customer service mechanisms offers options for customers (and users of Debit Card) to choose from various currency denominations while withdrawing cash from its ATM machines. This allows the customer to select from few existing choices of denominations of 100, 200 & 500 or combination of these 3 currencies.

Customers should appreciate that this is an additional facility and depends significantly on availability of cash and denominations at that instant of time. Bank shall not be held responsible for unavailability of the customer's choice of denominations.

12. Operating accounts

Account operating rules depends on the operating mandate as defined in the account. This will be defined based on customer's instruction on operating mandate in the AOF or any changes authorized by the customer subsequent to the opening of the account.

Accounts in the name of an individual can be operated only by the individual himself or by the POA (Power of Attorney) of such individual.

Joint accounts can be operated singly by any one or jointly by two or more or all of the account holders together depending on the operating instructions given by all the account holders. Any change in the operating instruction though will require the authorization of all the account holders irrespective of the operating instruction. In case of any dispute, the bank will freeze operations basis instructions from any one account holder and all account holders will be required to give joint instructions to lift the freeze and allow operation in the account.

A literate minor above age of 10 years (as per the Bank's internal policy) who can comprehend the nature of banking transaction and can sign uniformly can be allowed to operate a deposit account alone provided the account is in the name of the minor. Natural guardian (or a guardian appointed by the Court) can open and operate a deposit account on behalf of a minor. In this case, the style of account should be "Master ABC (minor) by Father and Natural Guardian XYZ".

As per its KYC requirement, the Bank may ask the customer to furnish some additional documents or may request for reverification of the KYC documents. Customers will need to comply with such requests from the Bank and the Bank will not be liable for any material / non material inconvenience that may be caused to the customer due to the customer non-compliance to such requests.

The Bank may from time to time send deliverables (e.g. passbook, cheque book, ATM / Debit Card, statement of accounts, important notifications and other relevant items) at the customer's correspondence address as maintained in the Bank's records. Hence, the customer will need to promptly notify the Bank of any change of correspondence address. Bank will not be liable for any loss / damage / inconvenience that may be caused to the customer due to loss / damage / failure / wrong delivery of such items due to the non-intimation of change in correspondence address by the customer to the Bank.

The customer will also need to maintain required minimum balance as mandated by the Bank for the particular account type & customer. Any failure to do so may attract penal charges as defined under the 'Schedule of Charges' listed on the

Bank's website. Customers are advised to check their account statement / account status periodically to ensure that required minimum balance is not breached to avoid any penal charges.

Total number of withdrawals from savings accounts during any financial year, whether by cheques or otherwise, will be as per Savings Account Variant and charges will be levied as mentioned in the schedule of charges for the respective product.

Customers can withdraw either using cheques drawn on self or through ATM using the ATM / Debit cum ATM card, or by using loose leaf cheques.

Visually impaired customers would be provided with a Cheque Book facility subject to due diligence and satisfaction of their capacity to conduct the account. In absence of cheque book they shall need to use the loose leaf cheques for withdrawal of cash or else can use ATM card for withdrawing cash from ATM. In such cases of withdrawal of cash at branches, the visually impaired customer shall provide necessary photo ID proof to the branch Teller along with completely filled loose leaf cheques authorized by necessary Bank official.

Debit Cards will be issued to illiterate customers for Cash withdrawal. The Bank does not provide cheque book to illiterate customers and hence illiterate customers can withdraw cash from branches using loose leaf cheques and a copy of photo ID proof, post verification & authorization by the Bank branch official.

Withdrawal can be done in amount rounded to rupees only. The Bank shall allow cash withdrawal by personalized cheque only for an amount greater than Rs. 50/-. There is no upper limit for amount that can be drawn by a single cheque but such withdrawal shall necessary be authenticated by branch officials as per the Bank's policy.

Customers are advised to inform the Bank in advance for withdrawal of large amount (greater than 10 lakh INR) to facilitate better service.

There are limited numbers of free transactions in terms of ATM withdrawals, usage of cheque leafs, DD / PO, electronic payment (RTGS / NEFT) that the customer is eligible. Customer will need to verify, from the Bank's website or by contacting the Bank through any of the valid communication channel, the number of free transactions, the customer is eligible for the account held with the Bank. The Bank is entitled to levy charges (as per Schedule of Charges) from the customer on a per transaction basis, whenever the threshold limit of such free transactions is exceeded. Any waiver to such fees will be at the Bank's sole discretion.

The Government of India has made mandatory to provide PAN details (Form 60 / 61 in cases where customer does not have a valid PAN) for any cash deposit transaction of Rs. 50,000/- and above.

Customer may change his office or residential location during normal course of account operation. Customer may request for change of base branch by submitting written request in person in prescribed format at existing branch or at the new branch where the account is required to be transferred. Customer should submit Declaration accepting the T&C and Schedule of Charges which will be based on the new Branch Category. The Request for base branch change will not be processed if the account is under freeze or lien or has a debit balance. If the account is due for ReKYC or is Dormant, customer should submit KYC documents for activation. Customer may submit Request for new cheque book / address change along with the request for change of base branch. The account number will remain the same on change of base branch.

13. Cheque books

The Bank provides multi-city personalized cheque book to all its eligible account holders (cheque book facility is not given to illiterate accounts, no-frills or accounts with no cheque book facility). The customer is entitled to certain number of free cheque book depending on type of account held with the Bank. The bank may restrict such facility if the customer fails to maintain the required minimum balance as defined as per the Bank's policy for the type of account held with the Bank.

Customer can request the Bank for fresh cheque book once the existing cheque books are exhausted. Customers are entitled to a limited number of free cheque books as per the type of account and issuance of cheque books beyond the free limit may attract charges.

All cheque (from customer account) presented to the Bank for encashment must have the following:

- The instrument is signed as per the operating instruction for that account;
- The signature on the cheque is as per the signature in the Bank's records for the particular account;
- All the fields (Payee, amount in figures, amount in words, date) are all filled;
- The cheque is not stale (date is not more than three months from the date of presentment);
- Any alteration is counter signed by the drawer signature (as per revised RBI guidelines, no alteration is allowed in cheques processed under the cheque truncation system). The Bank may also dishonour cheques if alterations are found to be suspicious in nature; and
- The account has sufficient fund to honour the cheque - Customer should ensure that the account is funded sufficiently so that the cheque is not dishonoured due to lack of funds. Any cheque dishonoured due to insufficient fund may attract penal charges from the Bank.

The Bank may also levy charges to the customer if cheque presented by later is returned due to insufficient funds. The Bank reserves the right to block the customer account if there are excessive incidences of cheque returns.

Customers can place in 'stop payment' request with the Bank for any cheques that are missing/ stolen/ not required to be paid. Customer needs to ensure that such stop payment request is made prior to presentment of the cheque to the Bank. The Bank will not be liable for any payment made against cheques for which the stop payment request is received by the Bank post the presentment of the cheque to the Bank. The Bank may charge the customer for any such stop payment request (as per defined Schedule to Charges).

The Customers have various options to deposit their cheques to the Bank viz; handover at branch, using drop box at branch, drop boxes at ATM location, etc. customers may opt to get the acknowledgement only at the branches and any cheques dropped at drop boxes are at the sole discretion of the customers. Clearing cycles for cheques dropped at drop boxes are indicated over the respective drop boxes and customers acknowledge to the time indicated.

14. Demand drafts & pay orders

Customer can request for issuance of Demand Drafts (DD) by visiting any of the IBL branches by submitting the DD issuance request along with a cheque drawn on his account. Charges as applicable (as per the Schedule of charges) will be recovered from the customer's account.

The Bank provides issuance of DD's through internet banking.

Customer may request for cancellation of the Demand Draft by submitting a written request along with the original Demand Draft.

In case the Demand Draft is lost, for issuance of a Duplicate Demand Draft or for cancellation of the lost Demand Draft, customer should submit a request in prescribed format and Indemnity letter duly stamped / franked. Depending upon the amount of the DD, a Letter from payee agreeing to the cancellation / duplicate issuance and FIR may be required to be submitted. If the lost draft is already cleared or if it is in the clearing cycle, then it cannot be cancelled.

Charges as per Schedule of Charges are applicable for issuance of duplicate Demand Draft, cancellation of Demand Draft.

The Bank reserves the right for rollout of various services and discontinuation of any of the service through any channel without prior notice to customer.

Customer bears the final responsibility for any wrong information provided in the request for the draft. Customer should also ensure that the details indicated on the draft are correct immediately after receipt of the draft.

15. Electronic transactions

Apart from branch walk-in transactions, Bank also has various other channels for customer to interact and transact through the account. These channels include internet banking, phone banking, through ATM machines, kiosks, mobile banking, door step banking, etc.

Transactions processed online through any of the electronic channels are to the discretion of customers and customers shall comply with all such terms and conditions as prescribed by the Bank from time to time for transactions executed.

Customers should ensure that the credentials are authenticated only in personal computers rather than those being used / shared by general public. Transacting through machines used by public exposes the customer's account for fraudulent activities. Customer will solely be held liable in case of any misuse / fraudulent transactions .

Customers are required to access the online banking portal only by entering the respective site address and not through any links that direct for access.

Customers are required to store / keep all user id's and passwords confidential as these are necessary to access financial information and perform financial transactions. In its constant endeavour to enhance security measures, the Bank may introduce additional details required to access online account and it will be the responsibility of customer to adhere to any such requirements of the Bank. Customers are also required to change passwords at frequent intervals as a measure of safety.

In case where a wrong password is typed multiple times, the customer's online banking account is locked. In these instances, customers may request for a new password through e-mail at customer's risk or the password can be regenerated through a defined mechanism that has been provided on the website of the Bank.

All the financial transactions processed through online channel are instantaneous and irrecoverable once executed.

Customers will be solely responsible for any mistakes made during execution of any transaction. Customers, as a matter of acknowledgement and reference, should carefully note down the confirmation numbers pertaining to the transaction. The Bank shall not be held responsible for the delay in reflection of the funds being credited to the account of the Beneficiary held with other banks.

Transfer of funds through various payment modes is subject to a minimum and maximum amount based on the internal policies and regulations of the Bank and the customer should adhere to the same.

Customers understands the risk while undertaking any transactions pertaining to purchase of services and good over internet or any other channel and shall not hold Bank liable for the same. Customer should observe and comply with applicable laws and regulations in each territory of use.

Customers will be informed through mailers / display of notices / Bank's website / short messaging service regarding the fees and charges applicable for various online transactions. These charges will be debited in the customer's account.

Customers are required to carefully read and agree to the terms and conditions of various services provided by the Bank. The Bank shall not be liable to the customer for any issue arising due to misuse of the services by the customer. It is the customer's responsibility to ensure availability of necessary and compatible softwares for accessing the internet banking services provided by the Bank.

IndusInd Bank may send notification through short message service (SMS) to the customer's registered mobile number regarding the completion of transactions, failure to transact, etc

The Bank performs maintenance activities to the online banking site on a frequent basis. The time for such

maintenance activity will be intimated in the website. The Bank cannot be held liable for any delay / non completion of such transaction during the maintenance period.

Whilst the Bank shall aim to provide security to prevent frauds, misuse, hacking and other actions to the website, internet per se is susceptible to a number of frauds. Customers shall evaluate all risks arising out of these and ensure that the devices, network used by the customers are secured and the Bank shall not be responsible for the same.

The Bank through online Banking may also provide e-mail / messaging service to interact with customer service personnel. Information provided through such messages should not be considered as completion of financial transaction. These are just information messages.

16. Standing Instructions

The Bank offers its customers a facility to set fund transfer instructions to the liability account for a defined tenure, amount or any other acceptable condition as may be specified in the Standing Instructions Application Form. Customer is required to provide request at any of the Bank branches for availing of this service.

If standing instructions for servicing loans is dishonoured, this is considered equivalent to cheque return and customer should bear all necessary charges as specified for respective products.

In-cases where standing instructions are continuously / frequently dishonoured, the Bank has the right to discontinue this facility to the said customer without prior notification.

Customers should note that standing instructions for international funds transfer is not available at the moment.

17. Phone banking services

IBL offers phone banking facility to its customers during the designated hours of the day as provided on the Bank website and updated from time to time. Customers can also visit the Bank's website for various facilities which can be availed through Interactive Voice Response (IVR) system and through phone banking representative. These services will be offered to the customers on best effort basis and the Bank is constantly upgrading the services to serve the customer's needs.

Each customer will be identified and authenticated through a set of defined passwords / personal identification numbers / specific set of questions. Customers should learn that unless these are positively identified, phone banking services cannot be offered. In addition to the existing customer authentication mechanisms, the Bank may introduce additional security measures as required for regulatory compliance from time to time.

For record keeping and service enhancement purposes, all customer calls may get recorded. These recorded calls may also be selectively used by the Bank for any investigation purposes in case of any fraudulent issues pertaining to the accounts under scrutiny.

Customers should note that while the Bank offers services through phone banking, some of the services would need customers to walk-in to branch for completing the transaction. These may require additional identity validations, etc., and customers should abide to the policies of the Bank.

For any services that require mailers to be sent, the customers should note that the address used will only be the registered address as available in the Bank's records. There cannot be any compromise on this issue as this may violate Bank's Know Your Customer norms.

Phone banking telephone number may be subject to change and customers are required to visit the Bank's website for any updates in this regard.

18. Mobile alerts

All customers having their mobile numbers registered with the Bank are entitled for receiving mobile alerts for various types of banking transactions performed. These alerts typically are provided for cash withdrawal, cash deposit, funds transfer, funds credit, balance alerts, etc. While the Bank sends (push) alerts to customers on a frequent basis (or based on event of financial transaction), customers can also request (pull) for specific information.

The Bank sends these alerts on best effort basis to ensure that customer is informed immediately after the any activity in the account of the customer. However, the Bank is dependent on various third party service provided to complete the information transmission. In this regard, the Bank will not be held liable for any delay / non-receipt of any information being intimated to the customer.

Charges for these mobile alerts would be as per the product features, relationship of customer with the Bank and are indicated in the schedule of charges. Charges are subject to change from time to time.

19. Overdrawing

The customer is responsible to ensure that sufficient balance is always available in his account with the Bank especially prior to withdrawal of cash from ATM, doing any transaction through Debit Card either at Merchant POS or through net banking or any other available mode of transaction, issuance of cheque or requesting for demand draft.

The Bank will not be held responsible if any customer induced transaction is not honoured by the Bank due to lack of sufficient balance in the customer's account.

If execution of any such transaction leads to a debit balance in the customer account, then the Bank will be free to charge applicable interest for the 'debit balance' amount for the period the account remains in debit balance on a pro-rata basis. The customer will be liable to pay interest on the overdrawing created in his account, even if it is not under a prior arrangement, as per the Bank's prevalent rates. The Bank may also on its own absolute discretion set off such debit balance against any credit available in customer's other account held jointly or singly with the Bank without giving any notice to the customer. Any temporary relief given by the Bank to the customer with respect to 'Overdrawing' on his account will be purely at the Bank's discretion and will be applicable only as one-time facility and the same should not be construed as an approval for similar transactions in future, unless otherwise explicitly agreed on between the Bank and the customer in writing.

20. Collection facility

The Bank accepts cheques drawn in favour of the customer for collection. The cheque collection is governed by the Bank's 'Policy on Collection of Cheques / Instruments'. The customer shall note that the Bank's cut-off time for acceptance of local cheques and outstation cheques are displayed on the notice board and the drop box of the Bank branches.

The Bank assumes no responsibility and shall not be liable for any damage / loss suffered by the customer due to the cheque getting lost / mutilated / delayed during postal / courier transit. The Bank has no liability to verify the authenticity of the signatures on the cheque received for collection or for time taken for the realization of the instrument. The Bank reserves the right to give provisional credit under certain circumstances against any instrument accepted for collection. In case of the instrument being returned unpaid, the Bank shall have the right to recover the provisional credit along with the applicable interest. The Bank has the right to not allow any drawings against such provisional credit.

Customer has to bear the charges / penalties as applicable for cases where customer has drawn against provisional credit and the cheque has been returned unpaid.

In case of wrong credit by the Bank in the account of the customer, the Bank reserves the right to reverse such erroneous entry without any liability of informing the customer about the same.

21. Sweep In / Out

The Bank provides sweep in/ out deposit facility to its account holders. As per this facility, balance over the specified amount maintained in the transaction account, will be automatically transferred to Term Deposit for a predetermined period, as per customer's instruction. The specified amount will be as per bank's discretion.

In case of insufficient balance in the CA / SB account at any point in time, required amount will be transferred to these accounts by breaking deposits for the benefit of the customer. The system will break the last amount that was sweep out to the deposit account and will follow the LIFO (last in first out) method while breaking the deposit.

The customer shall also note that only the principal amount in the deposit account will be available for breaking in case of insufficiency of funds in the savings / current account. The Bank shall not be held liable for any consequences arising out of any transaction in the savings/ current account which is failed / dishonoured by the Bank due to insufficiency of funds in the savings / current account even after the entire principal amount in the deposit is broken and put back into the savings / current account.

The interest applicable on the sweep in / out deposit will be as per the interest applicable for Term deposits.

The customer shall ensure that the sweep in/ out deposit account must have the same name & title and the same operating mandate as that of the linked savings/ current account.

Customers should note that the sweep-in and sweep-out of funds is performed by the Bank on best effort basis and these services may get hampered / delayed during end of period system processing, system maintenance, etc. Where ever the customer notices these issues, the customer should inform the branch / contact centre for rectification of the same at the earliest. Sweep-in and Sweep-out product features require certain conditions viz; multiples, etc., and customers should get complete information of the product prior to applying for these products.

22. Door-step banking

IBL has extended its banking services to customer's "Doorstep" through independent agencies appointed by the Bank. The facility is provided only to account holders/ mandate holders at the customer's registered address (as per the Bank records) and will be available within city limits at select locations across the country. The limits of a location and the location of door-step banking service is the sole right of the Bank and based on many factors including feasibility and availability of qualified agencies.

Customers can avail the following door step banking services.

- Cash pick-up;
- Cheque pick-up; and
- Cash delivery

Limits for each of the above services have been defined by the Bank location wise and customer shall abide to the pre-set limits. The charges for the services are collected from the customers as defined in the schedule of charges.

All the staff (of various agencies) performing activities of door-step banking are provided with personal identification cards and it is the sole responsibility of customer to confirm the identity prior to transacting.

Customers are also required to safe keep the copies of acknowledgement till such time, customer's account is reflecting the transactions. In the event of any discrepancy, customers should immediately contact the nearest branch and inform.

Customers should respect the time required to complete the transaction for cash pick- up and cheque pick-up.

These have been specified clearly in the agreement. Cash delivery to customer is processed only after debiting customer's account and non-availability of funds would mean that the transaction cannot be processed.

The Bank provides these services after duly executing door-step banking agreement between customer and the Bank and all the details regarding the services, timelines, and responsibilities have been detailed in the agreement. Customers are required to carefully study and execute the document. The Bank will not be held responsible for any issues arising including but not limited to any loss due to non-delivery, identification of forged notes, etc.

23. Dormant Account

IBL may classify an Account as:

- Inactive - if there are no customer-induced transactions for 12 consecutive months in the Account.
- Dormant - if there are no customer-induced transactions for 24 consecutive months in the account, i.e., no customer-induced transactions for 12 months after the account had become inactive.

Customer induced transactions mean transactions which are in the nature of a financial transaction initiated by or done at the behest of the account holder by the Bank / third party, a non-financial transaction or KYC done in face-to-face physical mode or through digital channels such as internet banking or mobile banking application of the Bank.

Financial transaction - A monetary transaction in the account of the customer with the Bank either by way of a credit or debit transaction. They include the following:

- (a) ATM / Cash withdrawal / deposit
- (b) RTGS / NEFT / IMPS / UPI / AePS / ABPS Transactions
- (c) Internet Banking Transactions
- (d) Debit Card Transactions
- (e) Transfer of funds from / to the linked CBDC (e-Rupee) account
- (f) Cheque Clearing
- (g) Remittance of funds by way of demand drafts
- (h) Cash withdrawal by third party through cheque
- (i) Standing Instructions issued by the customer
- (j) NACH Debit / Credits
- (k) Term Deposit Interest / proceeds
- (l) Dividend on shares / Interest on Debentures or any other investment proceeds
- (m) Direct Benefit Transfer (DBT) credits
- (n) Refunds like refunds related to e-commerce payments, Income Tax Returns, etc.
- (o) National Electronic Toll Collection (NETC) debits

Non-financial transaction - An enquiry or request for any product / service initiated by the account holder through any ATM or internet banking or mobile banking application of the Bank or through Third Party Application Providers, which requires two-factor authentication (2FA). Illustratively, this includes transactions such as change in transaction limit, request for issue of cheque book / credit card / debit card, nomination facility, balance enquiry, etc.

If an account is classified dormant, credits and debits to such an account may be denied temporarily. To ensure authenticity of the customer / customer's (all joint account holders, where applicable) credentials, KYC related documents need to be submitted at any of the Bank branches. The Bank will take all necessary precautions to ensure that customers do not face any inconvenience during this process while not compromising on the compliance of the rules and regulations in place.

During the period of dormancy, transactions through other alternate channels viz; ATM, Phone Banking, Mobile Banking, Online Banking, etc., shall not be available to customer.

Account will be activated only after providing all required KYC documentation along with a written request in this regard and by initiating a transaction.

24. Nomination

Nomination facility is available for all savings bank accounts. Nomination cannot be obtained for accounts held in representative capacity as the holder of any office.

Customer is advised to provide nomination details while opening of an account especially for sole individual accounts. In case of sole individual accounts where customer does not wish to provide any nomination details, the same should be noted exclusively in the AOF and countersigned by the customer.

Nomination can be done in favour of only one individual. If the nominee is minor, then another major individual should be appointed to receive the amount in case of claim during the minority of the nominee.

In case of minor account, the person lawfully entitled to act behalf of minor should make nomination. Nomination facility is not given to minor accounts operated by minors.

Customer can include nomination or can change / modify existing nomination details in the account during his / her lifetime. In case of joint accounts, authorization from all the account holders is necessary for any alternation in the nomination details of the account. In case the Customer is using thumb impression, the same is required to be attested by two independent witnesses.

Customer should ensure that he receives the acknowledgement for all such transactions for new nomination or change / modification to existing nominee details.

Nominee has the right to receive the applicable payment from the Bank only on the death of the account holder in sole individual account or all the account holders in case of joint account.

25. Death or incompetence

In cases where the sole account holder dies or is declared incompetent, the proceeds of the account will only be processed in favour of the registered nominee as per the Bank's records. In case there is no nomination registered in the account then the proceeds of the account shall only be settled in favour of the legal heir(s) / successor(s) or basis a court order directing the Bank to settle the proceeds of the said account in favour of a particular individual(s).

The Customer must notify the Bank immediately if any of the individual account holder or joint account holders or authorized signatory of the Account dies or is declared incompetent. The Bank may mark a freeze on such Accounts and stop all operations till the identity and credentials of the legal heir(s) / successor(s) is established to the Bank's satisfaction and claim to the balance is settled.

26. Special accounts / account variants

Any terms and conditions specially mentioned under this section for the special accounts / account variants as detailed here, will prevail over the terms and conditions mentioned anywhere else in this document.

Minor Accounts: The Bank has designed special recurring deposit accounts for minors. Since it will be a minor's account, all regulations / terms and conditions for a minor's account as covered under different sections of this document will be applicable. The account can be opened as an 'Under Guardian' account or by the minor themselves (if the minor has attained the age of 10 years or more).

Senior Citizen Account: The Bank shall provide additional interest rate benefit for any savings bank accounts held by a senior citizen customer as may be permitted under the regulations in place. The customer shall be responsible for informing the Bank about his 'senior citizenship' status. The Bank has the right to ask the customer to provide any valid age proof to authenticate the eligibility of the customer to be considered as 'senior citizen'

No frills Account: As per RBI regulations, the Bank provides 'no frills' account to extend banking service to distant places within the country. Some special conditions for these accounts are:

- **Eligibility Criteria:** As per the KYC guidelines of the Bank, a 'no frills' account can be opened by the individual who shall maintain an aggregate balance of upto Rupees Fifty Thousand (Rs.50,000/-) in all their accounts taken together and the total credit in all the accounts taken together is not expected to exceed Rupees One Lakh (Rs.1,00,000/-) in a year.

- **Simplified KYC norms:** The Bank has curated a set of simplified KYC guidelines especially for opening of such accounts. The customer shall speak to any of the Bank's representative or visit any branch to get more information on the simplified KYC guidelines for such accounts. The customer shall note that the opening & operations of such accounts will follow the KYC norms prescribed by the Bank.

Salary accounts: The Bank at its own discretion may provide certain benefits to its salary account holders. The benefits may include free multicity cheque books, free utility bill payment, zero balance benefit and so on. The customer shall note that the exact benefits that will be provided for such accounts varies from time to time and the customer shall verify with the bank regarding further details of such accounts at the time of account opening. The customer shall note that such benefits will stand true only till the time the account is eligible under this category. The customer shall agree and confirm that the Salary Account would be activated for debit transactions only after submission of Employment Proof to the Bank.

27. Closure of account

IBL reserves the right to close or freeze the Account(s), after due notice to the Customer for reasons which may include, but not limited to, the following:

- In case any of the documents furnished towards identity and address proof are found to be fake / forged / defective;
- The Account opening cheque is returned unpaid for financial reasons/ signature not matching;
- In case fraudulent / forged / fake cheques / bank drafts or any such instruments are attempted to be cleared through the Account;
- In case of frequent returns of inward / outward cheques in the Account;
- Improper conduct in the Account in terms of volume / type of transactions;
- For unsatisfactory conduct of the Account.
- In the light of the transactions in the account and other circumstances, the Bank comes to the conclusion that maintaining of such account is undesirable;
- On customers' refusal of providing required information and / or documents relating to the due diligence required to be carried out by the Bank;
- Under instruction/ order from any regulatory or statutory authorities / court of law.

The Customers shall be solely liable for return of cheques / dishonouring of any instruments consequent to such closure of the account of the customer and all the costs / charges arising out of such closure / freezing of the Account(s) shall be debited by the Bank from the customer's account.

Upon closure of the account(s) for any of the reasons specified above or otherwise, it will be the responsibility of the customer to collect the balance amount in the account, if any. Till such time the Customer collects such amounts from the account, IBL reserves the right to keep such amounts in a special office account without any interest being payable on the same. In case of any shortfall in the Account, the Customer shall be liable to pay the amount outstanding on account of charges / interest or otherwise to IBL, forthwith, without demur or protest.

In case the savings account has been frozen by the Bank under the order / instruction from any regulatory or statutory authorities / court of law then as per RBI mandate, the Bank will continue to credit the interest in the account on a regular basis. Furthermore, it will be the responsibility of the account holder to surrender the unused cheque leaves, Debit Card and all associated deliverables. The Bank will not be responsible for any loss sustained by the customer on account of loss of such instruments. Customer should also ensure that any standing instructions, ECS mandates, linked demat accounts, safe deposit lockers, FD maturity instructions related, etc., are removed from the account.

28. Change of terms

Terms & conditions are liable to change due to change in any rules/ regulations from RBI/ GOI/ IFSCA, any addition or deletion of facility / product by the Bank or any other reason which the Bank may deem fit for amending the existing terms & conditions.

The Bank may change the terms & conditions from time to time at its own absolute discretion. Such changes may not be limited to addition of new terms & conditions, deletion of existing terms & conditions, modification to an

existing terms & conditions. The Bank may communicate the changes either by displaying the same on its website, or through any other available mode of communication. The customers shall be responsible to keep themselves updated with the terms & conditions by checking the Bank's websites regularly.

29. Non transferability

The account and the services provided by the Bank to its customers are non-transferable under any circumstances and shall be used by the customer only. The Bank though reserves the right to transfer, assign, or sell its rights, benefits or obligations to any other person and these terms & conditions will continue to hold for the benefit of the successors and assigns of the Bank.

30. Notices

Notices in respect of the account, services and facilities in connection with the account may be given by IBL either through email to the customers' registered e-mail addresses or by posting a letter to the customers' registered correspondence address. IBL may also give any notice by posting the notice on its Website or by displaying the same at the branches and the same will be deemed to have been received by the customer.

31. Waiver

The Bank levies charges in the account only as per the schedule of charges communicated to customer well in advance through various channels— branch display, bank's website, terms & conditions and physical mailers. Any waiver is an absolute right of the Bank and can only be applied in case of any discrepancy / wrong debits to the account due to technical reasons. Customers are required to inform the Bank within the stipulated time period of any such discrepancy for rectification. Customers can communicate about the same to the Bank through contact centre or at their respective branch and allow necessary time for rectification.

32. Indemnity

The customer shall indemnify the Bank from any loss that may occur arising from misuse of the account or the services of the Bank.

The Bank shall not be liable to the Customer for any damages in connection with the account or the services or for any failure to perform any obligation contained in these terms and conditions or for any loss or damage whatsoever suffered or incurred by the customer.

The customer shall solely be responsible for ensuring that they are complying with all the applicable laws and regulations in any relevant jurisdiction in connection with establishment of his / her account with the Bank and shall indemnify and keep the Bank indemnified from all actions, proceedings, claims, losses, damages, costs and any other expenses which may be incurred by the Bank in connection with any failure of the customer to comply with any such applicable laws and regulations.

The indemnities as aforesaid shall continue notwithstanding the termination of the account.

The Bank shall not be liable if any transaction does not fructify or may not be completed for any failure on part of the Bank to perform any of its obligations under any circumstances or those applicable specifically to its services / facilities if performance is prevented, hindered or delayed by a force majeure event and in such case its obligations shall be suspended for so long as the force majeure event continues.

33. No encumbrances

Customer will need to ensure that no encumbrance / third party interest is created / permitted over the account (including the credit available in the account) held with the Bank without explicit written agreement with the Bank.

34. Governing law & Legal jurisdiction

The terms and conditions, or the operation of the accounts held with the Bank or services provided by the Bank to its customers shall be governed by the laws of the Republic of India only. Any disputes / claims / issues shall be

brought in the courts / tribunals under the jurisdiction of Mumbai. The Bank though reserves the right to initiate proceedings against any customer at any courts / tribunals / authorities and the customer hereby consents to that jurisdiction.

In case any provision of these terms & conditions become legally untenable / unenforceable / prohibited, then such unenforceability will apply only to the said provision and not invalidate the remaining provisions of the terms & conditions.

35. Sharing of Information / Disclosure

The customer by opening & maintaining any account with the Bank gives the Bank the right to share/ disclose the customer's account/ personal information as available with the Bank with any entity which has the right to access such information which may include but may not be limited to:

1. Reserve Bank of India (RBI)/ International Financial Service Centre (IFSC)
2. Government of India through its authorized representative / body
3. Courts / Investigating agencies
4. Securities Exchange Board of India (SEBI)
5. Authorized representatives of the stock exchanges
6. Auditors / professional advisors
7. Third party service providers with whom the Bank has executed legal contract on 'services / products' and who will need to access the information
8. Any other legal entity / authorized individual who has is entitled to such information
9. Credit Information Bureau's including but not limited to CIBIL.

The Bank reserves the right to source for any other information about the customer or their accounts / financial condition as may be deemed fit by the Bank through whatever sources are available to the Bank.

The Bank uses customer's contact information for service and promotional activities. For this the Bank may share the customer's information with other arms of the Bank's group company(s) or any other third party that are bound by the terms and conditions (on use of customer information provided by the Bank). The Bank takes express consent from its customers regarding this aspect at the time of account opening.

36. Terms and condition For Account / Deposit with International Financial Service Centre (IFSC) Branch

The Bank shall offer the products & services as permitted by the IFSCA. The regulations, guidelines & directions as issued by IFSCA shall be applicable & govern all accounts, deposits & loans opened with the IFSC Branch. Only individual with net-worth as defined by IFSCA will be allowed to avail products, services & facilities with the IFSC Branch in foreign currency. It is the customer's responsibility to check & abide by all the resident country's regulations, guidelines & directions issued by the local authorities / banking / financial regulatory bodies, as relevant and applicable.

The account & deposit will be only in foreign currency. The Bank's interest rate and policy for IFCS Branch shall be different & will be published on the Bank's website. The interest on savings account will be paid on quarterly basis. The interest on fixed deposit will be compounded on half-yearly basis. It is important to note that the account/s and deposit/s with IFSC Bank Branch is/are not covered under any Insurance / Deposit Insurance as such.

37. Force Majeure

The Bank shall not be liable if any transaction fails due to the Bank's services being disrupted or if the Bank is not able to perform / underperforms any of its obligations as outlined under the terms & conditions by an event of 'Force Majeure' and in happening of such cases, the Banks obligation shall remain suspended till such 'Force Majeure' condition persists.

In this regard, a 'Force Majeure' event mean events caused beyond the reasonable control of the Bank which may include but may not be limited to act of God, fire, flood, sabotage, virus attack on the system, earthquake, tsunami, unauthorized access/ hacking of the Bank's assets, communication failure, riot, etc.

38. Outsourcing

The Bank may outsource some of its services to a third-party professional agency/s.

39. Goods and Services Tax ("GST")

- i. The customer(s) agree(s) and confirm(s) that the GST Identification Number ("GSTIN") provided at the time of account opening will be the default / primary in case of multiple GSTIN and will be used for charging GST and reporting on the GST Network ("GSTN") portal, unless otherwise specifically requested by the customer(s) with respect to any transaction.
- ii. The customer(s) hereby agree(s) and confirm(s) that the information given of GSTIN with respect to the number and billing address provided to the Bank at the time of account opening is correct and the Bank can update the same in its records.
- iii. The customer(s) further agree(s) and confirm(s) that the information provided by the Customer can be used by the Bank for the purpose of charging GST and reporting of transactions on the GSTN portal and for other aspects related to it and to reporting to states under the GST act and the applicable rules in this regard, as amended from time to time.

40. Foreign Account Tax Compliance Act ("FATCA") / Common Reporting Standard ("CRS") declaration

- i. The customer(s) understand(s) that the Bank is relying on information provided by the customer in AOF for determining customer's status as FATCA / CRS compliant and understand that the Bank is not able to offer any tax advice on FATCA / CRS status or its impact.
- ii. The customer(s) agree(s) to submit a new form within 30 days if any certification or information in the FATCA / CRS becomes incorrect.

41. Deposit Insurance and Credit Guarantee Corporation

Each depositor in the Bank is insured by the Deposit Insurance and Credit Guarantee Corporation (DICGC) up to a maximum of ₹5,00,000 (Rupees Five Lakhs) for both principal and interest amount held by the customer in the same right and same capacity as on the date of liquidation / cancellation of the Bank's licence or the date on which the scheme of amalgamation / merger / reconstruction comes into force. The DICGC insures all deposits such as savings, fixed, current, recurring, etc. deposits except the following types of deposits:

- i. Deposits of foreign Governments;
- ii. Deposits of Central / State Governments;
- iii. Inter-bank deposits;
- iv. Deposits of the State Land Development Banks with the State co-operative banks;
- v. Any amount due on account of and deposit received outside India; and
- vi. Any amount which has been specifically exempted by the corporation with the previous approval of Reserve Bank of India.

42. Average Monthly Balance (AMB) / Average Quarterly balance (AQB) definition

- i. The customer shall open the account with a minimum balance as prescribed by the Bank. The customer shall be responsible for maintaining an Average Monthly Balance ("AMB") during a month or Average Quarterly Balance ("AQB") during a quarter as per product variant selected.
- ii. Failure to maintain the prescribed AMB during a month or AQB may attract charges and such charges may be deducted by the Bank from the customer's account.
- iii. The customer agrees that for each account variant and product feature offered, AMB / AQB requirements might vary and the customer(s) agrees that he / she / they have read and understood the respective AMB / AQB requirements to be maintained and the default charges in respect of non-maintenance of the AMB / AQB in the respective product variant.
- iv. For all details on the AMB / AQB requirement, the customer may refer the schedule of charges / Tariff Guide or the Bank's Website.
- v. There is no average balance requirement for Salary Account. However, in case there are no salary credit(s)

for 3 consecutive months, even if other transactions are being conducted, the Bank may choose to (with or without notice to the customer) not treat such a Salary Account as a salary variant; and/or migrate the Salary Account to a Savings variant. In addition to above mentioned case, if the Salary Account is not maintained by the Customer in a manner satisfactory to the Bank, the Bank also reserves the right to close the Salary Account and terminate the relationship; or to freeze all operations in the Salary Account.

43. Advance Communication to Customers in event of change in Savings Account Service Charges / Fees

- i. In event of any revision / modification in Savings Account Tariff Schedule of all charges applicable to the products and services chosen by customer, the Bank will inform the customer through various mode such as SMS / Email / letter / Statement of Account / Branch Notice Board / Bank's Website / Newspaper advertisement, etc. at least one month prior to the revised terms and conditions coming into effect.
- ii. The Bank will ensure that such changes are made only with prospective effect after giving notice of one month to the customer. If the Bank has made any change without giving such notice which is favourable to the customer, it will notify the change within 30 days of such change coming into effect.
- iii. If such change had any adverse effect to the customer, prior notice of minimum 30 days will be provided to the customer and the customer may be provided with an option to close the account or switch to any other eligible account.

44. Value Added Services

For all the Value Added Services offered by the Bank from its alliances and partnerships, the terms and conditions of value added product & services will be applicable. The Bank will not be liable for any loss / damage caused to customer by availing any such value added services or for any defect / deficiency in such value added services.

IndusInd Bank

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