



Deposit Policy

April 2018

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Deposit Policy

1.1. Introduction

- 1.1.1. One of the important functions of a bank is to accept deposits from the public for the purpose of lending. This is even more important for Bandhan Bank (“the Bank”), as growth of liability is a critical focus area of the Bank’s business. Also, more generally, the depositors and the interest paid on their deposits form the key area of the regulatory framework for banking in India and this has been enshrined in the Banking Regulation Act, 1949. While the Reserve Bank of India regulates the conduct of deposit accounts, it allows the Bank to formulate deposit products within the broad guidelines.
- 1.1.2. While reviewing this Policy, the Bank reiterates its commitment to individual customers as outlined in Bankers’ Fair Practice Code of Indian Banks Association. This document is a broad framework under which the rights of common depositors are recognized. Detailed operational instructions on various deposit schemes and related services shall be issued from time to time.
- 1.1.3. This Policy shall undergo an annual review and approval process by the Board of Directors through a Sub-committee of the Board. If any change in this Policy is approved, consequent upon any change in regulatory guidelines, market conditions, etc., such changes and approvals shall be deemed to be part of the Policy until the policy and framework are comprehensively reviewed next time. All such interim changes shall be approved by the Customer Service Committee (CSCB) of the Board.

1.2. Objectives

- 1.2.1. This Policy document on deposits outlines the guiding principles in respect of formulation of various deposit products offered by the Bank and terms and conditions governing the conduct of the account. The document recognizes the rights of depositors and aims at dissemination of information with regard to various aspects of acceptance of deposits from the members of the public, conduct and operations of various deposits accounts, payment of interest on various deposit accounts, closure of deposit accounts, method of disposal of deposits of deceased depositors, etc., for the benefit of customers. It is expected that this document would impart greater transparency in dealing with the individual customers and create awareness among customers of their rights. The ultimate objective is that the customer shall get services they are rightfully entitled to receive.

1.3. Types of liability accounts

- 1.3.1. Various deposit products offered by the Bank are assigned different names. Deposit products can be categorized broadly into the following types.
 - A. Demand deposit means a deposit received by the Bank which is withdrawable on demand;

- B. Savings account means a form of interest bearing demand deposit primarily meant to encourage savings habit, withdrawable by means of cheques or withdrawal slips, ATM cum Debit Cards, Phone banking etc.
- C. Current account means a form of demand deposit wherefrom withdrawals are allowed any number of times depending upon the balance in the account or up to a particular agreed amount.
- D. Generally, term deposit means a deposit received by the Bank for a fixed period (minimum 7 days to maximum 10 years) and withdrawable only after the expiry of the fixed period. Interest is compounded quarterly. Term deposits also include recurring deposit accounts. Recurring deposit accounts are for a minimum period of 6 months. Special fixed deposit scheme/products may have different minimum and maximum tenor in line with extant regulatory guidelines.

1.4. Account opening and operation of deposit accounts

- 1.4.1. The Bank, before opening any deposit account, shall carry out due diligence as required under Know Your Customer (KYC) guidelines issued by RBI and/or such other norms or procedures as per the policies of the Bank. If the decision to open an account of a prospective depositor requires clearance at a higher level, reasons for any delay in opening of the account shall be informed to him / her and the final decision of the Bank shall be conveyed at the earliest.
- 1.4.2. The account opening forms and other related materials shall be provided to the prospective depositor by the Bank. The same shall contain details of information to be furnished and documents to be produced for verification and / or for record. It is expected of the Bank official opening the account to explain the procedural formalities and provide necessary clarification sought by the prospective depositor when he / she approaches for opening a deposit account.
- 1.4.3. The Bank is committed to providing basic banking services to the unbanked and underprivileged sections of the society. Banking services shall be offered to them through basic savings accounts which shall be opened with limited KYC requirement norms as per regulatory guidelines. [Please refer to section 1.5 for further details on KYC guidelines]
- 1.4.4. To govern deposit products such as savings account and current account, the Bank shall normally stipulate terms and conditions, including certain minimum balances to be maintained which shall be displayed on the branch notice board. Failure to maintain minimum balance in the account shall attract levy of charges and/or downgrade of account as specified by the Bank from time to time. For savings account, the Bank may also place restrictions on number of transactions, amount of cash withdrawals, etc., during a given period. Similarly, the Bank may specify charges for issue of cheque books, additional statement of accounts, duplicate passbook, etc. All such details, regarding terms and conditions for operation of the account and schedule of charges for various services rendered by the Bank shall be communicated to the prospective depositor while opening the account.

- 1.4.5. Savings accounts can be opened for eligible person/persons and other entities as per RBI instructions while current accounts can be opened by individuals / partnership firms / private and public limited companies / specified associates / societies / trusts, departments of authority created by the government (central or state), limited liability partnership, etc.
- 1.4.6. Term deposit accounts can be opened by individuals / partnership firms / private and public limited companies / HUF/ specified associates / societies / trusts, departments of authority created by the government (central or state), limited liability partnership, etc. RBI Instructions in place from time to time shall be followed.
- 1.4.7. The due diligence process, while opening a deposit account shall involve satisfactory verification of the identity of the person, and his/her address, signature and occupation. Obtaining recent photograph of the person/s opening / operating the account shall be part of the due diligence process. The KYC documents shall be verified with the originals.
- 1.4.8. In addition to the due diligence requirements, under KYC norms the Bank is required by law to obtain Permanent Account Number (PAN) or alternatively declaration in Form No. 60 or 61 as specified under the Income Tax Act / Rules. Further seeding/registration of Aadhaar card, with the account, will be ensured by Bank in compliance with the guidelines issued from time to time by the competent authority.
- 1.4.9. Deposit accounts can be opened by an individual in his / her own name (known as account in single name) or jointly by more than one individual in their own names (known as joint accounts).
- 1.4.10. Savings account can also be opened by a minor represented by a natural guardian or mother, or jointly with a major where minor is represented by a natural guardian. Minors above the age of 10 and having ability to sign uniformly shall be allowed to open and operate saving account independently. A savings account opened by minor jointly with natural guardian / legal guardian can be operated by such natural guardian/legal guardian only. Cheque books shall be provided in minor accounts on request.
- 1.4.11. **Operation of joint account:** A joint account opened by more than one individual can be operated by a single individual or jointly by more than one individual if they are the account holders. However, a mandate modifying the manner for operating the account can be recorded with the Bank with the consent of all account holders. A savings account opened by minor jointly with natural guardian / legal guardian can be operated by natural guardian/legal guardian only, till the minor attains majority, i.e. 18 years of age and, in case there is a legal guardian, 21 years.
- 1.4.12. The joint account holders can give any of the following mandates for operation in the accounts:
- A. Either or survivor:** If the account is held by two individuals say, A & B, the account may be operated by any one and the final balance along with

interest, if applicable, shall be paid to survivor on death of anyone of the account holders.

- B. Former or survivor:** This mandate conveys that the account shall be operated by the “former” i.e. A alone, as long as he / she is alive and, after his / her death, by the “survivor” i.e. B. B shall have no authority to operate the account during the lifetime of A. B can operate the account only after the death of A. If B dies first, the account shall be operated solely by A, the legal representative of B shall have no right to the balance of the account or to operate the account.
- C. Anyone or survivor/s:** If the account is held by more than two individuals say, A, B and C, the account shall be operated by any one and the final balance along with interest, if applicable, shall be paid to the survivors on death of any one account holder.

1.4.13. This above mandates can be modified by the consent of all the account holders.

1.4.14. At the request of the depositor, the Bank shall register mandate / power of attorney given by him / her authorizing another person to operate the account on his / her behalf.

1.4.15. The term deposit account holders at the time of placing their deposits can give instructions with regard to closure of deposit account or renewal of deposit for further period on the date of maturity. In case of absence of any instructions deposits shall be treated as an auto renewal deposit and shall be renewed for a similar period at the prevailing rate of interest. In the normal circumstances, premature closure of joint deposit shall be permitted if all the depositors sign a request to that effect.

1.4.16. Nomination facility

1.4.16.1. Nomination facility shall be made available on all deposit accounts opened by individuals. In cases of nomination, cancellation and/ or variation of nomination, the receipt of the duly filled nomination form shall be acknowledged by the Bank in writing irrespective of whether the same is demanded by the customer.

1.4.16.2. Nomination shall also be available to a sole proprietary concern account. Nomination so made can be cancelled or changed by the account holder/s any time. While making nomination, cancellation or change thereof, it shall be required to be witnessed by a third party. Nomination can be made in favor of a minor for which the date of birth of the minor and full details of the guardian shall be furnished.

1.4.16.3. There shall not be more than one nominee in respect of a joint deposit account.

1.4.16.4. The Bank recommends that all depositors avail nomination facility.

The nominee, in the event of death of the depositor/s, shall receive the balance outstanding in the account as a trustee of legal heirs. The depositor shall be informed of the advantages of the nomination facility while opening a deposit account.

- 1.4.16.5. When an account holder has availed himself of nomination facility, the same shall be recorded on the face of the passbook / term deposit advice with the legend “Nomination Registered”. In addition to the legend, the Bank shall also indicate the name of the nominee on customer’s request
- 1.4.17. A statement of account shall be periodically provided by the Bank to account holders of demand deposit(s) only as per terms and conditions of opening of the account. Alternatively, the Bank shall issue a passbook to savings account holders.
- 1.4.18. The deposit accounts may be transferred to any other branch of the Bank at the request of the depositor(s).
- 1.4.19. The regulatory guidelines require the Bank to categorize customers based on risk perception and prepare profiles of customers for the purpose of transaction monitoring. Inability or unwillingness of a prospective customer to provide necessary information/details could result in the Bank not opening an account.
- 1.4.20. Inability of an existing customer to furnish details required by the Bank to fulfill statutory obligations could also result in closure of the account after due notice(s) is provided to the customer.

1.5. Know Your Customer (KYC) guidelines

- 1.5.1. Know Your Customer (KYC) is the platform on which banking system operates to avoid the pitfalls of operational, legal and reputation risks and consequential losses by adhering to the various procedures laid down for opening and operating of accounts. The Bank shall follow appropriate KYC policies, procedures and internal control mechanism designed to:
 - 1.5.1.1. Establish and document the true identity and address of the customers who maintain/establish relationships, open accounts or conduct business transactions.
 - 1.5.1.2. Obtain background information on existing and/or new customers;
 - 1.5.1.3. Safeguard the Bank from the risks of doing business with any individual or entity whose identity cannot be determined.
 - 1.5.1.4. Protect the Bank from the risks of having business relationships with any individual or entity who refuses to provide information, or who has provided information that contains significant inconsistencies which cannot be resolved after due investigation.

1.5.2. Identification through documents provided by the customer

- 1.5.2.1. The bank shall establish customer's identity (true name, residential and mailing address) with the help of certain officially valid documents (OVDs) as may be presented by the customer in original. The indicative lists of identity and address proof documents to be submitted in case of individuals are as under:

A. Proof of identity

Full KYC requirements: As per RBI instructions, only any one of below documents are valid for identity proof –

- a. Passport
- b. Driving license
- c. PAN card
- d. Voter's identity card issued by Election Commission of India
- e. Job card issued by NREGA duly signed by an officer of the state government
- f. The letter issued by the UIDAI containing details of name, address and Aadhaar number

B. Limited KYC requirements (for small deposit accounts) shall follow guidelines laid out by RBI from time to time.

- a. Attested photographs
- b. Signature / thumb impression specimen
- c. NREGA job card duly signed by an officer of state government (both identity and address proof)
- d. Aadhaar card, or letter by UIA of India with details of name, address and Aadhaar number (both identity and address proof)

C. Proof of address

As per RBI instructions, the documents listed above for proof of identity shall also suffice as proof of address.

1.5.3. Basic and Small Savings Accounts

Simplified RBI guidelines for opening Basic and Small Savings accounts for Financial Inclusion will be adhered to:

- 1.5.3.1. For all type of Deposit accounts - Single document for proof of identity and proof of address (documentary proof)

- a. There is now no requirement of submitting two separate documents for proof of identity and proof of address. If the officially valid document submitted for opening a bank account has both, identity and address of the person, there is no need for submitting any other documentary proof.

- b. To further ease the process, the information containing personal details like name, address, age, gender, etc., and photographs made available from UIDAI as a result of e-KYC process can also be treated as an 'Officially Valid Document'.

1.5.3.2. For all type of Deposit accounts - No separate proof of address is required for current address.

- a. Since migrant workers, transferred employees, etc., often face difficulties while submitting a proof of current address for opening a bank account, such customers can submit only one proof of address (either current or permanent) while opening a bank account or while undergoing periodic updating. If the current address is different from the address mentioned on the proof of address submitted by the customer, a simple declaration by her/him about her/his current address shall be sufficient.

1.5.3.3. Small Accounts

- a. Those persons who do not have any of the 'officially valid documents' can open 'small accounts' with banks. A 'small account' can be opened on the basis of a self-attested photograph and putting her/his signature or thumb print in the presence of an official of the Bank. Such accounts have limitations regarding the aggregate credits (not more than Rupees one lakh in a year), aggregate withdrawals (not more than Rupees ten thousand in a month) and balance in the accounts (not more than Rupees fifty thousand at any point in time). These small accounts shall be valid normally for a period of twelve months. Thereafter, such accounts shall be allowed to continue for a further period of twelve more months, if the account holder provides a document showing that she/he has applied for any of the officially valid document, within twelve months of opening.

1.5.3.4. Relaxation regarding officially valid documents (OVDs) for low risk customers, as outlined in RBI instructions.

- a. If a person does not have any of the 'officially valid documents' mentioned above, but if is categorized as 'low risk' by the Bank, then she/he can open a bank account by submitting any one of the following documents:
 - i. Identity card with applicant's photograph issued by Central/State Government Departments, Statutory/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, and Public Financial Institutions;
 - ii. Letter issued by a gazetted officer, with a duly attested photograph of the person.

1.5.4. Transaction Reporting Requirements

- A. The Bank shall report all cash transactions where forged or counterfeit Indian currency notes have been used as genuine. Also, details of cash transactions in customer accounts shall be reported as per the extent guidelines of FIU-IND.
- B. The Bank shall be guided by the Prevention of Money Laundering Act PMLA (2002) in identifying suspicious transactions. The Bank shall send STR irrespective of amount or threshold limit if the Bank has reasonable grounds to believe that the transactions are malafide.

1.6. Interest payment

- 1.6.1 Within the ambit of regulations, the Bank can decide the savings interest rates as per the decision of ALCO. Term deposit interest rates and premature penalty rate are decided by ALCO within the general guidelines issued by the Reserve Bank of India from time to time. Interest is not paid on deposits in current accounts.
- 1.6.2 As per Reserve Bank of India directives, interest shall be calculated on the basis of end of the day balance in savings accounts and compounded at quarterly intervals on term deposits and paid by the Bank at the rate decided depending upon the period of term deposits. In case of monthly deposit scheme, the interest shall be compounded for the quarter and paid monthly at discounted value. The interest on term deposits shall be calculated by the Bank in accordance with the formulae and conventions advised by Indian Banks Association.
- 1.6.3 The rate of interest on deposits shall be prominently displayed in the branch premises. Changes, if any, with regard to the deposit schemes and other related services shall also be communicated upfront and shall be prominently displayed at the branch.
- 1.6.4 The Bank has statutory obligation to deduct tax at source if the total interest paid / payable on all savings accounts (excluding domestic savings account) / term deposits held by a person exceeds the amount specified under the Income Tax Act. The Bank shall issue a Tax Deduction Certificate (TDS Certificate) for the amount of tax deducted. The depositor, if entitled to exemption from TDS, can submit declaration in the prescribed format (Form 15G and 15H) at the beginning of every financial year. To avoid inconvenience to the customer, the Bank shall provide acknowledgement for all 15G and 15H forms at the time of receipt.

1.7. Service Charges

- 1.7.1. The Bank will levy service charges as approved by IBA/RBI/Bank's Board. The applicable service charges will be displayed on the Bank's website and a notice of one month will be given in case of any upward revision in Service Charges.

- 1.7.2. **INTIMATION TO CUSTOMERS ON CHANGES EFFECTED** - The depositors will be informed of a change in the policy by either of the following:-
- 1.7.2.1. Advertisement in the newspapers
 - 1.7.2.2. SMS to the customers, if mobile number is registered
 - 1.7.2.3. Display on the notice board at the branch
 - 1.7.2.4. Display on Bank's website
 - 1.7.2.5. Intimation by means of a letter
 - 1.7.2.6. E-mail to customers, if an e-mail address is registered with the Bank
- 1.7.3. The MD & CEO will have authority to approve interim modifications in Standard schedule of charges which shall be included in next submission for review by the Board.
- 1.7.4. Further, bank may offer bundled products within the overall contours of Standard schedule of charges. Bundling is defined as composite offering of various features in a product variant wherein break even cost for services are notionally recovered from the total relationship value (TRV). TRV is sum total of net interest income from the average balances in customers account, net interest income on amount borrowed by the customer, direct recovery of charges from the customer account and other business relationships introduced by the customer to Bank.
- 1.7.5. The MD & CEO will have authority to approve bundling of the deposit(s) and/or merchant acquiring services product between two successive reviews of the same by the Board along with Deposit Policy.
- 1.7.6. The existing Schedule of Charges has been placed as Part – II of this policy document.

1.8. Accounts of illiterate persons

- 1.8.1. The Bank may at its discretion open savings and term deposit accounts in the names of illiterate persons, provided he / she visits the Bank personally along with a witness who is known to both the depositor and the Bank.
- 1.8.2. No joint accounts of illiterate with literate persons shall generally be opened by the Bank as illiterates are gullible and are prone to cheating by the literate in the guise of conducting their accounts. However, it may be allowed in case of joint accounts of husband and wife, and in the case of illiterates with genuine request, adequate safeguards shall be designed to avoid any inappropriate use or abuse of accounts. Cheque books shall not be provided for accounts of illiterate persons.

1.9. Minors' accounts

- 1.9.1. Minors above the age of 10 and having ability to sign uniformly shall normally be allowed to open and operate savings account independently. A savings account opened by minor jointly with natural guardian / legal guardian can be operated by such natural guardian/legal guardian only. The Bank shall take adequate care to see that the minor is receiving payment himself/herself when such account exists.
- 1.9.2. No overdraft facility shall be granted in minor accounts. Cheque books shall be issued in minor accounts on request.
- 1.9.3. It is permissible to open any type of deposit account in the name of a minor within the framework for minor account but no current account shall be opened in the name of the minor.
- 1.9.4. On attaining majority, i.e. 18 years of age and, in case there is a legal guardian, 21 years, the erstwhile minor shall confirm the balance in his/her account and if the account is operated by the natural guardian / legal guardian, fresh specimen signature, operating instructions and KYC documents of erstwhile minor shall be obtained and kept on record for all operational purposes.
- 1.9.5. A minor is one who has not completed the age of 18 years. However, where a legal guardian has been appointed by a Court, the minor shall attain majority on attaining 21 years of age

1.10. Accounts of blind persons

- 1.10.1. The Bank may at its discretion open deposit accounts other than current accounts in the names of blind persons after completing all necessary formalities. The blind persons shall generally be eligible to open both single and joint accounts.
- 1.10.2. The Bank shall take certain special precautions to protect the blind customer from being cheated by others and shall make the additional efforts to ensure security and transparency. Hence it is important to explain to him/her the rules of operations in bank account, the obvious risks involved and the precautions that he/she shall take in operating his / her account before opening the account.
- 1.10.3. While there is no legal provision for the appointment of a guardian of blind persons, the Bank may, at its discretion, allow a properly constituted attorney to operate the account on behalf of the blind account holder. However, in the cases the Bank is satisfied on merits, the next of the kin of a blind person may also be allowed to operate on his/her account as his/her constituted attorney duly authorized by a Letter of Authority or Power of Attorney as may be expedient.

1.11. Accounts of mentally challenged

- 1.11.1. The Bank may at its discretion open deposit accounts other than current accounts in the name of a mentally challenged person to be opened or

operated only by a guardian or a receiver appointed by a competent court as defined under the Mental Health Act, 1987.

1.12. Operation of Accounts by Old and Incapacitated Persons

1.12.1. Facility to sick / old / incapacitated account holders

1.12.1.1. The Bank shall recognize that sick / old / incapacitated account holders may require special attention as they may not be willing to open and operate joint account.

1.12.2. Types of sick / old / incapacitated account holders

The following categories of account holders shall be recognized as falling under this group:

1.12.2.1. An account holder who is too ill to sign a cheque / cannot be physically present in the Bank to withdraw money from his account but can put his/her thumb impression on the cheque/withdrawal form;

1.12.2.2. An account holder who is not only unable to be physically present in the Bank but is also even unable to put his / her thumb impression on the cheque/withdrawal form due to certain physical incapacity.

1.12.3. Operational Guidelines

With a view to enabling the old / sick account holders to operate their accounts, the Banks shall follow the guidelines as under:-

1.12.3.1. Wherever thumb or toe impression of the sick/old/incapacitated account holder is obtained, it shall be identified by two independent witnesses known to the Bank, one of whom shall be a responsible Bank official.

1.12.3.2. Where the customer cannot even put his / her thumb impression and also would not be able to be physically present in the Bank, a mark shall be obtained on the cheque / withdrawal form which shall be identified by two independent witnesses, one of whom shall be a responsible Bank official.

1.12.3.3. The customer may also be asked to indicate to the Bank as to who would withdraw the amount from the Bank on the basis of cheque / withdrawal form as obtained above and that person shall be identified by two independent witnesses. The person who would actually draw the money from the Bank shall be asked to furnish his signature to the Bank.

1.13. Bulk deposits

- 1.13.1. The Reserve Bank of India has clarified vide its instructions that wholesale single term INR deposit above the minimum value of Rs. 1 crore may be considered as bulk deposit. And RBI has permitted banks to offer differential interest rates for such deposits. This facility shall also be applicable to all NRO and NRE Rupee deposits of Rs. 1 crore and above.
- 1.13.2. Accordingly, the Bank shall offer the differential interest rates to bulk deposits if and as decided by competent authorities from time to time.
- 1.13.3. Bulk deposit will be accepted under both option i.e. 'With no pre-maturity' and 'With pre-maturity' payment option. In respect of bulk deposit accepted 'With no pre-maturity' condition; Premature withdrawal of bulk deposits shall not be permitted in normal circumstances except to ensure compliance with regulatory and statutory requirement. In such circumstance, the MD & CEO shall permit the pre-maturity payment for bulk deposit accepted 'With no pre-maturity' condition. At the time of accepting such deposits, the customer shall be made aware of this restriction. Penal interest shall be levied for pre-maturity withdrawal of bulk deposit as decided by ALCO. The depositor shall be informed of the applicability of penal interest at the time of accepting such deposits.

1.14. Undesirable accounts

- 1.14.1. In cases where the operations in savings or current accounts are not satisfactory, the Bank may decide to close the account and pay the balance in the account to the depositor after giving due notice. Few instances, where the account can be treated as undesirable are – where number of operations are more and not commensurate with the balance maintained in savings account, where cheques are being issued without adequate funds or arrangements to meet the cheque amount, where transactions are not consistent with AML guidelines or where the depositor is reported to be indulging in illegal or undesirable activity, etc.
- 1.14.2. As per RBI instructions, accounts in which there are frequent dishonor of cheques shall be considered 'undesirable accounts' and the Bank may decide to close the account and pay the balance in the account to the depositor after giving due notice

1.15. Term deposits of senior citizens

- 1.15.1. Term deposits received from resident senior citizens, who have completed 60 years of age, are given certain additional privileges, in tune with the guidelines received from RBI. Proof of age is required for opening senior citizen deposits. Joint accounts with another senior citizen or with person who is not a senior citizen can be opened. In the latter case, the senior citizen should be the first named depositor to avail of benefits to senior citizens.

1.16. Addition or deletion of the name/s of joint account holders

- 1.16.1. The Bank may at the request of all the joint account holders allow addition

or deletion of name/s of joint account holder/s if the circumstances so warrant or allow an individual depositor to add the name of another person as a joint account holder. However, while permitting deletion, the Bank has to ensure that the name of at least one original account holder continues to remain in the account after deletion.

1.17. Customer information

- 1.17.1. The personal information collected from the customers shall not be used for cross selling of services or products by the Bank, their subsidiaries and affiliates. If the Bank proposes to use such information, it shall be strictly with the consent of the account holder.

1.18. Secrecy of customers' accounts

- 1.18.1. The Bank shall not disclose details / particulars of the customer's account to a third person or party without the expressed or implied consent from the customer. However, there are some exceptions, viz. disclosure of information under compulsion of law, where there is a duty to public to disclose and where interest of the Bank requires disclosure.

1.19. Premature withdrawal of term deposit

- 1.19.1. The Bank on request from the depositor, at its discretion may allow withdrawal of term deposit before completion of the period of the deposit agreed upon at the time of placing the deposit. The Bank shall declare their penal interest rates policy for premature withdrawal of term deposit. The Bank shall make depositors aware of the applicable rate along with the deposit rate. Whenever, pre-maturity payment is obtained by the depositor with a view to reinvest the proceeds for a longer period than the deposit has hitherto been with the Bank, the penal interest will be waived and rate applicable for the period deposit remain with bank will be paid.
- 1.19.2. Presently, applicable penalty on pre-maturity withdrawal of fixed deposit is as under: -
- 1.19.2.1. **Domestic & Non-Resident Rupee Term Deposit** - The Penal interest rate of 1% shall be applicable on the card rate. The card rate for premature closure will be lower of the rate for the original /contracted tenure for which the deposit has been booked or the rate applicable for the tenure for which the deposit has been in force with the Bank. Minimum tenure for NRE term deposits is 1 year and no interest is payable for deposits prematurely withdrawn within the period of 1 year from the date of deposit.
- 1.19.2.2. **FCNR(B) Fixed Deposit** - Minimum tenure of term deposits is 1 year and no interest is payable for deposits prematurely withdrawn within the period of 1 year from the date of deposit. No premature penalty for the deposit withdrawn after completion of one year. However, interest shall be paid at the rate applicable for the period deposit has remained with the

Bank.

- 1.19.3. The Bank may offer sweep facilities in savings and current accounts based on threshold definitions, for configuring and breaking term deposits.

1.20. Premature renewal of term deposit

- 1.20.1. In case the depositor desires to renew the deposit by seeking premature closure of an existing term deposit account, the Bank shall permit the renewal at the applicable rate on the date of renewal, provided the deposit is renewed for a period longer than the balance period of the original deposit. While prematurely closing a deposit for the purpose of renewal, interest on the deposit for the period it has remained with the Bank shall be paid at the rate applicable on the date of initial deposit to the period for which the deposit remained with the bank and not at the contracted rate.

1.21. Renewal of overdue deposits

- 1.21.1. All term deposit accounts shall be opened only with disposal instructions on maturity which shall either be –
- A. Auto-renewal for the same period
 - B. Transfer of proceeds upon maturity to a designated account
- 1.21.2. Under this policy, the Bank shall not have overdue term deposits

1.22. Advances against deposits

- 1.22.1. The Bank may consider request of the depositor/s for loan / overdraft facility against term deposits duly discharged by the depositor/s on execution of necessary security documents. The Bank may also consider loan against deposit standing in the name of minor. However, a suitable declaration stating that loan is for the benefit of the minor shall be furnished by the depositor / applicant.

1.23. Settlement of dues in deceased deposit account

- 1.23.1. The settlement of dues in deceased deposit account will be processed as per deceased claim settlement policy in place from time to time.

1.24. Interest payable on term deposit in deceased account

- 1.24.1. In the event of death of the depositor before the date of maturity of deposit and amount of the deposit is claimed after the date of maturity, the Bank shall pay interest at the contracted rate till the date of maturity. From the date of maturity to the date of payment, the Bank shall pay simple interest at the applicable rate on the date of maturity, for the period for which the deposit remained with the Bank beyond the date of maturity; as per the Bank's policy in this regard.

- 1.24.2. In case of death of the depositor before the date of maturity of the deposit and claim of proceeds by the nominee/legal heir before maturity, payment of the proceeds will be treated like a normal premature payment without penalty.

1.25. Settlement of claims in respect of missing persons

- 1.25.1. The nominee/legal heirs of the missing depositor have to raise an express presumption of death of the depositor after a lapse of seven years from the date of his/her being reported missing under Section 107/108 of the Indian Evidence Act before a competent court of law. The claim in respect of such missing person shall be settled by the Bank if the court presumes that he/she is dead.

1.26. Insurance cover for deposits

- 1.26.1. All bank deposits are covered under the insurance scheme offered by Deposit Insurance and Credit Guarantee Corporation of India (DICGC) subject to certain limits and conditions. The details of the insurance cover in force shall be made available to the depositor.

1.27. Stop payment facility

- 1.27.1. The Bank shall accept stop payment instruction from the depositors in respect of cheques issued by them. Charges, as specified, shall be recovered.

1.28. Inoperative accounts

- 1.28.1. Accounts which are not operated for a period of two years shall be transferred to a separate inoperative account status in the interest of the depositor as well as the Bank. The Bank may, at its discretion, close zero balance accounts under this category, after serving due notice to the depositor in this regard. The depositor shall be informed of charges, if any, which the Bank shall levy on inoperative accounts. The depositor can request the Bank to activate the account for operating it.

1.29. Redressal of complaints and grievances

- 1.29.1. Depositors having any complaint / grievance with regard to services rendered by the Bank have a right to approach authority/ies designated by the Bank for handling customer complaint / grievances.
- 1.29.2. The details of the internal set-up for redressal of complaints / grievances shall be displayed in the branch premises. The branch officials shall provide all required information regarding procedure for lodging the complaint.
- 1.29.3. In case the depositor does not get response from the Bank within 30 days from date of complaint or he / she is not satisfied with the response received from the Bank, he / she shall have a right to approach the Internal Ombudsman / Chief Customer Service Officer (CCSO).

1.29.4. In case the depositor does not get response from the Internal Ombudsman / CCSO within 30 days from date of complaint to him, or he / she is not satisfied with the response received from the Internal Ombudsman / CCSO, he / she shall have a right to approach the Banking Ombudsman appointed by the Reserve Bank of India.

1.30. Policy revision

1.30.1. This policy is subject to revision based on the extant RBI guidelines from time to time.

Annexure I – Glossary

Term	Description
AML	Anti-Money Laundering
DICGC	Deposit Insurance and Credit Guarantee Corporation
IBA	India Banks' Association
KYC	Know Your Customer
NREGA	National Rural Employment Guarantee Act
OVD	Officially Valid Documents
PAN	Permanent Account Number
PMLA	Prevention of Money Laundering Act
RBI	Reserve Bank of India
TRV	Total Relationship Value
TDS	Tax Deduction at Source
UIDAI	Unique Identification Authority of India

PART –II – SCHEDULE OF CHARGES (SoC)

Deposit Product

Section A - Savings Account – Schedule of Charges & Features

Product Variants – SB-Premium / SB- Advantage / SB-Standard/ SB-Sanchay

Savings Account	Premium & SB STAFF	Advantage	Standard	GB & MB Sanchay
MAB (Monthly Average Balance)	₹ 100,000	₹ 25,000	₹ 5000	₹ 2000
MAB Penal Charges	NIL	NIL	NIL	NIL
Downgrade- MAB Non Maintenance	Downgrade to appropriate scheme	Downgrade to appropriate scheme	NA	NA
Free Cash Deposit limit per month	₹ 20,00,000/-	₹ 10,00,000	₹ 5,00,000	₹ 2,00,000
RTGS-NEFT-IMPS-DD	25 Free Transactions	10 Free Transactions	2 Free Transactions	2 Free Transactions
Cheque Leaves	100 Chq Leaves	40 Chq Leaves	20 Chq Leaves	20 Chq Leaves**
Debit Card Issuance Charges	No Charges	No Charges	No Charges	No Charges
Debit Card AMC	No Charges	AMC (Free for 1 st year. Applicable for 2 nd year onwards)	AMC (Free for 1 st year. Applicable for 2 nd year onwards)	AMC (Free for 1 st year. Applicable for 2 nd year onwards)
Bandhan ATM - Transaction	Unlimited	Unlimited	Unlimited	Unlimited
Other ATM - Free Transaction	25	10	5	5
Pass Book	Free	Free	Free	Free
Email Statement	Free	Free	Free	Free
Annual Consolidated Statement	Free	NA	NA	NA
SMS Alert	Free	Free	₹ 5 pm	₹ 5 pm for SB-Sanchay. NIL for MB-Sanchay

- A.** All charges and relaxations mentioned above are applicable on monthly basis unless specified otherwise. For first month, all concessions mentioned above will be permitted in full irrespective of the date of account opening i.e. first day or last day of the month.
- B.** In case of Non Maintenance of desired MAB (Monthly Average Balance), the bank shall have discretion to downgrade the account to appropriate product variant in line with the MAB maintained hitherto. Downgrade on account of Non-maintenance of desired MAB may be carried out without any prior notice.
- C.** Monthly unit for the calculation of MAB will include first and last day of the month for which MAB is calculated. For example – Monthly unit in April 17 will be from April 1st, 2017 to April 30th, 2017. Similarly, monthly unit for May 2017 will be May 1st, 2017 to May 31st, 2017 and so on.
- D.** Standard Schedule of Charges will be applicable for transactions over and above specific - Free limits mentioned above.
- E.** ** Presently cheque book issuance is not permitted in MB Sanchay account. – * MB Sanchay **Debit card AMC charges (RuPay debit card) will be Rs 50 + Services Tax per annum. SMS charges is NIL for MB Sanchay**
- F.** AMC for Debit Card to be collected upfront for full year, 2nd year onward.
- G.** The charges indicated above are exclusive of applicable tax. Taxes at prevailing rates as per Government rules shall be applicable over and above the mentioned charges.

Section A - Savings Account – Schedule of Charges & Features

Product Variants – SB-TASC / SB-GOS / SB-Special/ SB-BSBDA & SB-BSBDA-Small

Savings Account	TASC	GOS	Special	BSBDA	BSBDA Small
MAB (Monthly Average Balance)	NIL	NIL	₹ 5000	Nil	Nil
MAB Penal Charges	NIL	NIL	NIL	NIL	NIL
Downgrade- MAB Non Maintenance	NA	NA	NA	None	None
Free Cash Deposit limit	₹ 25,00,000/- or 20 Times MAB of last month, whichever is higher, per month	Unlimited	₹ 5,00,000 per month	₹ 1,00,000 per month	₹ 100,000 in a year*
RTGS-NEFT-IMPS-DD	100 Free Transactions	Unlimited	5 Free Transactions	Chargeable	Chargeable
Cheque Leaves	500 Chq Leaves	Unlimited	20 Chq Leaves	Not Issued	Not Issued
Debit Card Issuance Charges	Not Applicable	Not Applicable	No Charges	No Charges	No Charges
Debit Card AMC	Not Applicable	Not Applicable	Free	No Charges	No Charges
Bandhan ATM – Transaction	Not Applicable	Not Applicable	Unlimited	4**	4**
Other ATM – Transaction	Not Applicable	Not Applicable	Unlimited		
Pass Book	Not Applicable	Not Applicable	Free	Free	Free
Email Statement	Free	Free	Free	Not Applicable	Not Applicable
Annual Consolidated Statement	No charges	No charges	Not Applicable	Not Applicable	Not Applicable
SMS Alert	Free	Free	Free	Free	Free

- A. All charges and relaxations mentioned above are applicable on monthly basis unless specified otherwise. Unlimited free cash deposit for SB TASC will be applicable for first and second month i.e. M0 & M1, cash deposit charges in SB TACS over free limit will be applicable from third month i.e. M2
- B. Standard Schedule of Charges will be applicable for transactions over and above specific - Free limits mentioned above.
- C. * For BSBDA Small, the aggregate of all credits in a customer's A/C should not exceed Rs. 1 lakh in a financial year.
- D. For BSBDA Small, the aggregate of all withdrawals and outward transfers should not exceed Rs. 10,000 in a month.
- E. For BSBDA Small, the balance at any point in time should not exceed Rs. 50,000.
- F. Foreign remittances are not allowed in BSBDA Small A/Cs.
- G. In case of BSBDA Small A/Cs, A/Cs remain operational initially for a period for 12 months. This can be extended further if the A/C holder provides/furnishes evidence of submitting any one of the officially valid documents (OVDs) for KYC purpose during the first 12 months of the opening of the said account
- H. ** For BSBDA Small Maximum 4 withdrawals in a month, including ATM withdrawals at own and other Bank's ATMs shall be allowed.
- I. For BSBDA Small Basic ATM-cum-debit card will be issued free of cost and no annual maintenance charge will be applied. Cheque book facility is not available.
- J. For BSBDA Receipt/ credit of money through electronic payment channels like NEFT/RTGS will be free. Deposit/ collection of cheques drawn by Central/State Government will be free.

K. The charges indicated above are exclusive of applicable tax. Taxes at prevailing rates as per Government rules shall be applicable over and above the mentioned charges.

Section B - Non Resident Savings Account – Schedule of Charges & Features

Product Variants – NRE SB-Premium / NRE SB-Standard/ NRO SB-Premium / NRO SB-Standard

Savings Account	NRE - Premium	NRE – Standard	NRO – Premium	NRO – Standard
MAB (Monthly Average Balance)	₹ 100,000	₹ 5000	₹ 100,000	₹ 5000
MAB Penal Charges	NIL	NIL	NIL	NIL
Downgrade- MAB Non Maintenance	Downgrade to appropriate scheme	NA	Downgrade to appropriate scheme	NA
INR Cash Deposit free per month	NA	NA	₹ 20,00,000/-	₹ 5,00,000
RTGS-NEFT-IMPS-DD	25 Free Transaction	5 Free Transactions	25 Free Transaction	5 Free Transactions
Cheque Leaf	100 Chq Leaves	20 Chq Leaves	100 Chq Leaves	20 Chq Leaves
Debit Card Issuance Charges	No Charges	No Charges	No Charges	No Charges
Debit Card AMC	No Charges	AMC (Free for 1 st year. Applicable for 2 nd year onwards)	No Charges	AMC (Free for 1 st year. Applicable for 2 nd year onwards)
Bandhan ATM - Transactions	Unlimited	Unlimited	Unlimited	Unlimited
Other Indian Bank ATM - Transactions- free per month	25	5	25	5
Pass Book	Free	Free	Free	Free
Email Statement	Free	Free	Free	Free
Annual Consolidated Statement	Free	NA	Free	NA
SMS Alert [^]	Free	₹ 5	Free	₹ 5

- A. All charges and relaxations mentioned above are applicable on monthly basis unless specified otherwise. For first month, all concessions mentioned above will be permitted in full irrespective of the date of account opening i.e. first day or last day of the month.
- B. In case of Non Maintenance of desired MAB (Monthly Average Balance), the bank shall have discretion to downgrade the account to appropriate product variant in line with the MAB maintained hitherto. Downgrade on account of Non-maintenance of desired MAB may be carried out without any prior notice.
- C. Standard Schedule of Charges will be applicable for transactions over and above specific - Free limits mentioned above.
- D. AMC for Debit Card to be collected upfront for full year.
- E. Only domestic debit card will be issued for NRO account and for LOA-POA in NR Accounts.
- F. The charges indicated above are exclusive of applicable tax. Taxes at prevailing rates as per Government rules shall be applicable over and above the mentioned charges.

Section C - Salary Savings Account – Schedule of Charges & Features

Product Variants – Salary-Premium / Salary-Advantage / Salary-Standard

Salary SB Account	Premium (523)	Advantage (524)	Standard (525)
Average Salary/ Employee	₹ 25000 +	₹ 10,000 to Rs.25000	₹.7500 to Rs.10,000
Account Maintenance Charges	NIL	NIL	NIL
No Salary Credit for 1 Qtr	Downgrade to appropriate SB scheme	Downgrade to appropriate scheme to SB	Downgrade to appropriate SB scheme
Free Cash Deposit limit per month	₹ 20,00,000/-	₹ 10,00,000	₹ 5,00,000
Cash Withdrawal	Unlimited	Unlimited	Unlimited
No. of Transactions	Unlimited	Unlimited	Unlimited
Free RTGS-NEFT-IMPS-DD per month	25 Transactions	25 Trans	25 Trans
Cheque Leaf	100 Chq Leaves	40 Chq Leaves	20 Chq Leaves
Debit Card Issuance Charges	No Charges	No Charges	No Charges
Debit Card AMC	No Charges	No Charges	No Charges
Bandhan ATM - Transactions	Unlimited	Unlimited	Unlimited
Other ATM - Transactions	25	10	5
Pass Book	Not Applicable	Free	Free
Monthly Statement	Free	Free	Not Applicable
Annual Consolidated Statement	No charges	Not Applicable	Not Applicable
SMS Alert	Free	Free	Free

- A. Non-Credit of Salary for 3 months shall entail migration of the account as Normal Account appropriate product variant based on the MAB during the corresponding period.
- B. Standard Schedule of Charges will be applicable for transactions over and above specific - Free limits mentioned above.
- C. All charges and relaxations mentioned above are applicable on monthly basis unless specified otherwise. For first month, all concessions mentioned above will be permitted in full irrespective of the date of account opening i.e. first day or last day of the month.

Section D - Flexi FD + SB - Daily Deposit Product: Schedule of Charges

Bandhan Bank Schedule of Charges		Daily Deposit Scheme - SB + Flexi FD		
Minimum Average Balance Requirement (MAB)	NIL			
Charges for Non maintenance of MAB	NIL			
Account Statement				
Pass Book Facility	Free			
Cheque Book		Cheque Book - Optional		
Personalised Multi City Át Par'Cheque - 1st Cheque Book (20 Leaves)	Free			
Debit-ATM Card				
Issuance Charge & 1 st year AMC	Free			
Annual Charges (2nd Year onwards)	Rs.100			
Debit-ATM Transaction Charges		Debit-ATM Transaction Charges		
Bandhan Bank Own ATM Free Limit - per month	10			
Other Bank ATM Free Limit at other locations - per month	5			
Financial Transaction		Financial Transaction		
Cash Deposit Limit at Branch - Free Transaction (Value)	Rs.2 Lac			
Cash Deposit Limit at Branch - Free Transaction (instance)	25 Transactions			
Cash Deposit through HHD (Hand Held Device)	Unlimited			
Cash withdrawal through HHD (Hand Held Device)	Unlimited			
Miscellaneous Services		Miscellaneous Services		
Standing Instruction Charges involving Bandhan Bank Accounts	Free			
Account Closure Charges within 14 days of Account Opening	NIL			
Account Closure within 6 months – Customer induced	Rs.250			
SMS Alert Charges / month	Free			
Payment Services		Payment Services		
Free Limit on Outward IMPS/ NEFT / RTGS	2 Transactions per month free			
Limit on value of ATM transaction				
Savings Variant	ATM Limit Per Day (Rs.)	PoS Limit Per Day (Rs.)	Card to Card Transfer Limit Per Day	Trans Count Per Day
Daily Deposit Scheme - SB + Flexi FD	Rs. 10000	Rs. 10000	Rs. 10000	5
Debit Card issuance charges				
Savings Variant	Issuance Charge	Annual Charge	Re-issuance in case of Loss	PIN Re-generation *
Daily Deposit Scheme - SB + Flexi FD	Free	Rs. 100	Rs. 150	Rs. 100
Limit on number of ATM transactions				
Savings Variant	Number of free Transaction (Financial & Non-Financial) at own ATM Per Month	Number of free Transaction (Financial & Non-Financial) at other ATM Per Month	Charges beyond free limit for financial transaction	Charges beyond free limit for Non-Financial Transaction
Daily Deposit Scheme)	10	Total 5 Transaction	Rs.20 per	Rs.10

Bandhan Bank Schedule of Charges		Daily Deposit Scheme - SB + Flexi FD	
		transaction.	

- All charges and relaxations mentioned above are applicable on monthly basis unless specified otherwise
- The number of free ATM transactions, specified above, at our and other Bank ATMs are mutually exclusive.
- Standard Schedule of Charges will be applicable for transactions over and above specific - Free limits mentioned above.

Bandhan Shree – Flexi RD - Daily Deposit Scheme

Product Name: Flexi RD

Scheme Code: RDFLX

MAB: Nil

Product Proposition:

The flexible Recurring Deposits Product comes with the added benefit of contributing any amount, at any point of time. You can choose to deposit money at your convenience and you can also choose not to deposit any money in a month. There are no penalties or charges if you could not deposit money into a goal every month. If you have more spare money to save, you can deposit funds multiple times in a month into your account.

You earn a higher rate of interest than your Savings Account with the added flexibility of being able to deposit any amount at any time.

- ✓ Simple, Convenient, flexible and Safe Investment Product
- ✓ Freedom to choose your RD instalment amount: Minimum Rs.50 to Rs.500 Maximum
- ✓ No Account Maintenance Charges
- ✓ No Minimum Balance Requirement
- ✓ No Hidden Charges
- ✓ Cash deposit at your doorstep
- ✓ Computer generated receipts issued on the spot
- ✓ Get the accumulated amount on maturity
- ✓ The accounts can be opened in individual's name or jointly with other individual.
- ✓ Nomination Facility available
- ✓ Pass Book Facility
- ✓ SMS Alert Facility
- ✓ Insurance: Deposit Insurance
- ✓ 24 hrs Help Line – For Assistance

Flexi RD allows the flexibility to close your goal mid-way. However, a penalty on premature closure of account will be levied at 1% on the rate applicable as per the ROI as on the date of opening for the period run. Penal interest rate for pre-mature closure of term deposit, shall be 1% below the card rate prevailing as on the date of deposit, as applicable for the period the deposit has remained with the bank or 1% below the contracted rate, whichever is lower.

Suggested ROI Calculation Methodology for Flexi RD: Applicable Interest Rate will be applied on day end balance method with quarterly compounding. The product has been approved by PCMC and is ready to be rolled-out. However, the product roll out will be subject to Management Decision.

Flexi RD – Daily Deposit Product: Schedule of Charges

Bandhan Bank Schedule of Charges	Bandhan – Flexi RD
Average balance Requirement (AQB)	NIL
Charges for Non maintenance of AQB	NIL
Account Statement	Account Statement
Pass Book Facility	Free
Cheque Book	Cheque Book
Personalised Multi City At Par/Cheque - 1st Cheque Book (20 Leaves)	NA
Debit-ATM Card	Debit-ATM Card
Issuance Charge	NA
Annual Charges (2nd Year onwards)	NA
Debit-ATM Transaction Charges	Debit-ATM Transaction Charges
Bandhan Bank Own ATM Free Limit - per month	NA
Other Bank ATM Free Limit at other locations - per month	NA
Financial Transaction	Financial Transaction
Cash Deposit Limit at Branch - Free Transaction (Value)	Rs.2 Lac
Cash Deposit Limit at Branch - Free Transaction (instance)	25 Transactions
Cash Deposit through HHD (Hand Held Device)	Unlimited
Cash withdrawal through HHD (Hand Held Device)	NA
Miscellaneous Services	Miscellaneous Services
Standing Instruction Charges involving Bandhan Bank Accounts	NA
Account Closure within 6 months	NA
SMS Alert Charges / month	NA
Payment Services	Payment Services
Free Limit on Outward IMPS/ NEFT / RTGS	NA

* Standard Schedule of Charges will be applicable for transactions over and above specific - Free limits mentioned above

Section E - Current Account – Schedule of Charges & Features

Product Variants – CA-Premium / CA-Advantage / CA-Standard/ CA –Samruddhi

Current Account	Premium	Advantage	Standard	SEL
MAB (Monthly Average Balance)	₹ 100000	₹ 25000	₹ 5000	₹ 5000
MAB Penal Charges	₹ 2500	₹ 1000	₹ 300	₹ NIL
Downgrade- MAB Non Maintenance	Downgrade to appropriate scheme	Downgrade to appropriate scheme	NA	NA
Free Cash Deposit per month	₹ 25,00,000/- or 20 Times of last month MAB whichever is higher	₹ 15,00,000	₹ 5,00,000	₹ 5,00,000
Cash Withdrawal	Unlimited	Unlimited	Unlimited	Unlimited
No. of Transactions	Unlimited	Unlimited	Unlimited	Unlimited
Free RTGS-NEFT-IMPS-DD per month	100 Transactions	15 Transactions	5 Transactions	10 Transactions
Cheque Leaf	500 Chq Leaves	200 Chq Leaves	50 Chq Leaves	50 Chq Leaves
Debit Card Issuance Charges	No Charges	No Charges	No Charges	No Charges
Debit Card AMC	No Charges	AMC (Free for 1 st year. Applicable for 2 nd year onwards)	AMC (Free for 1 st year. Applicable for 2 nd year onwards)	AMC (Free for 1 st year. Applicable for 2 nd year onwards)
Bandhan ATM - Transaction	Unlimited	Unlimited	Unlimited	Unlimited
Other ATM - Free Transaction	50	15	10	10
Pass Book	NA	NA	NA	Free
Email Statement	Free	Free	Free	NA
SMS Alert	Free	₹ 20 pm	₹ 20 pm	Free

- A. All charges and relaxations mentioned above are applicable on monthly basis unless specified otherwise. Unlimited free cash deposit for CA Premium will be applicable for first and second month i.e. M0 & M1, Cash deposit charges in CA Premium over free limit will be applicable from third month i.e. M2
- B. In case of Non Maintenance of desired MAB (Monthly Average Balance), the bank shall have discretion to downgrade the account to appropriate product variant in line with the MAB maintained hitherto. Downgrade on account of Non-maintenance of desired MAB may be carried out without any prior notice.
- C. Charges for non-maintenance of MAB will be applicable from 2nd month i.e. M1 onwards. Charges will be applied after completion of the month for non-maintenance of MAB.
- D. Standard Schedule of Charges will be applicable for transactions over and above specific - Free limits mentioned above.
- E. Monthly unit for the calculation of MAB will include first and last day of the month for which MAB is calculated. For example – Monthly unit in April 17 will be from April 1st, 2017 to April 30th, 2017. Similarly, monthly unit for May 2017 will be May 1st, 2017 to May 31st, 2017 and so on.
- F. The charges indicated above are exclusive of applicable tax. Taxes at prevailing rates as per Government rules shall be applicable over and above the mentioned charges.

Section E - Current Account – Schedule of Charges & Features

Product Variants – CA-TASC / CA-GOS / CA-Banks

Current Account	TASC	GOS	Banks
MAB (Monthly Average Balance)	₹ 25000	Nil	Nil
MAB Penal Charges	NA	Not Applicable	Not Applicable
Downgrade- MAB Non Maintenance	NIL	Not Applicable	Not Applicable
Free Cash Deposit per month	₹ 25,00,000/- or 20 Times of last month MAB whichever is higher	Unlimited	₹ 25,00,000/- or 20 Times of last month MAB whichever is higher
Free RTGS-NEFT-IMPS-DD per month	100 Transactions	Unlimited	100 transactions per month (excluding DD)
Cheque Leaf	500 Chq Leaves	Unlimited	500 Chq Leaves
Debit Card Issuance Charge	Not Applicable	Not Applicable	Not Applicable
Debit Card AMC	Not Applicable	Not Applicable	Not Applicable
Bandhan ATM - Transactions	Not Applicable	Not Applicable	Not Applicable
Other ATM - Transactions	Not Applicable	Not Applicable	Not Applicable
Pass Book	Not Applicable	Not Applicable	Not Applicable
Monthly Statement	Free	Free	Free
SMS Alert	Free	Free	Free

- A. All charges and relaxations mentioned above are applicable on monthly basis unless specified otherwise. Unlimited free cash deposit for CA TASC and CA Banks will be applicable for first and second month i.e. M0 & M1. Cash deposit charges, in CA TASC and CA Banks, over free limit will be applicable from third month i.e. M2.
- B. Standard Schedule of Charges will be applicable for transactions over and above specific - Free limits mentioned above.
- C. The charges indicated above are exclusive of applicable tax. Taxes at prevailing rates as per Government rules shall be applicable over and above the mentioned charges.

Section F - Standard Schedule of Charges

Common service charges applicable to all Savings Account (SB) & Current Account (CA) variants including Non Resident Deposits

Schedule of Charges – SB & CA Account	Bandhan Bank
Payment Services	Payment Services
Free Limit on Outward IMPS/ NEFT / RTGS	As per Product variant
RTGS Payment (Outward) Rs.200,000 to Rs.500,000 per transaction	Rs.25
RTGS Payment (Outward) Above Rs.500,000 per transaction	Rs.50
NEFT Payment (Outward) Upto Rs.10,000 per transaction	Rs.2.50
NEFT Payment (Outward) Rs.10,001 to Rs.100,000 per transaction	Rs.5
NEFT Payment (Outward) Rs.100,001 to Rs.200,000 per transaction	Rs.15
NEFT Payment (Outward) Above Rs.200,000 per transaction	Rs.25
IMPS Payment (Outward) Upto Rs.2000 per transaction through RIB, CIB & MB	Free
IMPS Payment (Outward) Upto Rs.100,000 per transaction	Rs.5
IMPS Payment (Outward) Above Rs.100,000 to Rs.200,000 per transaction	Rs.15
DD (PO) issuance charges - Upto Rs.2000	Rs.20
DD (PO) issuance charges - Rs.2001 to Rs.10,000	Rs.50
DD (PO) issuance charges - Above Rs.10,000 (Min Rs.60 & Max Rs.1500)	Rs.2 / 1000
DD (PO) - Duplicate Issuance per instrument	Rs.100
DD (PO) - Cancellation/ Revalidation Charges per instrument	Rs.100
Cheque Stop Payment per Instrument	Rs.100
Cheque Stop Payment per Series	Rs.300
Cheque return charges - Financial Reason for inward	Rs.300
Cheque return charges - Financial Reason for outward	Rs. 50
ECS Return Charges - Financial Reason	Rs.200
Collection Services	Collection Services
Intra Bank Fund Transfer – Collection	Free
RTGS Collection	Free
NEFT Collection	Free
IMPS Collection	Free
Cheque Collection (Local Clearing)	Free
Cheque Collection (Outstation) Upto & including Rs.5000 per instrument	Rs.25
Cheque Collection (Outstation) above Rs.5000 & upto & including Rs.10,000 per instrument	Rs.50
Cheque Collection (Outstation) above Rs.10,000 & upto & including Rs.100,000 per instrument	Rs.100
Cheque Collection (Outstation) above Rs.100,001 & upto & including Rs.500,000 per instrument	Rs.200
Cheque Collection (Outstation) above Rs.500,001 & upto & including Rs.10,00,000 per instrument	Rs.225
Cheque Collection (Outstation) above Rs.10,00,001 per instrument	Rs.250
Cash Transaction	Cash Transaction
Cash Deposit Free Limit at Branch - per month	As per Product variant
Cash Handling Charges (CHC) for Deposit beyond Free Limit	Rs.2.50/1000 (Min. Rs.20/-)
Cash Pick-up & Delivery at Client Location	Agency charges (Actual) + CHC
Cash withdrawal at POS (Card/ Non-Card based)	1% of transaction amount

Schedule of Charges – SB & CA Account	Bandhan Bank
Pass Book	Pass Book
Free - Pass Book Facility	As per Product variants
Duplicate - Pass Book with current balance	Rs.100
Duplicate - Pass Book issuance with previous 40 entries and part thereof	Rs.100
Statement of Account	Statement of Account
Free - Monthly Statement	As per Product variant
Duplicate - Monthly Statement	Rs.100
Free - Annual Consolidated Statement	As per Product Variants
Duplicate - Annual Consolidated Statement	Rs.200
email – Statement (Monthly)	Free
Cheque Book	Cheque Book
Free - Personalised Multi City 'At Par' Cheque Book	As per Product variant
Additional Cheque Leaves over & above free limit as per Product variant	Rs 2 / leaf
Miscellaneous Services	Miscellaneous Services
Standing Instruction Charges involving Bandhan Bank Accounts	Free
Account Closure Charges within 14 days of Account Opening	Nil
Account Closure within 6 months – Customer induced	Rs.300
Free SMS Alert Services	As per Product variant
SMS Alert Charges per month	Rs.5
Postal Charges - Registered Post/ Speed Post/ Courier Charges per instance	Rs.50 / Actual
Postal Charges - Ordinary Post per instance	Rs.20 / Actual
Record Retrieval charges (Cheque/ Instruction/ Charge Slip)	Rs.100
Signature, Address and Photo attestation	Rs.100
Duplicate Interest & Balance Certificate Issuance Charge	Rs.100
Duplicate TDS Certificate Issuance Charge	Rs.100
Bank@Home (Free - Chq/Cash Pick up & Drop) Max Rs.50,000/- per Visit (Available only on SB Premium and SB Special)	As per Product variant
Charges, per instance, beyond Free Home Banking Limit	Rs.250
Locker Rent (per annum) w.e.f. 01.04.2016	Small –Rs. 3000, Medium –Rs. 6000, Large –Rs. 9000

Note:

1. This schedule is produced to keep customers informed of a broad range of services and applicable charges. For any services or charges not covered under this brochure, please contact your home Branch. High Value Cash deposit and withdrawal shall be permitted as per pre-defined arrangement with the Bank.
2. The charges indicated above are exclusive of applicable tax. Taxes at prevailing rates as per Government rules shall be applicable over and above the mentioned charges.
3. It will be the responsibility of the customer to have their valid e-mail ID, mobile number and address updated with the Bank at all times, so as to receive account information, transaction details, alerts etc.
4. The service charges are subject to periodic revision, the prevailing charges would be hosted on www.bandhanbank.com
5. Locker facility available in selected branches only.