



Bandhan Bank Limited

Savings Account – Most Important Terms & Conditions

I/We understand that as a Customer of Bandhan Bank, I am/we are subject to the Terms and Conditions (T&C) and rules of the Bank in force, and the changes made thereto from time to time, as communicated and made available on the Bank's website, and agree to abide by them. Any changes to the T&C will be available on the website <https://bandhanbank.com/> only.

Account opening and maintenance: I/We understand and agree that all services, including opening and maintenance of the account with Bandhan Bank, are subject to extant guidelines of Reserve Bank of India as well as the Terms & Conditions and internal guidelines prescribed by Bandhan Bank from time to time.

I/We understand agree that the Bank before opening any account will carry out a due diligence as required under Know Your Customer Guidelines of the Bank and I/We would be required to submit duly filled and signed-in Account Opening Form along with necessary documents, proofs and information as sought by the Bank. Further, after the account is opened, in compliance with the extant regulatory guidelines, I agree to submit the necessary documents in respect of KYC again at periodic intervals, as may be required by the Bank.

I/We understand and agree that notwithstanding the documents and account opening form provided, the bank reserves the right to accept/reject my/our application and the Bank's decision in this regard will be final. I/We understand and agree that in the event this account is not opened, and I/We have initially funded the account in cash for Rs.20,000 or more, the amount will be refunded to me/us in the form of a DD/PO only.

Customer/Account Information: I/we agree that any change in my/our personal information, residential status, address, etc. will be immediately (not later than 2 weeks) informed to the Bank, along with documentary proofs as required.

I/We understand and agree that all information provided by me/us of any nature (including personal & sensitive information) will be used in the provision of services or facilities, facilitation of transactions, providing information and updates (including value-added services), research and analytics, credit scoring, verification, participating in telecommunication or electronic clearing network as may be required by law/customary practice by the bank.

I/We agree that all information provided by me/us of any nature (including personal & sensitive information) can be shared with agencies/service providers, who have an agreement with Bandhan Bank for business purpose, on need-to-know basis. Bandhan Bank shall remain committed to comply with the rules and regulations as applicable from time to time in this context in accordance with the bank's Privacy policy. If at any time I/we intend to revoke my/our consent to the sharing of the data, the products/services available to me/ us, pursuant to the consent provided earlier, shall no longer be available to me/us, and I/we shall be required to initiate closure of such products/services.

I/We understand that Bandhan Bank or its officers will never seek sensitive information such as my/our Internet Banking Login ID, Password, Credit/Debit card numbers, Account number/details etc. over phone or through email or SMS. In case I/We receive a message of this type or telephonic call that appears to be from Bandhan Bank, or related to an Bandhan Bank product or service, I/we will not respond and report the same to the nearest Bandhan Bank Branch or 24X7 Customer Care Number.

Services: I/We understand and agree that all services/facilities will be provided by Bandhan Bank on a best effort basis. The complete list of services available to me/ us will be available on Bank's website <https://bandhanbank.com/>

I/We understand and agree that the Bank can at its sole discretion, amend any of the services/facilities given in my/our account either wholly or partially at any time by giving me at least 30 days' notice and/or provide an option to me to switch to other services /facilities.



I/We understand and agree that the Bank shall not be liable for any damages, losses (direct or indirect) whatsoever, due to disruption or non-availability of any services/facilities due to technical fault/error or any failure in telecommunication network or any error in any software or hardware systems beyond the control of the Bank.

Nomination & Survivorship Facility: I/We understand that the nomination facility is available in savings bank account and that, nomination can be made in favour of only one nominee (individual). If, I do not wish to avail the nomination facility due record has to be made on the account opening form. Further, I/we understand that joint accounts with survivorship benefit can be operated by the survivor(s) in case of demise of the joint holder after fulfilling bank's prescribed formalities.

Fees & Charges: I/We understand and agree to that I/We shall be liable to pay all charges, fees, interest, costs wherever applicable, which Bank may levy with respect to my account or any transaction or services rendered and the same maybe recovered by the Bank by a debit to my/our account. The Schedule of Charges will be made available on the Bank's website <https://bandhanbank.com>. GST and other statutory imposts, as applicable from time to time will be levied on all fees.

Change in Fees & Charges: I/we understand and agree that any change/discontinuation of Fees & Charges, Services etc. will be intimated to me at least 30 days in advance through letter/SMS/website/email or other means of communication. However, if any change is made without prior notice, I would be notified of the same within 30 days.

If I opine that the said change is not to my benefit, I may, within 60 days of the notice, close my account or switch to any other eligible account, without having to pay the revised charges/interest.

Recovery of Fees, etc.: If no funds are available in the account to pay fees/charges, I/we authorise Bandhan Bank to set off any available credit, including amounts flowing into the account from collection proceeds or any deposits held in my/our name.

Authorisation to reverse erroneous entries: I/We understand that the Bank has the authority to debit my/our Account/s to recover any amount credited by the Bank erroneously. I/We declare that I/We will not utilise the amount or make the loss good to the bank in case of any wrongful gain/credit by any means in my account which I/We am/are not entitled to.

Interest Payment: I/We understand that, in Savings Accounts, Bandhan Bank pays interest, at Quarterly intervals, on daily balance and differential rate of interest is paid as per balance available in account. Interest rates are subject to change at the sole discretion of Bandhan Bank.

I/We understand that the Interest rates for Savings Account and various other deposit products will be available on the website <https://bandhanbank.com/>

Transactions: I/We understand and agree that the Savings Bank Account is essentially an account to build up savings and should be used to route transactions of only non-business/ non-commercial nature. It should not be used as a Current Account. If the Bank at any stage finds that the Savings Bank Account is being used either for the purpose for which it is not allowed or for the purpose of routing transactions which are dubious or undesirable, the Bank reserves the right to close such Savings Bank Account, without any prior notice. Any transactions undertaken from this account, shall be in compliance of all the FEMA rules, regulations or notifications thereunder.

I/We understand and agree that all instructions, both financial and non-financial in nature (e.g., Issuance of Cheque book/card, financial transactions, change in personal details etc.), relating to my/our account will have to be intimated to the Bank by me/us only through channels authorised/ approved by the Bank.

Such channels will be specified by the bank, based on prevailing regulatory guidelines, etc. The Bank will not normally act on instructions that do not come in through the authorised channels, but reserves the right to act upon the same, at its sole discretion, under extraordinary circumstances.

Channel facilities: I/we understand that in case channel facilities provided by Bandhan Bank is /are availed by me then, Bandhan Bank is not liable for fraud in the event of disclosure of sensitive information such as passwords, PINs, or IDs by me/us to third party/s or unauthorised use thereof.



I/we also undertake to inform the bank immediately in case of loss of Cheque leaf(s), Credit/Debit Card(s) linked to my/our account. Bank will record and accept instructions from the drawer for stopping payment requests against Cheque/s that are lost, stolen, or not required to be paid against, only if such instructions are received from the drawer by the Bank, prior to presentment of such Cheque at the Bank or in the case of e-cheques, only if the stop payment requests are logged prior to payment of moneys against the same, and Bank shall not be responsible in any manner whatsoever for any losses caused, or payments made, if the Cheques are presented for payment to Bank prior to receipt of instructions, if any, from the drawer of the Cheque/s or in the case of e-Cheque, if the stop payment requests are logged after payment against such cheques has been initiated by Bank. Bank may charge Service charge for such countermanding instructions.

I/We shall issue cheques in the account only after making prior arrangement of funds in the account to avoid returns/dishonor. In case of large number of returns/dishonors in the account, the Bank reserves the right to take corrective action for the specific accounts as deemed fit.

If for whatever reasons the Account has a debit balance, I/We shall pay interest and other charges in accordance with Bank's prevalent rates and practice. Any temporary overdraft in the Account should be construed as a one-time facility only and not a continuous arrangement.

Dispute Regarding Transaction: Unless I/We report a problem/unsatisfactory transaction/error within Seven (07) days of such transaction/occurrence, the same shall be deemed to be accepted by me/us.

Deposit Insurance: I/we understand that the deposits of the bank are insured with DICGC and in case of liquidation of the bank, DICGC is liable to pay each depositor through the liquidator, the amount of his deposit up to Rupees Five lakh within two months from the date of claim list from the liquidator. I/we understand that further details are available on www.dicgc.org.in

Monthly Average Balance: I/We understand that some of the Savings account schemes have a minimum monthly average balance requirement stipulated by the Bank. I/We agree that I/We will maintain the minimum balance in my/our account as prescribed by the Bank from time to time. I/we agree that:

- 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 of account due to non-maintenance of desired MAB may be carried out without any prior notice.
- In case of salary accounts, if no salary credit is received for consecutive 3 (three) months after completion of initial 12 (twelve) months from the date of account opening, the salary account variant shall be converted to Classic Savings account variant, and the relevant terms and conditions shall be applicable. Upon such reclassification, all benefits associated with the salary account variant shall be withdrawn and you will need to maintain the minimum Monthly Average Balance (MAB) of Rs.10,000.

Re- submission of KYC documents: I/We agree that as and when requested by bank, KYC documents shall be provided by me/us.

Inoperative/dormant Accounts: I/We agree that accounts in which there are no operations (i.e., no credit or debit transactions other than crediting of periodic interest or debiting of service charges) for more than 24 months may be categorised as 'Inoperative/Dormant account'.

Transaction(s) Restricted: I/We authorise the bank to restrict transaction (s) in my/our account in the following circumstances under intimation to me/us (a) Balance in the account remaining zero for consecutive 3 months or more. (b) No transactions induced by me/us in the account for a period of 2 years or more. (c) When a minor, who is the holder of the account, attains majority. (d) If it is suspected by the bank that transactions in my/our account are not initiated by me/us (the Bank will not assume any liability for the transactions already executed).

I/We understand and agree that the Bank may freeze transactions in my/our account without notice, if it is suspected that my account is being misused as a channel for unauthorised money pooling or a conduit for any illegal activity.



Account Closure: I/We agree that, under normal circumstances, the Bank has the liberty to close my account at any time by giving me at least 30 days' notice and remit to me/ us the balance, lying in the account, net of all charges and out-of-pocket expenses, by means of a DD sent to my/our address as available in Bank's record. Without in anyway limiting the right of the Bank to close my/our account for any reason it deems fit, I/we authorise the bank to close my/our account in the following circumstances, with intimation to me/us (a) High occurrences of dishonored payments from my/our account (b) If the bank is not able to verify my/our identity/obtain the necessary documentation either because I/we don't cooperate or if the data/information provided by me/us is not reliable and (c) In the event of inappropriate behavior/ gross misconduct by me/us or my/our representatives in the Bank premises.

I/We agree that in case of joint accounts, the closure request has to be signed by all the joint signatories. Service charge at prescribed rate may be recovered as per schedule of charges during closure of accounts.

Indemnity: I /We agree that I/We shall indemnify and hold the Bank harmless against all actions, claims, demands, proceedings, losses, damages, costs, charges and expenses whatsoever which the Bank may at any time incur, sustain, suffer or be put to as a consequence of or by the reason of or arising out of providing any of the services or due to any negligence/mistake/misconduct on my part or breach or non – compliance by me/us of any of the Terms & Conditions relating to any of the services or by reason of the Bank in good faith taking or refusing to take action on any instruction given by me.

Force Majeure: The Bank shall not be liable if any transaction does not fructify or may not be completed or for any failure on part of the Bank to perform any of its obligation under these Terms & Conditions 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.

I/We understand that these terms and conditions and /or the operations in my/our account(s) maintained by Bandhan Bank and or the use of the services and products offered by the Bank shall be governed and be subject to laws of India including rules, regulations, guidelines, circulars and notification issued by applicable regulators including the

Reserve Bank of India and Securities & Exchange Board of India from time to time.

I/We have read and agree to the above stated terms and conditions.

Signature/Thumb Impression of Account Holder (s)/Seal:

Date:

Place: