



Terms and Conditions

I/We, am/are aware of the following:

- The conditions as stipulated hereunder are in addition to the conditions and not in derogation to the conditions that are displayed on the website of Equitas Small Finance Bank Limited (hereinafter referred as Bank) Governing Savings Accounts.
- Opening this type Savings Bank account online through Bank's digital platform has no manual intervention or role of Bank.
- The initial payment for the account shall be remitted only from a full KYC complied account.
- Except for the address for communication, I/ we will not be able to modify or alter any other details drawn from UIDAI data base.
- I/We are aware that we shall not be offered or eligible to obtain cheque book (will be provided under reasonable circumstances) and physical Debit Card etc., in the event of I/We choosing to avail the savings account opening facility offered under FREO SAVE Equitas Saving Account.
- I am/ we are aware that within 72 hours of account opening, the permitted per day debit transaction (Fund Transfer) limit will be a maximum of Rs.2000/- (with a maximum transaction count of 5 per day). Post 72 hours, the permitted per day debit transaction (Fund Transfer) limit will be a maximum of Rs.5000/- (with a maximum transaction count of 10 per day). Further, the permissible monthly transaction limit will be a maximum of Rs.20000.
- The identity proof of the account opening is my/our Aadhaar Card.
- I/ we agree and hereby authorise Equitas Small Finance Bank Limited to fetch my/ our personal details using OTP. Aadhaar E-KYC which will be used for KYC purposes. My/ our personal details are being drawn from the database maintained by UIDAI, based on the Aadhaar number provided by me/us. Bank is not responsible for any incorrect information that may appear in the data provided by me/ us.
- The opening of the account will be confirmed only after I/ we enter the OTP number received in my/our mobile number linked to and available in Aadhaar database.
- As the details are drawn from UIDAI database it cannot be modified or altered by me/us.
- I/ we are solely responsible for the data provided and made available for opening the account.
- I/ we hereby authorize Bank to verify my/ our PAN online through the website of the Income Tax Department.
- In the event of the data provided by me/us is lost or get distorted during transmission and I/ we shall not make the Bank liable or responsible for the same.
- In the event of any technical fault or error occurred during the opening of the account, due to the reason of account opening process through digital platform, it shall be beyond the control of Bank and Bank under no circumstances shall be held liable or responsible for any loss caused in this regard.
- In an event of mismatch in Aadhaar Details and PAN, I/ we acknowledge that Bank has the right to reject our application and refund my/ our amount. If applicable.
- I/ we am/are required mandatorily by Bank for personal verification of the details, made available by me/ us digitally, in person by scheduling a KYC verification visit at my / our current address or by approaching your branch, within 12 months from the date of opening of the account. If the KYC documents as specified by Bank, is not furnished within 12 months, the account shall be closed by Bank immediately with/ without any reference to me/ us.
- Till such time, I/ we present the personal details for verification, there shall be restrictions on credits and debits in the account as per the guidelines issued by the RBI,

which, as on date, restricts me/ us from holding aggregate credit balance of more than Rs.1 lakh in all the accounts held with Bank and cumulative credit transaction carried out by me/ us would not exceed Rs.2 lakhs in a financial year. The account would be totally frozen until 12 months from date of account opening, in case of breach of limits specified by RBI. The account could be operated only when the KYC documents as specified by Bank is furnished.

- I/ we are also aware that if the verification has not been done by me/ us even beyond the 12 months period, Bank reserves the right to close my/our account without any intimation to me/ us and I/ we will have to visit the branch for withdrawing the funds by providing valid documents as specified by Bank. I/ we shall not have any claim or dispute with Bank for any loss that may result to me/ us in this regard as it is solely attributable to me/ us.
- Till I/ we present the KYC details in person by scheduling a KYC verification visit at my / our current address or to your branch for verification, I/ we are not allowed to carry out any transactions at the branch, further, I/ we are not entitled to cheque, cash, NEFT, RTGS and IMPS transactions through branch. However I/ we are permitted to carry out online/ digital transactions through Net banking/ Mobile banking, If applicable.
- I/ we are aware that there can be only one SB account per customer ID through the digital channel. I/ we declare that no other account has been opened nor will be opened using OTP based Aadhaar e-KYC within the same Bank or with any other bank.
- I/ we are aware that the link for opening Selfe Account uses cookies to ensure best experience.
- I/ we agree that this account shall be subject to regular scrutiny and monitoring from Bank and bank shall have the right to place the account under total freeze/ debit freeze/ close the account at its sole discretion, in case of suspicious transactions or transactions not inconsistent with RBI guidelines relating to the account.
- I/We am/are aware that to transact through branches, I/we need to visit an Equitas Small Finance Bank branch and complete signature proof formalities. I/We confirm that I/We will avail of branch transaction facility once the signature proof is updated in the records.
- I am aware that I can convert my account to Full KYC only through Client Name and shall schedule an appointment for the same, as per requirement.
- I/We hereby confirm that I/We am/are not Non-Resident Indian (NRI) and is not below the age of 18. Also there shall be restrictions on credits and debits in the account as per the guidelines issued by the RBI, which, as on date, restricts me/ us from holding aggregate credit balance of more than Rs.1 lakh in all the accounts held with Equitas Small Finance Bank Limited and cumulative credit transaction carried out by me/ us would not exceed Rs.2 lakhs in a financial year. If, I/We do not complete the full KYC process within a period of 1 year from date of account opening, I/We hereby authorize bank to close my account.
- I/We agree and hereby authorize Equitas Small Finance Bank Limited to collect my personal details from UIDAI. The Information provided here are true to my/our knowledge and can be verified by any competent authority and also I/We confirm that I have not used the OTP based Aadhaar (E-KYC) to open bank account with any other bank in non-face-to- face mode nor will I open any account with any other bank using OTP based KYC in non-face-to-face mode.
- I declare that I/ we am/are neither politically exposed nor related to a politically exposed person.

Customer Consent:

- I/We hereby agree to avail the Host 2 Host (H2H) Services/ API Services from Equitas Small Finance Bank Limited and accept such terms, regulations, conditions, governing such services hosted on www.equitasbank.com and as may be laid down by Equitas Small Finance Bank Limited, for the purpose from time to time.
- I hereby declare, confirm and agree that: the H2H Services/ API Client Server shall be located at the Client Name Cloud / premises.
- The Aggregator shall act as the Transaction Initiator under the H2H Service/ API service, that all the payment instruction files will be uploaded from Aggregators platform to Bank's platform and the acknowledgement/ status shall be updated to the aggregator as and when the transactions initiated through the Aggregator's platform are completed.
- I/We hereby authorize Bank to accept and act upon any and all payment instructions initiated on the Aggregator's platform and received through H2H Service/ API Service as through the same were given on Bank's internet banking portal by the authorized users in respect of the Account(s). We agree to hold Bank harmless and indemnify Bank against any and all suits, costs, claims, proceedings counter claims, action, losses, damages, liabilities, demands, expenses (including, without limitation, attorney's fees and court costs) whatsoever which Bank may suffer/incur on account of it executing such instructions of authorised users received through aggregator's platform.
- All dispute, difference and/or claim shall be subject to jurisdiction of courts in Chennai.
- I hereby consent, agree and authorize Equitas Small Finance Bank Limited. to fetch my personal details from UIDAI. I also confirm that I have no objection in authenticating myself with Aadhaar based authentication system and I voluntarily consent for providing my Aadhaar number / VID number, Biometric information and/or One Time Password(OTP) data (and/or any similar authentication data) for the purpose of saving account opening. I understand that the biometric and/or OTP and/or any other authentication data I may provide for authentication shall be used only for authenticating my identity through the Aadhaar authentication system for the specific transaction or as per requirement of law and for no other purposes. I confirm that I have been informed about the alternatives for submission of identity information. I understand Equitas Small Finance Bank Limited shall ensure security and confidentiality of my personal identity data provided for the purpose of Aadhaar based authentication. I authorize Equitas Small Finance Bank Limited to verify and authenticate my Aadhaar, during processing of my savings account. I further authorize Equitas Small Finance Bank Limited to share the details/information pertaining to my Aadhaar, with regulatory/ statutory bodies as and when required.
- I hereby provide my consent to Equitas Small Finance Bank Limited for sharing my Aadhaar related details/information along with my savings account related details with FREO SAVE, for improving FREO SAVE services and offering personalized services to me / us and for content and advertising.

Classification	FREO SAVE
Data elements stored	Demographics such as Date of birth of customer ,Aadhaar name ,Aadhaar Photo, Gender, Aadhaar Address given by customer, Customer unique identification number, Customer account number, Transaction Currency Transaction Amount, Balance Amount in the Account Credit or Debit Indicator for transactions, Transaction reference number, Transaction narration, Transaction initiated Date and Time, Last 4

	digits of the Debit card, Beneficiary details, Transaction pattern, Source channel of transactions from account/card.
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- I hereby consent and authorize Equitas Small Finance Bank Limited (whether acting by itself or through any of its service providers and whether in automated manner or otherwise), to collect, store and process my application details, personal data and sensitive information about me, information, papers and data relating to Know your customer(KYC), credit information and any other information about me or not as may be deemed relevant by the Bank(collectively, "Information") and I also hereby consent to and authorize Equitas Small Finance Bank Limited to download KYC details from the CKYC registry using my CKYC ID for the purpose of savings account application.
- I consent to share the said information by Equitas Small Finance Bank Limited, to service providers, consultants, credit information companies, information utilities, other banks and financial institutions, affiliates, group companies, subsidiaries, Regulators, investigating agencies, Judicial, Quasi-Judicial, and statutory authorities or to other persons/institutions/entities as may be necessary in connection with the contractual or legal requirements or in the legitimate interests of Equitas Small Finance bank Limited as per the consent and proceed to process information, including the process of storing, structuring, organizing, reproducing, copying, using, profiling etc., as may be deemed fit by Equitas Small Finance Bank Limited and for the purposes of credit appraisal, fraud detection, anti-money laundering obligations, for entering into contract, for direct marketing, for cross selling, for developing credit scoring models and business strategies, for monitoring, for evaluating and improving the quality of services and products or for any purposes as Equitas Small Finance Bank Limited may deem fit.
- I hereby agree to Equitas Small Finance Bank Limited, its service providers, agents and/or its affiliates for using the information and for marketing, promotion and cross selling to me the various products and services of Equitas Small Finance Bank Limited from time to time via telephone, SMS and or email.
- I declare that the particulars and information given in the application form are true, correct, complete and up to date in all respects to the best of my knowledge and I have not withheld any information. I undertake to inform you of any changes therein, immediately. In case, any of the information is found to be false, untrue, misleading, or misrepresenting. I am aware that I may be held liable for it.

I/ we do agree to all the general Terms & Conditions which can be accessed at:

- TERMS AND CONDITIONS WHICH SHALL BE APPLICABLE TO ALL THE ACCOUNTS WHICH ARE EXISTING OR MAY BE OPENED ANYTIME IN FUTURE WITH EQUITAS SMALL FINANCE BANK (THE BANK/ESFB):
<https://www.equitasbank.com/sites/default/files/inline-files/Terms-conditions.pdf>
- WEBSITE USAGE TERMS & CONDITIONS:
<https://www.equitasbank.com/website-terms-and-conditions>
- INTERNET BANKING TERMS & CONDITIONS:
<https://www.equitasbank.com/sites/default/files/inline-files/Digital-Internet-Banking-Terms-Conditions.pdf>



- MOBILE BANKING SERVICES TERMS & CONDITIONS:
<https://www.equitasbank.com/sites/default/files/inline-files/Mobile-Banking-Terms-Conditions.pdf>
- TERMS AND CONDITIONS GOVERNING UNIFIED PAYMENTS INTERFACE (UPI) SERVICES OF THE NATIONAL PAYMENT CORPORATION OF INDIA(NPCI):
<https://www.equitasbank.com/sites/default/files/inline-files/upi-terms-and-condition.pdf>
- ONLINE BILL PAYMENT TERMS AND CONDITIONS:
<https://www.equitasbank.com/sites/default/files/2020-11/Bill-Payment-Terms-Conditions.pdf>
- SCHEDULE OF CHARGES:
<https://www.equitasbank.com/website-terms-and-conditions>
- SAFE AND RESPONSIBLE BANKING USAGE GUIDELINES
<https://www.equitasbank.com/sites/default/files/2021-07/Safe-Banking-Guidelines.pdf>

To avail Direct Benefit Transfer- please convert your account to Full KYC by scheduling a KYC verification visit at my / our current address or visiting nearest branch