

### **ELITE Program - General Terms and Conditions**

**(Applicable over and above the general terms and conditions as mentioned in the bank's website [www.equitasbank.com](http://www.equitasbank.com))**

ELITE Program is offered to all existing and new customers holding a Savings Account with the bank, subject to the fulfillment of the eligibility criteria mentioned under the ELITE Program. This offer is subject to evaluation every 6 months and the bank reserves the right to withdraw the program at its sole discretion and/or in case of non - fulfillment of the eligibility criteria.

#### **ELITE Program Eligibility Criteria**

1. ELITE Program is offered to HNI Customers viz. Families/Individuals with a combined Average Monthly Balance (AMB) of INR 5,00,000 (or) a Combined Family Total Relationship Value (TRV)\* of INR. 25,00,000/-
2. Existing HNI customers are eligible for upgrade to the ELITE program, as decided by the bank basis eligibility criteria being met.
3. Maximum of 8 family members can be grouped under ELITE Circle.
4. All customers upgraded to the ELITE Program must maintain the required criteria at all points in time right from the date of upgrade.
5. Total Relationship Value (TRV)\*, aggregated at Customer ID level or at Family level, is composed of Savings Account balances and Term Deposits.

#### **Debit cards offered under ELITE program and terms & conditions governing the use of cards**

- ELITE International Debit Card for Resident Individuals and NRIs (with NRE Accounts)
- Domestic Rupay Classic Debit Card for NRIs (with NRO accounts)
- Minor ELITE International Debit Card – Minor Resident Indians and Minor NRIs (with NRE Accounts)

#### **Debit Card Limits – For ELITE International Debit Card (Resident and NRE accounts)**

a ) At the time of issuance, International transactions will be inactive on the card unless specifically requested by the customer in the Account Opening Form. When activated on customer request, the default limits will be applicable. PAN is mandatory for activation/usage of International Debit Card. Limits for International Usage and Domestic Usage are the same. Customer can opt to increase the limit through Net banking, Mobile Banking, Customer Service and Branch.

<b>Type of Limit</b>	<b>Default limits (INR)</b>	<b>Max Limits</b>
Cash Withdrawal - Domestic	1,50,000	2,50,000
PoS – Domestic	3,00,000	5,00,000
Cash Withdrawal International	Foreign currency equivalent to 1,50,000/-	2,50,000
PoS – International	Foreign currency equivalent to 3,00,000/-	5,00,000

- b) Unlimited withdrawal limits are subject to a maximum usage of 100 transactions per month.
- c) Bank reserves the right to disable/hotlist any debit card at any point in time for security reasons if a risk is perceived due to non-usage of the card.

Contactless limit per day	INR 10,000
Contactless limit per transaction	INR 5,000
Contactless transaction limit per day	5

- d) Please visit MasterCard website and refer to the terms and conditions related to their offers and terms of use.

#### Debit Card Limits for Domestic Rupay Classic Debit Card (NRO accounts)

Rupay Classic Debit Card Issuance/Annual fee	Free
ATM withdrawal limit	INR 25,000
Point of Sale/E-Commerce limit	INR 50,000
International Transaction	Not Permitted

#### Minor ELITE International Debit Card Limits: (Resident and NRE accounts)

- a) Minor Debit Cards are issued to persons under ELITE Program who are more than 10 years of age and less than 18 years.
- b) Unlimited ATM withdrawal limits (Financial and Non-Financial) are subject to fair usage which shall normally be up to 50 transactions per month and the Bank reserves the right to disable/hotlist debit cards if usage is found to be excessive in accordance with fair usage criteria, as may be determined in line with the customer profile, ATM usage by customers of similar profile and such other factors as may be considered from time to time, which will be applied uniformly.
- c) Service Request for ELITE Minor Debit Card can be placed either through Branch or Call Centre.

#### Default limits configured for ELITE Minor Debit Card:

Type of Limit	Default limits (INR)	Max Limits
Cash Withdrawal - Domestic	5,000	20,000
PoS – Domestic	10,000	40,000
Cash Withdrawal – International	Foreign currency equivalent to 5,000/-	20,000
PoS – International	Foreign currency equivalent to 10,000/-	40,000

#### Contactless payment limit for ELITE Minor Debit Cards:

Contactless limit per day	INR 1,000
Contactless limit per transaction	INR 500
Contactless transaction limit per day	2

4.1 “Features” refer to any of the facilities, discounts, services or arrangements offered to the customer as a result of being part of the ELITE Program. The Features may be introduced/amended from time-to-time. Features may also vary within the same Program, depending on the level at which the Account holder fulfils the prevailing criteria for that Program.

4.2 “Features” are applicable as long as the customer is part of the ELITE Program only.

4.3 “Features” are subject to prevailing regulatory guidelines for various customer types (Residents/NRIs, Individuals/Non Individuals).

4.4 Taxes as applicable would be charged separately.

4.5 The Bank reserves the right to appoint/change the Relationship Manager of the customer.

4.6 Locker is subject to availability in branch.

4.7 “Features” may be extended to the customer’s family relationship(s) to form a Family ‘Group’ for the purpose of meeting the eligibility criteria at a family level at the sole discretion of the Bank and based on consent/registration (through approved electronic or physical means) received from both the Primary account holder and their family members, subject to a maximum of 8 family members in a group. The regulatory guidelines as per constitution, customer category will continue to be the same. However, this shall not preclude the members of the family from maintaining the eligibility criteria individually.

4.8 “Features” are not applicable to HUF accounts. Benefits such as “Complimentary Insurance, Complimentary Lounge Access, Complimentary Health Checkup, Book My Show Vouchers etc are not applicable to HUF accounts.

4.9 If the balances required as per the Program eligibility criteria are not fulfilled by the customer (or for any other reason in the opinion of the Bank), the Bank reserves the right to downgrade/migrate the customer or withdraw the prevailing Program Features, with or without prior intimation.

In case, a customer has originally signed up for the ELITE Program at the time of account opening and has failed to fulfill the mentioned eligibility criteria, the account/relationship (accounts of family members) will be converted/migrated to default EQUITAS Regular Savings Account.

In case a customer has been upgraded to the ELITE Program and has failed to fulfill the eligibility criteria, the account/relationship (accounts of family members) will be downgraded to the respective account(s) that was/were originally signed up by the customer prior to the upgrade.

In case of withdrawal of the Program entitlement, all or selective program features (e.g., discounts, services etc.) will be withdrawn and instead the minimum balance requirements, fees and AMB charges for a standalone Product/Account variant/s held by the customer will be applicable. The Bank shall not be responsible/liable in any manner whatsoever for any costs, losses, damages or expenses, or other consequences, caused by reason of such instance/conversion/migration/downgrade.

**Disclaimer:** Equitas Small Finance Bank Limited reserves the right to change/modify/withdraw the offerings of ELITE Program or re-classify the customer to a segment other than ELITE Program, at any

time, at its own discretion without assigning any reason and without prior notice/intimation. By availing any services, the customer agrees to remain bound by the Terms and Conditions as mentioned on the website ([www.equitasbank.com](http://www.equitasbank.com)).

5. Customer shall visit [www.equitasbank.com/ELITE](http://www.equitasbank.com/ELITE) to view the charges, which are applicable. GST as applicable will be levied on all Fees.

6. The ELITE Program entitles you to an Air Accident Insurance cover (Individual), Personal Accident Insurance cover (Individual), Permanent Total Disability cover (Individual) as well as Home Burglary (Content) and Fire (Content) cover (Applicable only for the primary member in the group).

1. By default, the insurance Cover is not enabled, ELITE Customers can register for complimentary insurance by registering through Internet Banking / Mobile Banking (IB/MB) under Do-it-Yourself (DIY) Services.
  - a) Complimentary Insurance is not provided if no specific registration is received from the customer through electronic mode as per the process mentioned above. Equitas Small Finance Bank will not be responsible for failure or any technological interruptions leading to a client not being able to register.
  - b) Insurance cover will be activated after 45 working days of registration through IB/MB.
  - c) Insurance cover will not be applicable for HUF accounts.
2. For the insurance claim to be accepted & processed, the account holder under the ELITE Program should have fulfilled the following conditions:
  - a) Maintain the eligibility criteria as mentioned in the Schedule of Charges under the ELITE Program.
  - b) Should have done at least 1 purchase of INR 500 as a point of sale (POS) transaction at a merchant establishment (or) online using the ELITE International Debit every month in the 3 months preceding the date of the incident. ATM withdrawals/deposits/ATM transactions do not qualify as a POS/Online transaction.
  - c) In case of death by air accident the air ticket should have been purchased using ELITE International Debit Card linked to the Savings Account with ELITE Program.
  - d) The Account holder should have maintained the account in good standing (No deficiency of KYC, should have maintained Savings Balance requirement, No AML violation, No instances of cheque dishonour, No regulatory notices/embargos etc.).

7. The ELITE Program entitles you to complimentary health checkup covering 61 tests and tele health consultation. (Applicable for all ELITE customers including family members grouped under ELITE circle).

1. By default, the complimentary health checkup covering 61 tests and tele health consultation are not enabled, ELITE Customers can register for the same by registering through Internet Banking / Mobile Banking (IB/MB) under Do-it-Yourself (DIY) Services.
  - a) Complimentary health checkup covering 61 tests and tele health consultation is not provided, if no specific registration is received from the customer through electronic mode as per the process mentioned above. Equitas Small Finance Bank will not be responsible for failure or any technological interruptions leading to a client not being able to register.

- b) The code for availing the same will be sent vide email and SMS to the registered email ID and the registered Mobile number within 15 working days of registration through Internet Banking (IB)/Mobile Banking (MB). E-mail/SMS will be triggered only if communications from the bank have not been blocked or unsubscribed by the customer. Equitas Small Finance Bank Limited cannot be held liable for any failure to receive SMS or E-Mail notifications due to technical issues. The code is given once only and is valid for a period of 30 days from the date the code has been sent.
  - c) Complimentary health checkup covering 61 tests and tele health consultation will not be applicable for HUF accounts.
2. For the registration to be processed, the account holder under the ELITE Program should have fulfilled the following conditions:
- a. Maintain the eligibility criteria as mentioned in the Schedule of Charges under the ELITE Program.
  - b. The Account holder should have maintained the account in good standing (No deficiency of KYC, should have maintained Savings Balance requirement, No AML violation, No instances of cheque dishonour, No regulatory notices/embargos etc.).
8. All Debit Card offers are subject to the Terms and Conditions available on the website of the partner/service provider. Equitas Small Finance Bank Limited cannot be held liable for any service lapse, technical issues on the website/payment gateway of the partner/service provider.
9. Customer needs to update Aadhaar Number in the bank account to receive subsidies directly from the Government (LPG, MGNREGA, etc.).
10. Transactions/Program entitlements might be impacted for up to 15 days during the course of migration (Upgrade/Downgrade) of the relationship in the Bank's system. The bank shall not be liable in the instance of any transactions getting declined/not executed as per the program entitlements during the course of migration.
11. Products/Services, including ELITE Program and its benefits, offered by Equitas Small Finance Bank Limited are subject to regulatory guidelines and Equitas Small Finance Bank Limited's internal policy. Particulars of such products/services may vary or be discontinued, if so, required by regulatory guidelines. Equitas Small Finance Bank Limited does not undertake any liability or responsibility for such variance.
12. Equitas Small Finance Bank Limited reserves the right, at its sole discretion; to close the account in case one/all funding cheques is/are returned/bounced and funding as per Program criteria is not received within 15 days of account opening.
13. The Bank can discontinue any service partially/completely or change fees by giving prior notice at its sole discretion.

## 14. Others

**14.1** The Bank will communicate to all the Group/Family members regarding Program entitlement viz upgrade/downgrade. Grouping must be registered in the system prior to upgrade/downgrade from the program to enable communication to all group/family members.

**14.2** In case a customer qualifies for further upgrade (based on eligibility criteria for the respective higher tier Program) then the upgrade will be done at the Group level only. In case any member of the group/family requests for upgrade, the whole group shall be upgraded.

Similarly, in case any member refuses for an upgrade, the whole group shall be denied the upgrade facility. Intimation message with respect to program upgrade/downgrade shall be done with all the members of the group. Grouping must be registered in the system prior to upgrade/downgrade from the program to enable communication to all group/family members.

**14.3** The Bank reserves the right to amend and change all or any of the features /services /fees /charges /eligibility criteria of the Program. However, any such amendment shall be made effective after prior notification. The Bank may communicate such amendments by hosting the same on the website or in any other manner as decided by the Bank.

**14.4** Any card, cheque book, passbook, statement, ATM display or other Bank branded identification issued by the Bank to an Account holder to reflect the Program (brand) is to facilitate identification of the Account holder's Program type only. The Bank's records shall be conclusive as to the Program allocated to the Account holder(s) & their family members at any time.

**14.5** Any notice, statement or other communication to be given to the Account holder may be delivered to the Account holder's mailing address or electronic mail address or contact number as updated in the Bank's records shall be deemed to have been effectively served on dispatch/deployment. In this connection, the Bank shall not be liable in any way whatsoever to the Account holder for any loss or damage in the event that the communication is returned undelivered or received by a third party. The Account holder shall promptly notify the Bank through acceptable physical or authenticated electronic means of any change in mailing address/electronic mail address/contact number as updated in the Bank's records.

**14.6** Each of the Account Holder(s) admits and acknowledges that notwithstanding anything to the contrary contained in Terms and Conditions or any documents/arrangement:

(i) In respect of all the Account holder(s) under the program ( Collectively "Group" ), present and future liabilities to the Bank, whether in respect of the said account(s) of the group or any other obligation, whether such liabilities are/be crystallized, actual or contingent, primary or collateral or several or jointly with others, whether in same currency or different currencies whether as principal

debtor and/or as guarantor and/or otherwise howsoever (collectively “Liabilities”), the Bank shall in addition to any general lien and set off to which the Bank may be entitled by law, practice, custom or otherwise, have a specific and special lien on all the monies in any of the Account(s) under the Group whether current, savings, overdraft, fixed or other deposits, now or in future of the Account Holder(s) under the Group, whether in same currency or different currencies and each of the Account Holder(s) unconditionally and irrevocable guarantee the payment of the said Liabilities of the Group and authorize the Bank to debit the Account(s) of the Account Holder(s) notwithstanding that the monies which are debited from the Account of the Account Holder(s) is not attributable to the monies due and payable by the said Account holder but is due and payable to the Bank by any of the Account Holder(s) of the Group.

(ii) The Bank shall have the specific and express right, without notice to and without consent of the account holder(s) under the group, to set-off, debit, transfer, adjust, appropriate all such amounts in all such accounts and deposits (whether prematurely or upon maturity as per Bank’s discretion), for the purpose of adjusting/appropriating the said monies against any of the dues of the Account(s) under the Group in respect of any Liabilities whether earmarked for any particular liability or not, to combine or consolidate all or any of accounts of the Account Holder(s) under the Group and set-off any monies, whether of same type or nature or not and whether held in same capacity or not including upon happening of any of the events of default mentioned in any of the documents. In case of any dispute, difference and/or claim, courts in Chennai alone shall have exclusive jurisdiction.