

GENERAL TERMS & CONDITIONS

The Prepaid Card is issued to you by **EQUITAS SMALL FINANCE BANK LIMITED (ESFB)**, a banking company registered under the Companies Act, 1956, carrying on the business of banking under the Banking Regulation Act, 1949, and having its Registered Office at 4th Floor, Phase II, Spencer Plaza, No.769, Anna Salai, Chennai 600 002, hereinafter referred to as “**Equitas Bank**”.

(Terms & Conditions) Please read the terms and conditions listed below and for the complete list of terms and conditions, pl. refer to and read the Website carefully before using the card. By availing, the Equitas Bank Prepaid Card, you are unconditionally and irrevocably accepting the terms & conditions and will be bound by them at all times and shall also be deemed to have read and understood all the Terms & Conditions. You shall be responsible for keeping himself/herself updated with any changes/ amendments in the relevant notifications/ guidelines/ circulars governing the usage of the Card.

ESFB disclaims all liability on account of any breach by the Cardholder of the relevant notifications/ guidelines/ circulars, governing the usage of the Cards in force and from time to time.

If the terms and condition are not acceptable, the Cardholder must not use the Card and immediately return the Card to ESFB. ESFB urges you to go through Bank's Grievance Redressal Policy available on the Bank's website www.equitasbank.com or contact your nearest branch. This policy has been framed in line with RBI's guidelines and will help in an unlikely event of your account /Card being debited for a transaction not done by you.

ACCESSING CARD ACCOUNT DETAIL: Information concerning the Card, including the available balance (“Card Balance”) can be view after due log-in to www.equitasbank.com or by calling/writing to the Customer Service Centre at the phone number and/or email address listed on the back of your Card.

CARD HOLDERS OBLIGATION:

You must sign on the reverse side of the card immediately on its receipt. You must not permit any other person to use it.

The Prepaid card issued by ESFB shall be valid only for transactions as permitted by the bank from time to time in India viz. Point of Sale (POS), E-Commerce and all ATMs that accept RuPay/VISA/MasterCard. However, Prepaid Gift Card shall be valid for use only at Point of Sale (POS) and E-Commerce transaction. Cash withdrawal, cash out, refund or fund transfer are not permitted on Prepaid Gift Card.

Prepaid card will be at all times the property of ESFB and shall be returned to the bank unconditionally and immediately upon the bank's request.

Prepaid card is not transferable or assignable by the cardholder under any circumstances.

The personal identification Number (PIN) relating to the cardholder for use of the card at POS and any ATMs shall be kept always confidential by the cardholder and is for the personal use of the cardholder. The PIN should not be disclosed to any third party, bank staff or to merchant establishments, under any circumstance or by any means, whether voluntary or otherwise.

As per the RBI guidelines and to enhance the security of card transactions, at the time of issuance / re-issuance of cards it shall be enabled for use only at contact based points of usage such as ATM and

Point of Sale (POS) devices within India. Facility provided to customers to enable the card not present (Online transactions / ecommerce) transaction by themselves by logging into mobile application / customer portal / ATMs / Interactive voice response (IVR) / at branches / offices. Additionally, facility provided to switch on / off and set / modify transaction limits (within the overall card limit, if any, set by the ESFB) for all types of transactions – domestic, at PoS / ATMs / online transactions / contactless transactions, etc. The provisions of this guideline are not mandatory for prepaid gift cards and those used at mass transit systems.

The cardholder's prepaid card will be debited immediately with the amount of any withdrawal, transfer and other merchant transaction effected by the use of the card. Sometimes the transaction amount and/or tips, surcharge or exceptional transaction amount would be debited to the card subsequently a later date. The cardholder shall ensure that he/she has sufficient balance on the Prepaid Card to meet the expenses incurred under any such transaction.

The Card-Holder shall be responsible for transactions carried out by using the Prepaid Card issued by ESFB whether authorised by the cardholder or not, and shall indemnify the bank against any actions at law, loss or damage that may arise from any quarter, caused by any unauthorised use of the card or related PIN, and any penal action arising on account of any violation of RBI guidelines or any other law for the time being in force in India notwithstanding the termination of this arrangement.

You may approach the branches of ESFB for getting the Prepaid Card issued, renewed or closed before expiry. The bank reserves the sole right and discretion of renewing your Prepaid Card account on expiry.

Cardholder may utilise the Card Balance by diligent and proper use of the Card, in accordance with these terms and conditions. No interest is payable to the Cardholder on the amount held in credit in the prepaid card account. The cardholder is advised to transact for requisite amount of purchase/ availing services including applicable charges if any otherwise, the transaction may not be honoured.

The cardholder shall inform the bank in writing about irregularities or discrepancies that exist in the transaction details at an ATM or merchant establishments within 7 days of the transaction. If no such notice is received during this time, the bank will assume that the transaction is correct.

Cardholder may be entitled for credit in the card account in case of reversal of transaction but no cash shall be refunded to the cardholder. ESFB shall recover applicable charges imposed by the respective merchants while refunding the money.

LOST AND STOLEN CARDS:

If the Card or its PIN is lost, stolen or misused, cardholder shall immediately contact the customer service centre ("Customer Service Centre") of ESFB on the telephone numbers listed on the backside of the Card. Card holder shall memorise the PIN and destroy the PIN mailer immediately. The card shall be blocked within 24 hrs of reporting and risk of protecting the money under the prepaid card account commences from the time the cardholder reports the loss of the card. ESFB may, at its sole discretion and, after verification of the identity of the cardholder may issue new card in lieu of the lost card by charging prescribed fees.

TRANSACTION LIMITS:

ESFB and/or merchants at points of sale, may set limits on the amount and number of transaction allowed by using a card, during a set time period ("Transaction Limits"). Transaction limits as set out on the website of ESFB, www.equitasbank.com, will apply to the card and bind the cardholder. ESFB may, at any time, modify the transaction limits for any reason whatsoever. The cardholder can view these changes online at equitasbank.com or may also call the Customer Service Centre.

BREACH:

In the event of any breach of these Terms and conditions by the card holder, ESFB shall have the sole and exclusive right to, forthwith, cancel or terminate the prepaid Card, without any kind of recourse against it.

Cardholder undertakes indemnify and agrees to keep ESFB harmless and indemnified against any actions at law, loss, damage, claim, penalty, cost, compensation, charges or expenses (including legal counsel fees) that ESFB may incur and/or suffer, whether directly or indirectly, as a result of the card holder committing any breach of the Terms and Conditions contained herein.

EXPIRATION, CANCELLATION AND TERMINATION:

The Card issued to the cardholder is valid for a period (Gift Card: 2 years and General Purpose Reloadable Card: 3 years) mentioned on the card. The Card will expire on the expiration date printed on the card. ESFB may cancel, or suspend the usage of the Card immediately upon: (i) In the event the cardholder is declared insolvent or on his/her death. (ii) In the event of the cardholder committing breach of any of the terms, conditions, stipulations or its obligations under these "Terms and Conditions". (iii) PPIs with no financial transaction for a consecutive period of one year shall be made inactive. (iv) In the event of any restriction or prohibition imposed on the cardholder by an Order of a competent Court or Order issued by any regulatory or statutory authority in India or any investigating agency. (v) In the event the Prepaid Card Program becomes illegal under the applicable laws, rules, and guidelines or circular. (vi) In the event, the entire Prepaid Card Program is terminated. (vii) upon specific request from the corporate/program manager to cancel or suspend the Card, or (viii) processing payments in relation to the cancelled or suspended Card, or (ix) ESFB being unable to or otherwise prevented from processing payments in relation to the card for reasons beyond its reasonable control, including but not limited to restrictions imposed by law or regulation.

FEES:

Transaction fees such as for cash withdrawals, balance inquiry and/or other transactions wherever applicable, will be debited to the prepaid card account at the time of posting debit entry of the transaction amount or at the end of day. The charges/fees applicable on the usage of the prepaid card may be revised or changed by ESFB from time to time without prior intimation to the cardholder. The charges and the method of computation of charges will be as notified by ESFB from time to time on its website: www.equitasbank.com. Nothing contained herein shall, however, prevent ESFB from deducting tax at source as required under the Applicable Laws, from any Transaction through the prepaid card.

DISPUTES:

In case of purchase transaction, a sales slip with the signature of the cardholder and the ESFB prepaid card number noted thereon shall be conclusive evidence between the bank and the cardholder as to the extent of the liability incurred by the cardholder.

Any dispute with or complaint against any Merchant Establishment regarding any goods purchased or services availed must be directly taken up by the cardholder with the Merchant Establishment.

ESFB accepts no responsibility and liability for the refusal of any establishment to honour its prepaid card

DISCLOSURES:

Cardholder acknowledges and consents to the sharing of information pertaining to him/her/it and the usage of the Prepaid Card with any bank or financial or statutory or regulatory authority.

Cardholder acknowledges and agrees that ESFB may report to any bank or financial or statutory or regulatory authority any delinquencies and/or information relating to the usage of the prepaid card. ESFB shall not be under obligation to disclose the details of such banks or financial or statutory or regulatory authority to the cardholder, including the extent of such disclosure.

Cardholder hereby authorizes ESFB and its agents, nominees etc., to exchange, share or part with all the information relating to him/her/its details and payment history with ESFB' Affiliates.

GOVERNING LAW AND JURISDICTION:

All disputes arising in relation to these Terms and Conditions shall be governed by and construed in accordance with the laws of India and shall be subject to the exclusive jurisdiction of the Courts at Chennai, India.

CHANGING THESE TERMS AND CONDITIONS:

ESFB reserves the sole right to change, amend, rescind and modify these Terms and conditions, features and benefits offered on the Prepaid Card, including but not limited to interest charges or rates and methods of calculation.

- a. ESFB shall communicate the amended Terms and Conditions by hosting them on its website, www.equitasbank.com, or in any other manner as decided by it.
- b. Cardholder shall be deemed to have read through the Terms and Conditions, as may be posted on ESFB's website: www.equitasbank.com and the cardholder shall be deemed to have accepted the Terms and Conditions posted on the website of ESFB, by continuing to use the Prepaid Card.

CUSTOMER GRIEVANCE REDRESSAL:

- a. In the event of any dispute or grievance in relation to the Prepaid Card and/or these Terms and Conditions, the cardholder may contact the ESFB's 24 hour Customer Care number at 1800-103-1222 or Email: customerservice@equitasbank.com or write to : Equitas Small Finance Bank, 4th Floor, Spencer Plaza, No. 769, Phase II, Anna Salai Chennai - 600 002.
- b. In the event the dispute or grievance in relation to the Prepaid Card and/or these Terms and Conditions is not adequately addressed or resolved by ESFB's Customer Care, the Customer may approach the Principal Nodal Officer of ESFB, details of which can be found on its website

- c. ESFB agrees that all complaints, disputes or grievances raised by the cardholder shall be addressed and/or resolved in a time bound manner.
- d. Cardholder may at any time approach the Banking Ombudsman for their grievance redressal.

The above terms and conditions are subject to change from time to time at the sole discretion of Equitas Bank Small Finance Bank Limited. For updated terms and conditions, pl. visit our website **www.Equitasbank.com**.