

General Terms & Conditions

1. Any Resident Indian who is citizen of India as per FEMA guidelines & above 18 years provides his/her details in the application process for opening a Current Account offered by Bandhan Bank Limited (“**Bandhan Bank**” or “**Bank**”) is a Customer.
2. By providing his/her personal details and account related information, the Customer acknowledges that he/she has read, understood and agrees to be bound by the terms and conditions of the Bank as made available on the Bank’s official website <https://bandhanbank.com/sites/default/files/2021-01/CurrentAccountsTC.pdf>
3. By sharing all the information, the Customer gives consent to provide his/her name, contact details and other information on an at will basis with Bank.
4. Bank shall not be liable for any connectivity/signal/ data issues leading to non-completion or wrong/false/incomplete information being provided by the Customer leading to the incompleteness of his/her application.
5. The Customer herewith agrees to provide his/ her valid Aadhaar number voluntary and valid PAN Card Number. He/she understands that opening a current account is subject to correct, complete and accurate information being furnished.
6. Customer agrees that the name in the individual current account shall match with the Customer name as mentioned on Aadhaar.
7. The Customer agrees that the name in the individual sole proprietorship current account shall match with the legal name as stated on the GST registration certificate.
8. Customer hereby consents to the retrieval of his/her credit information from credit information companies and any other authorized sources, as applicable.
9. Application once submitted cannot be withdrawn by the Customer. Bank shall not be liable to pay for any costs (technical/ data plan related or otherwise) incurred by the Customer in the course of sharing his/her details on the application.
10. Aadhaar seeding facility is not provided in the Digital Account Opening Process. If a Customer wants to avail the facility, they can contact the Bank’s nearest branch post account opening and avail the facility.
11. The Customer herewith agrees to provide the accurate documentation and information as listed in the application for the purpose of account opening. Customer understands and agrees that failure to provide requisite documentation and information shall result in rejection of application by the Bank. The Customer agrees that Bank has every right to reject the account opening application, if there is any erroneous, incomplete or misleading information provided by the Customer or for any other reason whatsoever with/without assigning any reason or if KYC documents submitted do not comply with the KYC norms of the Bank.

12. This account opening process is not available for existing Bank customers having any existing “Customer number (CIF)” with the Bank.
13. This account opening process is also not available for Customers who are FATCA reportable. Such Customers are requested to approach the branch and to comply with requirement of opening an account.
14. Bank reserves the right to take necessary action, legal or otherwise, if it finds any wilful modification/ withholding of information or misrepresentation by the Customer.
15. Customers may fund the account opening through net-banking platform or debit card or UPI or any other platform as approved by the Bank, from to time-to-time. Customer to ensure that the funding of the account is from their own bank account and not from a third-party account. Bank shall be at liberty to refuse to open the accounts funded from a Third-Party Bank account at its sole discretion.
16. The Customer shall not enjoy the services provided by the Bank unless the Customer on-boarding process is complete.
17. Customer declares and confirms that the Bank shall be entitled to rely on all/any communication, information and details provided on the electronic form and all such communications, information and details shall be final and legally binding on the Customer.
18. Customer understands and agrees that the Bank reserves the right to close the account or freeze or impose debit restrictions, if any information or documentation provided by the Customer is found to be inaccurate, incorrect, false, misleading, or for any other reason whatsoever, at the sole discretion of the Bank without assigning any reason thereof. In such an event, the Bank shall not be liable to pay any interest on the deposit amount & the refunds, if any, shall be deposited in the source account of the Customer. The Bank shall have the right to retain any documents / photographs and any other signed document submitted by the Customer in connection with the account. The Bank reserves the right to cancel the Customer number (CIF) and Account Number (A/C) allotted to the Customer, if the Customer does not complete the verification process within the allotted time.
19. The Bank reserves the right to freeze or close the account even after account activation, if any discrepancies are found during regular monitoring and document verification activities.
20. The Customer agrees to provide the necessary details (Mobile number, E-mail id etc.) as per his requirement at the time of submission of details through the application. Bank shall not bear any liability for any loss arising out of Customer’s failure to do so.
21. The Customer herewith agrees to be contacted by the Bank to receive information in respect of account maintenance, alerts, payments due, and updates on existing and new products, servicing of account for sales, marketing or servicing their relationship with Bank, its group companies/associates or agents through Telephone/Mobile/SMS/Email/WhatsApp etc. Further, he/she understands and accepts that the consent to receive calls/communications shall be valid and shall prevail over their current or any subsequent registration of their mobile number for DNC (Do

Not Call) /NDNC (National Do Not Call Registry) and shall continue to be treated as Customer consent/acceptance

22. The Customer authorizes Bank to share his/her mobile number and address with the respective mobile operator to verify Customer's address at any point of time.
23. Bank is not offering Digital Account onboarding facility to certain set of Customers (persons operating with thumb impression, sick /incapacitated Customers or any other persons, which the Bank feels that may require additional controls / diligence to safeguard Bank / Customer interest). Customer may visit branch to select other products available. If it is detected that the said persons have opened the accounts via this digital mode, Bank reserves the right to offer another account and close this Digital Account.
24. Customer understands and accepts that Bank shall not deal in any type of Crypto / Virtual Currencies (VCs) or provide services for facilitating anybody in dealing with or settling of VCs including transfer / receipt of money in accounts relating to purchase / sale of VCs. Customer hereby declares that he/she will not deal with any transactions in his/her account, relating to any type of VCs including Bitcoins. He/she also understands and agrees that the Bank reserves all right to close his/her account immediately without any further intimation in case he/she is found to undertake such transactions.
25. The Customer herewith agrees that if the application is rejected, Bank will retain the documents / Photographs and any other signed document submitted by the Customer on the application or otherwise.
26. The Customer confirms that the account is being opened by him/her for his/her own use and that the mobile number, SIM & device used for opening the account belongs to him and same have not been shared by him with any other individual. The Customer further confirms that he has not shared the credentials pertaining to the account opening with any other person. In case of any discrepancy, the Bank reserves the right to block or close the account without any notice.
27. The Customer confirms that he/she has read, understood and agrees to be bound by the Terms and Conditions governing the account opening and operation of current accounts, as made available on the Bank's website. Upon opening of the current account, all such terms and conditions listed on the website related to account, including those applicable to the deposits shall be deemed to be accepted by the Customer and shall be binding.. The terms and conditions are listed on <https://bandhanbank.com/sites/default/files/2021-01/CurrentAccountsTC.pdf>
28. Customer confirms to have read, understood and will be bound to/ abide by the Terms and Conditions of (Retail/Corporate) Internet Banking, Mobile Banking & application available on Bank's website. On successful digital account opening the current account. The Mobile Banking, Internet Banking service facility may be enabled by default.
29. The Customer agrees that account will be subject to regular scrutiny and monitoring from the Bank. Bank shall reserve the right to completely freeze/debit freeze/ close the account at its sole discretion.

30. Customer opening the account gives consent to the Bank to fetch his/her demographic details from Unique Identification Authority of India (UIDAI), using OTP authentication, which will be used for KYC purposes. The demographic details include name, DOB, gender, address etc.
31. Customer authorizes Bank to use his/her Aadhaar details and OTP information to authenticate and verify his/her identity. Customer hereby gives his/her free consent to link his/her Aadhaar Number to all his/her existing Bank accounts and Customer profile for the purpose of availing the Banking Services for operations of account.
32. The Customer agrees that he/she will only be allowed to make any changes in the account/change Address/mobile number/Email ID etc. after he/she completes full KYC process and account is opened.
33. If Customer fails to provide full KYC for any reason, the Customer understands and agrees that the Bank reserves right to close the account and Customer will have to contact the branch withdrawing any leftover amount in his/her account.
34. Nomination Facility is available for all types of individual deposit accounts. Nominating ensures secure asset transfer to your chosen nominee during unforeseen events, providing peace of mind and financial security for your loved ones. Without nomination, transferring assets to family or legal heirs becomes complex and lengthy, requiring extensive documentation and causing delays and strain. Hence, it is recommended to avail the nomination facility.
35. Customer should carefully examine the entries made in their Statement of Account/s and draw Bank's attention to any errors/omissions/ discrepancies that may be discovered within 30 (thirty) days from the date of entries, failing which the same shall be deemed to be correct and accepted by the Customer and the Customer shall not be entitled to question the correctness/ accuracy thereof.
36. The Customer needs to intimate Bank in writing of any change in the contact details/address. Customer needs to submit documentary proof wherever applicable.
37. The age considered for minor is below 18 years and for senior citizen as 60 years and above.
38. The Bank may disclose information about Customer's account if required or permitted by any law/rule or regulations or at the request of any public or regulatory authority or if such disclosure is required for the purposes of preventing fraud without any specific consent of the Customer.
39. Change in Fees & Charges: Customer understands and agrees that any change/discontinuation of Fees & Charges, Services etc. will be usually 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, the Customer would be notified of the same within 30 days. If the Customer opines that the change is not to the Customer's benefit, the Customer may, within 60 days of the notice, close the account or switch to any other eligible account, without having to pay the revised charges/interest.
40. Mere deposit of an amount for opening an account does not mean that the Bank has opened the Account. The account opening cannot be deemed to come into existence until the Bank gives the

intending Customer an account number, Customer ID etc. Any person opening the account shall be bound by the rules governing the account.

41. Bank Deposits up to Rs. 5,00,000 in respect of each depositor are fully protected by the Deposit Insurance and Credit Guarantee Corporation under the deposit Insurance Scheme.
42. The Bank reserves the right to make any changes, alterations, cancellations, in the above rules at any time without notice. Any person opening the account shall be bound by the rules governing the deposit account.
43. Customer is aware and acknowledges that the Bank shall not be liable or responsible for failure to discharge any of its obligations contained herein or elsewhere including but not limited to completing any transaction, due to any cause arising out of or related to any force majeure event or any government-imposed restrictions or for any reasons beyond the reasonable control of the Bank.
44. Customer /Account Information: Customer agrees 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.
45. Re- submission of KYC documents: Customer agrees that as and when requested by Bank, KYC documents shall be provided by the Customer.