I (In this context, "I", "my" and "me" refers to all holders of the account) have read and understood the below T&C and understand that any changes to the T&C will be available on the website www.utkarsh.bank only.

Account opening/service provision: All services, including opening of the account are subject to verification of information/documents provided by me. In the event this account is not opened, initial funding amount will be refunded to me in the form of a DD only. Services: All services will be provided by Utkarsh Small Finance Bank subject to force majeure circumstances. The complete list of services available to me will be available on www.utkarsh.bank.

Passbook: The discretion lies with the Bank regarding providing pass books to account holders.

Cheque Book: Satisfactory conduct of the account entails maintaining sufficient balance to honor cheques issued to third parties. If there are high incidences (i.e. more than 3 cheque returns for want of funds) to the contrary, the Bank reserves the right to close the account under intimation to the customer.

Any special instructions, both financial and non-financial in nature, like standing instructions, stop payment instructions, issuance of cheque books etc., must be communicated in writing. Otherwise, it shall not be binding on the Bank to comply with such instructions. I understand that if I/we use my/our Savings Account for business transactions the bank reserves the right to unilaterally freeze operations in such accounts. The Bank will be sending from time to time notices / correspondences to the address provided with the Bank/branch. Hence, it is incumbent upon the applicant(s) to intimate change in mailing address, if any, immediately without any loss of time.

The Bank will not be responsible for any loss, damage, or consequences for wrong delivery of the above items arising out of non-intimation of change in mailing address. The account number is to be quoted in pay in slips / cheques issued by the account holder and in all the correspondences with the Bank. Alterations, if any, on cheques (Non-Clearing Instruments) are required to be authenticated by the drawer's full signature against each such alteration.

Cheques Truncation system (CTS) instruments will be returned unpaid if altered. For Non-Clearing Cheques submitted at the base-branch the Bank/ branch reserves the right to refuse payment of cheques that have been altered in any way unless the alteration is authenticated by the drawer under full signature as per specimen on record with the Bank. Cheques should be drawn in such a way as to prevent alteration after issue and the drawer's signature should be uniform with that on record. No overdrawing is permissible in accounts. The Bank has the authority to debit the accounts to recover any amount credited erroneously. Collection of outstation instruments entail collection charges. Disputes, if any, in collection of cheques/ instruments will be dealt with as per Bank's Cheque Collection Policy. When a customer wants his / her operative account at one branch to be transferred to another branch, he / she has to give his / her request in writing. Cheque may be tendered for collection sufficiently early in the day as required vis-à-vis the local clearing house times. Withdrawal against clearing cheques will be normally permitted only against cleared balances as per clearing house rules. Please don't keep the blank signed cheque books. Keep the cheque books in lock and key. Immediate credit of outstation / local cheques up to Rs.15000/- is permitted to satisfactorily operated Individuals Bank account holders. For further details, contact your branch.

Fees & Charges: Fees and Charges will be applicable on my account and for other services availed by me, as described in the Most Important Term & Conditions / schedule of charges and on the website www.utkarsh.bank. Service Taxes and other statutory imposts as applicable from time to time will be levied on all fees.

Interest Payment: Utkarsh Small Finance Bank pays interest quarterly on daily balance basis in your Savings Account only (not in current account) as per the rate applicable for the scheme code. I understand that the bank is permitted to offer differential rates of interest for amounts exceeding Rs.1.00 lakh.

Change in Fees & Charges, Services, and Interest Rate: Any change/discontinuation of Fees & Charges, Services, or Interest Rate will be intimated to me at least 30 days in advance through letter/SMS/website/email or other means. Recovery: If no funds are available in the account to pay fees/charges, I authorize Utkarsh Small Finance Bank to set off any available credit, including amounts flowing into the account from collection proceeds or any deposits.

Inoperative Account: No transactions induced by me in the account fora period of 2 years or more is treated as an Inoperative account.

Account Freeze: I authorize the bank to freeze my account in the following circumstances, with intimation to me except where specified otherwise a)When a minor, who is the holder of the account, attains majority b) If it is suspected by the bank that transactions in my account are not initiated by me (the Bank will not assume any liability for the transactions already executed) c) If it is suspected that my account is being misused as a money mule or as a channel for unauthorized money pooling or a conduit for any illegal activity (I will not receive a notice in this case).d) The bank receives statutory requests for freezing the account. e) If bank found Non-compliance to KYC guidelines as amended from time to time.

Account Closure: I authorize the bank to close my account, with prior intimation to me, in case of a) balance in the account remains zero for 3 months or more high occurrences of dishonoured payments from my account. b) Any other event as decided by the Bank with prior intimation. Further I understand that the bank is obligated to honour all statutory notices including closure of my/our account with/without notice to me.

Account Conversion (applicable for Salary Savings Account holder): If salary is not credited fora period of 3 months into my Salary Account, the account will be automatically converted to a normal Savings Account without any notice or intimation (with all applicable charges & fees) and full KYC will apply, failing which there will be a credit freeze placed on the account.

Transactions: Any instructions to Utkarsh Small Finance Bank regarding the account, both of a financial/non-financial nature (e.g.: Issuance of Cheque book/card, financial transactions, updation of personal details etc.) will be provided by me through the authorized channels only, which will be specified by the bank, based on regulatory guidelines prevailing at that time. Utkarsh Small Finance Bank is not expected to act on instructions that do not come in through the authorized channels, but reserves the right to act upon its discretion to provide such facilities under extraordinary circumstances.

Channel facilities: All channel facilities provided by Utkarsh Small Finance Bank including Debit Cards, ATMs, Internet Banking etc. are subject to specific guidelines that are provided on www.utkarsh.bank and as per the T&Cs handed over to me. I/We agree and undertake that I/We shall never part with any sensitive information of my/our account especially through internet/email/phone medium and Utkarsh Small Finance Bank is not liable for fraud arising from such disclosures. I also undertake to inform the bank immediately in case of loss of cheque leaf(s), Debit Card(s) linked to my account.

Debit Card: The usage of the Debit card will be in accordance with the Exchange Control Regulation and in the event of any failure, the card holder will be liable for action under the Foreign Exchange Management Act 1999 and the amendments there of stipulated by the Reserve Bank of India.

Disclaimer for Utkarsh Small Finance Bank Internet Banking: "I/We acknowledge that the issue, usage of Utkarsh Small Finance Bank Internet Banking facility is governed by terms & conditions in force from time to time as set forth on the www.utkarsh.bank and agree to abide by the same. I/We am/are aware that Utkarsh Small Finance Bank Ltd does not seek any information relating to login ID/Password in any form including through e-mails from its customers. I/We further agree and confirm that Utkarsh Small Finance Bank shall not be liable for any losses arising from my/our sharing/disclosing of login ID, password, cards, card numbers or PIN (Personal Identification Number) to anyone, nor shall make claims on the bank for any unauthorized use. I/We shall take all precautions to protect my/our account details so as to avoid any unauthorized use.

Force Majeure: Bank's obligations contained herein will be subject to any occurrence resulting in prevention from or delay or interruption in performing its obligations if such prevention, delay or interruption is due to Force Majeure event, [which would include any event beyond the reasonable control of Bank, including, without limitation, unavailability of any communication system, sabotage, fire, flood, explosion, acts of God, civil commotion, strikes or industrial action of any kind , riots, insurrection, war or acts of government, changes in legislation and other allied acts of regulatory nature] then Bank shall not be deemed to be in default so long as any such cause or the effect thereof persists (provided that this shall not prevent the accrual of interest on any outstanding amount which would have been payable but for this provision)and during a reasonable period thereafter within which any such obligations are not capable of being fulfilled. Bank shall not be liable for any action or claim, from any party, arising out of its inability to perform the obligations for the reasons stated herein.
Each depositor in Utkarsh Small Finance Bank is insured by DICGC upto a maximum of Rs.5,00,000 (Rupees Five Lakhs) for both principal and interest amount held by him/her in the same right and same capacity as on the date of liquidation/cancellation of bank's licence or the date on which the scheme of amalgamation/merger/reconstruction comes into force.

Restrictions on Mandate Holder: Mandate holder cannot transfer funds to another NRE/NRO account except to the account holder. Mandate holder cannot request for issuance of Locker. Corporates cannot be registered as Mandate Holder for the NRI.

As of now, Utkarsh Small Finance Bank Limited (USFBL) does not offer/allow below:

i. Opening and maintaining of FCNR (B) and Resident Foreign Currency (RFC) account to NRIs/PIOs.

ii. Repatriation/remittance of funds abroad.
iii. Conversion and deposition of Foreign Currency (FCY).
iv. Operations by Power of Attorney (POA), however, appointing a mandate holder is allowed.
v. Joint account facility with resident relatives.
vi. Wire Transfer Facility.
vii. Debit/ATM card & IB/MB facility for mandate holder.
viii. Repatriation/remittance of funds abroad.
ix. Opening of NRO account by minority communities of Bangladesh & Pakistan.
x. Opening of NRO account by foreign nationals.
xi. Cash deposits, IMPS & UPI facility in NRE account.