

TERMS AND CONDITIONS JULY 2024

This document lays out the Terms & Conditions which shall be applicable to all the accounts which are existing or may be opened anytime in future with HDFC Bank. The words, I, me, my & Customer refer to the person(s) who open the account & shall include both singular & plural. Reference to masculine shall include the feminine & neuter gender. The Bank refers to HDFC Bank Ltd., a banking company incorporated in India under the Companies Act 1956 & having its registered office at HDFC Bank House, Senapati Bapat Marg, Lower Parel, Mumbai-400013.

1. GENERAL - APPLICABLE TO ALL SERVICES

- 1.1 I agree to abide by the Bank's Terms & Conditions & rules in force & the changes thereto in Terms & Conditions from time to time relating to my account as communicated & made available on the Bank's website.
- 1.2 I agree that the opening & maintenance of the account is subject to rules & regulations introduced or amended from time to time by the Reserve Bank of India.
- 1.3 I agree that the Bank before opening any deposit account will carry out a due diligence as required under Know Your Customer guidelines of the Bank. I would be required to submit necessary documents or proofs, such as identity, address, photograph & any such information to meet with KYC, AML or other statutory/regulatory requirements.
Further, after the account is opened, in compliance with the extant regulatory guidelines, I agree to submit the above documents again at periodic intervals, as may be required by the Bank.
- 1.4 I agree that, under normal circumstances, the Bank has the liberty to close my account at any time by giving me at least 30 days' notice. However, if the Average Monthly/Quarterly Balance, is not maintained, the Bank reserves the right to close my account without giving any prior notice.
- 1.5 I agree that the Bank can at its sole discretion, amend any of the services/facilities given in my Account / ATM / Debit Card either wholly or partially at any time by giving me at least 30 days' notice &/or provide an option to me to switch to other services/facilities.
- 1.6 I agree that any change in my account status or change of address, mobile number & email will be immediately informed to the Bank, failing which I shall be responsible for any non-receipt of communication/ deliverables or the same being delivered at my old address.
- 1.7 I agree to preserve my cheque book/ATM Card carefully. In case of loss/theft of the same I shall immediately inform the Bank in writing.
- 1.8 I agree that I will maintain the minimum balance in my account as prescribed by the Bank from time to time.
- 1.9 I agree that I shall be liable to pay all charges, fees, interest & costs wherever applicable, which the Bank may levy with respect to my account or any transaction or services rendered & the same may be



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recovered by the Bank by a debit to my account. I agree & acknowledge that in case of non-availability of adequate funds the charges will be debited to the account over a period of time till the entire amount is recovered.

1.10 I agree & acknowledge that in the absence of my specific instructions to personally collect from the Branch, the cheque books, PhoneBanking TINs, NetBanking IPINs, Debit/ATM Cards & PINs will be despatched by courier/messenger/mail or through any other mode by the Bank at its discretion to the address notified by me for correspondence.

1.11 I agree that an account may be opened on behalf of a Minor by his natural guardian or by a guardian appointed by a court of Competent Jurisdiction. The guardian shall represent the Minor in all transactions of any description in the above account until the said Minor attains majority. Upon the Minor attaining majority, the right of the guardian to operate the account shall cease. The guardian agrees to indemnify the Bank against the claim of above Minor for any withdrawal/transactions made by him in the Minor's account.

1.12 I agree & undertake to ensure that there would be sufficient funds/cleared balance/pre-arranged credit facilities in my account for effecting transactions. I agree that the Bank shall not be liable for any consequences arising out of non-compliance by the Bank of my instructions due to inadequacy of funds & the Bank can at its sole discretion decide to carry out the instructions notwithstanding the inadequacy of funds without prior approval from or notice to me & I shall be liable to repay with interest the resulting advance, overdraft or credit thereby created & all related charges arising thereby at prime lending rate applicable from time to time. I agree that frequent dishonour of cheques or high value cheque returns due to insufficient funds may lead to discontinuation of cheque books/closure of Bank account.

1.13 I agree that in the event of an account being overdrawn, the Bank reserves the right to set off this amount against any credit lying in any of my accounts.

1.14 I agree that any modification to the mode of operation in my account can be effected by the Bank with the consent of all joint holders to my account. I acknowledge that the Bank will not be entertaining any request for modification received without consent of all joint holders to my account. I further agree & acknowledge that till such time the Bank shall continue to honor the instructions in accordance with the mode of operation agreed at the time of opening the account.

1.15 Should I have any complaint relating to the features of any of the products/services of the Bank that I hold/avail of, I am aware that I can approach the Grievance Redressal Cell within the Bank by following the path www.hdfcbank.com -> Need Help? -> Contact Us -> Grievance Redressal Digital. I can also write on grievance.redressal@hdfcbank.com for a resolution & if I do not get a satisfactory response within 30 days of lodging the complaint, then, under the Reverse Bank

Integrated Ombudsman Scheme, 2021, I can lodge my complaint on the basis of details available on the portal <https://cms.rbi.org.in>

- 1.16 In case there are no transactions initiated by me/us in the account for a continuous period of two years for Savings Account & Current Account (excludes system generated transactions like credit interest, debit interest), I/We agree that the account would be treated as a 'Dormant' Account by the Bank. I/We agree that the account status would change to 'Active' only on my/our (all joint holders) written instruction in this regard & by initiating a transaction by me/us at the home branch. I/We understand that until the account status is 'Dormant', transactions through Direct Banking Channels like ATM, Net Banking, Phone-banking may not be allowed by the Bank.
- 1.17 Interest on Savings Account is calculated at a rate fixed by the Bank from time to time.
- 1.18 Please note that in the event of the account balance being zero consecutively for 3 months or more, the Bank reserves the right to close the account without any obligation to intimate the customer.
- 1.19 The Savings Bank account entitles free access to HDFC Bank ATMs, NetBanking & PhoneBanking unless otherwise stated.
- 1.20 I, the undersigned, declare, confirm & consent to HDFC Bank Limited ("Bank") & its service providers, as under:
- 1) I hereby confirm that I am a major & a resident of India & I have read & I hereby accept the Privacy Policy of the Bank available at <https://www.hdfcbank.com/personal/useful-links/privacy>.
 - 2) I seek from the Bank various financial assistance, other products & services for which I may be found eligible by the Bank from time to time, at any time in future, including after closure of any of my existing or future relationships, accounts, products, facilities, loans, services with or from the Bank from time to time, for which purpose I authorise the Bank to share any of my Information (as defined hereinafter) with any credit information companies & obtain various scores, reports & information for determining my credit worthiness from them, & accordingly to contact me or cross sell to me from time to time.
 - 3) I hereby further expressly consent to & authorise the Bank (whether acting by itself or through any of its service providers, & whether in automated manner or otherwise), to do & undertake any of the following, in relation to my application details, personal data & sensitive information about me, information, papers & data relating to Know Your Customer (KYC), credit information, & any other information whether about me or not as may be deemed relevant by the Bank for its purposes (collectively, "Information"):
 - i) to collect Information from me & other physical or online sources including accessing the same from credit information companies, information utilities, websites, databases & online platforms

(whether public or not); to get the authenticity, correctness, adequacy, etc. of the Information verified from any sources & persons including from online databases & to act for & on my behalf for such accessing, collecting/verifying of the Information including using my log-in & password credentials on the online platforms; such collection, access & verification may be done without any notice to me;

- ii) process Information including by way of storing, structuring, organising, reproducing, copying, using, profiling, etc. as may be deemed fit by the Bank;
 - iii) to store the Information for such period as may be required for contract, by law or for the Bank's evidential & claims purposes, whichever is longer;
 - iv) to share & disclose the Information to service providers, consultants, credit information companies, information utilities, other banks & financial institutions, affiliates, subsidiaries, regulators, investigating agencies, judicial, quasi-judicial & statutory authorities, or to other persons as may be necessary in connection with the contractual or legal requirements or in the legitimate interests of the Bank or as per the consent;
 - v) any of the aforesaid may be exercised by the Bank for the purposes mentioned above, for the purposes of credit appraisal, fraud detection, anti-money laundering obligations, for entering into contract, for direct marketing, for developing credit scoring models & business strategies, for monitoring, for evaluating & improving the quality of services & products, for other legitimate purposes or for any purposes with consent.
- 4) I expressly agree to & subject me to the automated processing, automated profiling & to the automated decision making by or on behalf of the Bank.
- 5) I expressly agree to the Bank &/or its affiliates for using the Information & for cross-selling to me their various products & services from time to time.

1.21 Force Majeure: The Bank shall not be liable if any transaction does not fructify or may not be completed or for any failure on part of the Bank to perform any of its obligations under these Terms & Conditions or those applicable specifically to its services/facilities if performance is prevented, hindered or delayed by a Force Majeure event (defined below) & in such case its obligations shall be suspended for so long as the Force Majeure event continues.

'Force Majeure Event' means any event due to any cause beyond the reasonable control of the Bank, including without limitations, unavailability of any communication systems, breach, or virus in the processes or payment or delivery mechanism, sabotage, fire, flood, explosion, acts of god, civil commotion, strikes or industrial action of any kind, riots, insurrection, war,

acts of government, computer hacking, unauthorised access to computer data & storage devices, computer crashes, malfunctioning in the computer terminal or the systems getting affected by any malicious, destructive or corrupting code or program, mechanical or technical errors/failures or power shut down, faults or failures in telecommunication etc.

- 1.22 Right of Lien/Set off: I hereby grant & confirm the existence of the right of lien & set-off with the Bank, which the Bank may at any time without prejudice to any of its specific rights under any other agreements with me, at its sole discretion & without notice to me utilise to appropriate any moneys belonging to me & lying/deposited with the Bank or due by the Bank to me, towards any of the Bank's dues & outstandings under or in respect of a loan facility, including any charges/fees/dues payable under these Terms & Conditions.

2. SAVINGS ACCOUNTS

2.1 Salary Accounts

- 2.1.1 Reversal of Salary Credits: I hereby irrevocably & unconditionally authorise the Bank to on the request of my employer/company recover by marking hold funds/debiting/reversal of credit, any excess amount credited by &/or on the instructions of the employer/company into my account, with notice to me. The Bank will not be held responsible & liable for any such hold funds/ debit/ reversal of credit carried out by the Bank.
- 2.1.2 I acknowledge that my account has been opened with the Bank by virtue of my employment with the employer/company & is designated as "Salary Account". I understand that pursuant to the arrangement between the employer/company & the Bank, at the sole discretion of the Bank I may be entitled to certain facilities on the Salary Account only during the tenure of my employment with the employer/company or till the subsistence of the arrangement between the employer/company & the Bank. I shall notify the Bank on cessation of services with the employer/company. The words "the employer/company" refers to the corporate in which I am employed & on whose request the Salary Account is opened with the Bank.
- 2.1.3 I understand & acknowledge that the responsibility of providing the correct account number for crediting of salaries will lie solely with my employer/company & I shall not hold the Bank responsible for any wrong credit arising out of such incorrect account number provided by my employer/company. I hereby agree that in the event of no salary credits in my Salary Account for any continuous three months, the Bank reserves the right to change the status of Salary Account to Savings Regular Account without any intimation to the account holder/me & the Terms & Conditions as applicable to the HDFC Bank Savings Regular Account shall apply to this account from the date of change of status. The Terms & Conditions & features applicable to Savings Regular Account are published on the website of the Bank.
- 2.1.4 I hereby agree that the Bank may at its sole & absolute discretion close the Salary Account if noticed that no

amounts are credited by &/or on the instructions of the employer/company to the Salary Account regularly or in the event of my ceasing to be in the services of the employer/company for any reason whatsoever after giving me a notice of 30 days.

2.2 Basic Savings Bank Deposit Account:

2.2.1 I understand that, as per regulatory guidelines, holders of Basic Savings Bank Deposit Account are not eligible to open any other savings account in HDFC Bank. Thus, I agree that if I have any other existing savings accounts) with HDFC Bank, then I am required to close such other savings account(s) within 30 days of opening the Basic Savings Bank Deposit Account.

2.2.2 I accept that the Bank reserves the right to close the other savings account(s) (if any), as applicable under the regulatory guidelines, if such accounts) is/are not closed by me within 30 days of opening the Basic Savings Bank Deposit Account

2.3 Basic Savings Bank Deposit Small Account

2.3.1 I understand that my account is being opened with partial/nil KYC documents.

2.3.2 I understand that as a BSBDA Small Account holder in HDFC Bank, I am not eligible to open any other account (CA/SB/FD/RD) till such time I am KYC compliant.

2.3.3 I understand that the balances in my account with the bank should not exceed Rs. fifty thousand (Rs 50,000/-), or total credits should not exceed Rs. One lakh (Rs. 1,00,000/-), in a financial year, or aggregate of withdrawals & transfers in my account should not exceed Rs. ten thousand (Rs. 10,000/-) in a month.

2.3.4 I understand that no further credit transactions will be permitted in the account if the stipulated credit limit of Rs. 50,000 is breached till such time the balance in the account reaches Rs. 50,000 or below.

2.3.5 I understand that no further credit transactions will be permitted in the account if the aggregate of credits in the account exceeds Rs. 1,00,000 in a financial year till the end of that financial year

2.3.6 I understand that no further debit transactions will be permitted in the account if the aggregate of withdrawals & transfers in the account in a calendar month exceeds Rs. 10,000 till the end of that calendar month. I understand that I need to submit an evidence of having applied for valid KYC documents (ID & Address proof) acceptable by HDFC Bank within 12 months of opening the BSBDA Small Account & submit valid KYC documents (ID, Address & Photograph) to HDFC Bank within 24 months of opening the BSBDA Small Account failing which, HDFC Bank is hereby authorized to freeze further transactions in my Account.

2.3.7 I understand that once my account is blocked due to non-compliance to any of the above KYC clauses, I will either have to close the account or convert the existing BSBDA Small Account to a BSBDA/Regular Savings variant account after fulfilling the KYC requirements.

3. CURRENT ACCOUNTS

3.1 I understand that as per extant Reserve Bank of India guidelines, opening of any current account requires

declaration of existing credit facilities with any of the Bank's branches or any other Bank. I shall declare details of any such Credit facilities enjoyed with any Bank in the Account Opening Form, as per the required format therein. I undertake to obtain the requisite No Objection Certificate/s from such Bank/s & hand it/ them over to you before the account gets opened.

- 3.2 I agree to repay to the Bank on demand, unconditionally, the amounts of overdrafts that the Bank may grant to me from time to time, together with interest accrued thereon. I agree that this does not imply that the Bank is bound to grant me any credit facility whatsoever.

4. FIXED DEPOSITS

- 4.1 I am aware that HDFC Bank computes interest on its Domestic, NRO & NRE deposit accounts based on the actual number of days in a year (i.e 366 days in a leap year & 365 days in a non-leap year).
- 4.2 In case of Domestic & NRO deposits no interest will be paid if the deposit is liquidated within 7 days of the date of booking. In case of NRE/FCNR deposit no interest will be paid if the Deposit is liquidated before the completion of 1 year from the date of booking.
- 4.3 I agree that on maturity of my Fixed Deposit, in absence of my written disposal instructions, the Bank reserves the right to renew the deposit along with accrued interest thereon at prevailing rates of interest for the same tenor of the matured
- 4.4 I agree that the Bank will pay the Fixed Deposit amount either on maturity or premature withdrawal at any branch irrespective of the branch where the deposit is booked.
- 4.5 I agree that in case of premature withdrawal of my fixed deposit, the Bank shall have the right to recover interest already paid or the penalty, if any, from the proceeds of the fixed deposit in accordance with prevailing regulations of the Bank & Reserve Bank of India.
- 4.6 As per the Terms & Conditions of Fixed Deposit Accounts of the Bank, the penalty on premature closure of Fixed Deposits including sweep-in & partial closures has been fixed by the Bank at the rate of 1 %. However premature penalty will not be applicable for FDs booked for a tenor of 7-14 days. In the event of the death of the depositor, premature liquidation of the term deposit/s will be permitted without any penal charges.
- 4.7 I agree to the Bank issuing TDS certificate in the prescribed format for interest earned on Fixed Deposits, after the end of every calendar quarter.
- 4.8 In the event of the death of one of the joint account holders, the right to the deposit proceeds does not automatically devolve on the surviving joint deposit account holder, unless there is a survivorship clause.
- 4.9 I/we agree that in case of joint Fixed Deposits with a survivorship clause, the Bank shall be discharged by paying the Fixed Deposit proceeds prematurely to survivor/s, on request, in the event of death of one or more Joint Depositor.
- 4.10 I agree that in case I link my deposits for Sweep in to Savings Account, I authorise the Bank to break my

deposits in units of Re1 to the extent of shortfall in the a/c. Effective 23rd Feb 2014, Sweep in of funds from your Fixed Deposit (FD) to Saving/Current account will happen on Last in First Out basis (LIFO)

- 4.11 I agree that in case of any lien on the deposit by self or third party, the deposit will be force renewed irrespective of the maturity instruction.

5. RECURRING DEPOSIT

- 5.1 I am aware that the interest on Recurring Deposits will be calculated by the Bank in accordance with the directions advised by Indian Banks' Association.
- 5.2 I am aware that the interest rates for recurring deposits will be the corresponding rate as applicable for a Fixed Deposit & the interest on the Deposits is compounded at quarterly intervals.
- 5.3 I agree to the lock in period of one month on Recurring Deposits (Domestic) & in case of premature closure within a month, no interest shall be paid out to me.
- 5.4 I agree to the lock in period of one year on NRE Recurring Deposit & in case of premature closure within a month, no interest shall be paid to me.
- 5.5 I agree that the instalment amount once fixed will not be allowed to be altered at a later date.
- 5.6 I agree that in case of more than one instalment being overdue at the time of payment, the paid instalment if sufficient to cover only one instalment will be appropriated towards the first/earliest instalment overdue.
- 5.7 I agree that partial payment of instalments will not be permitted.
- 5.8 Even if the payment for the month is honoured, but the standing instruction towards instalment recovery has failed, the Bank will recover a standing instruction failure charge.
- 5.9 I agree that in case of delay in payment of any instalment, I/we shall be liable to pay penal interest at the rate of Recurring Deposit interest rate (contracted rate of interest at the time of booking of the RD) + 2% p.a or such other rate as may be specified by HDFC Bank from time to time for the actual period of delay.
- 5.10 I am aware that penal charges will be calculated on a 30/360 basis.
- 5.11 I am aware that the interest rate applicable for premature closure of deposits (all amounts) will be lower of the base rate for the original/contracted tenure for which the deposit has been booked OR the base rate applicable for the tenure for which the deposit has been in force with the Bank. The base rate is the rate applicable to deposits of less than Rs.1 Crore as on the date of booking the deposit.

6. ATM/DEBIT CARDS

- 6.1 CONTACTLESS TRANSACTIONS: Debit Card contactless card allows you to pay with a simple tap. For transaction of ₹5,000 or less just tap to pay & for transaction above ₹5000 input PIN. These transactions are as secured as any chip/PIN based transactions. Debit card can be used as a regular chip card & transactions can be authenticated through PIN.

All other terms mentioned in Debit Cards T&C are applicable for all contactless cards/ transactions– www.hdfcbank.com.

- 6.2 SECURITY OF CARD: I agree that the Card will be despatched to the address on record with the Bank. I agree to keep ATM/Debit Cards in Safe custody & agree not to hand over the Card to anyone including anyone who claims to represent the Bank. I understand that the Bank shall not be responsible for any misuse of the Card by virtue of the same falling into wrong hands prior to the Card being reported as lost/stolen by me.
- 6.3 BANK'S OBLIGATION: I understand that Bank shall exercise care while issuing PIN/IPIN/Green PIN & shall be under an obligation not to disclose the same to anyone except the cardholder.
- 6.4 VALIDITY OF CARD: I agree that the ATM/Debit Cards at all times is the Bank's property. The validity period of the ATM/Debit Cards will be mentioned on the face of the Card. I agree to surrender the Card to the Bank in case of account closure or whenever demanded by the Bank for any reason whatsoever. The Card is valid up to the last working day of the month indicated. Cardholder is advised to destroy the Card upon card expiry. The Debit card will be auto-renewed & will be delivered to registered address before card expiry. Old card will be de-activated upon expiry or upon usage of new card or within 90 days of issuance of the new card, whichever is earlier. Customer can opt out from availing the Debit card services at any point of time by visiting the branch or contacting Relationship manager.
- As per RBI/2019-2020/142 DPSS.CO.PD No. 1343/02.14.003/2019-20, January 15, 2020, all cards at the time of issuance/ reissuance are enabled for use only at Domestic contact base points (ATM & PoS). You can enable/disable your usage preference & manage transaction limits on card anytime by modifying Domestic & International transactions limits on ATM/ PoS/ E-commerce/ Contactless through MyCards/ NetBanking/ Mobile Banking/ WhatsApp Banking- 7070066666/ EVA Chatbot/ Calling Toll-free Number 1800 1600 /1800 2600 (8am - 8 pm). Overseas Customers can reach at 022-61606160.
- 6.5 RBI/2017-18/15 DBR.No.Leg.BC.78/09.07.005/2017-18, July 6, 2017; the customer unconditionally agrees & gives consent that the Bank reserves the right to issue or replace Debit Card with an ATM card, during on-boarding/renewal/re-issuance/Card upgrade stage, or as may be applicable to a customer, in case customer's mobile number is not registered/not available/not provided in the Bank records at any given point of time.
- 6.6 LOST/ STOLEN/ SURRENDER / CLOSURE OF CARDS: In case customer's HDFC Bank ATM/Debit Card is lost/ stolen or damaged or wishes to close the card; customer can hotlist/ block the card immediately through any of the multiple channels such as blocking Card through SMS, MobileBanking App, NetBanking, Progressive Web Application like MyCards, Whatsapp Banking, Eva Chatbot, Phonebanking & Branch banking. Bank will block the card immediately on being

informed by the cardholder & formalities, if any, can follow subsequently. Bank will send a confirmation to the cardholder immediately on blocking/deactivating /suspending the card along with reasons thereof through electronic means (SMS/email). The Bank shall not be liable for any loss by the misuse of the Card for any type of transactions (Online/ Physical/ Contactless) & the Cardholder is liable for all charges incurred on the Card prior to the Card being reported as lost/ stolen or hotlisted.

Card swipe/ online ecommerce transactions may get processed by merchants without PIN/Additional Factor Authentication (AFA) like OTP, when initiated on merchants located outside India as AFA may not be a mandate in those countries. Cardmember is wholly liable for all transactions prior to reporting of loss of the card. After the receipt of proper notification of the loss by the bank, the Cardmember's subsequent liability is zero. In addition to notifying HDFC Bank about the loss or theft of the card, the Cardmember must submit a Customer Dispute Form(CDF) to the bank. In case the dispute amount is > Rs. 50,000, the cardmember must lodge a Police Complaint & provide a copy of the same. For Details - <https://www.hdfcbank.com/personal/pay/cards/debit-cards/block-loststolen-card>

6.7 PIN: To enable me to use the Card at ATMs/PoS, a Personal Identification Number (PIN) will be issued. The PIN shall be handed over/mailed & I will ensure that the same is received in a sealed envelope. The PIN may subsequently be generated/re-generated by me, at my own risk through the following channels:

a) MyCards, b) MobileBanking, c) NetBanking, d) WhatsApp Banking, e) EVA, f) Insta Services: Debit Card Instant PIN Re-generation, g) ATM.

The security of the PIN is very important & that I must keep it confidential & not reveal to any third party. If I fail to observe these security requirements,

I shall be responsible & liable for any consequences arising there from. Customer will need to use ATM PIN when using HDFC Bank Debit Card at any retail outlet/ ATM machines in India. Transactions with incorrect PIN will be declined.

6.8 TRANSACTIONS RESPONSIBILITY: I will be responsible for all types of transactions processed by use of my ATM/Debit Cards, whether or not processed with my knowledge or authority, express or implied. I shall accept the Bank's record of transactions as conclusive & binding for all purposes.

6.9 FEES & CHARGES: I agree that all fees/ taxes/ surcharges/ service charges/other levies related to the ATM/Debit Cards may be recovered by the Bank by debit to my/our linked account. For details -<https://www.hdfcbank.com/personal/pay/cards/debit-cards>

6.10 CASH WITHDRAWAL AT POINT-OF-SALE TERMINALS: Cash withdrawal facility can now be availed across merchant establishments with a maximum upper limit of ₹ 2,000/ day on your HDFC Bank Debit Cards, maximum Cash at POS limit per month is of ₹ 10,000/-

- 6.11 **INSURANCE BENEFITS:** Debit Card provides complimentary insurance on select Debit Card variants. Cardholder needs to do at least 1 PoS/Ecom/SI transaction (excluding SI on RuPay Debit Card) 30 days prior to the date of loss in order to be eligible for Insurance Cover as per product feature. In the event the Insured Person(s) having multiple Cards issued by the Insured named in the Schedule, the Insurance Policy shall be applicable only for the Card which has the highest PoS transaction. Registered nominee in the Current/Savings account will be considered as the default nominee in the Debit Card linked Insurance Cover. For any Insurance related queries or claims, contact HDFC Bank Branch / other channels. Refer-<https://www.hdfcbank.com/personal/need-help/contact-us>
- 6.12 I/We authorise the bank to disclose, from time to time any information relating to my/our savings account/Debit/ATM Card to any parent/subsidiary, affiliate & associate of HDFC Bank, third parties engaged by the Bank & to Co-branding Partners for various purposes such as enrolling the cardholders into the loyalty program, managing end-to-end redemption process, handling customer queries/grievances etc.
- 6.13 **DISPUTES RELATED TO ATM TRANSACTIONS:** In case I notice that a wrong entry has been debited to my account for ATM transactions, I would immediately raise the issue with the Bank. I understand that the Bank will investigate & revert to me with its findings & decision of the Bank shall be final & binding on me. I understand that any transaction dispute needs to be reported to the Bank in writing within 30 days from the date of the disputed transaction.
In case, I receive a mutilated/torn/cut currency note(s) from the ATM, I will visit the branch & exchange the note(s) by submitting a letter & the transaction slip & confirming that I transacted at the ATM. I accept that any other form of claim will not be entertained by the Bank.
In case the Bank finds a Forged/Mutilated/Torn Note in the Deposit that I make through the ATM/Teller counter then the Bank will not give me the Credit corresponding to the value of the Forged/Mutilated/Torn Note. I understand that the Bank will also not give me the Forged Note back. However, based on my written request, the Bank will return the Mutilated/Torn Note back to me. The Bank will also comply with all the requirements/guidelines on reporting to authorities as per the guidelines issued by Reserve Bank of India.
I agree that in case of any dispute the Bank will be using the Audit Trail of the ATM (either In a Printed/non-editable Electronic Form) as the final & conclusive evidence in all disputes. I agree to abide by the recordings of the Audit Trail.
- 6.14 **GRIEVANCE REDRESSAL & COMPENSATION FRAMEWORK:**
(i) Grievance redressal & escalation process:
First level touch points: For Queries / Feedback / Complaints/report unauthorised transactions, reach out to any Bank channels: (a) Online Dispute Resolution, (b) Call us, (c) Visit us, (d) Write to us, (e) Email us, (f) Chat with us.

Second level touch points: If you have not received a satisfactory response from other channels, you can,

1) Write to The Manager, Grievance Redressal Cell, HDFC Bank Limited, 1st Floor, Empire Plaza - 1, Lal Bahadur Shastri Marg, Chandan Nagar, Vikhroli West, Mumbai - 400083

2) Reach us on phone 1800 266 4060 between 09.30 am to 05.30 pm Monday to Friday.

i. Mechanism & timelines of Grievance Redressal Policy is available on the website (www.hdfcbank.com -> Need Help? -> Grievance Redressal Digital)

ii. Specific TAT is assigned to resolve customer grievances & all these grievances are resolved within 30 days depending on the nature / classification of grievance logged in CRM. If your issue still remains unresolved or if you have not received response within 30 days of lodging a complaint, you may approach the Banking Ombudsman appointed by RBI.

iii. Compensation framework for unsuccessful / failed transactions, delay in redressal of grievance, delay in closing of account / blocking of lost or stolen cards, etc.: In case of unsuccessful transaction / failure, as per Harmonisation of TAT, the Bank will reverse blocked amount within 5 days. Any failed/ unsuccessful transaction will be auto reversed within T+5 days & compensation of Rs.100/- per day would be paid to me in case of any delay beyond the mentioned TAT.

In case if the merchant claims such transaction, the regular dispute process will be followed as per franchise guidelines which is covered in the compensation policy.

The timeline is specified & updated in the compensation policy displayed on the website under Our Corporate Commitment > Citizens Charter > Customer Compensation Policy.

iv. Contact: 24-hour call centre: 1800 1600 or 1800 2600 (accessible across India) Overseas Customer can reach us on 022-61606160

E-mail: grievance.redressal@hdfcbank.com

6.15 I agree that any change in my account status or change of address or KYC details will be immediately informed to the Bank failing which I shall be responsible for any non-receipt of communication/ deliverables or the same being delivered at my old address. It will be my/ our responsibility to ensure that valid e-mail ID, mobile number & address is updated with the Bank at all times, failing which, I / we may not receive Card related notification(s) from the Bank.

6.16 For more Debit card details, please refer: <https://www.hdfcbank.com/personal/pay/cards/debit-cards>. T&Cs in regional Languages, refer <https://www.hdfcbank.com/personal/pay/cards/debit-cards/personalmitc>

7. INTERNATIONAL DEBIT CARD

7.1 I/We understand that the usage of HDFC Bank International Debit Card(s) shall be in strict accordance with the Exchange Control Regulations of the Reserve Bank of India (RBI), law of the land or of the Regulatory

authorities as applicable from time to time. I/We will not use the card for transactions involving Overseas Forex trading, lottery, betting, gambling, dating, Bitcoins, Virtual currency & any other prohibited transactions as directed in Foreign Exchange Management Act (FEMA), 1999. I/We undertake as my/our responsibilities to keep myself/ourself updated of & in the event of any failure to do so, I/We will be liable for action under the FEMA, 1999, or its statutory modifications or re-enhancement thereof.

Further, in the event of non-compliance by the Cardholder with the same, the Cardholder shall be liable for action under the FEMA, 1999 & any other Law &/or regulation in force from time to time relating to Foreign Exchange. The Cardholder may be debarred from holding the Internationally valid Debit Card, either at the instance of the Bank or the RBI. The Card is valid for use both in India as well as outside India but would carry the inscription "Not valid for payment in foreign exchange in Nepal & Bhutan". In case the Card is cancelled, whether on account of non-compliance with Exchange Control Regulations or otherwise, the Bank will not be responsible for any attempted usage of the Card, whether in India or abroad, resulting in the Card being dishonoured.

- 7.2 The Card cannot be used for effecting remittances for which the release of exchange is not permissible under the extant regulations.

8. PHONEBANKING

- 8.1 PhoneBanking/PhoneBanking Service refers to HDFC Bank's PhoneBanking service, pursuant to which HDFC Bank would provide information & facilitate transactions through telephone, e-mail or other systems to the Customer thereof, in relation inter alia to the Account(s) of such Customer, about products & services of HDFC Bank & other entities with whom HDFC Bank has entered into arrangements.

- 8.2 TERMS refer to Terms & Conditions for use of PhoneBanking. By applying for the PhoneBanking Service & accessing the service for the first time, I acknowledge & accept these TERMS. I agree to all the detailed PhoneBanking Terms & Conditions that are in force from time to time as mentioned on the Bank's website www.hdfcbank.com. Notwithstanding anything contained herein, all Terms & Conditions stipulated by HDFC Bank in connection with the accounts) shall continue to apply.

- 8.3 HDFC Bank shall endeavour to provide me through the PhoneBanking Service, various services including but not limited to enquiry of the balance in the accounts, request for accounts statement &/or Cheque Books, various services on my Debit/Credit Card, including but not limited to enquiry on my Debit/Credit Card accounts, request for card statement & such other facilities as HDFC Bank Ltd. may decide from time to time.

- 8.4 I am aware & accept that HDFC Bank has agreed to provide PhoneBanking service by giving instructions through the 24-hour Interactive Voice Response System &/or through a PhoneBanker as HDFC Bank may decide from time to time. PhoneBanker

assisted service timing is communicated & updated on HDFC Bank's website & other acceptable modes of communication.

- 8.5 HDFC Bank will provide multiple options to access the Interactive Voice Response system & I will maintain secrecy of all passwords/One Time Passwords (OTP) provided by HDFC Bank to access PhoneBanking & ensure that the same is kept confidential. I will not let any unauthorized person including any employee or representative of the Bank, voluntarily, accidentally or by mistake, have access to any of these passwords,
- 8.6 I am aware & accept that to avail PhoneBanking service for Bank Accounts, Demat & Mutual Funds, I am required to identify myself on PhoneBanking systems by successfully validating myself by calling from the mobile number registered with the Bank & input my Customer Identification number/last 4 digits of the Debit Card number &/or input my complete Debit Card number & Personal Identification Number (PIN) &/or any other mode of validation as per the procedures decided by HDFC Bank from time to time. I am aware, & accept that for Credit Cards, I need to call from the mobile number registered for Credit Card in the Bank's record & input the last 4 digit of the Credit Card number &/or input my complete Credit Card number along with the Personal Identification number (PIN)/One Time Password (OTP)/or any other mode of validation as per the procedures as decided by HDFC Bank from time to time. I am aware, & accept that for Retail Assets (Loans), I need to call from the mobile number registered for Retail assets (Loans) in the Bank's record & input the last 4 digit of Loan account number &/or input my Customer Identification number/ or input my complete Loan account number & One Time Password (OTP)/or any other mode of validation as per the procedures decided by HDFC Bank from time to time. The transactions, including financial transactions, done in accordance with the procedures as decided by HDFC Bank from time to time, post successful validation shall be binding on me & the relevant records of which will be admissible in the event of any dispute.
- 8.7 I am aware & accept that the PhoneBanking Service would operate during timings specified by HDFC Bank from time to time & transactions would be carried out on the same day or on the next working day depending upon the time of logging of the transaction.
- 8.8 I shall indemnify the Bank from & against all losses & damages that may be caused as a consequence of breach of any of the Terms & Conditions mentioned on the Bank's website.
- 8.9 Liability on Hotlisted of ATM/Debit/Pre-paid Cards & Credit Cards: I am aware & accept that to protect my interest, the facility of reporting Loss of ATM/Debit/ Prepaid Cards & Credit Cards is available 24 hours & HDFC Bank will carry out the request for Hotlisting of my ATM/Debit/Prepaid Card & Credit Card, the request for which may be received from me or any other person acting on my behalf or the finder' of the said Card who may not be related to or authorised by me. I accept that HDFC Bank will not be liable for any losses or damages on account of my not being able to use the Hotlisted Card to carry out any transactions.

- 8.10 Credit Card Hotlisting: I understand & accept that the Credit Card member must notify the 24-Hour PhoneBanking immediately if the Primary or any Additional credit card is misplaced, lost, stolen, mutilated, not received when due or if he/she suspects that the credit card is being used without Cardmember's permission. Once a card is reported lost, it should not, under any Circumstance be used if found by the Card member subsequently. As the Add-On card is an extended facility given on the primary Card Account, the Add-On card is rendered invalid when the primary card is reported lost. Similarly, if the Add-On card is reported lost, the primary Card Account & other Add-on cards are invalidated.

9. NETBANKING

- 9.1 I understand that basic NetBanking services/registration would be available to the customers upon opening of account/deposits with the Bank without requiring completion of any formalities for activation of such services. I hereby agree that Terms & Conditions of NetBanking will be applicable in addition to the applicable its terms of account opening. I will have to login to NetBanking with the password provided to me. Post login I will change the password.
- 9.2 I understand that NetBanking Services is the Bank's Service (including all modifications of such services) which provides access to account information, products & other services (Including transactions of non-financial & financial in nature) as advised by the Bank from time to time to the customers through the website of the Bank.
- 9.3 I understand that I should login directly from HDFC Bank sites & should not share my Customer id & IPIN (Password) & such account sensitive details with anyone on mail/call or through any other medium.
- 9.4 I acknowledge that if any third person obtains access to my Customer ID & IPIN, such person would be able to provide Payment Instructions/other instructions to the Bank.
- 9.5 I shall indemnify the Bank from & against all losses & damages that may be caused as a consequence of breach of any of the Terms & Conditions mentioned on the Bank's website.
- 9.6 The fees, duties or other charges associated with NetBanking & different services available on NetBanking would be as applicable.
- 9.7 I agree to all the detailed NetBanking Terms & Conditions inforce from time to time as mentioned on the Bank's website www.hdfcbank.com.
- 9.8 I will not share my sensitive account information including any passwords, CVV, OTP (One Time Passwords) with any third persons.

10. MOBILEBANKING

- 10.1 "MobileBanking or SMSBanking" means facility of access to information relating to the Saving/Current Account(s)/Fixed Deposit of the Customer & usage of products &/or other services as may be advised or made available on the Customer's Mobile Phone by the Bank from time to time on/through MobileBanking. The words MobileBanking & MobileBanking Services are used interchangeably in this document.

- 10.2 Any customer of the Bank, having a saving & or current & or fixed deposit account authorised to operate singly or on either or survivor basis & who is also a current subscriber of the CSP. The User should have access to the Mobile Phone & knowledge of how the Mobile Phone works. The User should at all times possess the Mobile Phone software, which are required for using MobileBanking. In case of Minor accounts, only the natural guardian of the Minor shall be eligible to avail of this service.
- 10.3 I agree that I shall be entitled to use the MobileBanking Service only if my application is found in order & the relevant particulars are registered by the Bank & the SP. The Bank & the CSP shall be at liberty to reject my application without assigning any reason.
- 10.4 The Bank shall endeavour to provide to the user through MobileBanking, such services as the Bank may decide from time to time. The Bank reserves the right to decide the type of services, which a category of user may be offered on each account & may differ from category to category. The Bank may also make additions/deletions to the services offered through MobileBanking at its sole discretion.
- 10.5 Only those accounts opened with the Bank & attached to the respective User's ID will be accessible through MobileBanking.
- 10.6 I grant express authority to the Bank for carrying out the transactions performed by me through MobileBanking. The Bank shall have no obligation to verify the authenticity of any transaction received from me through MobileBanking or purporting to have been sent by me via MobileBanking other than by means of verification of the Mobile Phone Number. The display that is produced by me at the time of operation of MobileBanking is a record of the operations of the mobile access & shall not be construed as the Bank's records of the relative transactions. The Bank's own records of transactions maintained through computer systems or otherwise shall be accepted as conclusive & binding for all purposes unless I point out any discrepancy within 15 days from the date of receipt of periodical statement. All transactions arising from the use of MobileBanking, in a joint account, shall be binding on all the joint account holders, jointly & severally.

I/We have read & understood the Terms & Conditions governing the opening of an account with HDFC Bank. I/We understand that the detailed Terms & Conditions relating to various services including but not limited to

(a) ATMs, (b) Phone Banking (c) Debit Cards (d) Mobile Banking (e) Net Banking (f) Bill Pay facility (g) Insta Alert facility (h) Email Statement are available on the website for reference or I/We can request for a copy of the Terms & Conditions booklet from the Branch.

I/We understand that access to any changes/update in Terms & conditions applicable to this account/ relationship would be available on the website ([http:// www.hdfcbank.com/htdocs/common/hdfcbank_tnc.htm](http://www.hdfcbank.com/htdocs/common/hdfcbank_tnc.htm)) only.



HDFC BANK

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