DCB SKS PREPAID CARD TERMS AND CONDITIONS

These Terms and Conditions are for DCB SKS Prepaid Cards issued to Cardholders by DCB Bank Limited (Formerly Development Credit Bank Limited), a Banking Company incorporated under the Companies Act, 1956 (CIN: L99999MH1995PLC089008) and having its Registered Office at 601 & 602, Peninsula Business Park, 6th Floor, Tower A, Senapati Bapat Marg, Lower Parel, Mumbai – 400 013. SKS Microfinance Limited ('SKS') is facilitating the sales and marketing of the Card.

In these Terms and Conditions 'you' denotes the DCB SKS Prepaid Cardholders and 'DCB Bank' denotes DCB Bank Limited. Please ensure that you have read the DCB SKS Prepaid Card Terms and Conditions carefully before using the DCB SKS Prepaid Card. By using the DCB SKS Prepaid Card you are unconditionally and irrevocably accepting the terms and conditions listed hereunder and will be bound by them at all times and you accept the onus of ensuring compliance with the relevant Reserve Bank of India (RBI) Regulations, and the rules and regulations framed by the Reserve Bank of India, as amended from time to time and any other corresponding enactment / law in force from time to time.

Application

The DCB SKS Prepaid Cardholder acknowledges and understands that the DCB SKS Prepaid Card is being issued on the basis of his/her application

DCB SKS Prepaid Card Validity and DCB Prepaid Card-holder's Obligations

The DCB SKS Prepaid Card is valid for 2(two) years from the date of manufacture printed on DCB SKS Prepaid Card.

The issue and use of the DCB SKS Prepaid Card shall be subject to the rules and regulations as issued by DCB Bank and the Reserve Bank of India and other regulators from time to time.

The DCB SKS Prepaid Card shall be valid only for transaction options, as permitted by DCB Bank from time to time in India, at Point of Sale (POS) and all VISA ATMs. Ecommerce transactions will be enabled in the future.

The DCB SKS Prepaid Card will be at all times the property of DCB Bank and shall be returned to DCB Bank unconditionally and immediately upon DCB Bank's request. The DCB SKS Prepaid Cardholder is requested to ensure that the identity of the DCB Bank's officer is established before handing over the DCB SKS Prepaid Card.

The DCB SKS Prepaid Card is not transferable or assignable by the DCB SKS Prepaid Cardholder under any circumstances to anyone.

You must sign on the reverse side of the DCB SKS Prepaid Card immediately upon receipt. You must not permit any other person to use it and should safeguard the DCB SKS Prepaid Card from misuse by retaining the DCB SKS Prepaid Card under your personal control at all times.

The Personal Identification Number (PIN) issued to the DCB SKS Prepaid Cardholder for use with the DCB SKS Prepaid Card at POS and VISA ATMs or any number chosen by the DCB SKS Prepaid Cardholder as a PIN, will be known only to the DCB SKS Prepaid Cardholder and is for the personal use of the DCB SKS Prepaid Cardholder and is non-transferable, non-assignable and strictly confidential. A written record of the PIN number should not be kept in any form, place or manner that may facilitate its misuse by a third party. The PIN should not be disclosed to staff of DCB Bank or to merchant establishments or to any third party, under any circumstances or by any means whether voluntary or otherwise.

The DCB SKS Prepaid Cardholder's DCB SKS Prepaid Card will be debited immediately with the amount of any withdrawal, transfer and other transactions effected by the use of the DCB SKS Prepaid Card. Sometimes the transaction amount and / or tips, surcharge or exceptional transaction amount would be debited to your account subsequently / at a later date. The DCB SKS Prepaid Cardholder will ensure that he/she has/had sufficient balance on the DCB SKS Prepaid Card to meet any such transactions.

The DCB SKS Prepaid Cardholder shall not be entitled to withdraw funds by the use of the DCB SKS Prepaid Card in excess of the sufficient balance in the DCB SKS Prepaid Card.

The DCB SKS Prepaid Cardholder will be responsible for transactions effected by using the DCB SKS Prepaid Card whether authorized by the DCB SKS Prepaid Cardholder or not, and shall indemnify DCB Bank and / or SKS against any loss or damage caused by any unauthorised use of the DCB SKS Prepaid Card or related PIN, including any penal action arising there from on account of any violation of RBI guidelines or any other law being in force in India and State continent / territory law being in force in India notwithstanding the termination of this arrangement.

You hereby undertake to destroy the DCB SKS Prepaid Card on its expiry or closure by cutting it into several pieces through the magnetic strip. You may call DCB Bank 24 Hour Customer Care for DCB SKS Prepaid Card renewal, reissue or closure before expiry. DCB Bank reserves the sole right and discretion of renewing your DCB SKS Prepaid Card account expiry.

The DCB SKS Prepaid Cardholder will inform DCB Bank in writing about irregularities or discrepancies that exist in the transaction details at an ATM or merchant establishment within 7 (seven) days of the transaction processed. If no such notice is received during this time, DCB Bank will assume the correctness of transactions.

Addition / Withdrawal of facilities

DCB Bank may, at its discretion, make available to the DCB SKS Prepaid Cardholder more services on the DCB SKS Prepaid Card for the DCB SKS Prepaid Cardholder's convenience and use. All fees and charges related to transactions done by the DCB SKS Prepaid Cardholder at these devices, as determined by the DCB Bank from time to time will be recovered by a debit to the balance available on the Card. DCB Bank shall also, in its sole discretion, at any time, without notice to the DCB SKS Prepaid Cardholder, be entitled to withdraw, discontinue, cancel, suspend/or terminate the facility to use the DCB SKS Prepaid Card and/or services related to it and shall not be liable to the DCB SKS Prepaid Cardholder for any loss or damage suffered by him resulting in any way from such suspension or termination.

Fees

Transaction fees for cash withdrawal, balance inquiry and, or other transactions wherever applicable, will be debited to the DCB SKS Prepaid Card 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 DCB SKS Prepaid Card maybe revised or changed by DCB Bank from time to time without prior intimation to the DCB SKS Prepaid Cardholder(s).

Any charges / fees appearing in this terms and conditions does not include service tax and, or any other cess or taxes, the same may be collected in addition to such fees or charges as applicable from time to time.

Lost or Stolen DCB Prepaid Card

In the event that the DCB SKS Prepaid Card is lost or stolen, the occurrence must be reported to DCB Bank 24 Hour Customer Care immediately by the fastest means of communication followed with a written communication. A copy of the acknowledged police complaint must accompany the said written communication.

You hereby undertake to indemnify DCB Bank and/ or SKS fully against any liability (civil or criminal), loss, cost, expenses or damage that may arise due to loss or misuse of the DCB SKS Prepaid Card in the event that it is lost and not reported to DCB Bank, or lost and misused before DCB Bank is informed. Provided you have in all respects complied with the terms and conditions, a replacement DCB SKS Prepaid Card may be issued at the sole discretion of DCB Bank at the applicable fee.

If it is determined that you were grossly negligent or fraudulent in handling of the DCB SKS Prepaid Card, DCB Bank will not entertain any request for refund / reimbursement of fraudulent usage of the lost / stolen DCB SKS Prepaid Card. If any amount is credited to your DCB SKS Prepaid Card based on your representation and, or any information provided by you, DCB Bank will recover the amount from you without any prior notice. You hereby undertake to indemnify DCB Bank and/ or SKS fully against any liability, loss, cost, expenses, damage that may arise due to your negligent or fraudulent handling of the DCB SKS Prepaid Card.

Should you subsequently recover the DCB SKS Prepaid Card, as it cannot be used, please destroy the DCB SKS Prepaid Card by cutting it into several pieces through the magnetic strip.

Appointment of third party service provider

DCB Bank, at its sole discretion, may appoint third parties/service providers for providing service over the phone or through any other means. DCB Bank may also appoint third party/service providers for conducting certain activities such as but not limited to reference checking, data-entry and back-office related

operations, verification through credit bureau, credit verification, and recovery of any outstanding on the DCB SKS Prepaid Card etc

Disclosure of Confidential Information

Information will be disclosed to third parties about the DCB SKS Prepaid Card, or transactions made with the DCB SKS Prepaid Card, whenever allowed by law, required by law, and also where necessary to operate the DCB SKS Prepaid Card and process transactions.

Notwithstanding anything contained hereinabove, the DCB SKS Prepaid Cardholder hereby accepts and confirms that as a pre-condition to the use of the DCB SKS Prepaid Card, DCB SKS Prepaid Cardholder hereby agrees and gives consent to the disclosure by the DCB Bank of all or any such:

(I) information and data relating to the DCB SKS Prepaid Card / DCB SKS Prepaid Cardholder;

(ii) information or data relating to any of the terms of this agreement; and

(iii) default, committed by the DCB SKS Prepaid Cardholder in discharge of the obligation contained herein;

as DCB Bank may deem appropriate and necessary, to disclose and furnish to Credit Information Bureau (India) Ltd. and any other agency authorized in this behalf by Reserve Bank of India or any other regulatory authority.

Right to terminate/ block, decline the usage of the DCB SKS Prepaid Card

DCB Bank reserves the right to terminate/block/decline the usage of the DCB SKS Prepaid Card temporarily or permanently, upon the occurrence of any of the following events:

- Failure to adhere to or comply with the terms and conditions herein.
- An event of default under any agreement or commitment (contingent or otherwise) or the like entered into with DCB Bank.
- Demise of the DCB SKS Prepaid Cardholder.
- When it becomes necessary to determine whether any person is rightfully entitled to use the DCB SKS Prepaid Card and/or for taking any other steps required by applicable law, rules and regulations or direction of any appropriate authority.
- Changes in applicable law, regulations and rules for the time being in force as well as changes in internal policy requirements of DCB Bank and/or its arrangements with its service providers.

Quality of Goods and Services

DCB Bank shall not in any way be responsible for the merchandise, merchandise warranty or services purchased, or availed of by the DCB SKS Prepaid Cardholder from merchant establishments, including on account of delay in delivery, non-delivery, non receipt of goods or receipt of defective goods by the DCB SKS Prepaid Cardholder.

It must be distinctly understood that the DCB SKS Prepaid Card is purely a facility to the DCB SKS Prepaid Cardholder to purchase goods and/or avail of services, the DCB Bank holds out no warranty or makes no representation about quality, delivery or otherwise of the merchandise.

Disputes

In case of purchase transactions, a sales slip with the signature of the DCB SKS Prepaid Cardholder together with the DCB SKS Prepaid Card number noted thereon (by masking some of the digits for confidentially reasons) shall be conclusive evidence between DCB Bank and the DCB SKS Prepaid Cardholder as to the extent of the liability incurred by the DCB SKS Prepaid Cardholder and DCB Bank shall not be required to ensure that the DCB SKS Prepaid Cardholder has received the goods purchased / availed of the service to the DCB SKS Prepaid Cardholder's satisfaction.

DCB Bank shall make bonafide and reasonable efforts to resolve an aggrieved DCB SKS Prepaid Cardholder's disagreement with an applicable charge indicated in the account statement or as otherwise determined by the DCB SKS Prepaid Cardholder within two (2) months of the receipt of notice of disagreement. If after such effort DCB Bank determines that the charge is correct, then it shall communicate the same to the DCB SKS Prepaid Cardholder.

DCB Bank accepts no responsibility and liability for the refusal of any establishment / merchant to honor the DCB SKS Prepaid Card.

This arrangement will be construed in accordance with and governed by the laws of India. All disputes are subject to the exclusive jurisdiction of the Courts of Mumbai in India irrespective of whether any other Court may have concurrent jurisdiction in the matter. The mere fact that any service can be accessed through internet, mobile or phone by the DCB SKS Prepaid Cardholder in a country other than India shall not be interpreted to imply that the laws of the said country govern these terms and conditions and, or the operations in the said accounts of the DCB SKS Prepaid Cardholder and, or the use of any of these services.

The DCB SKS Prepaid Cardholder will be liable and responsible for all the cost associated with the collection of dues, legal expenses (should it become necessary to refer the matter to any agent/advocate), or where legal resources have been utilized in the resolution of a dispute.

Verified by Visa (VBV) – As and when introduced by DCB Bank

Description of VBV

Verified by Visa provides you with a way of increasing security for online transactions by reducing the chances of fraud for those transactions. Registering for Verified by Visa involves providing personal information to DCB Bank, which is then used to confirm your identity for future online transactions for which Verified by Visa is used. Verified by Visa also may be used for record keeping and reporting purposes, as well as to help resolve transaction disputes.

Limitation of Liability

You acknowledge and agree that, except as otherwise provided by any applicable laws DCB Bank shall not be liable and responsible for any loss or damage arising from your failure to comply with these Terms and Conditions.

You agree that DCB Bank shall not be liable and responsible to you or to any third party for any modification, suspension or discontinuance of Verified by Visa.

Under no circumstances will DCB Bank be liable and responsible for consequential, incidental, special or indirect losses or other damages, such as any damage to your computer or telephone service resulting from your use of Verified by Visa.

DCB Bank will assume no responsibility for, and will not be liable for, any damages to, or any viruses which may affect, your computer equipment or other property on account of your access to, use of, or downloading from, the said website.

You agree that 'on line alerts' are sent by DCB Bank to the mobile number registered for SMS alerts with DCB Bank and you shall take steps to get registered for 'SMS alerts' to receive alerts for transactions done on your DCB SKS Prepaid Card.

You acknowledge and agree that DCB Bank and SKS shall not be liable to for any loss or damage suffered by you resulting in any way from use of DCB SKS Prepaid Card.

Disclaimer of Warranties

You expressly understand and agree that any software obtained through the use of Verified by Visa is downloaded and used at your own discretion and risk and responsibility and that except as otherwise provided in these Terms and Conditions, you will be solely liable and responsible for any damage to your computer system or loss of data that results from the download or use of any such software or other materials through Verified by Visa.

Except as otherwise required by any applicable state law, DCB Bank makes no representations or warranties about verified by Visa of any kind, express or implied, including any warranties as merchant ability or fitness for a particular purpose. Verified by Visa is provided and made available to you on an "as is" basis.

Schedule of charges

Particulars	Charges Without Service Tax	Charges With Service Tax
Card Issuance Fees	₹150.00	₹171.00
Cash withdrawal at ATM #	₹ 19.30	₹ 22.00
Balance enquiry at ATM	Nil	Nil
Card replacement fee	₹100.00	₹114.00
PIN regeneration fee	Nil	Nil
Card reload fee	₹ 8.80	₹ 10.00

Charges after the first 4 free withdrawals

The aforementioned Terms and Conditions are subject to change from time to time at the sole discretion of DCB Bank. For updated Terms and Conditions, you may visit DCB Bank's website www.dcbbank.com.

Cardholder Services

If you have a query or complaint about your DCB SKS Prepaid Card, you may direct the query to the Website (www.dcbbank.com) or notify Cardholder Services immediately on 1800 209 5363 or email at customercare@dcbbank.com