

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai – 400013

DCB INTERNET BANKING POLICY

This Internet Banking Policy governs the use of DCB Bank's Personal and Business Internet Banking (PIB & BIB) offering.

This Policy sets out the terms and conditions applicable to the use of this website and provides information on data gathering, exclusion of liability, the use of cookies, DCB contact information and how you to protect personal data when using this website. However, DCB will only use this personal data in accordance with the purposes set forth in this Policy.

In this document all references to the user being referred in masculine gender shall be deemed to include the feminine gender.

Definitions:

In this document the following words and phrases shall have the meanings as set below unless the context indicates otherwise:

"Account(s)" refers to the different types of accounts & products which are presently offered or which may be offered in future & covers user's bank accounts, home loan accounts, depository account and/or any other type of account (each account hereafter referred to as an "Account" and collectively as "Accounts"), so maintained with DCB which are eligible Account(s) for purposes of DCB Personal and Business Internet Banking. One of these Accounts shall be designated as the Primary Account and all other Accounts, if any, of the user shall be referred to as Secondary Account(s).

DCB Personal and Business Internet Banking (PIB & BIB)

DCB Personal and Business Internet Banking is DCB's Internet Banking offering that lets customers bank online whenever and wherever they have access to the Internet. It gives them complete control over their accounts and lets them bank from the comfort of their home or office 24 hours a day, 7 days a week. This facility is absolutely free for all eligible DCB account holders.

With DCB Personal Internet Banking (PIB) customers can avail of a wide range of banking services that literally puts the bank at their fingertips. Customers can:

1. View their account balance
2. Print account statement
3. View transaction history
4. Create fixed deposits
5. Renew fixed deposits or set / change maturity instructions
6. Create recurring deposits
7. Transfer funds to other DCB accounts, non-DCB accounts, Visa Credit Cards
8. Track / Schedule fund transfers

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai – 400013

9. Inquire about cheque status
10. Inquire about tax deduction
11. Request for a cheque book
12. Request for a demand draft
13. Stop payment of cheque
14. View loan accounts
15. Trade online
16. Access mutual funds
17. Pay utility bills
18. Send and receive secure emails to and from the bank
19. Put in requests for Account statement, Statement of Account by email etc.
20. Generate PIB passwords online
21. Update PAN with bank

With DCB Business Internet Banking (BIB), customers can avail of a wide range of banking services that literally puts the bank at their fingertips. Customers can:

1. View their account balance
2. Print account statement
3. View transaction history
4. Create fixed deposits
5. Renew fixed deposits or set / change maturity instructions
6. Transfer funds to other DCB accounts, non-DCB accounts
7. Track fund transfers
8. Request for a cheque book
9. Request for a demand draft
10. Stop payment of cheque
11. View loan accounts
12. Trade Finance (Transaction Enquiry only)
13. Pay utility bills(through PG)
14. Pay direct taxes through PG)
15. Send and receive secure emails to and from the bank
16. Put in requests for Account statement, Statement of Account by email etc.
17. CMS – Payments
18. CMS – Collection

"Personal Information" refers to the information provided by the user to DCB.

"Terms" refer to terms and conditions herein for use of DCB Personal and Business Internet Banking.

"User" or "Client" refers to a customer of DCB authorized to use DCB Personal and Business Internet Banking. In case of the user being a minor, the guardian of such minor

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai - 400013

shall be permitted to use DCB Personal Internet Banking. The terms "User" and "Client" have been used interchangeably in this policy document.

"Website" refers to the DCB Personal and Business Internet Banking website owned, established and maintained by DCB.

Other abbreviations used:

PAN - Permanent Account Number

NEFT - National Electronic Funds Transfer

RTGS - Real Time Gross Settlement

IMPS - Immediate Payment Service

OTP - One Time Password

Registration:

Individuals including minors (except for 'Jointly' mode of operations) and sole proprietary firms having accounts with DCB Bank are eligible for availing this facility. For registration, customer has to fill a form available on bank's website & branches and submit it at any of the branches.

Customer can also apply for registration at the time of account opening by opting for PIB in account opening form.

Additionally, the Bank will also enable PIB registration for customers online with adequate security measures.

Business customers can apply for BIB by executing necessary documentation Prescribed for the same. This includes Proprietor Accounts, Partnership Accounts, Private and Public Limited Company Accounts, Trusts and Associations, HUF and Society Accounts.

.

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai – 400013

Purposes of Information Gathering:

DCB collects and processes information about customers to conduct its business, to inform, to develop and make available products and services that may be of interest to customers. The information customer provides will be used to contact customers when necessary, e.g. to alert customers about transactions and changes in their accounts, to notify about functionality changes and additions to the internet banking web site and to provide information on services that customers may find helpful provided the customer has opted to receive such services and registered his contact details viz. Mobile number, e-mail ID and mailing address with the bank.

Privacy and Security:

In the course of using this internet banking website or availing the products and services vide the online application forms, DCB may become privy to the personal information of its customers, including information that is of a confidential nature.

DCB is strongly committed to protecting the privacy of its customers and has taken all necessary and reasonable measures to protect the confidentiality of the customer information and its transmission through the world wide web and it shall not be held liable for disclosure of the confidential information when in accordance with this Privacy Commitment or in terms of the agreements, if any, with the Customers.

DCB endeavours to safeguard and ensure the security of the information provided by the Customer. DCB employs a range of security features for its DCB Personal and Business Internet Banking. These measures extend from data encryption to firewalls. DCB uses 128-bit Secure Socket Layer (SSL) encryption technology, which is currently the permitted level of encryption in India, to ensure that the information exchanged between the customer's computer and the internet banking web site over the Internet is secure and cannot be accessed by any third party. When the information provided by the Customers is not transmitted through this encryption, the Customers' system (if configured accordingly) will display an appropriate message ensuring the best level of secrecy for the Customers' information. In addition to login and transaction passwords for transacting through DCB Personal and Business Internet Banking, One Time Password (OTP) is implemented as 2nd factor authentication for important transactions wherein customers have to input OTP received on their mobile numbers, email IDs registered with the bank to complete these transactions. These transactions include beneficiary addition for NEFT, RTGS, Visa Card transfers, fund transfers using NEFT, RTGS, Visa Card, third party transfer within bank, payment gateway transactions, online password generation.

How Customers Can Protect Their Privacy:

1. The Customer would be required to cooperate with DCB in order to ensure the security of the information, and it is recommended that the customers necessarily choose their passwords carefully such that no unauthorized access is made by a third party. To make the passwords complex and difficult for others to guess, the customers are required to use combination of alphabets, numbers and special

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai – 400013

characters (like !,@,#, \$ etc.) with a minimum password length of 8 characters in case of PIB and between 6- 9 characters for BIB . The passwords have validity of 120 days in case of PIB and 90 days for BIB after which customer has to change the password to further access the service. It is recommended that customers change their passwords regularly.

2. The Customers should ensure not to disclose their password to anyone or keep any written or other record of the password such that a third party could access it.
3. Customers should create and maintain different passwords for Login and for Transactions. This provides additional security for financial transactions through DCB Personal and Business Internet Banking.
4. Do not share your account information, passwords or similar sensitive data with others.
5. Never provide confidential information to unknown callers.
6. When conducting business over the Internet, always use a secure browser and exit online applications as soon as you finish using them.
7. Protect your account records.
8. Avoid the use of birthdays, anniversaries, family member names or similar details which can be easily guessed as passwords.
9. If you are accessing DCB Personal or Business Internet Banking website from cyber cafe, any shared computer or from a computer other than that of your own or if you suspect that your passwords have been compromised, please change your passwords immediately after such use from your own PC at workplace or at house. It is very important to do so especially when you have entered your transaction password from such shared computer or cyber cafe computer. Change these Passwords from your own PC at workplace or at house.
10. All users should logout after every login session; however, online sessions will automatically be terminated after 5 minutes of inactivity. This to protect you in case you accidentally leave your computer unattended after you login.
11. Make sure that your computer is protected with anti-virus and you have latest anti-virus software.
12. Avoid clicking on links which are sent via E-mails. Type URL (Universal Resource Locator) of all such links directly on the browser. Avoid sending or furnishing personal and financial information on email. Also prior to providing any information (financial or personal) on a website, verify the bonafides of the

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai – 400013

website, its address and of the owners/ operators of such websites. Make sure that the URL that appears in the "address" or "location" box on your browser window is the one you wish to access.

13. If you are a victim of fraud or identity theft, please contact the call centre or branch immediately so that the bank may place the necessary restrictions on your account(s) to put holds on your accounts.
14. Neither bank nor its service providers will contact you via telephone or email or any other means requesting personal information, your customer ID or your password. If you are contacted by anyone requesting this information, please do not share it and contact us immediately.

DCB undertakes not to disclose the information provided by the Customers to any person, unless such action is necessary to:

- Conform to legal requirements or comply with legal process;
- Protect and defend DCB's rights, interests or property;
- Enforce the terms and conditions of the products or services including Internet Banking services; or
- Act to protect the interests of DCB or its members, constituents or of other persons

The client shall not disclose to any other person, in any manner whatsoever, any information relating to DCB of a confidential nature obtained in the course of availing the services through the website. Failure to comply with this obligation shall be deemed a serious breach of the terms herein and shall entitle DCB to terminate the services, without prejudice to any damages, which the client is liable to pay DCB.

DCB will limit the collection and use of customer information only on a need-to-know basis to deliver better service to the customers. DCB may use and share the information provided by the customers with third parties for providing services and any service-related activities such as collecting subscription fees for such services, and notifying or contacting the Customers regarding any problem with, or the expiration of, such services. In this regard, it may be necessary to disclose the customer information to one or more agents and contractors of DCB and their sub-contractors.

The Customer authorizes DCB to exchange, share, part with all information related to the details and transaction history of the Customers to its banks / financial institutions / credit bureaus / agencies / participation in any telecommunication or electronic clearing network as may be required by law, customary practice, credit reporting, statistical analysis and credit scoring, verification or risk management and shall not hold DCB liable for use or disclosure of this information.

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai – 400013

Cookies:

Cookies are tiny electronic messages a web server provides to your web browser. The message contains information that is then stored on your computer and sent back to the server when your browser requests pages from the server.

DCB may gather and analyze information regarding usage of this web site, including domain name, the number of hits, the pages visited, previous/subsequent sites visited and length of user session. This information may be gathered by using a cookie. A cookie will make the use of this web site faster and easier.

Why we use cookies

We use cookies for a number of reasons: To make your browsing experience more convenient; to personalize your online session (for example, to customize pages based on the information contained in the cookie); and to track your activity on our web site so we can quickly respond to your service needs.

Caution with automatic cookie functionality

Browsers e.g. Microsoft Internet Explorer has a functionality that prompts you to allow the browser to store passwords and login IDs so you don't need to enter this information every time you access a web site. DCB strongly urges you NOT to use this functionality to prevent unauthorized use of your internet banking access code(s).

Disallowing cookies

You may disallow cookies by making the appropriate selection from your browser options. However, please keep in mind that certain services require cookies for effective delivery. When this is the case, you'll receive a notice that you will need to allow cookies to receive the service. In addition, if you do allow cookies, DCB will always treat the information supplied through these cookies with the same security and privacy protection as any other customer information we receive.

Changes to our Internet Banking Policy:

DCB shall have the absolute discretion to amend or supplement any of the features and benefits in relation to the service. DCB shall communicate the amended Policy by hosting the same on Bank's website (www.dcbbank.com) or in any other manner as decided by DCB. The Customer shall be responsible for regularly reviewing this Policy, including amendments thereto as may be posted on the Bank's website (www.dcbbank.com) and shall be deemed to have accepted the amended Terms and Conditions by continuing to use the service.

DISCLAIMER

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai – 400013

General

The terms of this disclaimer (hereinafter referred to as "Disclaimer") apply to DCB Personal and Business Internet Banking website.

Please read this Disclaimer carefully.

By accessing this web site and or using the information provided on or via this web site the customer agrees to be bound by this Disclaimer. In the event of any conflict between the terms and conditions of specific products and services and this Disclaimer, the conditions specific to such products and services shall prevail.

Use of this Web Site

The information provided on or via this web site should not be used as a substitute for any form of advice. Information on DCB's world wide web pages are for information only and do not constitute an offer to buy or sell products or services of DCB and its associates, subsidiaries and affiliates. Decisions based on this information are for customer's own account and risk. All DCB products and services are subject to the terms and conditions of applicable agreements and in accordance with applicable local law in any jurisdiction.

Although DCB attempts to provide accurate, complete and up-to-date information, which has been obtained from sources that are considered reliable, DCB makes no warranties or representations, express or implied, as to whether information provided on or via this web site is accurate, complete or up-to-date. DCB controls and maintains this web site from India and makes no representation that the information provided on or via this web site is appropriate or available for use in other countries. If customers use this web site from other countries, they are responsible for compliance with applicable local laws. DCB does not represent or warrant that this web site functions without error or interruption. Use of this web site that may hinder the use of other Internet users, that can endanger/jeopardize the functioning of this web site and/or affect the information provided on or via this web site or the underlying software, is not permitted.

Intellectual Property:

DCB, or the relevant owner, retains all rights (including copyrights, trademarks, patents as well as any other intellectual property right) in relation to all information provided on or via this web site (including all texts, graphics and logos). Anybody shall not copy, download, publish, distribute or reproduce any of the information contained on this web site in any form without the prior written consent of DCB. An acknowledgement of the source must be included whenever DCB material is copied or published. The Marketing Department should be contacted for information on permitted use of information or licensing. Infringement of DCB rights will result in appropriate legal action. Links to DCB Sites are not permitted and shall not be established and or maintained without the prior written consent of DCB.

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai – 400013

Communication on-line:

DCB advises that internet security cannot be completely guaranteed. Though all possible security measures have been implemented, communication over the World Wide Web is susceptible to interception, misuse and or modification by a third party.

Exclusion of liability:

Neither DCB nor any of its agents or subcontractors shall be liable for any damages, losses and expenses, whether they be direct, indirect, special, incidental, consequential, punitive, or exemplary damages, including but not limited to financial losses, lost profits or breach of the brand image (even if DCB is advised of the possibility thereof) arising in any way from, including but not limited to, (i) any defects, viruses, or other malfunctions caused to any equipment and other software in connection with access or use of this web site, (ii) the information provided on or via this web site, (iii) the interception, modification or misuse of information transmitted to DCB or transmitted to you, (iv) the functioning or non-availability of this web site, (v) the misuse of this web site, (vi) losses consequent on security violation breaches (vii) the loss of data, (viii) downloading or use of any software made available by this web site, (ix) claims of third parties in connection with the use of this web site (x) the transmission of confidential or sensitive information or (xi) unauthorized reproduction or use of this Work whatsoever.

Applicable law:

This web site and its Disclaimer shall be governed by and construed in accordance with the laws of India. All disputes arising out of or in connection with this Disclaimer shall be submitted to the exclusive jurisdiction of the courts in India.

Amendments:

DCB reserves the right to change the information provided on or via this web site, including the terms of this Disclaimer, at any time. It is recommended that customers review the information provided on or via this web site, including the terms of this Disclaimer, periodically for changes.

Terms and Conditions governing DCB Personal Internet Banking (PIB) and Business Internet Banking (BIB):

1. **Applicability of Terms:** These Terms form the contract between the user and DCB for availing DCB Personal or Business Internet Banking. The user shall apply to DCB in the prescribed form (physical or online) for use of DCB Personal or Business Internet Banking. DCB shall be entitled at its sole discretion to accept or reject such applications as may be submitted by the users. By applying for or availing of DCB Personal or Business Internet Banking, the user acknowledges and accepts these terms.

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai – 400013

2. DCB Personal and Business Internet Banking: For the purpose of availing DCB Personal or Business Internet Banking, the user would need to have legal and valid access to the Internet.

The information provided to the user through the DCB Personal and Business Internet Banking is not updated continuously but at regular intervals. Consequently, any information supplied to the user through DCB Personal or Business Internet Banking will pertain to the date and time when it was last updated and not as the date and time when it is supplied to the user. DCB shall not be liable for any loss that the user may suffer by relying on or acting on such information.

DCB may keep its records of the transactions in any form it wishes. In the event of any dispute, DCB's records shall be binding as the conclusive evidence of the transactions carried out through DCB Personal or Business Internet Banking. In the absence of clear proof that DCB's records are erroneous or incomplete, DCB's records of transactions carried out through DCB Personal or Business Internet Banking shall be conclusive and binding on the client.

Any request for any service, which is offered as a part of Internet Banking, shall be binding on the user as and when DCB receives such a request. If any request for a service is such that it cannot be given effect to unless it is followed up by requisite documentation on part of the user, DCB shall not be required to act on the request until it receives such documentation from the user.

The user shall ensure that DCB Personal or Business Internet Banking or any related service is not used for any purpose which is illegal, improper or which is not authorized under these Terms.

3. Unauthorized Access: The user shall take all necessary precautions to prevent unauthorized and illegal use of DCB Personal and Business Internet Banking and unauthorized access to the Accounts provided by DCB Personal and Business Internet Banking. The user is responsible for ensuring that their mailing address, valid mobile number and email id is updated with DCB Personal and Business Internet Banking at all times. DCB shall take all commercially reasonable care to ensure the security of and to prevent unauthorized access to the DCB Personal and Business Internet Banking using commercially reasonable technology available in India to DCB.
4. DCB Personal and Business Internet Banking Access: The user would be allotted a DCB Personal or Business Internet Banking user-id and a set of secret passwords by DCB in the first instance. The user will be required to change the password assigned by DCB on accessing DCB Personal or Business Internet Banking for the first time. As a safety measure, the user shall change the password as frequently thereafter as possible. In addition to user-id and password DCB may, at its discretion, advise the user to adopt such other means of authentication including but not limited to digital

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai - 400013

certification etc. The user shall not attempt or permit others to attempt accessing the Account information stored in the computers of DCB through any means other than the DCB Personal or Business Internet Banking.

5. DCB Personal and Business Internet Banking Password: The user acknowledges, represents and warrants that the password which will be issued to the user, provides access to the Account and that user is the sole and exclusive owner and is the only authorized user of the password and accepts sole responsibility for use, confidentiality and protection of the password, as well as for all orders and information changes (i.e. change of address etc.) entered into Accounts using such password. The user shall not divulge his user-id and / or password/s to anybody else and if so divulged, the User will hold only himself liable for any loss and / or damage arising out of such divulgence.

The user grants express authority to DCB for carrying out transactions and instructions authenticated by such password. The user unconditionally undertakes to have DCB Personal or Business Internet Banking password of such number of letters/digits as may be notified by DCB from time to time and ensure that the same is kept confidential; and to not let any unauthorized person have access to the internet while the user is accessing the DCB Personal or Business Internet Banking. If the user forgets the Internet Banking password, the user may request for the issue of a new password to DCB for BIB through a written request letter or re-generate the password online for PIB and this shall not be construed as the commencement of a new contract. The user agrees and acknowledges that DCB shall in no way be held responsible or liable if the user incurs any loss as a result of information being disclosed by DCB regarding his Account(s) or carrying the instruction of the user pursuant to the access of the Internet Banking and the user shall fully indemnify and hold harmless DCB in respect of the same. The user shall maintain the secrecy of all information of confidential nature and shall ensure that the same is not disclosed to any person voluntarily, accidentally or by mistake. The user shall comply with such guidelines, instructions or terms as DCB may prescribe from time to time with respect to the password.

6. Joint Accounts: In case of Joint Accounts, transactions through DCB Personal Internet Banking, shall be available if the mode of operation is indicated as 'either or survivor' or 'anyone or survivor'. The user desirous of using the DCB Personal Internet Banking should either be the Account holder and sole signatory or authorized to act independently in case of a joint account. For such joint accounts, one user-id and password for DCB Personal Internet Banking will be issued to each of the joint account holders when requested. The other joint account holders shall expressly agree with the arrangement and give their consent on the application form for use of Internet Banking. In case of joint accounts operated by more than one user, DCB shall act on the instruction received first and any subsequent instruction shall be neglected. All correspondence will be addressed to the first named person only. All transactions arising from the use of DCB Personal Internet Banking in the joint account shall be binding on all the joint account holders, jointly and severally. Under BIB, the user

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai - 400013

will have access to all the accounts belonging to the entity under the maker checker concept of BIB. For all such Business users, one user-id and password will be issued to each of the users as and when requested. All the required users shall expressly agree with the arrangement and give their consent by signing on the application form together with the requisite documents as demanded by the Bank.

7. Charges: DCB Personal and Business Internet Banking service is free for all eligible DCB Bank account holders. However DCB reserves the right to charge and recover from the user service charge for providing the Internet Banking (including but not limited to the right of charging the user for the use of funds transfer). The user hereby authorizes DCB to recover the service charge by debiting one of the Accounts of the user or by sending a bill to the user who will be liable to make the payment within the specified period. Failure to do so shall result in recovery of the service charge by DCB in a manner as DCB may deem fit along with such interest, if any, and/or suspension of the facility of DCB Personal and Business Internet Banking without any liability to DCB.

8. Maintenance of Sufficient Balance: The user shall ensure that there are sufficient funds (or prearranged credit facilities) in any Account for transactions through the Internet Banking, and DCB shall not be liable for any consequences arising out of its failure to carry out the instructions due to inadequacy of funds and/or credit facilities provided always that DCB shall at its sole discretion, be entitled to carry out the instructions notwithstanding such inadequacy without seeking the prior approval from or notice to the user and the user shall be responsible to repay with interest the resulting overdraft, advance or credit thereby created and for all related costs and charges.

DCB may, at its discretion, levy penal charges for non-maintenance of the minimum balance. In addition to the minimum balance stipulation DCB may levy service charges for use of DCB Personal and Business Internet Banking which will be notified by DCB to the user from time to time. Any change in such service charges will also be notified to the user. The user authorizes DCB to recover all charges related to Internet Banking as determined by DCB from time to time by debiting one of the Accounts.

DCB may withdraw the provision of DCB Personal and Business Internet Banking, wholly or partly, if at any time the amount of deposit falls short of the required minimum as aforesaid and / or if the service charges remain unpaid, without giving any further notice to the user and / or without incurring any liability or responsibility whatsoever by reason of such withdrawal.

9. Funds Transfer Through DCB Personal and Business Internet Banking: The User accepts that he will be responsible for keying in the correct account number for the fund transfer request. In no case, DCB will be held liable for any erroneous transactions incurred arising out of or relating to the customer entering wrong account numbers.

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai - 400013

DCB shall specify from time to time the limit for carrying out various kinds of funds transfer or any other existing or new servicethrough DCB Personal and Business Internet Banking. The said facility will be provided in accordance with the arrangements DCB would have with other banks / agencies / companies or any other entity & as per the terms and conditions specified by DCB from time to time.

Current Transaction Limits for DCB Personal Internet Banking (subject to change without any prior notice):

DCB to DCB - Own accounts funds transfer limit is Rs. 5 lakh per transaction with no day wise limit.

All third party funds transfer limit is Rs. 5 lakh per transaction with maximum limit of Rs. 5 lakh per day. This includes DCB to DCB other account, NEFT, RTGS and VISA Card Transfers. The minimum transaction amount for RTGS transfers is Rs. 2 lakh.

Payment Gateway limit is Rs. 1 lakh per transaction with maximum limit of Rs. 5 lakh per day.

The PIB global limit of Rs. 5 lakh per day overrides all above funds transfer transactions except for DCB to DCB - Own accounts funds transfer.

Cooling Period: Cooling period in Personal Internet Banking is the duration during which restricted or no amount can be transferred to a newly added beneficiary.

For NEFT transfers, a cooling period of 48 hours is applicable during which only Rs. 25,000 can be transferred per 24 hours to a newly added beneficiary.

For RTGS transfers, a cooling period of 48 hours is applicable during which funds cannot be transferred to a newly added beneficiary.

After cooling period, normal PIB limits will be applicable.

All the above limits are subject to change without any prior notice. DCB may also introduce new payment modes like IMPS etc. in PIB platform.

Current Transaction Limits for DCB Business Internet Banking (subject to change without any prior notice):

The global limit for Business Internet Banking is Rs 1 crore which includes all kinds of funds transfers- within DCB accounts or Accounts held with other Banks through NEFT/ RTGS or Payment Gateway.

This limit can be enhanced exceptionally or discretionary based on the dual approval from Business Segment BU-Head and Product BU-Head on a case to case basis.

Cooling Period: The Cooling period in BusinessInternet Banking is the duration during which no amount can be transferred to a newly added beneficiary.

A cooling period of 24 hours is applicable in Business Internet Banking post which after funds can be transferred to a newly added beneficiary.

All the above limits are subject to change without any prior notice . DCB may also introduce new payment modes like IMPS, E -Collect, NACH, Host to Host etc. in B BIB platform.

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai – 400013

10. Authority to DCB for DCB Personal and Business Internet Banking: In its endeavor to provide best of the class facilities to its users, DCB Personal and Business Internet Banking incorporates many services like utility bill payments, online trading, Online Tax Payments , Cash Management – Collection and Payment products etc. from its third party vendors and partner tie-ups. The user irrevocably and unconditionally authorizes DCB to access all his Account(s) for effecting banking or other transactions performed by the user through the DCB Personal and Business Internet Banking and to share the Account information with any third parties for the purpose of accepting/executing such requests of the users. The instructions of the user shall be effected only when such instruction is in accordance with the prescribed procedure.

DCB shall have no obligation to verify the authenticity of any transaction / instruction received or purported to have been received from the user through DCB Personal and Business Internet Banking or purporting to have been sent by the user other than by means of verification of the Internet Banking user-id and the password.

The read-out, the faxed / email output or the printed output, if any, that is received by the user at the time of operation of DCB Personal and Business Internet Banking is a record of the operation of the computer by the user and shall be accepted as conclusive and binding for all purposes. All the records of DCB generated by the transactions arising out of the use of the DCB Personal and Business Internet Banking, including the time the transaction recorded shall be conclusive proof of the genuineness and accuracy of the transaction. While DCB shall endeavour to carry out the instructions promptly, they shall not be responsible for any delay in carrying on the instructions due to any reason whatsoever, including due to failure of operational systems or any requirement of law. All the transactions arising through the use of the DCB Personal and Business Internet Banking to operate a joint account shall be binding on all the joint account holders, jointly and severally.

11. Instructions: All instructions for Internet Banking shall be given, through computer or any other medium/channel enabled by DCB for the purpose, by the user in the manner indicated by DCB. The user is also responsible for the accuracy and authenticity of the instructions provided to DCB and the same shall be considered to be sufficient to operate the DCB Personal and Business Internet Banking. DCB shall not be required to independently verify the instructions, and the instruction shall remain effective till such time the same is countermanded by further instructions by the user. DCB shall have no liability if it does not or is unable to stop or prevent the implementation of an instruction which is subsequently countermanded. Where DCB considers the instructions to be inconsistent or contradictory it may seek clarification from the user before acting on any instruction of the user or act upon any such instruction as it deems fit. DCB states that it has no liability or obligation to keep a record of the instructions to provide information to the user or for verifying user's instructions. DCB may refuse to comply with the instructions without assigning any reason and shall not be under any duty to assess the prudence or otherwise of any instruction and have the right to suspend the operations through the Internet Banking if it has reason to believe that the user's instructions will lead or expose to

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai - 400013

direct or indirect loss or may require an indemnity from the user before continuing to operate the Internet Banking.

Any instruction, order, direction, request entered using the password of the user shall be deemed to be an instruction, order, directive, request received from the user. All instructions, requests, directives, orders, directions, entered by the user, either electronically or otherwise, are based upon the user's decisions or are the sole responsibility of the user. The user understands that entering an instruction, direction, order, and request with DCB, either electronically or otherwise, does not guarantee execution of such instruction, direction, order, request. DCB shall not be deemed to have received any instruction, direction, order, request electronically transmitted by the user until it acts on such instruction, direction, order, request.

12. Accuracy of Information: The user is responsible for the correctness of information supplied to DCB for use of the DCB Personal and Business Internet Banking or through any other means such as electronic mail or written communication. DCB accepts no liability for the consequences arising out of erroneous information supplied by the user. If the user notices an error in the information supplied to DCB either in the application form or any other communication, he shall immediately advise DCB which will endeavour to correct the error wherever possible on a "reasonable efforts" basis.
13. Liability of the user and DCB: DCB shall not be liable for any unauthorized transactions occurring through the DCB Personal or Business Internet Banking and the user hereby fully indemnifies and holds DCB harmless against any action, suit, proceeding initiated against it or any loss, cost or damage incurred by it as a result thereof. DCB shall under no circumstance be held liable to the user if the DCB Personal or Business Internet Banking is not available in the desired manner for reasons including but not limited to natural calamities, legal restraints, faults in the telecommunication network or network failure, or any other reason beyond the control of DCB. Under no circumstances shall DCB be liable for any damages whatsoever, whether such damages are direct, indirect, incidental, consequential and irrespective of whether any claim is based on loss of revenue, interruption of business or any loss of any character or reputation whatsoever in nature and whether sustained by the user or by any other person. Illegal or improper use of the DCB Personal or Business Internet Banking shall render the user liable for payment of financial charges as decided by DCB or will result in suspension of the operations through the DCB Personal and Business Internet Banking or Bank.
14. Disclaimer of Warranties: The Client expressly agrees that use of the DCB Personal and Business Internet Banking is at his sole risk. The DCB Personal and Business Internet Banking facility is provided on an "as is" and "as available" basis.

Except as warranted in the Terms, DCB expressly disclaims all warranties of any kind, whether express or implied or statutory, including, but not limited to the implied warranties of merchantability, fitness for a particular purpose, data accuracy

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai – 400013

and completeness, and any warranties relating to non-infringement in DCB Personal and Business Internet Banking.

DCB does not warrant that access to the Website and DCB Personal and Business Internet Banking shall be uninterrupted, timely, secure, or error free nor does it make any warranty as to the results that may be obtained from the Website or use, accuracy or reliability of DCB Personal or Business Internet Banking.

DCB will not be liable for any virus that may enter the user's system as a result of the user using DCB Personal or Business Internet Banking. DCB does not guarantee to the user or any other third party that Internet Banking would be virus free.

15. Indemnity: In consideration of DCB providing the user the DCB Personal or Business Internet Banking, the user shall, at his own expense, indemnify and hold DCB, its directors and employees, representatives, agents, as the case may be, indemnified against all losses and expenses on full indemnity basis which DCB may incur, sustain, suffer or is likely to suffer in connection with DCB's execution of the user's instructions and against all actions, claims, demands, proceedings, losses, damages, costs, charges and expenses as a consequence or by reason of providing a service through Internet Banking for any action taken or omitted to be taken by DCB, its officers, employees or agents, on the instructions of the user. The user will pay DCB such amount as may be determined by DCB to be sufficient to indemnify it against any such, loss or expenses even though they may not have arisen or are contingent in nature.

Further, the user agrees, at his own expense, to indemnify, defend and hold harmless DCB, its directors and employees, representatives, agents, against any claim, suit, action or other proceeding brought against DCB, its directors and employees, representatives, agents by a third party, to the extent that such claim, suit, action or other proceeding brought against DCB, its directors and employees, representatives, agents is based on or arises in connection with the user of DCB Personal and Business Internet Banking with reference to:

- i. a violation of the Terms contained herein by the user;
- ii. any deletions, additions, insertions or alterations to, or any unauthorized use of DCB Personal or Business Internet Banking by the user;
- iii. any misrepresentation or breach of representation or warranty made by the user contained herein; or
- iv. any breach of any covenant or obligation to be performed by the user hereunder.

The user agrees to pay any and all costs, damages and expenses, including, but not limited to, reasonable attorneys' fees and costs awarded against it or otherwise incurred by or in connection with or arising from any such claim, suit, action or proceeding attributable to any such claim.

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai – 400013

The user hereby agrees that under no circumstances, DCB's aggregate liability for claims relating to DCB Personal and Business Internet Banking, whether for breach in tort (including but not limited to negligence) shall be limited to the transaction charges/fees or consideration paid by the user within the previous twelve (12) months for Internet Banking, excluding any amount paid towards transactions.

16. Disclosure of Information: The user agrees that DCB or their contractors may hold and process his personal Information and all other information concerning his Account(s) on computer or otherwise in connection with the DCB Personal or Business Internet Banking as well as for analysis, credit scoring and marketing. The user also agrees that DCB may disclose, in strict confidence, to other institutions, such personal Information as may be reasonably necessary for reasons inclusive of but not limited to participation in any telecommunication or electronic clearing network, in compliance with a legal directive, for credit rating by recognized credit scoring agencies, or for fraud prevention reporting purposes.
17. Change of Terms: DCB shall have the absolute discretion to amend or supplement any of the Terms at any time. By using any new services as may be introduced by DCB, the user shall be deemed to have accepted the changed Terms.
18. Non-Transferability: The grant of Internet Banking to a user is not transferable under any circumstance and shall be used only by the user.
19. Termination of DCB Personal and Business Internet Banking: The user may request for termination of the DCB Personal or Business Internet Banking any time by giving a written notice of at least 15 days to DCB. The termination shall take effect on the completion of the fifteenth day or earlier. The user will remain responsible for any transactions made through the DCB Personal or Business Internet Banking until the time of such termination.

DCB may withdraw or terminate the DCB Personal and Business Internet Banking anytime either entirely or with reference to a specific service or user; or in case of breach of Terms by the user without a prior notice; or if it learns of the death, bankruptcy or lack of legal capacity of the user. Clause 2, 13, 14, 15 & 23 shall survive the termination of the DCB Personal or Business Internet Banking for any reason whatsoever.
20. Governing Law: These Terms and/or the operations in the Accounts of the user shall be governed by the laws of India. The Parties hereby agree that any legal action or proceedings arising out of the Terms for DCB Personal and Business Internet Banking shall be brought in the courts or tribunals at Mumbai in India and irrevocably submit themselves to the jurisdiction of such courts and tribunals. DCB may, however, in its absolute discretion, commence any legal action or proceedings arising out of the Terms for DCB Personal and Business Internet Banking in any other court, tribunal or other appropriate forum, and the user hereby consents to that jurisdiction. Any provision of the Terms for DCB Personal and Business Internet Banking which is

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai – 400013

prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective to the extent of prohibition or unenforceability but shall not invalidate the remaining provisions of the Terms or affect such provision in any other jurisdiction.

21. **Applicability To Future Accounts:** DCB and the user agree that if the user opens further Accounts with/subscribes to any of the products/services of DCB, and DCB extends the Internet Banking to such Accounts or products or services and the user opts for use thereof, then the Terms shall automatically apply to such further use of the DCB Personal or Business Internet Banking by the user.
22. **General:** The clause headings herein are only for convenience and do not affect the meaning of the relative clause. DCB may sub-contract and employ agents to carry out any of its obligations under this contract. DCB Personal and Business Internet Banking service would be available to the users 24X7 and transactions would be carried out on the same day or on the next working day depending upon the time of logging of the transaction. All costs incurred by the user including telecommunication costs to use the Internet Banking would be borne by the user.

As a tool to correct misunderstandings, the user understands, agrees and authorizes DCB, at its discretion, and without further prior notice to the user, to monitor and record any or all telephone conversations or electronic communications between the user and DCB and any of its employees or agents.

These terms and conditions contain DCB's entire agreement (except as otherwise expressly provided herein) and supersede and replace any previously made proposals, representations, understandings and agreements, express or implied, either oral or in writing between the user and DCB for DCB Personal or Business Internet Banking. The user acknowledges that he has not relied on any representation made by DCB or any of its employees or agents and has made his own independent assessment of DCB Personal and Business Internet Banking. No third party will have any rights or claims under these terms and conditions.

23. **Right of set-off and Lien:** DCB shall have the right of set-off and lien, irrespective of any other lien or charge, present as well as future, on the deposits/scrips held in the Account(s) or in any other account, whether in single name or joint name(s), or in the name of the business entity to the extent of all outstanding dues, whatsoever, arising as a result of the DCB Personal or Business Internet Banking facility extended to and / or used by the users.
24. **Proprietary Rights:** There will be no obligation on DCB to support all or any versions of the Internet software as may be required for offering DCB Personal and Business Internet Banking. The user acknowledges that the software underlying the DCB Personal and Business Internet Banking as well as other Internet related software which are required for accessing Internet Banking are the legal property of the respective vendors. The permission given by DCB to access DCB Personal and Business Internet Banking will not convey any proprietary or ownership rights in

DCB BANK LIMITED

Registered Office: Address: 601/602, Tower A, Peninsula Business Park, Lower Parel, Mumbai - 400013

such software. The user shall not attempt to modify, translate, disassemble, decompile or reverse engineer the software underlying DCB Personal and Business Internet Banking or create any derivative product based on the software.

25. Communications through Electronic means: Documents sent by electronic delivery will contain all the information as it appears in the printed hard copy version as prepared and distributed by the originator, with the possible exception of graphic insertions such as photographs or logotypes. Electronic delivery may be in the form of an electronic mail, an attachment to the electronic mail, or in the form of an available download from the Website. DCB would be deemed to have fulfilled its legal obligation to deliver to the user any document if such document is sent via electronic means. Failure to advise DCB of any difficulty in opening a document so delivered within twenty-four (24) hours after delivery shall serve as an affirmation regarding the acceptance of the document.
26. Signature Requirements: When any transfer or other instruction is initiated through the Service, user agrees that we shall execute the instruction without requiring user's signature on the instruction.

Customer Communication:

Customers can communicate with DCB Bank Customer Care for Personal and Business Internet Banking related matters 24x7 through below mentioned channels:

Contact Toll Free within India: 1800 209 5363

Email: customercare@dccb.com

Contact number for International callers: +91 22 61271000

Email for NRI customers: nri@dccb.com

Letters and couriers may be addressed to:

DCB Bank Limited,

P.O. Box No. 7643, Malad (West), Mumbai 400064, India