

DCB BANK LIMITED

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

DCB BANK INTERNET BANKING POLICY

This Internet Banking Policy (“Policy”) governs the use of DCB Bank’s Personal and Business Internet Banking (PIB and 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 Bank contact information and how to protect personal data when using this website. However, DCB Bank 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 other genders.

Definitions:

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

“**Customer**” refers to the person(s) who open the account(s) with DCB Bank and who has been authorised by DCB Bank to avail of the said service of Internet Banking. Also, “Customer” shall mean and include both singular and plural.

"User" or “Client” refers to a customer of DCB Bank authorised to use DCB Bank Personal and Business Internet Banking. In case of the User being a minor, the guardian of such minor shall be permitted to use DCB Bank Personal Internet Banking. The terms “User” and “Client” have been used interchangeably in this policy document.

"Account(s)" refers to the different types of accounts, products and services which are presently offered or which may be offered in future and covers User's Bank accounts such as and limited to, deposit accounts, 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 Bank 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 Bank Personal Internet Banking (PIB) and;
DCB Bank Business Internet Banking (BIB)

DCB Bank Personal and Business Internet Banking lets Customers Bank online whenever and wherever they have access to the Internet. It gives them control over their accounts and lets them Bank from any location, anywhere, 24 hours a day, 7 days a week (on best effort basis). DCB Bank may offer this facility to selected Customers at its discretion. This facility is offered free (the Bank reserves the right to introduce fee and charges anytime) for all eligible DCB Bank account holders.

DCB Bank reserves the right to decide the type of services and eligibility of each service offered through Internet Banking. DCB Bank may change their Internet Banking service

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offering at its sole discretion with or without notice. User shall not use or permit use of Internet Banking or any related service for any illegal or improper use. DCB Bank shall have the right at its sole discretion to suspend the Internet Banking if it suspects any illegal or improper use of the Internet Banking or any related service.

"Personal Information" refers to the information provided by the User to DCB Bank in connection with Internet Banking.

"Terms" refers to the terms and conditions herein for use of DCB Personal and Business Internet Banking as amended from time to time.

"Website" refers to the DCB Bank Personal and Business Internet Banking website owned, established and maintained by DCB Bank. There will be no obligation on DCB Bank for supporting all versions of this Website. DCB Bank shall be at liberty to change/upgrade its software, hardware etc., from time-to-time and shall be under no obligation to support the software, hardware, etc., used by the Customer.

"Retail Customer" refers to individual customer as defined by Bank.

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

AOF – Account Opening Form

Registration:

In order to be eligible for this facility, it is mandatory to be a current User of Internet services.

Retail customers can also register at the time of account opening by opting for PIB in the account opening form. Application for Internet Banking facility by customer does not automatically imply acceptance by the Bank. Additionally, the Bank has enabled PIB registration for customers online with adequate security measures.

Individuals including minors, HUF and sole proprietary firms having accounts with DCB Bank are eligible for availing this facility.

For registration, the customer has to fill a form that is available on DCB Bank's Website or at DCB Bank branches and submit it at any DCB Bank branch.

Business customers can apply for BIB by executing necessary documentation prescribed for the same. The customer needs to fill up BIB registration form available on DCB Bank's Website. Alternatively, the customer can apply at the time of account opening by opting for BIB in the account opening form. This includes Partnership Accounts, Private and Public Limited Company Accounts, Trusts and Associations, and Society Accounts

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Purposes of Information Gathering:

DCB Bank 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 that a 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 products and services that Customers may find helpful, provided the Customer has opted to receive such services and registered his contact details viz. cellphone contact number, e-mail ID and mailing address with the DCB 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 Bank may become privy to the Personal Information of its customers, including information that is of a confidential nature.

DCB Bank is strongly committed to protecting the privacy of its Customers and has the necessary and reasonable measures to protect the confidentiality of customer information and its transmission through the World Wide Web. The Bank shall not be 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 Bank endeavours to safeguard and ensure the security of the information provided by the Customer. DCB Bank employs a range of security features for its DCB Personal and Business Internet Banking. These measures extend from data encryption to firewalls. DCB Bank uses 128-bit Secure Socket Layer (SSL) encryption technology, the 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 IMPS, NEFT, RTGS, fund transfers using NEFT, RTGS, IMPS, third party transfer within DCB Bank, payment gateway transactions, online password generation.

How Customers Can Protect Their Privacy:

1. Customers are required to cooperate with DCB Bank in order to ensure the security of the information provided by him, and it is recommended that the Customers necessarily choose their passwords carefully such that no unauthorised access is made by a third party. Ideally create complex passwords which are difficult for others to guess. Customers are required to use combination of letters, numerals and special characters (such as !, @, #, \$ etc.) with a minimum password length of 8 characters for PIB and between 6

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to -9 characters for BIB. For PIB, the validity of transaction password is 180 days. For BIB, the validity of transaction password is 90 days. For both BIB and PIB, post expiry of validity of the passwords, Customer has to change the password to further access the service. It is recommended that Customers change their login and transaction passwords regularly.

2. Please never disclose the PIB or BIB passwords to anyone or keep any written or other record of it, such that a third party could access it. Customer alone shall be responsible and liable for maintaining security and secrecy of the passwords to avoid misuse or unauthorised use.

3. Customers should create and maintain different passwords for Login and Transactions respectively. This provides additional security for financial transactions through DCB Bank Personal and Business Internet Banking.

4. Customer should not share their account information, passwords or similar sensitive data with others.

5. Customer should never provide confidential information to unknown callers.

6. When conducting business over the Internet, Customer should always use a secure browser and exit online applications as soon as they finish using them.

7. Customer should protect their Account records.

8. Customer should avoid the use of birthdays, anniversaries, family member names or similar details which can be easily guessed as passwords.

9. If Customers are accessing DCB Personal or Business Internet Banking Website from a cyber cafe, any shared computer or from a computer other than their own or if they suspect that their passwords have been compromised, Customers are requested to change their passwords immediately after such use from their own PC at workplace or at their house. It is very important to do so especially when Customers have entered their transaction password from such shared computer or cyber cafe computer. Customers should change these passwords from their own PC at their workplace or home.

10. Users must click the logout tab after they are done using PIB or BIB. Do note that online sessions will automatically terminate after 5 minutes of inactivity. This to protect you in the event the computer is left unattended after login by Customer.

11. Customer should make sure that their computer is protected with anti-virus and they have the latest updated anti-virus software.

12. Customers should avoid clicking links received via email. Customers should type URL (Universal Resource Locator) of such links directly in the browser. Customers should avoid sending or furnishing personal and financial information on email. Also prior to providing any information (financial or personal) on a website, Customers should verify the website, its address and the owners/ operators of such websites and ascertain whether bonafide. Customers should make sure that the URL that appears in the "address" or "location" box on their browser window is the one they wish to access.

13. If a Customer is a victim of fraud or identity theft, the Customer should contact DCB Bank Customer Care or branch immediately so that DCB Bank may place the necessary

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restrictions on their Account(s) to put holds on their Accounts.

14. Neither DCB Bank nor its service providers will contact Customers via telephone or email or any other means requesting Personal Information, customer ID or any passwords. If any Customer is contacted by anyone requesting this information, Customers should not share it and contact DCB Bank immediately.

15. Wherever possible, the Customer will ensure that two factor authentication is setup for their email ID which is registered with DCB Bank for receiving OTPs and alerts. This will help prevent unauthorised access of such email IDs. Customers should closely monitor such email IDs by frequently accessing it. In case any unauthorised alerts or OTPs are received and / or the email ID is blocked, the customer should immediately call DCB Bank Customer Care on the numbers specified on the Website and get their Internet Banking facility blocked. This will also ensure that the internet banking passwords sent against their requests on Customer's email ID will not be compromised.

16. Customer should also closely monitor their mobile number which is registered with DCB Bank for receiving OTPs and alerts. In case any unauthorised alerts or OTPs are received and/ or in case of any suspicious blocking or suspension of the services by their telecom service provider, the Customer should immediately contact DCB Bank Customer Care on the numbers specified on the Website and get their internet banking facility blocked. This will ensure that the Internet Banking passwords sent on Customer's requests on their mobile will not be compromised.

DCB Bank 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 Bank'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 Bank or its members, constituents or of other persons

The User shall not disclose to any other person, in any manner whatsoever, any information relating to DCB Bank 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 Bank to terminate the services, without prejudice to any damages, which the User is liable to pay DCB Bank.

DCB Bank will limit the collection and use of Customer information only on a need-to-know basis to deliver better services and products to Customers. DCB Bank may use and/or share the information provided by the customers with third parties for providing services, products 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 Bank and their sub-contractors.

The Customer authorises DCB Bank to exchange, share, part with all information related to the details and transaction history of the Customers to its banks/ financial institutions/

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credit bureaus /agencies /participation in any telecommunication or electronic clearing network, etc. as may be required by law, customary practice, credit reporting, statistical analysis and credit scoring, verification or risk management and shall not hold DCB Bank liable for use and/or disclosure of this information.

Cookies:

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

DCB Bank may gather and analyse information such as regarding usage of the Bank's Website, 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 cookies are used?

Cookies are used for a number of reasons: To make User's browsing experience more convenient; to personalize User's online session (for example, to customize pages based on the information contained in the cookie); and to track User's activity on the Web site so DCB Bank can quickly respond to The User's service needs.

Caution with automatic cookie functionality!

Browsers e.g. Microsoft Internet Explorer has a functionality that prompts User to allow the browser to store passwords and login IDs so User doesn't need to enter this information every time he accesses a Web site. DCB Bank strongly urges you NOT to use this functionality to prevent unauthorised use of User's Internet Banking access code(s).

Disallowing cookies?

User may disallow cookies by making the appropriate selection from User's browser options. However, please keep in mind that certain services require cookies for effective delivery. When this is the case, User will receive a notice that User will need to allow cookies to receive the service. In addition, if User does allow cookies, DCB Bank 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 Bank shall have the absolute discretion to amend or supplement any of the features and benefits in relation to the Internet Banking service or any related services. DCB Bank 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 Bank. 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

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accepted the amended Terms and Conditions by continuing to use the Internet Banking service or any related services.

DISCLAIMER

General

The terms of this disclaimer (hereinafter referred to as "Disclaimer") apply to DCB Bank 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 Website

The information provided on or via this Website should not be used as a substitute for any form of advice. Information on DCB Bank's world wide web pages are for information only and do not constitute an offer to buy or sell products or services of DCB Bank and its associates, subsidiaries and affiliates. Decisions based on this information are on Customer's own account and risk. All DCB Bank 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 Bank attempts to provide accurate, complete and up-to-date information, which has been obtained from sources that are considered reliable, DCB Bank 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 Bank 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 Bank 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 Bank, 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 Bank. An acknowledgement of the source must be included whenever DCB Bank material is copied or published subject to DCB Bank's prior written consent. The Marketing Department

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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 Bank Sites are not permitted and shall not be established and or maintained without the prior written consent of DCB Bank.

Communication on-line:

DCB Bank advises that internet security cannot be completely guaranteed. Though the possible security measures have been implemented, communication over the World Wide Web and the Website is susceptible to interception, misuse and/ or modification by a third party and DCB Bank shall not be responsible and liable for the same in any manner whatsoever.

Exclusion of liability:

Neither DCB Bank 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 Bank is/ was 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 Bank or transmitted to Customer/ User, (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 including without limitation passwords or (xi) unauthorised reproduction or use of this Website, the content and information shared therein or the software whatsoever.

Applicable law:

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

Amendments:

DCB Bank 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.

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

1. Applicability of Terms: These Terms form the contract between the User and DCB Bank for availing DCB Bank Personal or Business Internet Banking. The User shall apply to DCB in the prescribed form (physical or online) for use of DCB Bank Personal or Business Internet Banking. DCB Bank 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, agrees to and accepts these terms.

2. DCB Bank Personal and Business Internet Banking: For the purpose of availing DCB Bank 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 Bank shall not be responsible and liable for any loss that the User may suffer by relying on or acting on such information.

3. DCB Bank may keep its records of the transactions in any form it wishes. In the event of any dispute, DCB Bank's records shall be binding as the conclusive evidence of the transactions carried out through DCB Bank Personal or Business Internet Banking and the User or Customer shall not dispute the same. In case of dispute regarding DCB Bank's records and the absence of clear proof that DCB Bank's records are erroneous or incomplete, DCB Bank's records of transactions carried out through DCB Personal or Business Internet Banking shall be conclusive and binding on the User and the User or Customer shall not dispute the same.

4. Any request for any service, which is offered as a part of Internet Banking, shall be binding on the user as and when DCB Bank 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 Bank shall not be required to act on the request until it receives such documentation from the User.

5. Unauthorised Access: The User shall take all necessary precautions to prevent unauthorised and illegal use of DCB Personal and Business Internet Banking and unauthorised access to the Accounts provided by DCB Bank 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 Bank Personal and Business Internet Banking including changes thereto, if any, at all times. DCB Bank shall take all commercially reasonable care to ensure the security of and to prevent unauthorised access to the DCB Bank Personal and Business Internet Banking using commercially reasonable technology available in India to DCB Bank.

6. DCB Bank Personal and Business Internet Banking Access: The User would be allotted a DCB Bank Personal or Business Internet Banking user-id and a set of

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passwords by DCB Bank in the first instance. The User will be required to change the password assigned by DCB Bank on accessing DCB Bank 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 Bank may, at its discretion, advise the User to adopt such other means of authentication including but not limited to digital certification etc. The User shall not attempt or permit others to attempt accessing the Account information through any means. The User shall not attempt accessing the Account information other than for DCB Bank Personal or Business Internet Banking service, as applicable.

7. DCB Bank 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 authorised 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 shall be solely responsible and liable for any loss and / or damage arising out of such divulgence. The User shall have no recourse against DCB Bank for such divulgence and the consequences thereof.

The User grants express authority to DCB Bank for carrying out transactions and instructions authenticated by such password without any obligation on DCB Bank to check or ascertain the genuineness of such transactions or instructions. The User unconditionally undertakes to have DCB Bank Personal or Business Internet Banking password of such number of letters/digits as may be notified by DCB Bank from time to time and ensure that the same is kept confidential; and to not let any unauthorised person have access to the Internet while the User is accessing the DCB Bank 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 Bank for BIB through a written request letter and for PIB regenerate the login and transaction password online including through customer care unit or through branches using Customer request form and this shall not be construed as the commencement of a new contract. The User agrees, acknowledges and accepts that DCB Bank shall in no way be held responsible and/ or liable if the User incurs any loss as a result of information being disclosed by DCB Bank 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 Bank 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 be responsible for and comply with such guidelines, instructions or terms as DCB Bank may prescribe from time to time with respect to the password.

8. Joint Accounts: In case of Joint Accounts, transactions through DCB Personal Internet Banking, will be available as per the mode of operation of account used or opted for. The transactions approval mechanism for joint accounts will be as per the Bank's policy applicable for respective mode of operations of the account. For joint accounts, one user-id and password for DCB Personal Internet Banking will be issued to each of the joint

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account holders when requested. 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 will have access to the accounts belonging to the entity under the maker checker concept of BIB. For such Business Users, one user-id and password will be issued to each of the users as and when requested. 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 DCB Bank.9. Charges: DCB Personal and Business Internet Banking service is free for the eligible DCB Bank Account holders. However DCB Bank 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 authorises and grants his express consent to DCB Bank 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 Bank in a manner as DCB Bank 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 Bank whatsoever.

10. 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 Bank shall not be responsible and 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 Bank 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 and DCB Bank shall be entitled to recover with interest any such resulting overdraft, advance or credit thereby created and all related costs and charges in a manner as DCB Bank may deem fit.

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

DCB Bank 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 without incurring any liability or responsibility whatsoever by reason of such withdrawal.

11. Funds Transfer through DCB Bank 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 Bank will be held responsible and/or liable for any erroneous transactions incurred arising out of or relating to the Customer entering wrong account numbers.

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By availing Internet Banking facility offered by DCB Bank, terms and conditions for limits are by default agreed and accepted by the User. From time to time, DCB Bank may impose maximum and minimum limits on various kinds of fund transfer or any other existing or new services through DCB Bank Personal and Business Internet Banking. The said Internet Banking facility will be provided in accordance with the arrangements DCB Bank would have with other banks / agencies / companies or any other entity and as per the terms and conditions specified by DCB Bank from time to time and the same is deemed as agreed and accepted by the Customer by use of the Internet Banking service..

Current Transaction Limits for DCB Bank Personal Internet Banking and Business Internet Banking is subject to change without any prior notice. Customer can self modify this default limit upto maximum per day transaction limit defined by DCB Bank The limits for Business Internet Banking can be enhanced exceptionally for a specific User based on an indemnity/ User request letter as applicable and determined by DCB Bank.

DCB Bank may at its sole discretion impose transaction restrictions within particular periods or amount restrictions within a particular period or even transaction limits for each transaction. DCB Bank may also introduce new payment modes like E –Collect, NACH, Host to Host etc. through BIB platform.

12. Authority to DCB Bank for DCB Bank Personal and Business Internet Banking: In its endeavor to provide best of the class facilities to its Users, DCB Bank 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 authorises and grants consent to DCB Bank to access all his Account(s) for effecting banking or other transactions performed by the User through the DCB Bank 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 Bank shall have no obligation or responsibility to verify the authenticity of any transaction / instruction received or purported to have been received from the User through DCB Bank 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 Bank 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 Bank 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 and binding proof of the genuineness and accuracy of the transaction. While DCB Bank shall endeavour to carry out the instructions promptly, DCB Bank 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 Bank

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Personal and Business Internet Banking with respect to a joint account shall be binding on all the joint account holders, jointly and severally.

13. Instructions: Instructions for Internet Banking shall be given, through computer or any other medium/channel enabled by DCB Bank for the purpose, by the user in the manner indicated by DCB Bank. The user is also responsible for the accuracy and authenticity of the instructions provided to DCB Bank and the same shall be considered to be sufficient to operate the DCB Personal and Business Internet Banking. DCB Bank shall not be required to verify the instructions, and the instruction shall remain effective till such time the same is countermanded by further instructions by the User. DCB Bank shall have no responsibility and liability whatsoever if it does not or is unable to stop or prevent the implementation of an instruction which is subsequently countermanded. Where DCB Bank considers the instructions to be inconsistent or contradictory it may, but without any obligation to, seek clarification from the User before acting on any instruction of the user or act upon any such instruction as it deems fit. DCB Bank expressly 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 Bank 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 shall 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 direct or indirect loss or may require an indemnity from the User before continuing to operate the Internet Banking or for any other reason that may be detrimental to DCB Bank.

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 and are the sole responsibility of the User. The User understands that entering an instruction, direction, order, and request with DCB Bank, either electronically or otherwise, does not guarantee execution of such instruction, direction, order, request. DCB Bank 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.

14. Accuracy of Information: The User is solely responsible and liable for the correctness of information supplied to DCB Bank for use of the DCB Bank Personal and Business Internet Banking or through any other means such as electronic mail or written communication. DCB Bank accepts no responsibility and 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 Bank either in the application form or any other communication, he shall immediately advise DCB Bank and DCB Bank will endeavour to correct the error wherever possible on a "reasonable efforts" basis.

15. Liability of the User and DCB Bank: DCB Bank shall not be responsible and liable in any manner whatsoever for any unauthorised transactions occurring through the DCB Bank Personal or Business Internet Banking and the User hereby fully indemnifies and keeps indemnified and holds DCB Bank harmless against any action, suit, proceeding initiated against it or any loss, cost or damage incurred by it as a result thereof. DCB Bank shall under no circumstance be held liable to the user if the DCB Personal or

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Business Internet Banking is not available in the desired manner for reasons including but not limited to natural calamities, pandemics, epidemics, legal restraints, faults in the telecommunication network or network failure, or any other reason beyond the control of DCB Bank. Under no circumstances shall DCB Bank responsible and be liable in any manner whatsoever for any damages whatsoever, whether such damages are direct, indirect, incidental, consequential, punitive, exemplary 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 Bank Personal or Business Internet Banking shall render the User liable for payment of financial charges and/or any other legal action as decided by DCB Bank and/ or will result in suspension of the operations through the DCB Bank Personal and Business Internet Banking or through DCB Bank.

16. Disclaimer of Warranties: The User expressly agrees, acknowledges and accepts that use of the DCB Bank Personal and Business Internet Banking is at his sole risk. The DCB Bank Personal and Business Internet Banking facility is provided on an "as is" and "as available" basis.

Except as explicitly warranted in the Terms, DCB Bank 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 and completeness, and any warranties relating to non-infringement in DCB Bank Personal and Business Internet Banking.

DCB Bank does not warrant that access to the Website and DCB Bank 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 Bank Personal or Business Internet Banking.

DCB Bank will not be responsible and 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 Bank does not warrant or guarantee to the User or any other third party that Internet Banking would be virus free.

17. Indemnity: In consideration of DCB Bank providing the User the DCB Bank Personal or Business Internet Banking, the User shall, at his own expense, indemnify, keep indemnified and hold harmless DCB Bank, its directors and employees, representatives, agents, against all claims, losses, damages, costs and expenses on full indemnity basis which DCB Bank may incur, sustain, suffer or is likely to incur or suffer in connection with DCB Bank'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 Bank, its officers, employees or agents, on the instructions of the User. The User will pay DCB Bank such amount as may be determined by DCB Bank 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 Bank, its directors and employees, representatives, agents, against any claim, suit,

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action or other proceeding brought against DCB Bank, its directors and employees, representatives, agents by a third party, to the extent that such claim, suit, action of other proceeding brought against DCB Bank, its directors and employees, representatives, agents is based on or arises in connection with the User of DCB Bank Personal and Business Internet Banking with reference to:

- A violation of the Terms contained herein by the User;
- Any deletions, additions, insertions or alterations to, or any unauthorised use of DCB Bank Personal or Business Internet Banking by the User;
- Any misrepresentation or breach of representation or warranty made by the User contained herein; or
- Any breach of any covenant or obligation to be performed by the User hereunder.
- Direction of any Statutory or Regulatory Authority.

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

The User hereby agrees that under no circumstances, DCB Bank's aggregate liability for claims relating to DCB Bank Personal and Business Internet Banking, whether for breach in tort (including but not limited to negligence) shall exceed 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.

18. Disclosure of Information: The user agrees that DCB Bank and/ 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 and Business Internet Banking as well as for analysis, credit scoring and marketing. The User also agrees that DCB Bank 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.

19. Change of Terms: DCB Bank 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 Bank, or using the existing services after the amendment of the Terms, the User shall be deemed to have accepted the changed Terms.

20. Non-Transferability: The grant of Internet Banking to a User is not transferable under any circumstance and shall be used only by the User.

21. Termination of DCB Bank Personal and Business Internet Banking: The User may request for termination of the DCB Bank Personal and Business Internet Banking any time by giving a written notice of at least 15 days to DCB Bank. The termination shall take effect on the completion of the fifteenth day or earlier. The User will remain responsible and liable even after such termination for any transactions made through the DCB Bank Personal or Business Internet Banking until the time of such termination.

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DCB Bank may withdraw or terminate the DCB Bank 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 Bank Personal or Business Internet Banking for any reason whatsoever.

22. **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 Bank 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 Bank may, however, in its absolute discretion, commence any legal action or proceedings arising out of the Terms for DCB Bank 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 Bank Personal and Business Internet Banking which is 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.

23. **Applicability To Future Accounts:** DCB Bank and the User agree that if the User opens further Accounts with/subscribes to any of the products/services of DCB Bank, and DCB Bank 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.

24. **General:** The clause headings herein are only for convenience and do not affect the meaning of the relative clause. DCB Bank may sub-contract and employ agents to carry out any of its obligations under this contract. DCB Bank Personal and Business Internet Banking service would be available to the Users 24X7 subject to the terms and conditions in this regard 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, accepts and authorises DCB Bank, 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 Bank and any of its employees, sub-contractors and/ or agents.

These terms and conditions contain DCB Bank'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 Bank for DCB Personal and Business Internet Banking. The User acknowledges that he has not relied on any representation made by DCB Bank or any of its employees or agents and has made his own independent

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assessment of DCB Bank Personal and Business Internet Banking. No third party will have any rights or claims under these terms and conditions.

25. Right of set-off and Lien: DCB Bank shall have the right of set-off and lien, irrespective of any other lien or charge, present as well as future, on the deposits/scripts 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 Bank Personal and Business Internet Banking facility extended to and / or used by the users.

26. Proprietary Rights: There will be no obligation on DCB Bank to support all or any versions of the Internet software as may be required for offering DCB Bank Personal and Business Internet Banking. The User acknowledges that the software underlying the DCB Bank 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 Bank to access DCB Bank Personal and Business Internet Banking will not convey any proprietary or ownership rights in such software. The user shall not attempt to modify, translate, disassemble, decompile or reverse engineer the software underlying DCB Bank Personal and Business Internet Banking or create any derivative product based on the software.

27. 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 Bank 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 Bank 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.

28. Signature Requirements: When any transfer or other instruction is initiated through the Service, User agrees that DCB Bank shall execute the instruction without requiring User's signature on the instruction.

For additional Terms and Conditions governing Business Internet Banking, please visit below:

https://pib.dcbbank.com/corp/L001/consumer/Common/Terms_and_Conditions_governing_DCB_Personal_Internet_Banking.pdf

Customer Communication:

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

Email: customercare@dcbbank.com

Email for NRI customers: nri@dcbbank.com

Misuse complaints involving PIB and BIB will be governed by the Customer Protection Policy for Electronic Banking Transactions Policy of DCB Bank.