

Terms & Conditions – Online DCB Savings Bank Account

This is with reference to the facility of Online DCB Savings Bank Account (herein after referred as “SB Account”) offered by DCB Bank Limited (herein after referred to as “the Bank”) through the mobile application. I hereby read, understand, agree, accept and acknowledge the terms and condition as mentioned below:

1. I understand and agree that the facility provided herein by the Bank is available to Resident Indians who are citizens of India as per FEMA/ or other applicable rules and laws as may be applied by the Government of India, guidelines and physically present in India, of age 18 years and above and thereby I am eligible to avail this facility.
2. I understand and agree that DCB Niyo Global is an automated process that opens a SB Account based on information provided by me through a digital mode.
3. I agree and undertake to complete the Know Your Customer (KYC) that may be required from time to time by the Bank. I understand and agree that if I do not complete the KYC requirements then the Bank has the right to reject the application. I agree and undertake to provide all necessary details sought by the Bank with respect to my SB Account.
4. I understand and confirm, in terms of provisions of Prevention of Money Laundering (PML) Rules and Master Direction on KYC issued by the Reserve Bank of India, banks are required to upload KYC data pertaining to all individual accounts opened on or after January 1, 2017 with Central KYC Records Registry (CKYCR).
5. I agree that Bank will not be liable for any connectivity/ signal/ data issues leading to non-completion or wrong/ false/ incomplete information being provided by me, leading to the incomplete application. The Bank is not liable to pay for any costs (technical/ data plan related or otherwise) incurred by me in the course of sharing wrong/ false/ incomplete information/ details by me on the application.
6. I understand and agree that all the information provided by me through electronic and/ or physical form shall be considered final and legally binding and the Bank reserves the right to take necessary action, including but not limited to legal action, if the Bank finds any deliberate/ conscious modification/ miss out/ withholding / misrepresenting of information by me and the Bank is not liable to face consequences and bear any liability for any loss arising out of my failure to do so.
7. I understand and agree that the Bank has the right to exercise lien on any unpaid service charges and recover the same from my SB Account. I hereby agree to and grant my consent for the forementioned lien and shall not raise any claim or dispute regarding this at any given point in time.
8. I understand, agree and acknowledge that if there is any change in my status as a Resident Indian, the same shall be intimated forthwith to the Bank and also undertake to furnish a fresh Officially Valid Documents (OVD) duly updated with changed address within three months of such intimation.
9. I understand and agree that I shall not hold the Bank liable and responsible for furnishing of the processed information/ data/ products thereof to other banks/ financial institutions/ credit providers/ users registered as above or for any other purpose and I hereby grant my consent for the same.
10. I confirm that I have not withheld any information and I understand certain particulars given by me are required by the operational guidelines governing banking companies. I agree and undertake to provide any further information as and when required to do so by the Bank. I agree and understand that the Bank reserves the right to reject any application without providing any

reason and reference to me. I further understand and agree that such further applications will require incorporation of the application form number, and/or such details as the Bank may prescribe, to facilitate data management.

11. I understand and agree that the Bank is completely justified in requiring such declaration from me and I hereby declare that I have/ had no insolvency proceedings initiated against me nor have I ever been adjudicated insolvent.
12. I understand and agree that in case the Bank is dissatisfied with the conduct of the account holder, the Bank has right to close the SB Account in its absolute discretion or withdraw the concessions in to or any service granted to me or charge the Bank's applicable rates for such services without any notice to me and I shall not raise any claim, objection or dispute regarding the same at any given point in time. I agree and understand that the Bank may at its absolute discretion, discontinue any of the services completely or partially without any notice to me.
13. I understand, agree, acknowledge and declare that I have read the application form and brochures and am aware of all the terms and conditions of availing services and/or products from the Bank and shall abide by the same, including any amendments thereto, at all times.
14. I understand, agree, acknowledge and declare that in addition to the terms and conditions mentioned herewith, I have read and am aware of the general terms and conditions as applicable to my SB Account set forth on the Bank's website www.dcbbank.com and shall abide by the same, including any amendments thereto, at all times. I understand and agree that any changes/ updates in terms and conditions shall be available on the Bank's website only.
15. I understand, agree, provide my consent and hereby authorise provision of DCB Phone Banking, DCB Mobile Banking, DCB Niyo mobile application, Missed Call Facility, SMS Banking and Customer Care services, My Documents section as may be applicable to my SB Account.
16. I understand, agree and am aware of charges applicable for various services offered and I confirm that I have read, understood and accepted the terms and conditions for usage of DCB Phone Banking, DCB Mobile Banking, DCB Niyo mobile application, DCB Internet Banking, Missed Call Facility, SMS Banking, Customer Care services and any other products and/or services provided by the Bank as set forth on the Bank's website www.dcbbank.com
17. I understand and agree that I will adhere to all the terms and conditions as applicable and amended from time to time.
18. I understand and agree that the Bank may at its absolute sole discretion, discontinue any of the products and/or services completely or partially anytime by giving a month notice to me and I shall not raise any claim, objection or dispute regarding the same at any given point in time. I further agree and authorise the Bank to debit my SB Account towards applicable charges for any/ various service/ services and/or products provided and hereby give my consent for the same.
19. The Bank shall not be responsible and liable for any consequences which may arise due to non updation of change in my name, address, mobile number, employment or any other information by me to Bank and I agree to provide any further information as and when the Bank may require from time to time.
20. I authorise the Bank to issue a co-branded Debit cum ATM Card to me and the issue and usage of the Debit cum ATM Card is governed by the terms and conditions as in force from time to time and I agree to be bound by the same.
21. Aadhaar consent: I agree, provide my consent and authorise the Bank to fetch my personal details from Unique Identification Authority of India (UIDAI) and I agree and acknowledge that I have no objection in authenticating myself with Aadhaar based authentication system and voluntarily consent in providing my Aadhaar number to the Bank for such verification. I understand and agree that such authentication mechanism shall be used only for authenticating

my identity and obtaining necessary personal details through the Aadhaar authentication system for the specific transaction, or as per requirement of law or direction and/or order of any statutory or regulatory authority. I understand and agree that the Bank shall reasonably ensure security and confidentiality of my personal identity data provided for the purpose of Aadhaar based authentication. I understand, agree and authorise the Bank to verify and authenticate my Aadhaar number during processing my application for legitimate purposes. I further understand, agree and authorise the Bank to share my Aadhaar related details/ information with regulatory/ statutory/ judicial bodies or as required by law or for any other reason deemed necessary by the Bank as and when required and I hereby provide my consent for the same. I understand and agree that the name in the account will be as per my name mentioned on Aadhaar.

22. Video KYC consent: I understand, agree and authorise the Bank to conduct my Video KYC, to record the video interaction with me, take photographs of me and of my PAN and/or any other required documents. I understand and agree that the same shall be stored by the Bank and used to verify my identity. I understand and agree that the Bank shall reasonably ensure security and confidentiality of the video recording, photographs, images and data and further authorise the Bank to furnish this data with regulatory/ statutory/ judicial authorities or as required by law or for any other reason deemed necessary by the Bank as and when required and I hereby provide my consent for all of the above points falling under Video KYC.
23. I understand and agree that in case I have not completed my Video KYC within 15 (fifteen) days of my SB Account application, then the Bank has the right to cancel my SB Account application and I shall not raise any claim, objection or dispute regarding the same at any given point in time. I also understand and agree that I will have to undergo Aadhaar e-KYC (Aadhaar OTP) authentication again if the previous authentication/verification has crossed the stipulated time period of 3 days at the time of attempting Video KYC.
24. I understand and agree that by utilising the facility provided herein of SB Account, I am unconditionally and irrevocably accepting the terms and conditions listed herein and as may be amended from time to time and shall abide by and be bound by them at all times.
25. I agree, understand, accept and acknowledge that the Bank reserves the right to extend or terminate or withdraw the product or facility provided herein or alter the terms and conditions at any time without assigning any reason whatsoever, at any point of time, without informing me.
26. I agree, understand, accept and acknowledge that whenever my physical original KYC/documents are demanded by Bank for verification, the same shall be promptly produced to Bank as demanded from time to time
27. In case I observe a discrepancy in details captured in the statement or any other communication sent by the Bank, I will inform the Bank within 7 days else the information will be considered correct
28. I agree that the Bank may disclose, in strict confidence, my account related information as may be reasonably necessary for/ with:
 - Credit rating by recognised credit rating agencies
 - Credit information bureaus
29. I understand and agree that cheque book will be issued to me only after I have updated my wet signature at the branch.
