

By signing the Account Opening Form, the customer hereby agrees to be governed by the Terms and Conditions as mentioned herein and amendments made from time to time and communicated through various means available to the Bank.

Definitions & Applicability of terms

1. Account opening form (AOF) - refers to the relationship opening form for Account in Jana Small Finance Bank
2. Customer – refers to any person/ entity holding an account with Jana Small FinanceBank
3. Quarter – refers to the financial quarter i.e. months from April-May-June; July-Aug-Sep; Oct-Nov-Dec; Jan-Feb-Mar
4. Half Yearly – refers to financial half yearly and includes the months of Apr-Sep (first half) and Oct-Mar (second half)
5. Services - refers to services provided by the Jana Small Finance Bank to the customers of Jana Small Finance current account
6. Website – refers to the Jana Small Finance Bank Ltd (referred as the bank in this document) official bank website hosted in the internet – www.janabank.com
7. Reserve Bank of India (RBI) – refers to the overall regulatory body for banking in India, named as, Reserve Bank of India
8. HUF – refers to ‘Hindu Undivided family’
9. KYC – refers to the Bank policy document on ‘Know Your Customer’
10. CA – refers to Current Account
11. SA – refers to Savings Account
12. FD – Fixed Deposit
13. AMB-Average Monthly Balance
14. AQB-Average Quarterly Balance

Words denoting a particular gender include the other gender as well.

These terms and conditions form the contract between the customer and the Bank and are subject to change from time to time as per the laws of the statutory/ regulatory bodies under the jurisdiction of Republic of India. These below mentioned are applicable to all products and services offered by the bank

Account Opening

Opening of Accounts – Individuals

Savings Accounts are interest bearing accounts wherein transactions are allowed any number of times depending upon the balance in the account or upto a particular agreed amount.

Current Accounts are non-interest bearing accounts wherein transactions are allowed any number of times depending upon the balance in the account or upto a particular agreed amount.

Opening of Accounts for Non Individuals

If a non- individual is willing to open a current account and if they are enjoying credit facility with other banks, a No Objection Certificate (NOC) is required from the existing lending banks. A letter shall be sent to the consortium leader, if under consortium, or the concerned bank/s, if under multiple banking arrangement seeking a NOC. In case no response is received from the existing bankers, account may be opened after a minimum waiting period of a fortnight (from the date of delivery of the letter as per POD).

In case, Jana Small Finance Bank has sanctioned regular credit facilities under a formal lending arrangements, and current account is desired to be opened as a part of this lending arrangement after taking necessary clearance from respective department.

The following types of entities are allowed to open Savings, Current and term deposit accounts with the Jana Small Finance Bank.

1. Individuals
2. Professionals
3. Self Employed Individuals
4. Sole-Proprietorship Firms
5. Partnership Firms
6. Private Limited & Public Limited Companies
7. Clubs & Societies
8. Trusts & Administrators
9. Governments & Semi-Government bodies
10. Local Authorities
11. Hindu Undivided Family

Documentation Requirement

Please refer to the individual product page on www.janabank.com for KYC and documentation requirement.

Safe-keep of Debit cards / passwords and cheque books

1. Customers should note that debit card and its credentials, internet banking credentials, phone banking credentials, cheque books and all other facilities are tools to perform financial transactions to the account held with Jana Small Finance Bank.
2. Customer shall be solely responsible for the safe-keeping and the confidentiality of those mentioned above and all other credentials to services provided in future. Customers should not disclose these credentials to anyone under any circumstances.

3. The Bank shall not be responsible for any fraudulent transactions occurring on account of misuse of any of these deliverables provided to them.
4. The deliverables are dispatched to customers either along with welcome kit or through independent mailers subsequent to dispatch of welcome kit. Customers should note that the deliverables are only sent to customer's correspondence address that has been duly verified as part of KYC norms and registered with the Bank.
5. Jana Small Finance Bank Ltd in its thirst to provide utmost security discourages customers to claim passwords through physical mails. Due to this, customers are provided option to password generate online / through ATM after providing certain personal details<<subject to availability>>. However, if customer requires physical mailers to be sent, the Bank shall not be responsible for any fraud / misuse arising thereafter. On receipt of debit card, customer should sign the same for easy identification of customer at POS outlets. Initial passwords should be changed immediately. Customers should ensure that the cheque books are complete and there are no missing cheque leaves.

Charges & Fees

1. Charges in connection with the operation of the Account and the Services would be levied at the rates as prescribed on the Website from time to time and as per the products offered to customers. Charges will be debited to the Account at defined frequencies as per Banks policies.
2. The Bank has the right to set-off the service charges, charges for non-maintenance of minimum balance or any wrong credit or late returns reported by the correspondent bank /counter party by debiting the account, without requirement of providing further notice or seeking additional consent / authorization. In case balance in the Account becomes overdrawn as a result of such set-off, Jana Small Finance Bank will be entitled to charge interest at such rates as the Bank may deem fit in its sole discretion, for the period for which the Account remains overdrawn at any time during the maintenance of the Account. In case of any shortfall in the Account or in the event of closure of the Account, the Customer shall be liable to pay the amount outstanding on account of charges.
3. The Customer agrees and confirms that in the event any of the Services in connection with the Account these services are or become liable to tax under the applicable laws and regulations, the Customer shall bear all the taxes or duties in connection with such Services and the Bank is hereby authorized to deduct any such amount from the Account, without requirement of providing further notice or seeking additional consent / authorization.
4. In the event of occurrence of any of the above events, the Customer shall receive balance amounts,

net of all deductions made as per the terms and conditions hereof. The Customer shall be intimated at the address registered with Bank.

5. Customers should note that the fees and charges are subject to revision from time to time as per Bank's policies and also based on various regulating and governing institutions of the country / other territories.
6. For detailed charges and fees please click on the below link:
<https://www.janabank.com/>

Statement of Accounts

1. The Bank has provision for both email & the physical statements for accounts. Physical statements are sent to the customer's mailing address as per Bank record while email statements are sent to the customer's registered email id.
2. For email statements, customers are liable to verify the authenticity of any emails received and the Bank will not be liable for any issues/ loss arising out of any fraudulent emails received by the customer. Email statements are sent to the registered email only, as specified by the customer from time to time.
3. Customer should intimate the Bank in case statement (email/ physical) is not received on time. The Bank, on its discretion, might issue a duplicate statement
4. Customers should revert within one month of mailing of the statement for any discrepancy/ error. Bank will not be liable for any loss to the customer due to errors/ discrepancies pointed out/ communicated to the Bank by the customer after expiry of one month. The Bank though retains the right to rectify any error/ discrepancy in the statement on its own at any point of time.
5. Customer will need to submit request either through net-banking, phone banking or at the branches for issuance of duplicate statement for last statement generated or statements for any earlier month. Reissuance is subject to Schedule of Charges applicable for respective product/services.
6. Customers are required to update any change in their communications address in their bank records for bank to communicate.
7. For Digital Business Account customers, physical statements shall be provided only on request. However, monthly e-statements would be provided as is

Payment of Interest

The savings accounts bears the interest as defined [here](#)

The current account bears zero interest as this is regulated by the Reserve Bank of India.

Term deposits will carry interest based on tenor, as per table published in the web site. These are liable for changes from time to time.

Debit Cards

The Bank provides Debit/Chip Debit card facility to its account holders. The category and the fees for the debit card will be governed by the account type and at sole discretion of the Bank. The features & benefits will be governed by the type of the card and the conduct of the account. Customer will need to visit the Bank website or contact the nearest branch Bank to obtain more details on each of the debit/chip debit card type, its features, benefits and eligibility criteria.

Jana Small Finance Bank as per RBI mandate issues Chip enabled debit cards. These cards offer greater security by storing & processing information in a secure manner. This advanced technology is more effective in preventing the card from being copied to produce counterfeit cards.

The card is valid till the last working day of the month indicated on the card. The card is valid for usage in India (domestic & international cards) and abroad (only international cards). The card is not valid for foreign exchange transaction in India, Nepal & Bhutan. The card is accepted at any Jana Small Finance Bank ATM or any Visa/ Visa electron/ Visa flag merchant outlet in India/ abroad. Any transaction at the merchant POS will need to be authorized using the Card PIN and completed once the slip is generated by the POS Terminal. The Bank is not liable for any issues with the goods/services provided by the merchant outlet (not limited to defects, delay in delivery, poor quality) and any such dispute should be settled between the merchant and the customer.

The Bank will send through separate couriers (or any other mode of delivery) the debit/chip debit card and the PIN to the customer. Customer should verify that the courier received is not in torn/open/mutilated condition. In case of receipt of the courier package in torn/mutilated/open condition, customer should immediately inform the Bank either by visiting the nearest branch/ through phone banking.

Customer should ensure that on receipt of the debit/chip debit card, he signs on the reverse of the card after carefully reading the terms & conditions send along with the debit card.

Customers should ensure that the debit/chip debit card details, PIN details are not divulged/ disclosed to anyone. Customers should not handover the debit card to any person other than designated Bank official within the Bank branch premise. Customer is liable to ensure safekeeping of the debit card and the PIN.

The customer will need to inform the Bank (either through phone banking/ visiting nearest branch/ any other valid communication channel) to report any lost/ stolen/ misplaced card/PIN.

The Bank will not be liable for any fraudulent transaction/misuse of the card arising out of misplacement of the card/ card falling into wrong hands/ misuse of stolen cards prior to being reported as stolen/ lost by the customer.

Operating Accounts

Account operating rules depends on the operating mandate as defined in the account (this will be defined based on customer's instruction on operating mandate in the AOF or any changes authorized by the customer subsequent to the opening of the account).

Accounts in the name of an individual can be operated only by the individual himself or by the POA (Power of Attorney) of such individual.

Joint accounts can be operated singly by any one or jointly by two or more or all of the account holders together depending on the operating instructions given by all the account holders. Any change in the operating instruction though will require the authorization of all the account holders irrespective of the operating instruction.

Accounts in the name of partnership firms, private limited and public limited companies, clubs & societies, trusts & administrations, government & semi government bodies, local authorities, etc shall be operated by authorized individuals of the respective entities, as specified in the account operating mandate / AOF / resolution submitted at the time of opening account or as amended from time to time. Amendments made should be supported with due credentials and to the satisfaction of the Bank.

Bank as per its KYC requirement, may ask customer to furnish some additional documents or may request for re-verification of KYC. Customers will need to comply with such requests from the Bank and the Bank will not be liable for any material/ non material inconvenience that may be caused to the customer due to the customer non-compliance to such requests.

The Bank may time to time send deliverables (Cheque book, Debit/Chip Debit card, PIN's etc.), statement of accounts, important notifications and other relevant items at the customer's mailing address as maintained in the Bank's records. Hence customer will need to promptly notify the Bank of any change of mailing address. Bank will not be liable for any loss/damage/ inconvenience that may be caused to the customer due to loss/ damage/ failure/ wrong delivery of such items due to the non-intimation of change in mailing address by the customer.

The customer will also need to maintain required minimum average balance as mandated by the Bank for the particular account type & customer. Any failure to do so may attract penal charges as defined

under the 'Schedule of Charges' listed on the Bank website. Customers are advised to check their account statement/ account status periodically to ensure that average balance is not falling short to avoid any penal charges. Total number of cash transactions in current accounts during the day / month / quarter / half year / year, should not exceed the prescribed number as indicated in the product & type of account. A service charge as stipulated by the Bank per transaction / value in excess of the above-mentioned limit would be levied. Additional transactions would be allowed in deserving cases by the Bank at its discretion on being satisfied about the merits of each case.

1. If an account is opened in the middle of a term (month, quarter, etc) the number of permissible transactions shall be calculated pro-rata basis.
2. If the number of transactions exceeds the permitted limit, service charges will be levied as per Bank's rule for every such transaction.
3. If the account is closed within six months from the date of its opening, an incidental fee as per Bank's rule will be charged.

Cash transactions can be done in amount rounded to rupees only. The Bank shall allow cash withdrawal by cheque only for an amount greater than Rs 50/-. There is no upper limit for amount that can be drawn by a single cheque but such withdrawal shall necessary be authenticated by branch officials as per the Bank's passing power policy.

Customers are advised to inform the Bank in advance for withdrawal of large amount (greater than 10 lakh INR) to facilitate better service.

There are limited numbers of free transactions in terms of ATM withdrawals, usage of cheque leaves, DD/PO, electronic payment (RTGS/ NEFT) that the customer is eligible. Customer will need to verify, from the Bank's website or by contacting the Bank through any of the valid communication channel, the number of free transactions he is eligible for the account type he is holding. The Bank is free to charge (as per Schedule of Charges) the customer on a per transaction basis whenever the threshold limit of such free transactions is exceeded. Any waiver to such fees will be at Bank's sole discretion.

The Government of India has made mandatory to provide PAN details.

Cheque Books

The Bank provides at-parcheque book to all its eligible account holders. The customer is entitled to certain number of free cheque book depending on account type. The Bank may restrict such facility if the customer fails to maintain the minimum required average balance as defined for the type of account.

Customer can request the Bank for fresh cheque book once the existing cheque books are exhausted. Customers are entitled to a limited number of free cheque books as per the type of account and

issuance of cheque books beyond the free limit may attract charges.

All cheque (from customer account) presented to the Bank must have:

1. The instrument is signed as per the operating instructions for that account
2. The signature on the cheque is as per the signature in the Bank record for the particular account
3. All the fields (Payee, amount in figures, amount in words, date) are all filled
4. The cheque is not stale (date is not more than six months from the date of presentment)
5. Any alteration is counter signed by the drawer signature (as per revised RBI guidelines, no alteration is allowed in cheques processed under the cheque truncation system). Bank may also dishonour cheques if alterations are found to be suspicious in nature.
6. The account has sufficient fund to honour the cheque- Customer should ensure that the account is funded sufficiently (or available overdraft limits) so that the cheque is not dishonoured due to lack of funds. Any cheque dishonoured due to insufficient fund may attract penal charges from the Bank.
7. Customers should not that all requirements specified, for processing cheques through cheque truncation mechanism, would be applicable and customers should abide to those restrictions. RBI is in the processing of implementing cheque truncation system in different locations in a phased manner.

The Bank may also levy charges to the customer if cheque presented by later is returned due to insufficient funds. The Bank reserves the right to block the customer account if there are excessive incidences of cheque returns.

Customers can place in 'stop payment' request with the Bank for any cheques that are missing/ stolen/ not required to be paid. Customer needs to ensure that such stop payment request is made prior to presentment of the cheque to the Bank. Bank will not be liable for any payment made against cheques for which the stop payment request is received by the Bank post the presentment of the cheque to the Bank. Bank may charge the customer for any such stop payment request (pls. refer to Schedule to Charges).

Based on the type of the liability product, Jana Small Finance Bank offers Payable at Par (PAP) cheque facility. With these cheques, customers would be free to use the cheque across all the branches of Jana Small Finance Bank and clearing of these cheques across any of the Jana Small Finance Bank branch locations would be considered equivalent to local clearing.

Customers of Jana Small Finance Bank have various options to present their cheques to the Bank viz; handover at branch, using drop box at branch, drop boxes at ATM location, etc. customers may opt to get the acknowledgement only at the branches and any cheques dropped at drop boxes are at the sole discretion of the customers. Clearing cycles for cheques dropped at drop boxes are indicated over the respective drop boxes and customers acknowledge to the time indicated.

Demand Drafts & Bankers cheque/Pay Orders

Customers can place a request for issuance of demand drafts / Bankers cheque/pay orders by visiting any of the Jana Small Finance Bank branches. Any charges associated (refer to schedule of charges) with issuance of Demand Drafts or Pay Orders will be recovered from the Customer by debiting customer's account. Application of charges is dependent on the type of account & relationship the customer maintains with the Bank.

In case the instrument is lost and (or) needs to be cancelled, customer should visit the same Jana Small Finance Bank branch where the Demand Draft or Pay Order was issued. The amount, after deduction of applicable charges will be credited to customer's account.

Where a draft is lost and customer wishes to cancel the lost draft, customer will be required to indemnify the Bank of all possible liabilities. For this case, customer would be required to complete certain documentation to the Bank's satisfaction. Only after all the documentation is provided, will the draft be cancelled and funds transferred back to customer. If the lost draft is already in cleared or if it is in the clearing cycle, this cannot be cancelled.

Jana Small Finance Bank has tie-ups with various banks (correspondent banks) and local tie-ups with other banks for issuance of Demand Drafts in locations where Jana Small Finance Bank does not have branches.

Jana Small Finance Bank provides issuance of DD's & PO's through internet banking. The details about such service, charges associated and the delivery mechanism will be intimated prior to rollout of the service. Jana Small Finance Bank reserves the right to time for rollout of various services and discontinuation of any of the service through any channel without prior notice to customer.

Customer bears the final responsibility for any wrong information provided in the request for the draft. Customer should also ensure that the details indicated on the draft are correct immediately after receipt of the draft.

Electronic Transactions

Jana Small Finance Bank offers apart from branch walk-in transactions, various other channels for customer to interact and transact through the account. These channels include internet banking, phone banking, through ATM machines, mobile banking, etc. These could be made available in a phased manner.

Transactions processed online through any of the electronic channels are to the discretion of customers and all customers shall comply with all such terms and conditions as prescribed by the Bank from time to time for transactions executed.

Customers should ensure that the credentials are authenticated only in personal computers rather than

those being used / shared by general public. Transacting through machines used by public exposes customer's account for fraudulent usage. Customer will only be held liable in case of any misuse / fraudulent transactions.

Customers are required to access the online banking portal only by entering the respective site address and not through any links that direct for access.

Customers are required to remember all user IDs and passwords confidential as these are necessary to access financial information and perform financial transactions. In its constant endeavour to enhance security measures, Jana Small Finance Bank may introduce additional details required to access online account and it will be the responsibility of customer to adhere to. Customers are also required to change passwords at frequent intervals as a measure of safety.

In case a wrong password is typed multiple times, the customer's online banking account is locked. In these instances, customers may request for a new password through mail at customer's risk or the password can be regenerated through a defined mechanism that has been provided on the website of the Bank.

All the financial transactions processed through online channel are instantaneous and irrecoverable once executed. Customers will take sole responsibility for any mistakes made during transactions. Customers, as a matter of acknowledgement and reference, should carefully note down the confirmation numbers pertaining to the transaction. Jana Small Finance Bank will not be responsible for the delay happening at the other bank where funds need to be credited to beneficiary's account.

Transfer of funds through various payment modes is subject to a minimum and maximum amount as defined based on internal Bank policies and regulations and customer should adhere to the same.

Customers will hold complete responsibility for any transactions pertaining to purchase of services and goods over internet or any other channel if at all the underlying liability account is used. Customer should observe and comply with applicable laws and regulations in each territory of use.

Customers will be informed through mailers / display of notices / Bank website / short messaging service regarding the fees and charges applicable for various online transactions. These charges will be debited to customer's account.

Customers are required to carefully read and agree to the terms and conditions of various services. Jana Small Finance Bank shall not be liable to any issue arising due to misuse. It is further customer's responsibility to ensure availability of necessary and compatible software for accessing mobile banking and internet banking.

Jana Small Finance Bank may wish to send notification through short message service (SMS) to the customer's registered mobile number regarding the completion of transactions, failure to transact, etc.

The Bank performs maintenance activities to the online banking site on a frequent basis. The time for such maintenance activity will be intimated in the website. Bank cannot be held liable for any delay / non completion of such transaction during the maintenance period.

Whilst the Bank shall aim to provide security to prevent frauds, misuse, hacking and other actions to the website, internet per se is susceptible to a number of frauds. Customers shall evaluate all risks arising out of these and the Bank shall not be responsible for the same.

The Bank through online banking may also provide mail / messaging service to interact with customer service personnel. Information provided through such messages should not be considered as completion of financial transaction. These are just information messages.

Standing Instructions

Jana Small Finance Bank offers its customers a facility to set fund transfer instructions to the liability account for a defined tenure, amount or any other acceptable condition specified in the Standing Instructions Application Form. Customer is required to provide request at any of the Jana Small Finance Bank branches for availing of this service.

Standing instructions are accepted for transferring funds from one account to other account within the Bank or another account in a different bank, to a fixed deposit or recurring deposit accounts and also for Electronic Clearing Services/NACH.

If customer wishes to cancel the fund transfer, customers should provide in writing requesting removal of instructions. Once the standing instructions are set, these are automated and Bank should not be held liable for any reason including but not only related to insufficient funds for processing payments.

If standing instructions for servicing loans is dishonoured, this is considered equivalent to cheque return and customer should bear all necessary charges as specified for respective products.

In-cases where standing instructions are continuously/ frequently dishonoured, Jana Small Finance Bank has the right to discontinue this facility to the said customer without prior notification.

Customers should note that standing instructions for international funds transfer is not available at the moment.

Mobile Alerts

All customers having their mobile numbers registered with the Bank are entitled for receiving mobile alerts for various types of banking transactions performed. This alerts typically are provided for cash withdrawal, cash deposit, funds transfer, funds credit, balance alerts, etc. While bank sends (push) alerts to customers on a frequent basis (or based on event of financial transaction), customers can also request (pull) for specific information.

The Bank sends these alerts on best effort basis to ensure that customer is informed immediately after the event however, Bank is dependent on various third party service provides to complete the information transmission. In this regard, Bank will not be liable for any information reaching customer after delay / non receipt of information.

Charges for these mobile alerts would be as per the product features, relationship of customer with the Bank and are indicated in the schedule of charges. Charges are subject to change from time to time.

Overdrawing

The customer is responsible to ensure that sufficient balance is always available in his account with the Bank especially prior to withdrawal of cash, clearing, funds transfer or any other available mode of transaction, issuance of cheque or requesting for demand draft.

The Bank will not be held responsible if any customer induced transaction is not honoured by the Bank due to lack of sufficient balance. If execution of any such transaction, leads to an debit balance in the customer account, then the Bank will be free to charge applicable interest for the 'debit balance' amount for the period the account remains in debit balance on an pro-rata basis. The Bank may also on its own absolute discretion set off such debit balance against any credit available in customers other account held jointly or singly without giving any notice to the customer.

Any temporary relief given by the Bank to the customer with respect to 'Overdrawing' on his account will be purely at the Bank's discretion and will be applicable only as one time facility and the same should not be construed as an approval for similar transactions in future, unless otherwise explicitly agreed on between the Bank and the customer in writing.

Any sanction / approval of overdraft limits are subject to the stipulated terms and conditions in respect of payment, interest, charges and other aspects. Customer shall repay within the time agreed and any delay would entail Bank to apply charges in terms of interest and other charges applicable and communicated. Failure to pay would mean default in payment.

There cannot be any off-set facility provided for overdraft against cheques presented. Only realized amount is considered.

Dormant Account

Jana Small Finance Bank may classify an Account as:

- Inactive - if there are no customer-induced transactions for 12 consecutive months in the Account.
- Dormant - if there are no customer-induced transactions for 24 consecutive months in the account. i.e. no customer-induced transactions for 12 months after the account had become inactive.

Customer-induced transactions mean any credit or debit transactions done by a Customer in his Account which include, but not limited to, the following:

- Cash Deposit or Withdrawal
- Cash Withdrawal at ATM
- Transactions performed through Net Banking
- Transactions performed through Cheques or other instruments
- ECS/NACH credits or debits
- RTGS and NEFT
- Standing Instructions

If an account is classified as inactive or dormant, credits and debits to so classified account may be denied temporarily. To ensure authenticity of the customer and customer's (all joint account holders, where applicable) credentials, KYC related documents need to be submitted at any of the Jana Small FinanceBank branches. Jana Small Finance Bank will take all necessary precautions to ensure that customers are not inconvenienced during this process while not compromising on the regulations.

During the period of dormancy, transactions through other alternate channels viz; ATM, Phone Banking, Mobile Banking, Online Banking, etc, shall not be available to customer. Account will be activated only after providing all required KYC documentation along with a written request in this regard and by initiating a transaction.

Nomination

Nomination facility is available for accounts operated by Individuals including Sole Proprietorship account. Nomination cannot be obtained for accounts held in representative capacity as the holder of any office.

Customer is advised to provide nomination details while opening of an account. Where customer does not wish to provide any nomination details, the same should be noted exclusively in the AOF and countersigned by the customer.

Nomination can be done in favour of only one individual. If the nominee is minor, then another major

individual should be appointed to receive the amount in case of claim during the minority of the nominee.

Customer can include nomination or can change/modify existing nomination details in the account during his/her lifetime. In case of joint accounts, authorization from all the account holders is necessary for any alternation to nomination details. A witness is required when making nomination or modifying/ changing nomination details and the witness signature is mandatory in the nomination form.

Customer should ensure that he receives the acknowledgement for all such transactions for new nomination or change/ modification to existing nominee details.

Nominee has the right to receive the applicable payment from the Bank only on the death of the account holder in sole individual account or all account holders in case of joint account.

Death or Incompetence

In case the sole account holder dies or is declared incompetent, the proceeds of the account will only be processed to the registered nominee. Where a nominee is not assigned, the Bank may be required to take the issue case by case and the proceeds will only be handed over to legal heir(s) or court nominated individual.

The Customer must notify the Bank immediately if any of the joint account holders or authorized signatory of the Account dies or is declared incompetent.

Jana Small Finance Bank may place a freeze on such Accounts and stop all operations till the identity and credentials of the successor established to the Bank's satisfaction.

Closure of Account

Jana Small Finance Bank reserves the right to close or freeze the Account(s), after due notice to the Customer for reasons which may include, but not limited to, the following:

- In case any of the documents furnished towards Identity and address proof are found to be fake / forged / defective
- The Account opening cheque is returned unpaid for financial reasons/ signature not matching.
- In case fraudulent / forged / fake cheques / bank drafts or any such instruments are attempted to be cleared / cleared through the Account
- In case of frequent returns of inward / outward cheques in the Account;
- In case a debit balance for reasons, including but not limited to, non-repayment in case of facilities offered by the Bank, where repayment is to be made through Customer's Account; reversal of wrong credit; any temporary overdraft granted to the Customers by the Bank in

relation to any facility or otherwise, etc., is allowed to continue for more than 90 days in the Account;

- Improper conduct of the Account in terms of volume / type of transactions;
- For unsatisfactory conduct of the Account.
- In the light of the transactions in the account and other circumstances the Bank comes to the conclusion that maintaining of such account is undesirable.
- On customers' refusal of providing required information to the Bank and / or documents relating to the due diligence required to be carried out by the Bank.
- Under instruction/ order from enforcement authorities / court of law.

The Customers shall be solely liable for return of cheques / dishonouring of any instruments consequent to such closure and all costs / charges arising out of such closure / freezing of the Account(s).

Upon closure of the Account(s) for any of the reasons specified above or otherwise, the Customer shall take steps to collect any balance amount in the Account, if any, and till such time the Customer collects such amounts, Jana Small Finance Bank reserves the right to keep such amounts in a special office account without any interest being payable on the same. In case of any shortfall in the Account, the Customer shall be liable to pay the amount outstanding on account of charges / interest or otherwise to Jana Small Finance Bank, forthwith, without demur or protest.

In case the account has been frozen by Bank under orders from enforcement authorities / court of law, as per RBI mandate, the Bank will continue to credit the interest to the account on a regular basis.

Furthermore, it will be the responsibility of the account holder to surrender the unused cheque leaves, debit card and all associated deliverables. The Bank will not be responsible for any loss sustained by the customer on account of loss of such instruments. Customer should also ensure that any standing instructions, ECS mandates, linked Demat accounts, safe deposit lockers, FD maturity instructions related, etc. are removed on the account.

Change of Terms

Terms & conditions are liable to change due to change in any rules/ regulations from RBI/ Government of India, any addition or deletion of facility/ product by the Bank or any other reason which the Bank may deem fit for amending the existing terms & conditions.

The Bank may change the terms & conditions from time to time at its own absolute discretion. Changes can be but may not be limited to addition of new terms & conditions, deletion of existing terms & conditions, modification to an existing terms & conditions. The Bank may communicate the changes either by hosting on its website, or through any other available mode of communication. The customer

shall be responsible to keep himself updated on the terms & conditions by checking the Bank's websites regularly.

Non-transferability

The account and the services provided by the Bank to its customers are non-transferable under any circumstance and shall be used by the customer only. The Bank though reserves the right to transfer, assign, or sale its rights; benefits or obligations to any other person and these Terms & Conditions will continue to hold for the benefit of the successors and assigns of the Bank.

Notices

Notices in respect of the Account, the services and facilities in connection with the Account may be given by Jana Small Finance Bank either through email at customers' registered e-mail addresses or posting a letter to the Customers' registered mailing address. Jana Small Finance Bank may also give any notice by posting the notice on the Website or by displaying at the branches and the same will be deemed to have been received by the Customer.

Waiver

Jana Small Finance Bank levies charges to the account only as per the schedule of charges communicated to customer well in advance through various channels – branch display, Bank website, terms & conditions and physical mailers. These charges cannot be waived under any circumstances. Any waiver is an extreme right of the Bank and can only be applied in case of any discrepancy / wrong debits to the account due to technical reasons. Customers are required to inform Bank within the stipulated time period of any such discrepancy for rectification. Customers can communicate to the Bank through contact centre or at their respective branch and allow necessary time for rectification.

Charges/fees may be waived or / discounted/ negotiated at the discretion of the manager in charge in cases where such charges/fees are charged in excess of the requirement or for any other reasons as may be appropriate.

Indemnity

The Customer shall indemnify Jana Small Finance Bank from any loss that may occur arising from misuse of the Account or the Services of the Bank.

Jana Small Finance Bank shall not be liable to the Customer for any damages in connection with the Account or the Services or for any failure to perform any obligation contained in these Terms or for any loss or damage whatsoever suffered or incurred by the Customer.

The Customer shall solely be responsible for ensuring full compliance with all the applicable laws and regulations in any relevant jurisdiction in connection with establishment of his/her account with Jana Small Finance Bank and shall indemnify and keep indemnified Jana Small Finance Bank from all actions, proceedings claims, losses, damages, costs and expenses which may be incurred by Jana Small Finance Bank in connection with any failure to comply with any such applicable laws and regulations.

The indemnities as aforesaid shall continue notwithstanding the termination of the Account.

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

No encumbrances

Customer will need to ensure that no encumbrance/ third party interest is created/ permitted over the account (including the credit available in the account) held with the Bank without explicit written agreement with the Bank.

Governing Law & Jurisdiction

The Terms and conditions, or the operation of the accounts held with the Bank or services provided by the Bank to its customers shall be governed by the laws of the Republic of India only. Any disputes/ claims/ issues shall be brought in the courts/ tribunals under the jurisdiction of Bangalore, Karnataka, India. The Bank though reserves the right to initiate proceedings against any customer at any courts/ tribunals/ authorities and the customer hereby consents to that jurisdiction.

In case any provision of these Terms & conditions become legally untenable/ unenforceable/ prohibited, then such extent of unenforceability will apply only to the said provision and not invalidate the remaining provisions of the terms & conditions.

Disclosure

The customer by opening & maintaining any account with the Bank gives the Bank the right to share/ disclose customer account/ personal information as available with the Bank with any entity which has the right to access such information which may include but may not be limited to:

- Reserve Bank of India (RBI)
- Government of India through its authorized representative/ body
- Courts/ Investigating agencies
- Securities exchange board of India (SEBI)
- Authorized representatives of the stock exchanges
- Auditors, professional advisors
- Third party service providers with whom the Bank has executed legal contract on 'services/ products' and who will need to access the information
- Any other legal entity/ authorized individual who has is entitled to such information
- Credit Information Bureau's including but not limited to CIBIL

The Bank reserves the right to source for any other information about the customer or his accounts/ financial condition as may be deemed fit by the Bank through whatever sources are available to the Bank.

Jana Small Finance Bank uses customer's contact information for service and promotional activities. For this Jana Small Finance Bank may share this customer's information with other arm of the Bank's group company(s) or any other third party that are bound by conditions (on use of customer information provided by Jana Small Finance). Jana Small Finance Bank takes express consent from customer on this aspect during account opening.

Force Majeure

The Bank shall not be liable if any transaction fails, Bank's services are disrupted or the bank is not able to perform/ underperforms any of its obligations as outlined under the Terms & Conditions by an event of 'Force Majeure' and in happening of such cases, the Bank's obligation will remain suspended till such 'Force Majeure' condition remains.

'Force Majeure' event means events caused beyond the reasonable control of the Bank which may include but may not be limited to acts of Gods, fire, flood, sabotage, virus attack on the system, earthquake, tsunami, unauthorized access/ hacking of Banks assets, communication failure, riot etc.