

Terms and Conditions Minimum KYC OTP based account & Regular Savings opened through Video based account opening

By accepting and opening account 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 Jana Small Finance Bank Ltd (“Bank”). This terms are in addition to the prevailing applicable services and savings bank/current account/loan/mobile application product terms and conditions of the Bank The general terms applicable to the accounts and products is available on Bank’s website at www.janabank.com under the selected product.

Please note that terms and conditions & schedule of charges (SOC) of regular savings are applicable for regular savings account opened through video based account opening. Please visit <https://www.janabank.com/terms-conditions/#savings-accounts>
<https://www.janabank.com/service-charges-fees/#savings-accounts>

For SOC of minimum KYC account, please visit

<https://www.janabank.com/service-charges-fees/#savings-accounts>

1. DEFINITIONS

- An "authorisation" or "approval" includes an authorisation, consent, clearance, approval, permission, exemption, filing and registration provide by the applicant/customer.
- “Customer” shall mean an individual applicant who applies for account offered by Bank, subject to such terms and conditions as may be specified from time to time.
- “Digital account” shall mean a savings bank account offered by Bank which is opened/on-boarded through online and is governed by this Terms and Conditions of the bank as amended from time to time.
- Digital KYC” has been defined in Section 3 as capturing live photo of the customer and officially valid document or the proof of possession of Aadhaar, where offline verification cannot be carried out, along with the latitude and longitude of the location where such live photo is being taken by an authorised officer of the Reporting Entity (RE) as per the provisions contained in the Act. Steps to carry out the Digital KYC process have also been stipulated.
- Equivalent e-document” has been defined in Section 3 as an electronic equivalent of a document, issued by the issuing authority of such document with its valid digital signature including documents issued to the digital locker account of the customer as per Rule 9 of the Information Technology (Preservation and Retention of Information by Intermediaries
- “Video based customer identification process(V-CIP)” is a method of customer identification by an official of the RE by undertaking seamless, secure, real-time, consent based audio-visual interaction with the customer to obtain identification information including the documents required for CDD purpose, and to ascertain the veracity of the information furnished by the customer

2. Eligibility

Minimum KYC account

- New to the bank Customer can avail the banking services by opening Account with Bank.

- Any Resident who is citizen of India and above 18 can open account offered by the Bank.
- Customer who is neither a US person nor a resident for Tax purpose in any country other than India.
- Customer who is not having any OTP based KYC account (non face to face mode) with any other Regulated Entity.

Regular Savings through Video based account opening (V-KYC/V-CIP)

- New to Bank customer can submit his/her Aadhaar / PAN number voluntarily through online V-CIP process and can avail the banking services and open Savings Bank Account.
- Any Resident who is citizen of India and above 18 can open an account offered by the Bank.
- Customer who is neither a US person nor a resident for Tax purpose in any country other than India.
- V-CIP compliance – customer/applicant shall satisfy the eligibility criteria of V-CIP along with supported by the following documents. During the process, the verification of Applicant/customer's KYC documents and signature are recorded via a video call with Jana Small Finance Bank officer:
 - a) Location access
 - b) Microphone access
 - c) Camera access

3. Mandatory documents required

Open a Minimum KYC Account

- Customer PAN and Aadhaar card is mandatory for opening DIGIGEN account
- Customer agrees to provide his/ her Valid Aadhaar and PAN Card number voluntary for opening the DIGIGEN Account.
- Customer agrees to authorise Bank to use Aadhaar and PAN details for his/her verification for DIGIGEN account opening.

Open a regular savings account through video based account opening

- Aadhaar number
- Physical PAN
- Record Specimen signature in white sheet with black pen

4. Account Opening Process

Minimum KYC account opening

- The account will be opened with the name as mentioned in the Aadhaar Card.
- The customer here with agrees to provide the correct details and information for the purpose of account opening in the online application. Customer agrees that failure to provide requisite details and information shall result in rejection of application by the Bank.
- Bank shall not be held liable for any connectivity/data issues leading to non-completion of information being provided by the customer leading to incomplete information.
- Application once submitted cannot be withdrawn by the customer. Bank shall not be liable to pay for any costs (technical/ data plan related or otherwise) incurred by the customer in the course of sharing his/her details for application.
- In case of rejection of application, bank shall retain the customer details & documents.

Video based account opening

- Customer to visit the Jana bank's website and click on the link to start video KYC on-boarding and provide required permission/authorisation.
- The KYC officer of the bank will capture the live photo of the customer to match it with PAN card photo, capture PAN and verify PAN details, do liveness check and ask questions in random order, ask customer to sign on a white sheet of paper to capture signature
- All accounts opened through V-CIP shall be made operational only after being subject to concurrent audit, to ensure the integrity of process.

5. Features

Key features of Minimum KYC account:

- Higher interest rate (<https://www.janabank.com/images/PDF/Savings-Account-Interest-Rate.pdf>) on savings account balance.
- Free online funds transfer using NEFT & RTGS.
- Initial funding through Net-banking/Debit card/UPI using a payment gateway

Key features of digital account through Video based account opening

- Higher interest rate
- Average monthly balance INR 2500
- RuPay Debit card – Unlimited withdrawals from any Jana Small Finance Bank ATMs across India
- For charges of regular saving account, please visit <https://www.janabank.com/service-charges-fees/>

6. Limitations & Validity

Minimum KYC account

A limited KYC account has a validity of 365 days. The limitations of the account are as follows:

- If the Customer Due Diligence (CDD) procedure and Full KYC is not completed within a year, in respect of deposit accounts, the same shall be closed immediately.
- The aggregate balance of all the deposit accounts of the customer shall not exceed rupees one lakh.
- The aggregate of all credits in a financial year, in all the deposit accounts taken together, shall not exceed rupees two lakh.

Allowed limits specific to DIGIGEN

Product Name	Max Tenure	Min Amount	Max Amount**
Savings Account	365 days	NA	INR 90000
Regular FD : Cumulative	11 Months	INR 10000	INR 90000
Senior FD: Cumulative	11 Months	INR 10000	INR 90000

**To ensure regulatory compliance, the interest credit from Savings and FD, the maximum amount which can be transferred to DIGIGEN through initial funding or through Mobile banking/Retail Internet Banking is limited upto to Rs 90,000/-

Regular Savings Account opened through Video based account opening

- No restrictions on deposits and balances
- Account opening in few minutes without visiting the branch

7. Other Important Information regarding data shared & regulations

- Customer authorises the bank to communicate information provided including mobile number/email id irrespective of the DND services availed by customer. Customer also authorises bank and its representatives to contact for explaining the products and services, servicing of accounts etc through SMS, Email, calls etc. The consent will override any registration for Do Not Disturb/National Do Not Call.
- Customer understands and agrees that interest on the amount funded will be credited to the account subject to activation of the account and only from the date when the funds has been credited into the account.
- Customer understands and confirms that the Bank has every right to close account, if the details provided by him/her are found to be inaccurate. In such an event the bank shall not be liable to pay any interest on the amount of deposit and the amount deposited will be returned to the customers communication address by way of a Demand Draft.
- If the customer does not receive the Demand Draft for the closed account, he/she needs to contact the designated branch or the customer care number.
- For a minimum KYC account, the Customer agrees and understands that upon physical completion of full KYC verification and customer due diligence (CDD) the above mentioned limits of Rs 1,00,000/-and cumulative transaction to extent of Rs. 2,00,000/-on the account will be removed.
- For minimum KYC account, bank reverses the right to mark debit/ credit freeze or/and close the Deposit account/s in event of any breach of the regulatory guidelines by the customer on OTP based KYC accounts and/or customer misrepresented or provided false declaration on not having Aadhaar based OTP accounts with other bank/s /regulated entity.
- For the regular monitoring & document verification activities, the Bank reserves the right to hold the accounts in Debit Freeze or close the Account even after account activation in case any discrepancy and /or financial indiscipline is found at its sole discretion.
- Customer gives consent that the account will be opened based on the nearest/designated branch of the communication address pin code. For pin codes where bank does not have a presence nearby, account will be allocated to Koramangala branch in Bangalore, Karnataka. Customer can migrate the branch at any time after converting to a full KYC account. For the benefit of the customer, all bank branches are considered as home branches
- Nomination facility is available for accounts. 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.
- Nomination can be done in favour of only one individual. If the nominee is a minor, then the guardian details to be provided.

- For a minimum KYC account & for a regular savings video based account opening customer is eligible to get a complementary Debit card only after funding the account with Rs 25,000/-. Customer also gives consent to receive a debit card from bank after funding Rs 25,000/-. Please note that the normal AMC charges for card will be applicable from the second year. For a funding of less than Rs 25000/-, customer can call the customer care and raise a service request for the same. Please note that customer will be charged according to the SOC* for the same.
- The pin for the debit card to be generated by downloading the Bank Mobile banking app. The steps for the same will be mentioned in the Debit card Kit.
- On completion of full KYC, customer will be migrated to a regular savings account and fees & service charges for a regular savings account will be applicable. Link mentioned above.
- Bank reserves the right not to open/activate the Account in case the same is not in line with the banks internal policies/process.
- Bank is hereby authorised to rely upon and accept the Applicant's signature provided during the Video KYC on-boarding and the same can be considered for all banking transactions.

For Limited KYC accounts and video based account opening through OTP based Aadhaar authentication – Terms & Conditions

- The customer consents that he/she has not used the OTP based AADHAAR (e-KYC) verification to open any other bank account.
- The account is not available to customers whose address when fetched from UIDAI is incomplete as per bank process.
- I/we hereby voluntarily authorize Jana Small Finance Bank Ltd to carry out e-KYC/online authentication/online authentication of my/our Aadhaar for the purpose of establishing my/our identity/address.
- Customer gives consent to the Bank to fetch his/her demographic details from UIDAI, using biometric authentication which will be used for KYC purposes. The demographic details include name, DOB, gender, address and photograph.
- The customer shall not be eligible to get a Cheque book for the OTP based e-KYC account. The customer will be entitled to get a cheque book on request only after full KYC and CDD is completed.
- For a video based account opening, customer can request a cheque book by calling the customer care once the account is opened.
- The customer agrees that he/she will only get the following services from the bank for limited KYC account:
 - Mobile and Internet Banking Access to operate the account
 - Regular & Senior FD cumulative as per the age of customer as per limits of limited KYC OTP based accounts
 - Debit card (Refer the point)
- In order to undertake high value transactions at Bank Branches; customer has to mandatorily submit full KYC as per the banks process and convert to a full KYC customer according to bank's process.
- For a minimum KYC account, bank Customers can avail Cash Deposit facility Slip as per limit prescribed for the limited KYC account as per SOC*. Cash Withdrawal facility cannot be availed by Minimum KYC account customers.

- The savings account interest rate may vary from time to time and will be calculated on Daily Product basis on clear balance. The interest on savings accounts will be credited at quarterly intervals or as prescribed by Reserve Bank of India from time to time.
- The Savings Bank Account should be used to route transactions of only non-business/ non-commercial nature. In the event of occurrence of any doubtful transaction that may be seen as commercial/ business/ dubious or undesirable, the Bank reserves the right to unilaterally close the account.
- Bank provides a monthly email statement of customer Bank account. Charges for issuance of Duplicate statement are available in SOC*.
- In case of the Entity accepting / receiving any Foreign Contributions, customers need to comply to Foreign Exchange Management Act of 1999 (FEMA).
- Customer should carefully examine the entries made in their Statement of Account(s) and draw Bank's attention to any errors or discrepancies that may be discovered within 30 days from the date of entries falling which the same shall be deemed as correct and accepted by the customer and the customer shall not be entitled to question the correctness/ accuracy thereof.
- Request for Registration of Standing Instructions can be given at any Branch. Charges as specified in SOC* will be levied for non-execution of Standing Instructions / Direct Debits.
- The Bank reserves its right to close any account which is not operated satisfactorily/dormant with a prior notice to customer by sending communication to customer's registered mail id or mobile number.
- The customer needs to intimate Bank in writing or by calling the customer care of any change in the contact details/address. Customer needs to submit documentary proof wherever applicable.
- The age considered for minor is below 18 years and for senior citizen as 60 years and above.
- The Bank may disclose information about customer's account if required or permitted by any law/rule or regulations or at the request of any public or regulatory authority or if such disclosure is required for the purposes of preventing fraud without any specific consent of the customer.
- The bank reserves all the rights to share customer details to the CKYC regulatory and in case customer is found to have another OTP based account with any other bank, bank will be bound to follow the regulatory and close such accounts if required until Full KYC is opted by the customer.
- The Bank reserves the right to make any changes, alterations, cancellations, in the above rules by hosting them on website. The customer shall be responsible for reviewing these T&C's regularly including the amendments as posted on the website. Any person opening the account shall be bound by the rules governing the account.

****For more details on for regular savings through video based account opening and limited KYC account please visit <https://www.janabank.com>***