

1. All existing and non-delinquent customers (“Referrer”) of Jana Small Finance Bank Limited ('Jana Bank') are eligible to refer new customer under Member Get Member Program (“Program”) for availing Housing loan. The employees of Jana Bank will not be eligible under this Program.
2. The Referrer will be paid referral fee as per the approved grid i.e. 0.25% (plus applicable GST) of the disbursed loan amount. However, in no event the referral fee will exceed the amount of INR 15000/- per referral. The referral fee will be paid within 45 days from the date of final disbursement of the loan amount and execution of all relevant documents. All lending decisions are at the sole discretion of Jana Bank.
3. The referral fee is a one-time fee. The Referrer cannot claim the referral fee as a matter of right for a subsequent credit facility availed by the referred customer from Jana Bank.
4. The role of existing customer is only limited to providing reference and would not affect the underwriting decision (Approval/Rejection).
5. The maximum number of referrals allowed by each Referrer under this Program is 10(ten). The details of the referred customer once provided by the Referrer will not be allowed to be changed and the same will be counted towards the total number of referral allowed under this Program. The details of the referred customer provided by the Referrer will only be valid for a period of 6(six) months and the same will lapse if the loan amount does not get sanctioned within 6(six) months for any reason whatsoever.
6. The contact details provided of the referral must be valid and operational at the time of providing referral and must belong to the person so referred.
7. The Referrer will not be entitled for referral fee under this Program for referring an existing Jana Bank customer and/or referring business entity with himself/herself and immediate family member as director / partner / proprietor of business.
8. At the time of making a referral under the Program, the Referrer will need to specifically declare and undertake that due consent has been obtained from the referred customer (prospective customer), to refer his/her contact details to Jana Bank and Jana Bank may contact the referred customer to offer its range of other banking services and products.
9. The referral fee will be credited to Referrer in Jana Bank Account only, in case the Referrer does not hold Jana Bank Account than he/she has to mandatorily open an account with Jana Bank.
10. The Referrer understands that the referred customer will be informed about the payment of referral fee paid under this Program.

11. During underwriting process existing policy parameters will be applicable as per the Housing/Non-housing circulars.
12. The referred customers, referred under this Program will be offered pricing as per Jana Bank's regular approved grid.
13. If the same prospective customer is referred by multiple referrers, the first person to make that referral will be entitled to the referral fee. In the event of any dispute, the decision of Jana Bank shall be final and binding on the Referrer.
14. The Referrer if found to be delinquent before payment of the referral fee, his/her referral fee will be adjusted towards the settlement of his/her outstanding loan amount & surplus amount will be credited to his/her Jana Bank account.
15. The referral fee shall be subject to withholding of tax as per the applicable law(s). The Referrer shall provide GST compliant invoice (if applicable) and comply with all applicable provisions of the GST and other laws and regulations. If the Referrer fails to furnish the GST number, Jana Bank will be at liberty to deduct the applicable tax amount from the referral fee.
16. Notwithstanding anything contained herein, Jana Bank reserves the right at any time, without prior notice to add, alter, modify, change or vary all or any of the terms and conditions or to replace wholly or in part, or to withdraw the Program altogether and without compensation whatsoever.
17. Jana Bank reserves the right to reject any claim in the event of irregularity, discrepancy, or dispute, and that its decision shall be final, conclusive and binding.
18. These terms and conditions shall be governed by the laws of India.
19. All disputes relating to the Program and these terms and conditions shall be subject to the exclusive jurisdiction of court located at Bengaluru.