



MOST IMPORTANT TERMS AND CONDITIONS

Most Important Terms and Conditions pertaining to AU
Small Finance Bank Limited

To get a complete version of Term & Conditions, please visit our website
www.aubank.in or you may collect the same from our nearest branch.

SAVINGS ACCOUNTS

1. The accounts can be opened by eligible person(s) and certain organizations/agencies as approved by Reserve Bank of India (RBI) according to prescribed KYC norms.
2. In the absence of PAN, Form 60 is required to be submitted by the customers at the time of opening of saving account.
3. Interest on Savings Accounts is presently paid monthly based on daily closing balance provided it works out to minimum Re. 1/-. Interest will be rounded off to the nearest rupee.
4. Interest on NRO accounts held by non-resident customers shall be liable for tax deduction as per the provisions of Income tax Act, 1961. The Bank will issue a Tax Deduction Certificate (TDS Certificate) for the amount of tax deducted.
5. I agree that I shall not pay amount exceeding of Rs. 10,000 in cash to any Sales Representative of the Bank at the time of opening an account and not pay any amount for carrying out any transaction in the normal course of the business. For transactions I agree to deposit cash only at the Bank's teller counters at the branch premises. For account opening also I shall pay the initial amount to the Sales Representative only after due diligence of employment and receipt.
6. Salary Account
 - a) Reversal of Salary Credits: I hereby irrevocably and unconditionally authorise the Bank to on the request of my employer/company recover by marking hold funds/debiting/reversal of credit, any excess amount credited by and/or on the instructions of the employer/company into my account, with notice to me. The Bank will not be held responsible and liable for any such hold funds/debit/reversal of credit carried out by the Bank.
 - b) I acknowledge that my account has been opened with the Bank by virtue of my employment with the employer/company and is designated as "Salary Account". I understand that pursuant to the arrangement between the employer/company and the Bank, at the sole discretion of the Bank I may be entitled to certain facilities on the Salary Account only during the currency of my employment with the employer/company or

till the subsistence of the arrangement between the employer/company and the Bank. I shall notify the Bank on cessation of services with the employer/company. The words "the employer/company" refers to the corporate in which I am employed and on whose request the Salary Account is opened with the Bank.

- c) I understand and acknowledge that the special facilities offered on Salary Account are basis agreement of regular salary credit between the employer/company and the Bank.
- d) I understand and acknowledge that the name of the account holder is not tallied with the account number before crediting salary in the respective accounts as provided by my employer/company.
- e) I understand and acknowledge that the responsibility of providing the correct account number for crediting of salaries will lie solely with my employer/company and i shall not hold the bank responsible for any wrong credit arising out of such incorrect account number provided by my employer/company.
- f) I hereby agree that, in the event of no salary credits in my AU Salary Account for any continuous three months the Bank reserves the right to change the status of the AU Salary Account to an AU Savings Account - Value without prior notice. The Terms & Conditions applicable to the AU Savings Account - Value shall apply to this account from the date of the status change. The Terms & Conditions and features of the AU Savings Account - Value are available on the Bank's website.
- g) I further agree that the Bank may, at its sole and absolute discretion, close the AU Salary Account if it is observed that no salary or amounts are being credited to the account and/or on the instructions of my employer/company on a regular basis, or in the event that I cease to be in the service of the employer/company for any reason whatsoever, after providing me with 15 days' notice.
- h) I agree that in the event my Employer instructs AU Small Finance Bank to reverse any deposit made by the Employer in my Salary Account within three (3) working days from the date of such deposit, AU Small Finance Bank shall act upon such instruction and I will not dispute or hold the bank responsible for any such debits in the customer's account. For this purpose, the entity/organization from whom the previous salary credit has been received in the account shall be considered as the employer. AU Small Finance Bank shall however not be liable in any manner whatsoever for having acted upon the aforesaid instruction of the Employer.

Basic Savings Bank Deposit Account

- i) As per regulatory guidelines, holders of Basic Savings Bank Deposit Account are not eligible to open any other savings account in self or joint holder capacity in AU Small Finance Bank
 - j) Bank reserves the right to close the other savings account(s) (if any), as applicable under the regulatory guidelines, if such accounts are not closed by me within 30 days of opening the Basic Savings Bank Deposit Account
 - k) BSBDA' would be subject to RBI instructions on KYC for opening of bank accounts issued from time to time. If such account is opened on the basis of simplified KYC norms, the account would additionally be treated as a 'Small Account'
 - l) As a BSBDA Small Account holder, customer would be subject to the following transactional limits:
 - The total balance in the BSDBA Small Account should not exceed Rs. 50,000 at any point of time
 - OR The total credits in the BSDBA Small Account should not exceed Rs. 1,00,000 in a year
 - OR The total withdrawals and transfers in the BSDBA Small Account should not exceed Rs. 10,000 in a month
 - If the balance in the account exceeds Rs. 50,000, no further credit transactions will be permitted in the Small Account till such time the balance goes below Rs. 50,000
 - If the aggregate of credits in a financial year exceeds Rs. 1,00,000 no further credit transactions will be permitted in the Small Account till the end of that financial year.
 - If the withdrawals and transfers exceeds Rs. 10,000 no further debit transactions will be permitted in the Small Account till the end of that calendar month
 - m) BSBDA Small Account holder required to submit to AU Small Finance Bank:
 - An evidence of having applied for valid KYC (as per the acceptable list of KYC specified for BSBDA Small Accounts) within 12 months of account opening
 - Actual KYC (ID proof, Address proof and Photograph) as per the Bank's acceptable list of KYC within 24 months of account opening.
7. All necessary documentation as mandated by the Regulatory/Bank authorities should be provided for opening the account.
8. Interest rate on Savings Account have been de-regularised by RBI. The rate

may vary from time to time and will be calculated basis on daily clear balance. The interest on Savings Account will be credited at monthly interval or as prescribed by Reserve Bank of India from time to time.

9. I / We understand that it is mandatory to maintain Average Monthly Balance (AMB) as prescribed for the selected savings / current account by the bank from time to time and that non-maintenance charges are applicable as per the product variant selected. In case of the account being low balance for 12 consecutive months, the bank has the right to downgrade the account to a suitable lower variant. The product benefits/feature associated with the older product shall cease to be offered and benefits and schedule of charges of new variant will be applicable. Further, the bank also reserves the right to close the account as per its discretion.
10. The Savings Bank Account should be used to route transactions on only non-business/non-commercial nature. In the event of occurrence of such transactions or any such transactions that may be constructed as commercial/business/dubious or undesirable, the Bank reserves the right to unilaterally freeze operations in such accounts and/or close the account. The number of permissible deposit and withdrawal transactions without any charges are available in product service fee document available at the Banks website aubank.in.
11. Cash Deposit facility is provided at all branches of AU Small Finance Bank. Charges applicable on cash deposit beyond free limits is available in product service fee document available at the Banks website aubank.in. Cash can also be deposited in Cash Deposit Machines (wherever applicable).
12. Bank customers can avail the facility of Cash Withdrawal as per limit prescribed by the Bank from time to time by visiting any Bank Branch in person. ATM cum Debit card can also be used in ATMs for cash withdrawal.
13. The age considered for minor is below 18 years and for senior citizens as 60 years and above.
14. Senior citizen rules are not applicable to non-residents.
15. A minor over 10 years of age can open & operate a savings account independently with the Bank. In case the minor is less than 10 years of age only the guardian can operate the account.
16. The Bank shall ensure that minor accounts are not overdrawn and always remain in credit. The Bank shall instruct their branches to allow minors' accounts (fixed and savings only) with mothers as guardians to be opened, whenever such requests are received by them.
17. The Bank shall allow opening of accounts of persons with Autism, Cerebral Palsy, Mental Retardation, Mental Illness and Mental Disabilities after appointing guardian/managers and shall also take note of the legal position

and orders/certificates issued by the competent authority, under the acts applicable to such account holders.

18. The Bank will give a prior intimation of 30 days for any change in fees and charges.
19. Accounts which are fully KYC compliant may be transferred between branches of the Bank at the request of the account holder(s). There are no charges for Transfer of Account between Branches.
20. Bank deposit up to INR 5,00,000 in respect of each depositor are fully protected by the Deposit Insurance and Credit Guarantee Corporation under the deposit Insurance Scheme.
21. Request for closure of account should state the reason for closure. Joint accounts can be closed only at the request of all such joint signatories. Charges with regards to Closure of Account are specified in service fee document available at the Banks website aubank.in.
22. The Bank reserves the right to make any changes, alterations, cancellations, in the above rules at any time without notice. Any person opening the account shall be bound by the rules governing the account.

CURRENT ACCOUNTS

1. The KYC norms of the Reserve Bank of India to be followed for opening of an Account. Current Accounts (C/As) can be opened by individuals, proprietorships, partnership firms, LLP, private and public limited companies, HUFs/specified associations, societies, trusts etc.
2. PAN is mandatory at the time of opening a Current Account.
3. Tax shall be deducted at a higher rate in case PAN is inoperative.
4. As per RBI directive, the applicant for Current Account should declare credit facility/ies with any bank in the account opening form or separately and if he/they does/do enjoy any credit facility, he/they should declare full particulars thereof indicating the type of loan, loan amount, name of the Bank/branch concerned etc.

Also, before opening of any Current account(s), Bank will verify the exposure (fund and non-fund based) for the customer in line with the regulatory requirements on Opening of Current Account – Need for Discipline, as guided by the regulators from time to time. The Bank will verify the credit exposure details with Central Repository of Information on Large Credits (CRILC) database maintained by the Reserve Bank of India to ascertain the credit facilities that the customer enjoys from any other bank. Bank may also use other sources like credit bureaus to

ascertain credit facilities that the customer enjoys from banking system. For periodic monitoring, banks will monitor all current accounts and CC / ODs regularly, at least on a half-yearly basis, specifically with respect to the exposure of the banking system to the borrower. If there is a change in exposure of banks or aggregate exposure of the banking system to the borrower, the revised/latest exposure details need to be submitted to the Bank. I/We authorize Bank to verify my credit details with CRILIC or credit bureaus or any govt. authorized source and in case details are incorrect/not updated, bank may close the account by providing suitable notice as per the guidelines.

5. No interest shall be payable on the balance maintained in the Current Account as per directives of Reserve Bank of India.

GROUPING PROGRAM ACCOUNTS

1. I agree that the bank at its discretion in case of certain account variants/segments may offer the facility of account grouping. Under this functionality the number of accounts and relationships whose accounts can be linked will be at the discretion of the bank once consent is given by the .primary group member.
2. I agree that in a group, one member will be classified as primary group member and the rest of the customers linked to the primary group id will be classified as group members/ secondary members.
3. I agree that Primary Group member would be the first and primary point of contact for the Bank in relation to any communication / intimation with respect to the program grouping.
4. The account benefit of combined Average Balance will be calculated across the accounts linked in the group. Apart from Average Balance the respective benefits/charges of each individual account may continue on the individual accounts itself as specified in the schedule of charges.
5. The benefit of combined Average Balance will continue till the existence of the program group or till the time the customer is a part of the group.
6. If the customer who is the Primary Group member closes the account, group members can raise a request to classify another group member as the Primary Group member and continue grouping benefits, else the group will be dissolved and the combined Average Balance required under the respective program will have to be maintained at individual customer level.
7. All accounts linked to the customer id will get enrolled for respective program.
8. Customer can be part of a only one group at any given point of time.
9. I agree that as part of the program grouping, bank may offer cashback/loyalty points/

milestone rewards or any other offer/benefit. The cash back/loyalty points/milestone rewards will be credited to customers accounts within a period as defined by the bank for the program. The bank has the right to change the program at any time basis their discretion. The bank may also exclude certain transactions or transactions at certain Merchant Categories as a part of offer criteria for the mentioned offers/benefits.

10. In case of upgrade, no cheque book will be issued. Customers can apply for cheque book by raising service request.
11. I understand that, on upgrading account, new debit card will be issued as applicable in the respective program and existing card (if any) will be hotlisted within 30 days of issuance of new card or on activation of new card, whichever is earliest.
12. In case of minor, non-individual entity (except HUF), secondary/joint holders, no debit card will be issued while upgrading. Card request if captured above, will be considered void.
13. ** I/We understand that on downgrade of account , a new debit card will be issued as applicable in the new selected and the existing card will be hot listed.
14. All benefits extended under the family program are at the sole discretion of AU Small Finance Bank. Bank reserves the right to alter, withdraw or change any of the benefit giving under this account of Secondary Customer.
15. Accounts exiting the Program will be switched to Regular Savings Account as applicable.
16. In case of joint accounts, Debit card will only be issued to the primary account holder. Secondary holders can apply for the card by raising a separate request at the branch.
17. Select relationships that are allowed basis Grouping guidelines defined by bank, will be considered.
18. HUF Customer id can be grouped if the Karta is part of the group in the capacity of an individual or as a Karta.
19. Family trust customer ID can be grouped if the Author /Trustee/Settlor (Decision Maker) of the trust is part of the group as an individual
20. Govt Institutions, NGOs, Club, Society, Public charitable institutions cannot be grouped.
21. Account will be downgraded in case of non-maintenance of program eligibility criteria for 6 consecutive months. The Terms and Conditions, as defined by AU Small Finance Bank, apply. Please refer www.aubank.in for further details.

GENERAL T&C

1. Average Monthly Balance (AMB) is calculated as Average of End of Day (EOD) Balances in the account for a period of respective month. For Example (EOD balance Day1+ EOD balance Day2+.....+EOD balance Day "N"/ Number of "N" days in the month) . The account holder is required to maintain the defined average Monthly / Quarterly Balance in the account, as specified in the Schedule of Charges of the Bank from time to time. Non-maintenance of Monthly / Quarterly Average Balance would attract service charges as specified by the Bank from time to time, and available on Bank website www.aubank.in.
2. In the absence of PAN, aggregate cash deposits and cash withdrawals are allowed only up to the limit specified under the Income tax Act, 1961.
3. The Bank has statutory obligation to deduct tax at source if the aggregate cash withdrawn from all the accounts held by a person exceeds the amount specified under the Income Tax Act. The Bank will issue a Tax Deduction Certificate (TDS Certificate) for the amount of tax deducted.
4. The Bank has statutory obligation to collect tax at source if the aggregate foreign remittance under Liberalised Remittance Scheme (LRS) of Reserve Bank of India exceeds the amount specified under the Income Tax Act. The Bank will issue a Tax Collection Certificate (TCS Certificate) for the amount of tax collected.
5. Accounts not having a customer induced transaction as per RBI norms (Financial as well as Non Financial transactions or KYC update.) for a continued period of 2 years shall be treated as Dormant/Inoperative Account. The service charges, Savings Interest received shall not be considered as a customer-induced transaction.

Kindly refer below circular for list of customer induced transactions:

https://rbi.org.in/Scripts/BS_CircularIndexDisplay.aspx?Id=12589

6. Free passbook is provided to the customers if requested, otherwise monthly statements on registered Email id shall be sent free of cost. In absence of registered email id in the account, free half yearly physical statements shall be sent to the customer. Customer shall examine the entries in the statement of Account ('SOA'). The account holder will inform AU Small Finance Bank within 14 days of mailing the SOA of any irregularities or discrepancies identified by the account holder in the details mentioned in the statement, failing which the same shall be deemed to be accepted by the account holder. The Bank reserves the right to rectify discrepancies in the statement of Account, if any, at any point of time. Duplicate statement of account shall be furnished to the customer on request through the various available channels.
7. I agree that any modification to the mode of operation in my account can be affected

by the Bank with the consent of all joint holders to my account. I acknowledge that the Bank will not be entertaining any request for modification received without consent of all joint holders to my account. I further agree and acknowledge that till such time the Bank shall continue to honour the instructions in accordance with the mode of operation agreed at the time of opening the account or subsequently.

8. I agree that, under normal circumstances, the Bank as guided by its internal policies and processes has the authority to close my account by giving me at least 30 days' notice. However, in case of improper conduct of accounts such as high number of cheque returns, the Bank reserves the right to close my account without giving any prior notice.
9. I agree that the Bank can at its sole discretion, amend any of the services/facilities given in my account either wholly or partially at any time by giving me at least 30 days' notice and/or provide an option to me to switch to other services/facilities.
10. I agree, that in case of any change/update in the documents shared at the time of account opening, the same shall be submitted to the bank within 30 days of such change.
11. I agree that it is my responsibility to keep my communication details (Email, Mobile number, Address) up to date with the bank. In case due to non updation of the same any information does not reach me then the bank would not be held responsible for the same.
12. Nomination can be done only in favour of Individuals and Sole Proprietor as per regulatory guidelines. If the nominee is minor, then another major individual should be appointed as guardian to receive the amount in case of claim, till the nominee is minor. Customer can include nomination or can change/modify existing nomination details in the account during his/her lifetime. Customer should ensure that he receives the acknowledgement for all such transactions for new nomination or change/ modification to existing nominee details. While the bank shall explain the advantages of nomination facility, if the customer opening the account still does not want to nominate, then He/She needs to provide a consent for no nomination on record with bank.
13. Deliverables such as cheque book etc. shall be sent to the mailing/ communication address of the customer as per the latest records available with AU Small Finance Bank and such delivery shall be deemed to be right and proper delivery. The customer shall be solely responsible for the safe keeping and confidentiality of the deliverables issued by the Bank and also ensure there is no unauthorized access available to any person of the same. In case of loss/theft, the customer shall notify the Bank in writing or register a request on the Customer Care Centre through IVR on an immediate basis.
14. I/We hereby authorize and give consent to the Bank (i) to view/collect/download my/our Annual Tax Credit Statement/Form 26

AS/TDS Certificate from TDS Reconciliation Analysis and Correction enabling system- the website of Income Tax Department/NSDL/any other website by using my/our Permanent Account Number, Date of Birth and other demographic details available with the Bank and (ii) to disclose, without notice to me/us, information/data furnished by me/us in the application form(s)/related documents executed/to be executed or collected by the Bank now or hereafter in relation to the facilities availed by me/us from the Bank from time to time, to the Bank's other Branches/subsidiaries/affiliates/credit bureaus/Rating Agencies, Service Providers, Banks/financial institutions, governmental /regulatory authorities or third parties for information verification, credit risk analysis or for other related purpose that the Bank may deem fit. I/We acknowledge that the exercise of authority by the Bank is for my/our benefit and service, accordingly I/we waive the privilege of privacy and privity of contract.

15. Upgrade & Downgrade of segment: I understand that accounts/segments (where applicable) will be periodically reviewed for a period of two calendar quarters (rolling) excluding the account opening calendar quarter for average half yearly balance i.e. average balance of 180 days. For accounts meeting/not meeting the defined thresholds the linked package will be upgraded/downgraded respectively. The Schedule of Charges applicable for respective package will be applicable post upgrade/downgrade. Bank will ensure due customer communication on same via email/SMS. The thresholds for upgrade/downgrade will be displayed on website under schedule of charges respectively.
16. Capitalized terms used but not defined herein shall have the meaning assigned to it in the terms & conditions as displayed on the website www.aubank.in. Please visit our website www.aubank.in or nearest branch of AU Small Finance Bank for accessing/obtaining complete version of term & conditions.
17. I agree to abide by the Bank's Terms and Conditions and rules in force and the changes thereto in Terms and Conditions from time to time relating to my account as communicated and made available on the Bank's website.

DEBIT CARDS

1. Debit Card shall be issued to an account holder/ mandate/ POA holder (based on specific Board Resolution/ Authorization from the Account holder)/a Minor (above 10 years of age) in respect of his account to enable him to operate from time to time through various modes of transactions including but not limited to ATMs/EDC/POS terminals/ Kiosks/Internet Payment Gateway i.e. ("Payment Channel") after specific written request from the account holder.
2. The Bank shall charge fees for the Debit card and ATM facilities as per Schedule of Fees/Charges as displayed on Bank's website or available at

the branches of the Bank. Such fees shall be debited either online along with the transaction or post the transaction or on specified internal as per the nature of the fees/charges.

3. The cash withdrawal amount and free transactions per day on AU Small Finance Bank & other Bank ATMs will be subject to limits defined by the Bank.
4. All cash and cheque deposits on ATMs will be subject to verification by the Bank/Bank's representatives and the verified amount will be obligatory on the card holder.
5. In case of POS transactions, the Bank will not be responsible for any dealings the Cardholder may have with the merchant.
6. The Personal Identification number (PIN) for accessing Debit Card shall under no circumstances be revealed to any other person by the account holder. Cardholder should not record the PIN or code in any form which would be accessible to any other person in any manner. The Cardholder shall be solely responsible for the consequences arising out of the disclosure of his PIN and/or unauthorized use of Debit Card and shall be liable for any increased liability which he may incur on account of unauthorized use of the PIN and Debit Card. The Cardholder disclaims liability of the Bank for any unauthorized use of Debit Card and for any loss or damage whether direct or indirect incurred by it as a result of such misuse.
7. To enable me to use the Card at ATMs, a Personal Identification Number (PIN) will be generated/issued by/to me. The PIN shall be generated by me using the Green PIN facility (i.e. using card/some personal identification details & a unique OTP on AU Small Finance Bank ATM/ IVR Phone Banking/SMS - as applicable, to generate PIN) or mailed to me (on request) on registered communication address.
8. The selection of a new Personal Identification Number and/or the replacement of Debit Card shall not be construed as the commencement of a new contract.
9. The Cardholder shall be responsible for the safe custody of Debit Card. In case of loss/theft/termination/ revocation of card membership /closure / surrender of the Debit Card, the Cardholder shall advise any of our branches/contact centre of the Bank, preferably the Debit Card issuing branch as promptly as possible in writing or over phone, of the loss of Debit Card, however occurring.

To report loss, theft, unauthorized use or closure/surrender of your AU Debit Card, please call 1800 1200 1200 or mail to customer.care@aubank.in or login to the AU 0101 Mobile App and navigate to "Debit Card", or use Net Banking and go to "Debit Card". Customer can also visit the following link to view all channels/methods to report unauthorized transactions:

<https://www.aubank.in/report-unauthorised-transactions>

In case of loss/theft/misuse of card, the Bank shall be guided by the 'Customer Compensation Policy' updated on the website of the Bank which has been formulated based on the RBI circular on Customer Protection – Limiting Liability of Customers in Unauthorized Electronic Banking Transactions' as updated from time to time. (RBI Circular - ref. DBR. No. Leg.BC.78/ 09.07.2005/2017-18 dated July 6, 2017)

10. The Cardholder shall in all circumstances, accept full responsibility for all transactions processed by the use of his/her Debit Card, whether or not processed with the Cardholder's knowledge or Authority, express or implied. The printed output that is produced at the time of operation of the ATMs is a record of the operation of the ATMs and shall not be construed as the Bank's records. The Bank's records of transactions shall be accepted as conclusive and binding for all purpose. The Bank shall not be held liable for any loss caused by a technical breakdown of the payment system if the breakdown of the system was recognizable for the Cardholder by a message on the display of the device or otherwise known. The responsibility of the Bank for the non-execution or defective execution of the transaction is limited to the principal sum and the loss of interest subject to the provisions of the law governing the terms.
11. Other Banks may charge a service fee for using their ATMs for cash withdrawal which will be borne by the account/card holder.
12. Cash withdrawn at an ATM outside India/ transaction done at an overseas merchant, with the Card, shall be in a currency permitted at the institution which owns the ATM/POS/PG at which the withdrawals/transactions are made. The equivalent in the currency in which the customer Account is held, along with processing charges, conversion charges, fees, if any, for such transactions shall be debited to the Account held at AU Small Finance Bank.
13. Usage of the Card outside India shall be made strictly in accordance with the Foreign Exchange Management Act, 1999.
14. If the Bank decides to cancel/withdraw Debit card facility, the Bank shall give the card holder 30 days prior notice.
15. The debit card issued to you will be by default enabled only for domestic ATM & Point of Sale (POS) transactions. All International transactions, online/e-commerce transactions & contactless transactions are disabled by default on debit cards. The transactions on the debit card can be enabled or disabled through the AU Bank website, IVR, Auro Chatbot, 0101 App & Net Banking
16. CUSTOMER GRIEVANCE REDRESSAL POLICY

The Bank has established an internal policy for the redressal of grievances,

which can be accessed by clicking the link below:

<https://www.aubank.in/Notice-Slider-1-9-customer-grievance-redressal-policy.pdf>

Other Details:

- **Customer Care:** 1800 1200 1200
- **Dedicated Email ID:** customercare@aubank.in

FIXED DEPOSITS

1. A fixed deposit advice shall be issued by the Bank indicating therein full details, such as, date of issue, period of deposit, due date, applicable rate of interest, etc.
2. Interest rates quoted are per annum and the actual number of days in a year is taken for computation of interest (i.e. 366 days in a leap year and 365 days in a non-leap year). The applicable interest rates will be displayed on the Bank's website www.aubank.in and branches.
3. The customer agrees that on maturity of the fixed deposit, in absence of maturity instructions, the bank will automatically renew the deposit for a similar period at the rate applicable during the time of renewal.
4. I agree that in case of premature withdrawal of my fixed deposit based on my instructions or the instructions of all the joint depositors in the case of joint deposit, the Bank shall have the right to recover interest already paid or the penalty, if any, from the proceeds of the fixed deposit in accordance with prevailing regulations of the Bank and the Reserve Bank of India.
5. Non-callable Fixed Deposits and Tax Saver Fixed Deposits cannot be closed prior its maturity tenure.
6. I wish to allow premature repayment of the fixed / term deposit having operating instructions as “Either or Survivor”, “Anyone or Survivor” or “Former or Survivor” in line with this survivor clause instructions of the deposit. (Please note that this clause is valid only when all the joint account holder consent to the Account opening or subsequently).
7. In case of joint fixed / term deposits having operating instructions as “Either or Survivor”, “Anyone or Survivor”, or “Former or Survivor”, the Bank shall repay the deposits before the maturity of the deposit/s in case such a request is received in accordance with this survivor clause instructions of the respective deposit/s, along with relevant documents as may be specified by the Bank from time to time. The same would be applicable even in the event of death of any of the joint depositors prior to the maturity of the deposit. Any such repayment before maturity shall constitute a valid discharge of the Bank's obligations against all concerned including

but not limited to the nominee / legal heirs of the depositors or anyone claiming under them.

8. I further understand that premature withdrawal of Fixed deposits is subject to penal rates as per the banks Policies. However, such penalty should not be levied when premature withdrawal is done in case of death of any one of us (joint Holders)
9. In the event of the Term/Fixed Deposit being closed before completing the original term of such deposit, as per the terms & conditions of Fixed/Term deposit accounts of the Bank, on pre-mature withdrawal of the Retail deposit, interest rate applicable will be lower of:
 - (i). the base rate for the original/contracted tenure for which the fixed deposit has been booked OR
 - (ii). the base rate applicable for the tenure for which the fixed deposit has been in force with the Bank

The base rate is the rate applicable to Retail Fixed Deposits as on the date of booking the deposit. The penalty on premature closure/withdrawal and/or partial closure/withdrawal of Fixed Deposits, including Sweep-in is 1%.
10. No interest shall be payable, where premature withdrawal of deposits takes place before completion of the minimum period of 7 days. The Bank shall have the right to recover interest already paid or the penalty if any according to the Reserve Bank guidelines. The Non-Callable Deposits for value 1 crore 1 thousand cannot be closed by the depositor before expiry of the tenure including deposits of Individuals and HUFs. However, the Bank may allow premature withdrawal of these deposits in certain exceptional circumstances, in the event of direction from any statutory and / or regulatory body or deceased claim settlement cases.
11. In case of Domestic & NRO deposits no interest will be paid if the deposit is prematurely withdrawn within 7 days of the date of booking. In case of NRE/ FCNR (B)/ RFC deposit, no interest will be paid if the said Deposit is prematurely withdrawn before the completion of 1 year from the date of deposit.
12. Interest on Term Deposits shall be reckoned at quarterly intervals unless otherwise mutually agreed, at the rates applicable at the time of acceptance as the case may be or unless otherwise mutually agreed between the Customer and the Bank, in accordance with Reserve Bank of India directives.
13. Interest on deposits is payable either quarterly or compounded quarterly (i.e. reinvestment of interest) or payable monthly at a discounted Rate of Interest at the option of the depositor as opted at the time of booking of

the deposit. Interest is paid only at maturity for fixed deposit tenures of 6 months and above.

14. The Bank has statutory obligation to deduct tax at source if the total interest paid/payable on all term deposits held by a person exceeds the amount specified under the Income Tax Act. The Bank will issue a Tax Deduction Certificate (TDS Certificate) for the amount of tax deducted. The depositor, if entitled to exemption from TDS can submit application declaration in the prescribed format (Form 15G/Form 15H/Exemption Certificate. A new Form 15G/15H must be submitted for all existing FD /RD at the beginning of the financial year and whenever a new FD (Including FDs created through)/RD is booked, failing which Bank shall proceed to deduct the taxes as applicable
15. In the event, amount of tax to be deducted (“TDS”) as per the statutory requirement of section 194A of the Income Tax Act, 1961 is more than amount of interest available for deduction (for e.g. the date on which total interest amount of the customer exceeds threshold limit mentioned in section 194A of Income tax Act, 1961 then TDS amount to be withheld may fall short of interest amount being paid/compounded on that date), then the Bank is entitled to deduct the TDS, without there being any need of any prior notice or demand, for depositing into government exchequer, either from another account of the customer with the Bank and/or from the principal amount of term deposit itself and for that purpose Bank is also entitled to prematurely break any term deposit of the customer, without any liability for the loss arising out of such premature encashment on the part of Bank.
16. All changes / rules of Income Tax Act will be applicable.
17. In line with RBI guidelines, the interest on FCNR (B) and RFC deposits is calculated on a half yearly basis. Interest for re-investment deposit is compounded every six months. (Half year/six months is defined as 180 days)

RECURRING DEPOSITS

1. The interest on Recurring Deposits will be calculated by the Bank in accordance with the directions advised by Indian Banks' Association.
2. The interest rates for recurring deposits will be the corresponding rate as applicable for a Fixed Deposit.
3. Interest payment on Recurring deposit is only on maturity.
4. No premature withdrawal penalty shall be charged if the closure happens within a month.
5. The interest rate applicable on premature closure of deposits will be the base rate applicable for the tenure for which the deposit has been in force with the Bank. The base rate is the rate applicable to Deposits as on the date of booking the deposit. The penalty on premature closure of

Recurring Deposits has been fixed by the Bank at the rate of 1%

6. In the event the customer does not pay a particular instalment on time and the same is paid in subsequent month, such instalment may carry a penalty for the period of default as defined on the website www.aubank.in
7. If frequent defaults (non-payments) are observed in the monthly instalments and three instalments fall in arrears, the bank reserves the right to close the RD account. The interest rate applicable on such closed accounts will be as per the premature withdrawal policy of the bank.

GRIEVANCE REDRESSAL

Should you have any complaint relating to the features of any of the products/services of the Bank that you hold/avail of, You can refer to the Grievance Redressal Policy of the Bank which shall be displayed on its website/branches.

INDEMNITY

I shall indemnify and keep the Bank free and harmless from and against all liabilities, losses, claims and damages arising from negligence, fraud, collusion or violation of the terms herein on my part and/or a third party provided there is no gross negligence on the part of the Bank.

GENERAL

Your personal details/credentials in all the existing relationships (if any) with AU Small Finance Bank Limited are updated as per the information provided by you in the latest account opening form.

GOVERNING LAW

All claims, matters and disputes are subject to the exclusive jurisdiction of the competent courts in Jaipur only. These Terms and Conditions and/or the operations in the accounts of the customer maintained by the Bank and/or the use of the services provided by the Bank shall be governed by the laws of the Republic of India and no other nation. The customer and the Bank agree to submit to the exclusive Jurisdiction of the Courts located in Jaipur, India as regards any claims or matters arising under these Terms and Conditions. The Bank accepts no liability whatsoever, direct or indirect, for non-compliance with the laws of any country other than the Republic of India.

For further information, call our Toll Free Number **1800 1200 1200**
or log on to www.aubank.in