

TERMS & CONDITIONS
NRI customer-Account Related Service Requests

These terms and conditions (Terms) are applicable to the Customer(s) (*defined hereinafter*) who is/are maintaining account with IDBI Bank Limited.

By accepting these Terms and placing the account related Service Request through the Bank's website, the Customer hereby agrees to be governed by Terms as mentioned herein and amendments made thereto from time to time.

Definitions:

"Account(s)" / "Account" refers to the bank account(s) so maintained by the Customer with IDBI Bank and are eligible for purposes of availing the Service Request in accordance with this Terms.

"Customer(s)" shall mean Non Resident Indian (NRI) maintaining the Account(s) with IDBI Bank.

"IDBI Bank Limited" / "IDBI Bank" / "Bank" refers to IDBI Bank Ltd, a company within the meaning of Section 2(20) of the Companies Act, 2013 and a banking company within the meaning of Section 5(c) of the Banking Regulation Act, 1949 and having its registered office at IDBI Tower, WTC Complex, Cuffe Parade, Colaba, Mumbai – 400005

"Online Link" shall mean a link which shall be hoisted in the website of IDBI Bank for effecting the Service Request of the Customer(s).

"Service Request" shall collectively or individually refer to periodical KYC updation, conversion of resident account to NRO, requests for grouping of accounts and updation of e-mail/ mobile number initiated by the Customer(s) through the Online Link.

In these Terms, unless the contrary intention appears:

a reference to :

- the singular includes the plural (and vice versa);
- words importing any gender include the other gender i.e., reference to a gender shall include references to the female, male and neuter genders;
- the headings in these Terms are inserted for convenience of reference only and are to be ignored in construing and interpreting the Terms;

Customer Authorizations, Confirmations and Declarations:

- The Customer hereby declare and confirm that he shall furnish to the Bank true and accurate information together with supporting documentary evidence for

the Service Request. The Customer(s) hereby authorizes the Bank to process the Service Request raised by him through the Online Link hoisted in the Bank's website.

- Customer(s) declares and confirms that the Bank shall be entitled to rely on all/any communication, information and details provided on the Online Link and all such communications, information and details shall be final and legally binding on the Customer(s) and the Customer(s) agrees to indemnify the Bank for any loss or damage caused to the Bank on account of the Bank placing reliance on such information and documents provided.
- The Customer(s) hereby declares that he has not withheld any material information that may affect assessment/categorization of the Account.
- The Customer(s) understands and agrees that failure to provide requisite documentation and information shall result in rejection of the Service Request raised.
- The Customer(s) agrees to take all necessary precautions to prevent unauthorized and illegal use of the Online Link and confirms that the Bank shall not be held liable or responsible to the Customer(s) in the event of any such unauthorized and illegal use of facility offered by the Bank
- The Customer(s) consents and confirms that the Bank shall not be liable for any loss/damage incurred by him on account of the Bank acting and processing his Service Request raised through the Online Link.
- The Customer(s) hereby agree and confirm that his failure to disclose any material fact known to him, now or in future, may invalidate his Service Request and is aware that the Bank reserve the right to put restrictions in the operation of his Account or close it or report to any regulatory authority or to take any other action as may be deemed appropriate.
- The Customer(s) hereby gives its consent to the Bank to deduct the applicable charges/fees as prescribed by the Bank.
- The Customer(s) agrees and understands that the Service Request once submitted cannot be withdrawn by the Customer and that the Bank shall not be liable for any updation made in the Account of the Customer(s) in accordance with the Service Request raised.
- The Customer(s) consents and agrees to the right of the Bank to take necessary action, legal or otherwise, if the Bank finds any wilful withholding of information or misrepresentation by the Customer(s).

- The Customer(s) hereby agrees that the Bank may at any time, without notice to the Customer, modify, discontinue or make additions/deletions to the facility offered to the Customer(s). The Customer(s) agrees that he shall not hold the Bank responsible for not providing a response to the satisfaction of the Customer(s) or not processing any request of the Customer, in case the Bank does not receive an instruction to this effect in its systems or does not fall under the facility being offered by the Bank at the time or the Bank does not receive the Service Request for technical reasons or otherwise or for any reason whatsoever.

INDEMNITY:

In consideration of Bank providing the Service Request facility, the Customer(s) agrees to indemnify, defend and hold harmless, the Bank and its employees against all losses, damages, expenses, actions, claims, demands and proceedings whatsoever, that Bank may incur, sustain, suffer or be put to at any time as a consequence of acting on the Service Request of the Customer(s).

The Customer(s) further specifically agrees to indemnify, defend and hold harmless, the Bank and its employees from any losses occurring as a result of the:

- i. the Customer(s) sharing his Account credentials with any third party/authorising any third party to use the Online Link and avail the Service Request.
- ii. the Customer having breached the Terms.
- iii. The Customer providing incorrect or incomplete information.

Other important terms and conditions:

- The Customer confirms to have read, understood and will be bound to/ abide by the Terms herein.
- 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 Bank shall not be responsible or liable to the Customer or any third party for the consequences arising out of or in connection with processing the Service Request of the Customer.
- The Customer hereby expressly authorize and give consent to the Bank to 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 the right to make any changes, alterations, cancellations, in the above Terms by hosting them on its website. The Customer shall be responsible for reviewing these Terms regularly including the amendments as posted on the website.

- The Terms shall be governed by the laws of India. In case of any dispute or difference arising out of or in connection with the submission of Service Request, the same shall be subject to the jurisdiction of the Courts in Mumbai.
- These Terms supplement and are in addition to the terms and conditions applicable to the operation of the Account(s).
- The Bank reserves the right at any time and from time to time to modify or discontinue, temporarily or permanently, the Online Link.