



Terms and Conditions applicable for VKYC

1. Any Resident Indian who is citizen of India as per FEMA guidelines & above 18 years provides his/her details in the application process for opening an account offered by Bank is a customer.
2. By providing his/her details, customer agrees to the terms and conditions as listed in [Terms & Conditions > Savings Account](#)
3. By sharing all the information, customer gives consent to provide his/her name, contact details and other information on an at will basis with Bank.
4. Bank shall not be liable for any connectivity/signal/ data issues leading to non- completion or wrong/false/incomplete information being provided by the customer leading to the incompleteness of his/her application.
5. The customer herewith agrees to provide his/ her valid Aadhaar number voluntarily and valid PAN Card Number. He/she understands that opening an account is subject to correct, complete and accurate information being furnished.
6. Customer agrees that the name in the account will be the customer name as per his/her name mentioned on Aadhaar.
7. Application once submitted cannot be withdrawn by the customer.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 on the application.
8. Aadhaar seeding facility is not provided in the Digital Account Opening Process. If customer wants to avail the facility, they can contact bank branch post account opening and avail the facility.
9. The customer herewith agrees to provide the accurate documentation and information as listed in the application for the purpose of account opening. Customer understands and agrees that failure to provide requisite documentation and information shall result in rejection of application by the Bank. The customer agrees that Bank has every right to reject the account opening application, if there is any erroneous, incomplete or misleading information provided by the customer or for any other reason whatsoever with/without assigning any reason or if KYC documents submitted do not comply with the KYC norms of the Bank.
10. This account opening process is not available for existing Bank customers having any existing "Customer number (CIF)" with the Bank.
11. This account opening process is also not available for customers who are FATCA reportable. Such customers are requested to approach the branch and to comply with requirement of opening an account.
12. Bank reserves the right to take necessary action, legal or otherwise, if it finds any wilful modification/ withholding of information or misrepresentation by the customer.
13. Customers may fund the account opening through net-banking platform or UPI or any other platform as approved by the Bank, from time to time. Customer to ensure that the funding of the account is from their own bank account and not from a third-party account. Bank shall be at liberty to refuse to open the accounts funded from a Third-Party Bank account at its sole discretion.

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14. Customer understands and agrees that interest on the amount funded online will be paid subject to activation of the account and only from the date when the funds has been credited to the account.
15. The customer shall not enjoy the services provided by the Bank unless the customer on- boarding process is complete.
16. Customer declares and confirms that the Bank shall be entitled to rely on all/any communication, information and details provided on the electronic form and all such communications, information and details shall be final and legally binding on the Customer.
17. Customer understands and confirms that the Bank has every right to close or impose Debit Credit freeze in the account, if the details provided by him/her are found to be inaccurate, incorrect or false by the Bank or for any other reason whatsoever without assigning any reason thereof. In such an event the Bank shall not be liable to pay any interest on the amount of deposit & the refund of amount deposited in the account will be refunded to the source. In such an event, Bank will retain the documents / photographs (if any) and any other signed document submitted.
18. The Bank reserves the right to cancel the Customer number (CIF) and Account Number (A/C) allotted to the customer, if the customer does not complete the verification process within the allotted time.
19. The Bank reserves the right to hold the accounts in Debit Credit Freeze or close the account even after account activation in case of any discrepancy found as part of regular monitoring and document verification activities.
20. The customer agrees to provide the necessary details (Mobile, Email etc.,) as per his requirement at the time of submission of details through the application. Bank shall not bear any liability for any loss arising out of customer's failure to do so.
21. The customer herewith agrees to be contacted by the Bank to receive information in respect of account maintenance, alerts, payments due, and updates on existing and new products, servicing of account for sales, marketing or servicing their relationship with Bank, its group companies/associates or agents through Telephone/Mobile/SMS/Email etc. Further he/she understands and accepts that the consent to receive calls/communications shall be valid and shall prevail over their current or any subsequent registration of their mobile number for NDNC (National Do Not Call Registry) and shall continue to be treated as customer consent/acceptance.
22. The customer authorizes Bank to share his/her mobile number and address with the respective mobile operator to verify customer's address at any point of time.
23. Customer understands and accepts that Bank shall not deal in any type of Crypto / Virtual Currencies (VCs) or provide services for facilitating anybody in dealing with or settling of VCs including transfer / receipt of money in accounts relating to purchase / sale of VCs. Customer hereby declares that he/she will not deal with any transactions in his/her account, relating to any type of VCs including Bitcoins. He/she also understands and agrees that the Bank reserves all right to close his/her account immediately without any further intimation in case he/she is found to undertake such transactions.



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24. The customer herewith agrees that if the application is rejected, Bank will retain the documents / Photographs and any other signed document submitted by the customer on the application or otherwise.
25. The customer confirms that the account is being opened by him/her for his/her own use and that the mobile number, SIM & device used for opening the account belongs to him and same have not been shared by him with any other individual. The customer further confirms that he has not shared the credentials pertaining to the account opening with any other person. In case of any discrepancy, the Bank reserves the right to block or close the account without any notice.
26. Customer confirms to have read, understood and will be bound to/ abide by the Terms and Conditions of Internet Banking and Mobile Banking application available on Bank's website and listed here. On successful digital account opening the saving account. The Mobile Banking and Internet Banking service facility will be enabled by default.
27. The customer agrees to the issuance of a Physical Debit Card linked to Savings Account which is enabled for Domestic usages at ATM / POS only by default. Customer understands that international usage of the card can be enabled by making request to the Bank through branch or Internet Banking or Mobile Banking.
28. The customer agrees that such an account will be subject to regular scrutiny and monitoring from the Bank. Bank shall reserve the right to completely freeze/debit freeze/ close the account at its sole discretion
29. Customer opening EKYC/VKYC account gives consent to the Bank to fetch his/her demographic details from Unique Identification Authority of India (UIDAI), using OTP authentication which will be used for KYC purposes. The demographic details include name, DOB, gender, address and photograph etc.
30. Customer authorises Bank to use his/her Aadhaar details and OTP information to authenticate and verify his/her identity. Customer hereby gives his/her free consent to link his/her Aadhaar Number to all his/her existing Bank accounts and customer profile for the purpose of availing the Banking Services for operations of account
31. The customer agrees that he/she will only be allowed to Transfer account/change Address/mobile number/Email ID etc. after he/she completes full KYC process.
32. If Customer fails to provide full KYC for any reason, customer understand and agree that the bank reserves right to close the account and customer will have to contact the branch withdrawing any leftover amount in his/her account.
33. The customer understands and agrees that in the Savings Account, Bank will pay interest, at Quarterly intervals, on daily balance and differential rate of interest is paid as per balance available in account. Interest rates are subject to change at the sole discretion of the Bank"
34. The Savings Bank Account should be used to route transactions of only non-business/ non-commercial nature. In the event of occurrence of such transactions or any such transactions that may be construed 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



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permissible deposit and withdrawal transactions without any charges are available in Schedule of Charges given in the Bank Website.

35. Computation of AMB (Average Monthly Balance) / AQB (Average Quarterly Balance) is the summation of end of day balances for the period (month / quarter) / no. of days of the said period (month/quarter).
36. Nomination Facility is available for all types of individual deposit accounts.
37. SMS Banking and Alert Facility is available to all account holders for all products. Refer to Schedule of Charges for charges applicable.
38. Customer understands and agrees that the Savings Bank Account is essentially an account to build up savings and should be used to route transactions of only non- business/ non-commercial nature. It should not be used as a Current Account. If the Bank at any stage finds that the Savings Bank Account is being used either for the purpose for which it is not allowed or for the purpose of routing transactions which are dubious or undesirable, the Bank reserves the right to close such Savings Bank Account, without any prior notice. Any transactions undertaken from this account, shall be in compliance of all the FEMA rules, regulations or notifications thereunder.
39. Customer should carefully examine the entries made in their Statement of Account/s and draw Bank's attention to any errors/omissions/ discrepancies that may be discovered within 30 days from the date of entries, failing which the same shall be deemed to be correct and accepted by the customer and the customer shall not be entitled to question the correctness/ accuracy thereof.
40. Accounts which have not been operated over a period of one year and two years are termed as inoperative and dormant account respectively. Accounts which are not operated for Ten years will be marked as "Unclaimed". A request for activation of account has to be made by the customer in writing by visiting our nearest branch with his original identity proof documents acceptable to the Bank. There are no charges on activation of such accounts.
41. The request for Transfer of Account from one Branch to other can be submitted at any of the Branch. Charges with regards to Closure of Account are specified in Schedule of charges. There are no charges for Transfer of Account between Branches.
42. Charges for issuance of Cheque book, Cheque clearing, Cheque Return and for any other charges/product features Schedule of Charges can be referred.
43. Registration of Standing Instructions / Direct Debits can be done by giving a request at any Branch. Charges as specified in Schedule of Charges will be levied for non-execution of Standing Instructions / Direct Debits.
44. Satisfactory Conduct of the account entails maintaining stipulated average balance (wherever applicable) and there are no Cheque / standing instruction bounces. If there are high incidences to the contrary, the Bank reserves the right to close the Account under intimation to the customer. Any non-maintenance of stipulated minimum balance will attract service charge as per Bank's schedule of Features and Charges.
45. The Bank reserves its right to close any account which is not operated satisfactorily/dormant with prior notice.

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46. The customer needs to intimate Bank in writing of any change in the contact details/address. Customer needs to submit documentary proof wherever applicable.
47. The age considered for minor is below 18 years and for senior citizen as 60 years and above.
48. 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.
49. The Bank will give a prior intimation of 30 days for any change in T&Cs / increase in fees & charges.
50. Mere deposit of an amount for opening an account does not mean that the Bank has opened the Account. The account opening cannot be deemed to come into existence until the Bank gives the intending customer an account number, Customer ID etc. Any person opening the account shall be bound by the rules governing the account.
51. Bank Deposits up to Rs.5, 00,000 in respect of each depositor are fully protected by the Deposit Insurance and Credit Guarantee Corporation under the deposit Insurance Scheme.
52. 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.
 - a. Customers can open a full KYC account through the Video KYC (V-KYC) process. After the account is activated, customers can enjoy the benefits of a full KYC account offered by the Bank.
 - b. The customer undertakes to complete the V-KYC process within 72 hours post funding and if customer fails to complete the same for any reason whatsoever, Bank shall have exclusive discretion to not activate his/her account and the amount deposited by Customer for funding the account would be refunded into the original Bank account of Customer, used in the initial funding transaction process within 7-10 working days.
 - c. If KYC documents submitted by the Customer during Video KYC process, are found erroneous/ doesn't comply with Bank KYC norms, during the journey or if any discrepancy found later, Bank shall have exclusive discretion to reject the application and the amount deposited by Customer for funding the account would be refunded into the original Bank account of Customer, used in the initial funding transaction process within 7-10 working days.
 - d. In all such cases of rejection of the application/account closure, Bank holds exclusive rights to retain the documents/photographs submitted by the customer.
 - e. The Customer agrees and acknowledges that, the Bank shall not be held liable or responsible in any manner whatsoever in respect of any loss, cost or damage incurred by Customer due to any technical, systematic or server issues, or any other issue occurred while undertaking Video KYC process, which are beyond the control of the Bank or any cost incurred by the Customer due to the Video KYC process. The Customer authorises Bandhan Bank to collect/store/verify any and all information/details received through the Video KYC process including but not limited to the video call itself, information received from documents/information captured/shared through the video call.

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- f. Customers who have opted for Video KYC process for the Product/Facility application agree that their request is subject to verification and may be rejected by the Bank for various reasons including, but not limited to:
 - i. Call drop due to network/internet issues at the Customer's or Bandhan Bank's end; or
 - ii. Documents matching criteria is not fulfilled or
 - iii. Bank official is unable to capture the screenshot of Customer's photo or any document or
 - iv. Customer is not ready to co-operate with Bank officials or
 - v. Signature process is incomplete or
 - vi. Location outside India, face mismatch, poor quality uploaded documents
- g. The Customer agrees and understands that the image of the signature done on the white paper by the Customer shall be updated in Bandhan Bank records as the Customer's specimen signature.
- h. By accepting these terms and conditions in the digital journey of the Video KYC process, the Customer shall be deemed to have accorded his approval/consent to
 - i. Complete the KYC verification for the Product/Facility application through Video KYC process
 - ii. The consents, authorisations, declarations and undertakings, etc. mentioned therein.
- i. Customer hereby agrees to indemnify, defend and hold harmless Bandhan Bank from and against any and all liability, loss that may occur, arise from reliance by Bandhan Bank on the information, declarations, documents, images and undertakings, etc. provided by the Customer (on account of them being fake/incorrect/erroneous), the usage of online/offline mode for the Product/Facility application including the details provided basis this Video KYC process or breach, non-performance or inadequate performance by the Customer of any of these Terms, Primary Terms and Conditions or the acts, errors, representations, misrepresentations, misconduct or negligence of the Customer in performance of its obligations.
- j. In case of any inconsistency/inaccuracy/non-completion of any formalities in the Video KYC process or for any other reason whatsoever, Bandhan Bank may contact the Customer for offline completion of KYC. The Customer agrees and confirms that Bandhan Bank shall at its sole discretion reject the Product/Facility application for any reason whatsoever including but not limited reasons attributable to erroneous, incomplete, misleading information or non-adherence with the relevant norms/non submission of KYC documents to Bandhan Bank or upon any notice/directions received from any other regulatory body
- k. Bandhan Bank shall have the absolute discretion to amend or supplement any of these Terms at any time. Bandhan Bank may communicate the amended Terms by hosting the same on the Website or in any other manner as decided by Bandhan Bank.



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I. Limitation of Liability

- i. Neither Bandhan Bank nor its employees shall be responsible or liable in any way for any direct or consequential loss suffered by the Customer or any third party or towards any claims that may arise due to the rejections of the Product/Facility application due to the Video KYC process availed by the Customer.
- ii. Bandhan Bank shall not be liable for any failure to perform any obligation contained in these Terms or for any loss or damage whatsoever suffered or incurred by the Customer or a third party howsoever caused and whether such loss or damage is attributable (directly or indirectly) to any dispute or any other matter or circumstances whatsoever.
- iii. Under no circumstances shall the Bank be liable to the Customer or a third party for any indirect, incidental, consequential, special or exemplary loss or damages in connection with the Video KYC process.

m. Pre-requisites for Video KYC process-

- i. PAN Card
 - ii. Valid Aadhaar Card
 - iii. Aadhaar linked valid mobile number
 - iv. Valid email ID
 - v. Front camera enabled desktop/laptop/mobile device
- n. If the PAN and Aadhaar are not linked, the PAN is considered to be inoperative as per CBDT guidelines. Further, inoperative PAN might attract higher TDS rate on deposits.