

## ELITE Programme - General Terms and Conditions

(Applicable over and above the general terms and conditions as mentioned in the bank's website [www.equitasbank.com](http://www.equitasbank.com))

1. ELITE Programme is offered to all existing and new customers holding Savings Account with the Bank, subject to the fulfilment of the eligibility criteria mentioned under the ELITE Programme. This offer is subject to evaluation once in 6 months and bank reserves its right to either withdraw the programme at its discretion and/or in case of non - fulfilment of the eligibility criteria.

### ELITE Programme Eligibility Criteria

- 1) ELITE Programme is offered to HNI Customers viz. families/Individuals with combined Average Monthly Balance (AMB) of Rs. 5,00,000 (or) Combined Family Total Relationship Value (TRV)\* of Rs. 25,00,000/-.
  - 2) Existing HNI customers are eligible for upgrade to ELITE programme, as decided by the bank basis eligibility criteria being met.
  - 3) Maximum of 8 family members of an HNI Customer can be grouped under ELITE programme.
- All customers upgraded into ELITE Programme must maintain the required criteria at all points in time right from inception.

2. \*Total Relationship Value (TRV), aggregated at Customer ID level or at Family level, is composed of:

**i. Liability Relationship:** Savings Account, Term Deposits, Recurring Deposits and/or Specified Investment Relationship, PIS accounts if any (for NRIs).

**ii. Investment\* Relationship:** Mutual Funds, Life Insurance (Premium), General Insurance (Premium), Private Equity Funds (Commitment amount), Structured Products, Discretionary Portfolio Management Service, NonDiscretionary Investment Advisory Service (NDIAS) and Other Alternate Assets through Equitas Small Finance Bank's channel partners.

\*Investment through Equitas Small Finance Bank only to be considered.

### 3. Debit cards offered under the programme and the terms and conditions governing the use of the cards

- ELITE International Debit Card for Resident Individuals and NRIs (with NRE Accounts)
- Domestic Rupay Classic Debit Card for NRIs (with NRO accounts)
- Minor ELITE International Debit Card – Minor Resident and NRIs (with NRE Accounts)

#### **Debit Card Limits – For ELITE International Debit Card (Resident and NRE accounts)**

- (i) At the time of issuance, International transactions will be inactive on the card unless specifically requested by customer in Account opening Form. When activated on customer request, the default limits will be applicable. PAN is mandatory for activation/usage of International Debit Card. Limits for International Usage and Domestic Usage is the same. Customer can opt to increase the limit through Net banking, Mobile Banking, Customer Service and Branch.

Type of Limit	Default limits (INR)	Maximum Limits (INR)
Cash Withdrawal – Domestic	1,50,000	2,50,000
PoS – Domestic	3,00,000	5,00,000

Cash Withdrawal – International	Foreign currency equivalent to Rs.1,50,000/-	2,50,000
PoS – International	Foreign currency equivalent to Rs.3,00,000/-	5,00,000

- (ii) Unlimited Withdrawal Limits are subject to maximum usage of 100 transactions per month.
- (iii) Bank reserves the right to disable/hotlist any debit card at any point in time if security risk is perceived due to non-usage of card.

Contactless limit per Day	INR 10,000
Contactless limit per Transaction	INR 5,000
Contactless Transaction limit per Day	5

- (iv) Please visit Master Card website and refer to the terms and conditions related to their offers and terms of use.

**Debit Card Limits For Domestic RuPay Classic Debit Card (NRO accounts)**

RuPay Classic Debit Card Issuance/Annual fee	Free
ATM withdrawal limit	INR 25,000
Point of Sale/E-Commerce limit	INR 50,000
International Transaction	Not Permitted

**Minor ELITE International Debit Card Limits : (Resident and NRE accounts)**

- i. Minor Debit Cards are issued to persons under ELITE Programme who are more than 10 years of age and less than 18 years.
- ii. Unlimited ATM withdrawal limits (Financial and Non-Financial) are subject to fair usage which shall be normally be upto 50 transactions per month and the Bank reserves the right to disable/hotlist debit cards if usage is found to be excessive in accordance with fair usage criteria, as may be determined in line with the customer profile, ATM usage by customers of similar profile and such other factors as may be considered from time to time, which will be applied uniformly.
- iii. Service Request for ELITE Minor Debit Card can be placed either through Branch or Call Centre.

Below are the default limits configured for ELITE Minor Debit Card:

Type of Limit	Default limits (INR)	Maximum Limits (INR)
Cash Withdrawal – Domestic	5,000	20,000
PoS – Domestic	10,000	40,000
Cash Withdrawal – International	Foreign currency equivalent to Rs.5,000/-	20,000
PoS – International	Foreign currency equivalent to Rs.10,000/-	40,000

Contactless payment limit for ELITE Debit Cards for Minors is as below:

Contactless limit per Day	INR 1,000
Contactless limit per Transaction	INR 500
Contactless Transaction limit per Day	2

#### 4. Programme Features and Benefits (the “Features”)

4.1. Features refers to any of the facilities, discounts, services or arrangements offered to the customer as a result of being part of the ELITE Programme. The Features may be introduced/amended from time-to-time. Features may also vary within the same Programme, depending on the level at which the Account holder fulfils the prevailing criteria for that Programme.

4.2. The Features are applicable till the time the customer is a part of the Programme.

4.3. The Features are subject to prevailing regulatory guidelines for various customer types (Residents/NRIs, Individuals/Non Individuals).

4.4. Taxes as applicable would be charged separately.

4.5. The Bank reserves the right to appoint / change the Relationship Manager of the customer.

4.6. Locker is subject to availability at branch.

4.7. The Features may be extended to the customer’s family relationship(s) to form a Family ‘Group’ for the purpose of meeting the eligibility criteria at a family level at the discretion of the Bank and based on consent (through approved electronic or physical means) received from both the Primary ID and the prospective linked customer/s subject to maximum of 8 family members in a group. The regulatory guidelines as per constitution, customer category will continue to be same. However, this shall not preclude the members of the family from maintaining the eligibility criteria individually.

4.8. If the balances required as per Programme eligibility criteria are not fulfilled by the customer (or for any other reason in the opinion of the Bank), the Bank reserves its right to downgrade the customer or withdraw the prevailing Programme Features, with or without prior intimation.

In case, a customer has originally signed up for ELITE Relationship at the time of account opening and has failed to fulfil the first of mentioned eligibility criteria, the relationship will be converted to default EQUITAS Regular Savings Account.

In case a customer has been upgraded to ELITE Relationship and has failed to fulfil the first of the eligibility criteria, the relationship will be downgraded to the respective account that was originally signed up by the customer before the upgrade.

In case of withdrawal of Programme entitlement, all or selective programme features (e.g., discounts, services etc.) will be withdrawn and instead the minimum balance requirements, fees and AMB charges as applicable for a standalone Product/Account variant/s held by the customer. The Bank shall not be responsible/liable in any manner whatsoever for any costs, losses, damages or expenses, or other consequences, caused by reason of such instance/migration/downgrade.

**Disclaimer:** Equitas Small Finance Bank reserves the right to change/modify the offerings of ELITE or re-classify the customer to a segment other than ELITE, at any time, at its own discretion without assigning any reason and without prior notice. By availing any services, the customer agrees to remain bound by the Terms and Conditions as mentioned on the website ([www.equitasbank.com](http://www.equitasbank.com)).

5. Customer shall visit [www.equitasbank.com/ELITE](http://www.equitasbank.com/ELITE) to view the charges, which are applicable. GST as applicable will be levied on all fees.
6. The ELITE International Debit Card entitles you to an Air Accident Insurance cover (Individual), Personal Accident Insurance cover (Individual) as well as Home Burglary and Fire content Insurance cover (Applicable only for the primary member in the group).
  - a. By default, the Insurance Cover is not enabled and customer will have to opt for the same for enabling the insurance through an automated SMS which will be triggered at the time of first swipe to all ELITE Debit Card holders with a link to opt for free Insurance. Alternatively, the Insurance can be availed by scanning the QR code behind the ELITE International Debit Card and providing the required details in the Insurance link.
  - b. Complementary Insurance is not provided, if no specific consent is received from the customer through electronic mode as per the process mentioned. Equitas Small Finance Bank will not be responsible for failure in delivery of the messages/Email or any other technological interruption leading to client not being able to give consent.
  - c. Customers on clicking the link can view the Insurance offer along with Terms and conditions.
  - d. Insurance will be considered to be in force the moment the customer clicks on "Submit" option after providing the basic details (Name, Registered Mobile number and Registered Email ID).
  - e. Terms and conditions for debit card insurance claim settlement are provided under a separate document 'Terms and conditions governing the Insurance claim provided with ELITE International Debit Card' which is available in the bank's website.
6. Customer needs to update Aadhaar Number in the bank account to receive subsidies directly from Government (LPG, MGNREGA, etc.).
7. While migrating (upgrade/Downgrade) the relationship in the system, some of the transactions might be impacted for 15 days of submitting this request to the Bank during the course of migration. The bank shall not be liable in the instance of any transactions getting declined/not executed as per the programme entitlements during the course of migration.
8. Products/Services, including ELITE Programme and its benefits, offered by Equitas Small Finance Bank are subject to regulatory guidelines and Equitas Small Finance Bank's internal policy. Particulars of such products/services may vary or discontinue, if required by regulatory guidelines. Equitas Small Finance Bank does not undertake any liability or responsibility for such variance.
9. Equitas Small Finance Bank reserves the right, at its own discretion; to close the account in case initial funding cheque is returned/bounced and funding as per Programme code is not received within 15 days of account opening.
10. If customer account has been opened in conjunction with an offer which requires Standing Instruction provided to Equitas Small Finance Bank in relation to RD/ Loan SIP or any other offer launched from time to time by it, on account of which customer is given a zero - balance benefit – the same shall continue till the time Standing Instructions stands and is honoured by customer, after which, the ELITE balance requirement will apply.

11. The Bank can at its sole discretion discontinue any service partially/completely or change fees by giving prior notice.

### 13. Others

13.1 The bank will communicate to all the Group/Family members regarding programme entitlement viz upgrade/downgrade. To give effect to this, Grouping must be registered in the system prior to upgrade/downgrade from the programme.

13.2 In case a customer qualifies for further upgrade (based on eligibility criteria for the respective higher tier Programme) then the upgrade will be done at Group level only. In case any member of the group/family requests for upgrade, the whole group shall be upgraded. Similarly, in case any member refuses for an upgrade, the whole group shall be denied the upgrade facility. Intimation message with respect to programme upgrade/downgrade shall be done with all the members of the group. To give effect to this, Grouping must be registered in the system prior to upgrade/downgrade from the programme.

13.3. The Bank reserves the right to amend and change all or any of the features/services/fees/charges/eligibility criteria of the Programme. However, any such amendment shall be made effective after prior notification. The Bank may communicate such amendments by hosting them on the Website or in any other manner as decided by the Bank.

13.4. Any card, cheque book, pass book, statement, ATM display or other Bank branded identification issued by the Bank to an Accountholder to reflect the Programme (brand) is to facilitate identification of the Accountholder's Programme type only. The Bank's records shall be conclusive as to the Programme allocated to the Accountholder at any time.

13.5. Any notice, statement or other communication to be given to the Accountholder may be delivered to the Accountholder's mailing address or electronic mail address or contact number as updated in the Bank's records by the Accountholder and shall be deemed to have been effectively served on despatch/deployment. In this connection, the Bank shall not be liable in any way whatsoever to the Accountholder for any loss or damage in the event that the communication is returned undelivered or received by a third party. The Accountholder shall promptly notify the Bank through acceptable physical or authenticated electronic means of any change in mailing address/electronic mail address / contact number as updated in the Bank's records.

13.6. Each of the Account Holder(s) admits and acknowledges that notwithstanding anything to the contrary contained in this terms and conditions or any other document/arrangement:

(i) in respect of all the Account holder(s) under the Programme (collectively "Group"), present and future liabilities to the Bank, whether in respect of the said Account(s) of the Group or any other obligation, whether such liabilities are/be crystallized, actual or contingent, primary or collateral or several or jointly with others, whether in same currency or different currencies, whether as principal debtor and/or as guarantor and/or otherwise howsoever (collectively "Liabilities"), the Bank shall in addition to any general lien and set off to which the Bank may be entitled by law, practice, custom or otherwise, have a specific and special lien on all the monies in any of the Account(s) under the Group whether current, savings, overdraft, fixed or other deposits, now or in future of the Account Holder(s) under the Group, whether in same currency or different currencies and we each of the Account Holder(s) unconditionally and irrevocable guarantee the payment of the said Liabilities of the Group and authorise the Bank to debit the Account(s) of the Account Holder(s) notwithstanding that the monies which are debited from the Account of the Account Holder(s) is not attributable to the monies due and payable by the said Account holder but is due and payable to the Bank by any of the Account Holder(s) of the Group;

(ii) the Bank shall have the specific and express right, without notice to and without consent of the Account Holder(s) under the Group, to set-off, debit, transfer, adjust, appropriate all such amounts in all such accounts and deposits (whether prematurely or upon maturity as per the Bank's discretion), for the purpose of adjusting/appropriating the said monies against any of the dues of the Account Holder(s) under the Group in respect of any of the Liabilities whether earmarked for any particular liability or not, to combine or consolidate all or any of accounts of the Account Holder(s) under the Group and set-off any monies, whether of same type or nature or not and whether held in same capacity or not including upon happening of any of the events of default mentioned in any of the documents. In case of any dispute, difference and/or claim, courts in Chennai alone shall have exclusive jurisdiction.