



EQUITAS SMALL FINANCE BANK Ltd

NEFT / RTGS Terms of Service (Terms & Conditions)

1. Customer represents that he/she has read and understood the contents of Disclaimer, Privacy Policy and online security tips available on the Equitas SFB website.
2. Equitas SFB shall not be liable for any incomplete information provided by the customer while transferring funds through online NEFT/RTGS on their own using Equitas SFB internet banking facility or mobile banking SFE or through Assisted Channels like Business Correspondents.
3. The instructions issued for online fund transfer under NEFT/RTGS facility shall be irrevocable and the customer understands that he/ she shall not be entitled to revoke / cancel the same under any circumstances after initiating the transfer. Initiation means "after the customer enters the OTP and confirms the same".
4. Customer alone is responsible for the correctness of all information pertaining to the Beneficiary and the Transaction. The customer confirms that it is aware that Equitas SFB will not be in a position to verify such information regarding the Beneficiary.
5. RTGS and NEFT facility will be provided as per the below mentioned timings: -
Monday to Saturday through Branch (Except 2nd and 4th Saturdays and Bank Holidays)
 1. **NEFT: 9:30 AM to 4:30 PM**
 2. **RTGS: 9:30 AM to 4:30 PM****For retail banking (Customer induced) it's 24*7 (Mobile and Internet Banking)**
6. Funds transfer request made under RTGS and NEFT on non- transaction days, holidays or after the bank's working hours will be taken up for processing on the next working day.
7. The actual time taken to credit the account of the beneficiary depends on the time taken by the Payee's Bank and Equitas SFB shall not be responsible or liable for any delay in this regard.
8. Banks shall not be responsible for funds transferred to any unintended recipient and for retrieval of funds transferred to any unauthorized recipient.
9. The minimum amount of funds that can be transferred using NEFT online per customer ID per day is Rs.1.00 and the maximum amount per customer ID per day is Rs 5,00,000/-
10. The minimum amount of funds that can be transferred using RTGS online per customer ID per day is Rs.2,00,000/- and the maximum amount of funds per customer ID per day is Rs 10,00,000/-.
11. However in Mobile Banking, combined limit of NEFT, RTGS, IMPS and other kind of transfers is Rs.5,00,000/- per day.

12. In case of any failure of transaction for the reasons like server connectivity, time out, system downtime etc., the amount involved under such transfers will be restored to the account originally debited. Equitas SFB shall not be held liable for delay in getting the credits under the failed transactions nor such failure shall be termed as deficiency of service.

13. Customer shall maintain confidentiality regarding his/her User Id and Password and shall not divulge his/her User ID and password to any person or allow anybody to access his/her account using his/her User ID and Password. Customer shall, after every use, logout from the system. As an abundant caution, Customer may avoid using PCs with public access and shall not leave the computer unattended during a valid session. Equitas SFB is neither liable nor responsible for any loss sustained by the customer due to non-compliance of this condition.

14. Customer agrees to the timings and cost associated with NEFT and RTGS transactions as mentioned in Equitas SFB's website and authorizes Equitas SFB to debit his/her account towards payment of service charges.

15. Bank reserves the right to change/modify the timings, charges, limits etc. or any process/procedures from time to time.

16. All transactions are executed by a two factor authentication involving login password and One Time password generated to the registered mobile number and email address of the customer.

17. Transactions initiated through digital mode like NEFT and RTGS cannot be cancelled discontinued, or stopped.

18. Fees and/ or Charges

i. Customer agrees to the fees and/or charges stipulated by Equitas SFB on its website for the transactions carried out using Internet and mobile banking facility and such fees and/or charges are liable to change, at the discretion of Equitas SFB. The said fee or charges shall be in addition to any charges, which the RBI may levy on any given transaction.

ii. The Bank at its discretion may waive the levy of fees and/ or charges during such period as it may decide.

iii. Customer confirms that the above conditions shall apply to UPI transactions except that there shall fee and charges as per NPCI in addition to the charges and/or fee levied by Equitas SFB as stipulated under its website.

19. **Customer Support:** For any issues related to services and charges, customer may call or write us with relevant transaction details. Refer contact us page for our Toll Free number and email id