



TERMS AND CONDITIONS - UJJIVAN NAVRATNA

- 1) Ujjivan Navratna is not a special variant, but an exclusive programme offered to only existing Customers, which shall be eligible for certain special benefits offered by Ujjivan Small Finance Bank ("the Bank") from time to time, at the discretion of the Bank, by virtue of the business relationship the Customer maintains with the Bank.
- 2) The Bank will consider designating a deposit account as *Ujjivan Navratna*, if the Customer submits a requisition in the form and manner prescribed by the Bank, for designating his/her deposit account as *Ujjivan Navratna*, and also fulfils the criteria stipulated by the Bank from time to time. The criteria stipulated by the Bank at present are:
 - a) The Customer should be maintaining an active Savings Deposit Account at the Bank.
 - b) The Customer should have Total Relationship Value (TRV) of at least Rs. 25,00,000/- (Rupees Twenty Five Lakhs Only) for a period of 12(Twelve) consecutive months, as on the date of submitting the requisition for designating his/her deposit account as a *Ujjivan Navratna*, and should maintain TRV of at least Rs. 25,00,000/- (Rupees Twenty Five Lakhs Only) all throughout the period during which the concerned deposit account is designated by the Bank as *Ujjivan Navratna*.
 - c) TRV is calculated at CIF level and shall be arrived at by adding Monthly Average Balance ("MAB") in Savings Deposit Account maintained in the name of the Customer with total the principal amount under all Fixed Deposit Accounts ("FD") and total balance under Recurring Deposit Accounts ("RD") in the name of the Customer. These accounts should be maintained in the name of the Customer in his/her capacity as the primary accountholder.
- 3) If, at any time after designating the deposit account as a *Ujjivan Navratna*, the Customer fails to fulfil the conditions mentioned above, the Bank shall have every right (while the Bank is not obligated) to withdraw the benefits applicable to *Ujjivan Navratna* and/or designating the *Ujjivan Navratna* as a normal deposit account (viz., to the variant the deposit account was prior to upgradation as *Ujjivan Navratna*). Without prejudice, if the Bank has permitted continuance of the concerned deposit account as *Ujjivan Navratna* despite non-adherence of the above-mentioned conditions by the Customer, the Customer shall be liable to pay to the Bank applicable charges/fees/penalty in regard to the special benefits availed (by virtue of designating the deposit account as *Ujjivan Navratna*) at the rate prescribed by the Bank, as per its respective internal product norms drawn in conformity with the guidelines of the Reserve Bank of India, from time to time. Such charges/fees/penalty, if not paid by the Customer, shall be recovered/collected from the credits available in the deposit account or by debit to any other account maintained with the Bank by the Customer (in single name or joint names).
- 4) The deposit account and *Ujjivan Navratna* are subject to a fair usage in individual capacity. All features and benefits are solely meant for personal usage of the Customer and cannot be transferred or assigned or allowed to be used by anyone by the Customer.
- 5) If the Bank observes any instance of non-adherence to the applicable terms and conditions governing the concerned deposit account or *Ujjivan Navratna*, the Bank may, at its discretion, either degrade the deposit account to a suitable regular variant or divest the account by giving prior notice through electronic mode or digital mode or physical mode. Provided, where the Bank considers in good faith that abridgment of notice to be necessary or reasonable, no notice shall be sent to the Customer.
- 6) The Bank reserves the right to modify or amend or withdraw any or all benefits offered for *Ujjivan Navratna*, or the applicable terms and conditions, without any prior notice/intimation to the Customer. Any such modification, amendments, and cancellation will be published on the website of the Bank (viz., www.ujjivansfb.com) and/or the notice boards at branches of the Bank, and the Customer shall be bound by all such modification, amendment and cancellation.
- 7) The benefits offered for *Ujjivan Navratna* are subject to the policies and strategies of the Bank, framed in conformity with the guidelines issued from time to time by the Reserve Bank of India ("RBI") and National

Payments Corporation of India ("NPCI"), and the Customers are advised to keep updated of the guidelines issued by RBI and NPCI from time to time. Benefits, if any, offered by virtue of tie up with any service provider of the Bank shall be available to Customers subject to the mutual understanding between the Bank and the concerned service provider and only as long as the Bank continues the business relationship with such service provider. Further, such benefits can be availed by the Customer only subject to the terms and conditions adopted by such service provider from time to time. Citing such benefits as features of *Ujjivan Navratna* does not amount to a commitment by the Bank to provide such benefit or any one of them. The Bank does not undertake any liability to the Customer or third parties due to withdrawal of any such benefits.

- 8) All the special benefits applicable to *Ujjivan Navratna* shall be available only for a period of 1 (One) year from the date of upgrading the deposit account as *Ujjivan Navratna* or till such time the Bank withdraws/cancels the special benefits, whichever is earlier. Year shall be calculated by reckoning 366 (Three Hundred and Sixty-Six) days in leap year and 365 (Three Hundred and Sixty Five) days in a non-leap year.
- 9) Renewal or relabelling the deposit account as *Ujjivan Navratna* shall be at the pure discretion of the Bank.
- 10) Only Savings Deposit Account, Fixed Deposit and Recurring Deposit, and all variants of these deposits, shall be considered/eligible for upgradation as *Ujjivan Navratna* and for the applicable benefits.
- 11) The above-mentioned terms and conditions are not exhaustive and shall be in addition to the terms and conditions as applicable to the concerned variant of the deposit account, and the Customers are encouraged to get acquainted with the detailed terms and conditions governing the concerned deposit account by accessing the official website of the Bank (viz., www.ujjivan.sfb) or approaching any branch of the Bank.
- 12) No omission or delay on the part of the Bank shall be deemed to constitute a waiver of the Bank's rights, and in any event shall not constitute or be construed as a waiver of other or subsequent breaches of the same or other (similar or otherwise) obligations of the Customer or as a waiver of any remedy by the Bank. The rights and remedies of the Bank provided herein shall be cumulative and not exclusive of any rights or remedies provided by law.

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