

### Indemnity Documents – Request Letter from customer

Place: \_\_\_\_\_

Date: \_\_\_\_\_

To

The Branch Head,  
Ujjivan Small Finance Bank Ltd.,

.....  
.....

Dear Sir/Madam,

**Re: Request to act upon e-mail instructions – Our ..... Account No:**  
**..... at your branch.**

Notwithstanding anything to the contrary contained in the Account Opening Form, Customer Information File or any other document/agreement which we have submitted to the Bank in regard to the above mentioned Account, we, the undersigned, do hereby request and irrevocably authorise the Bank to act and rely on any instructions or communications which may from time to time be or purport to be given by us through e-mail, for matters relating to payment of amount(s) (not exceeding the limit mentioned hereunder) from the Account by way of debit to the said Account.

The details of the Account, Authorised Signatory and e-mail Id for the purpose of this request are mentioned hereunder:

<b>Nature of Account</b>	<b>Account Number</b>	<b>Customer Id</b>	<b>Authorised Signatories</b>	<b>Email ID</b>	<b>Maximum Amount we may transact in single tranche under this arrangement (INR)</b>

This request for acting upon e-mail instructions is for our convenience and benefit only. We shall not make any claim against the Bank or hold the Bank liable by reason of or on account of the Bank having acted or refused to act on any such instructions or the Bank having acted wrongly or mistakenly or of the Bank's failure to act wholly or in part in accordance with such instructions.

We shall execute in favour of the Bank, requisite Indemnity in the form suggested by the Bank and/or such other further documents as stipulated by the Bank from time to time. If we propose to vary, modify or cancel this arrangement, we shall serve upon your branch requisite intimation in writing, signed by our duly Authorised Signatory(signatories), at least 10 (Ten) days prior to the date meant for effecting such change. Till such time the Bank registers such changes in its records pursuant to such request, the Bank shall have the right to process the instructions received or appeared to have been received from the above e-mail Id.

If any intended transaction in single tranche is in excess of the above mentioned limit, we shall not insist you to honour our e-mail instructions. In such cases we shall serve upon you, a physical written request bearing the signature(s) of our Authorised Signatory/signatories.

Please accept this request and oblige.

Yours faithfully,

Authorised Signatory/signatories

In case of Proprietor, this should be signed by the Proprietor. In case of Partnership, this should be signed by all Partners (in personal capacity as well as in the capacity as Partner). For Company, LLP, Trust, Society, Club, this should be signed by persons authorised in the supporting Resolution. True copy of the Resolution should also be obtained.

-----**Detachable**-----

We acknowledge receipt of the request dated ..... for acting upon e-mail instructions with reference to Account No: ..... of ..... maintained at ..... branch of the Bank.

The Bank shall consider e-mail instructions in regard to the subject Account as per the subject request of the customer, up to the amount mentioned in the request, only if such instructions emanate from the e-mail Id referred to in the subject request and if such instructions are sent to the below mentioned e-mail Id(s) of the Bank:

Designation	Name	e-mail Id	Contact Number
Branch Head			
Branch Operations Officer			
Customer Care Representative			

The arrangement hereunder shall be subject to the guidelines/policies adopted by the Bank from time to time. Further, the customer shall be bound by the Indemnity executed/to be executed in favour of the Bank in this connection.

Branch Head

Ujjivan Small Finance Bank Ltd.

Date: