

TERMS AND CONDITIONS FOR SCHEDULING A TRANSFER FOR A LATER DATE ON UJJIVAN'S MOBILE AND INTERNET BANKING PLATFORMS

- 1) Schedule Transfer (ST) and Standing Instruction (SI)** is a feature that integrates with the existing single screen fund transfer option with a new interface to make it seamless and easy for a customer to perform fund transfer using savings and current account, with a host of options to do a multiple one-time transfer and/or schedule a transfer for a later date with the available preset frequencies. The available preset frequencies are once (Instant one time), daily, weekly, fortnightly, monthly, quarterly, half yearly and yearly. This feature has certain regulations and conditions which the customer needs to know and understand.
- 2) Auto recommendation of mode of transfer based on the amount entered:** The system is designed to auto recommend/suggest the mode of transfer based on the amount entered by the customer. Anything more than Rs 2,00,000 is RTGS only and less than Rs. 2,00,000 is NEFT or P2A IMPS. Only, if the beneficiary is a within Ujjivan account, the mode of transfer is automatically taken as IFT (within Ujjivan transfer) regardless of the amount, however, within the boundary of total limit defined for every account category including all modes of transfers allowed per day on Mobile and Internet banking platforms put together. IMPS is an instant one-time transfer that cannot be scheduled for a later date.
- 3) Maintenance of balance:** Having sufficient balance in the account to meet the arrangement for ST and SI is particularly important and to maintain the same shall be the sole responsibility of the customer. ST and SI would get cancelled for want of insufficient balance.
- 4) Execution of transfers:** In case for want of sufficient balance in the account on the date of execution, ST could not take place then the system will validate the ST for another two more continuous bank working days (in total three attempts). During these attempts towards ST, if the account has sufficient balance, ST will be successful. Otherwise on the third attempt the transaction will terminate either successful or failure depending upon the availability of funds in the account for ST.
- 5) Charges:** The charges levied on different transactions remain the same as mentioned in Schedule of Charges (SoC). There is no special fee/charge/penalty levied on scheduling a transfer for a later date.
- 6) Buffer time for execution/ Modification/ deletion of ST:** There is no split option available between transfers that are scheduled. It is continuous without a break unless voluntarily modified or deleted by the customer. Customer is allowed only to modify the date of execution (date of debit) of an ST and no other component can be modified. If a customer wishes to modify any other component, then he/she needs to delete the existing ST and schedule fresh transfer as per the new requirement. A transfer that is scheduled is for a defined period of time and has to be chosen from the preset frequencies offered by the bank.
- 7) Standing Instructions:** This is a tab where the customer gets to view, modify the execution date, and delete an already scheduled transfer. This serves as a summary page to see the status of the scheduled transfer of a customer.