

PHONE BANKING

These terms are in addition to terms applicable to Customer account, general terms and conditions and terms and conditions specified for any Service offered by the Bank. The grant of Phone Banking facility is non-transferable and shall be used only by the USER (defined below).

1. Definitions:

In these Terms and Conditions, the following terms shall have the following meanings:

“**PHONE BANKING/PHONE BANKING SERVICE**” refers to the Bank’s phone banking service, pursuant to which Bank would provide information and related services through voice, or other related systems to the USER thereof, in relation inter alia to the account of such USER, information about its products and services. Each USER, depending upon the product applied for, shall be eligible for the PHONE BANKING services.

“**USER**” refers to a Customer of the Bank authorized to use PHONE BANKING.

2. The USER is aware and accepts that the Bank has agreed to provide the PHONE BANKING Service, including but not limited to inquiry of the account balance, etc., by receiving instructions through the 24-hour Interactive Voice Response system and/or through a Phone Banking. Timings for phone banking assisted service shall be communicated and updated on Bank’s website and/or through other acceptable modes of communication, from time to time.

3. USER validation and Access to Services:

- (a) Each time the USER is desirous of accessing the PHONE BANKING, the USER shall provide the required authentication pertaining to his account in the directed manner for authentication . The USER needs to follow the authentication process each time the USER is desirous of accessing PHONE BANKING. The transactions done post the successful validation shall be binding on the USER and the relevant records of such transaction shall be admissible in the event of any dispute.
- (b) The USER shall be deemed to represent that he is authorized to deal with the funds and property of the respective account types each time the USER uses the PHONE BANKING Service and seek information in respect thereof. The Bank reserves the right to modify the authentication parameters in order to enhance the security levels.
- (c) The USER is aware and accepts that the Bank has no means of verifying the identity of the person giving the telephone instructions in his name and any transaction made shall be binding on the USER subject to successful validation in accordance with process specified from time to time.
- (d) The USER should keep his PIN strictly confidential and not disclose or allow any other person to use his PIN (whether voluntarily or not). USER should not keep a written record of the PIN in any way that may enable another person to use it and should promptly report to us any loss, theft, disclosure or unauthorised use of your PIN. The

USER is obligated not to record any sensitive information related to his account with the Bank, in any form that would be intelligible or otherwise accessible to any third party if access is gained to such a record, either honestly or dishonestly.

4. Authority to Bank:

The USER irrevocably and unconditionally authorizes the Bank to access all his accounts for effecting banking or other transactions performed by the USER through the Phone Banking Service or otherwise for providing to the USER any information sought by him through access to the PHONE BANKING Service. The instruction of the USER shall be effected only after authentication.

5. The Customer understands that the facility of financial transactions shall be provided in accordance with the procedures as decided by the RBI and the Bank from time to time and subject to successful validation of his bonafides'. The customer understands that the Bank shall endeavor to effect such transactions received through PHONE BANKING Service subject to sufficient balance available in his Bank account.

6. The Customer is aware and accepts that to protect his interest, the facility of reporting loss of Shopping Cards is available 24 hours on IVR. The Bank shall carry out the request for Hotlisting of the lost Card, the request for which may be received from him or any other person acting on his behalf or the 'finder' of the said Card who may not be related to or authorised by him. The Customer accepts that the Bank shall not be liable for any losses or damages on account of him not being able to use the Hotlisted Card to carry out any transactions.

7. Accuracy of Information

- (a) The USER is responsible for the correctness of information supplied to Bank for use of the Phone Banking Service. Bank accepts no liability for the consequences arising out of erroneous information supplied by the USER.
- (b) If the USER notices an error in the information supplied to Bank either in the application form or any other communication, he shall immediately advice Bank and Bank shall endeavor to correct the error wherever possible on a "reasonable efforts "basis.

8. Liability of the USER and the Bank:

- (a) Bank shall not be liable for any unauthorized transactions occurring through the use of Phone Banking Service provided, Bank has followed due process, and the USER hereby fully indemnifies and holds the Bank harmless against any action, suit, proceeding initiated against it or any loss, cost or damage incurred by it as a result thereof.
- (b) Bank shall under no circumstance be held liable to the USER if Phone Banking access is not available in the desired manner for reasons including but not limited to natural calamities, legal restraints, faults in the telecommunication network or network failure, or any other reason beyond the control of Bank. Under no circumstances shall Bank be liable for any damages whatsoever whether such damages are direct,

indirect, incidental consequential and irrespective of whether any claim is based on loss of revenue, interruption of business or any loss of any character or nature whatsoever and whether sustained by the USER or by any other person.

- (c) Illegal or improper use of the Phone Banking Service shall render the USER liable for payment of financial charges/penalties (to be decided by Bank) or shall result in suspension of the operations through the Phone Banking Service.

Disclosure of INFORMATION:

The USER agrees that Bank or its service providers may hold and process his Personal Information and all other information concerning with his account(s) or otherwise in connection with Bank services including Phone Banking Service for analysis and marketing.

9. APPLICABILITY TO FUTURE ACCOUNTS:

Bank and the USER agree that if the USER opens further accounts with/subscribes to any of the products/services of Bank, and Bank extends the Phone Banking Service to such accounts or products or services then these Terms shall automatically apply to such further use of the Phone Banking Service by the USER.

10. All costs incurred by the USER including telecommunication costs to use the PHONE BANKING, shall be borne by the USER.

11. Termination of Phone Banking Services:

The Customer may request to discontinue/ terminate the Phone Banking Service anytime by contacting the Bank through Phone Banking / Banking Point. The Customer agrees that he shall remain responsible for any transactions made through the Phone Banking Service until the termination of this Service by the Bank basis such request. The Customer accepts that Bank may suspend or terminate Phone Banking facilities without prior notice if he has breached these Terms and Conditions or the Bank learns of his death, bankruptcy or lack of legal capacity.