

DBS Deposit Policy

Version: February 2021

1 Guiding Principle

This document provides an insight on the guiding principles in respect of various deposit products and related banking services offered by the Bank. The document recognizes the rights of depositors and aims at dissemination of information regarding various aspects of acceptance of deposits from the members of the public, conduct and operations of various deposits accounts, payment of interest on various deposit accounts, closure of deposit accounts, method of disposal of deposits of deceased depositors, etc., for the benefit of customers. This document is expected to impart greater transparency in dealing with customers and create awareness among customers.

While adopting this policy, the bank reiterates its commitments to customers outlined in the Code of Banks Commitment to customers of Indian Banks' Association.

DBS Bank India Ltd. (DBIL) is a Wholly Owned Subsidiary (WOS) of DBS Bank Ltd. (DBL). headquartered in Singapore. As a matter of sharing best practices DBIL will draw on experience and expertise of DBL when dealing with complex, long tenor, large or important transactions to ensure that the minimum acceptance criteria of the group are met. Further DBIL will reckon or consider certain policies and standards prescribed by DBL and adopt to Indian regulations to ensure that the operations meet the minimum acceptance criteria of the group.

2 Policy

This document is based on the extant regulations on deposits. Detailed operational instructions on various deposit schemes and related services will be issued from time to time.

1 Account Opening Bank will provide its customers with details of various types of accounts that they may open with the Bank.

Customers can make a choice on the type of account best suiting their needs, requirements and applicable guidelines

The Bank will, prior to opening an account, require documentation and information as prescribed by the "Know Your Customer" (KYC) guidelines issued by RBI and pertinent guidelines issued by other regulatory bodies from time to time. Due diligence process that the Bank follows, will involve scrutinizing documentation verifying customers' identity, address, information on occupation or business and source of funds. As part of the due diligence process, the Bank will need customers' recent colour photograph as well.

The Bank is required by law to obtain Permanent Account Number (PAN) from the customers or alternatively declaration in Form No. 60 or 61 as specified under the Income Tax Act / Rules.

The Bank is also required to follow PMLA (Prevention of Money Laundering Act) guidelines which is amended time to time by Government of India.

Customers can reach out to the Bank for any queries that they may have via various channels such as customer care number, email and branches etc. that the bank may make available from time to time. The Bank shall endeavour to resolve/ revert to the query at the earliest.

The Bank will provide customers with the account opening forms and other relevant material to enable them to open the account. Bank will advise customers on the complete details of information that would be required by the Bank for the verification process.

Customer may also open a Digital saving bank account by downloading digibank by DBS bank application and providing biometric authentication to the bank or through Video based Customer Identification Process (V-CIP). Customer can also avail other banking product services offered by bank from time to time and which are available on digibank by DBS mobile and Internet banking platforms.

The Bank will be uploading customer KYC data along with POA and POI pertaining to new individual accounts with CERSAI (CKYCR) in terms of the provisions of the Prevention of Money Laundering (Maintenance of Records) Rules, 2005.

The Bank reserves the right, at its sole discretion, to open any account and at such terms as the Bank may prescribe from time to time.

2. Types of Deposit Accounts- The deposit products can be categorised broadly into the following types:

2.1 *Savings Bank Account* - can be opened by eligible person / persons and certain organisations / agencies as advised by Reserve Bank of India from time to time. This also includes HUF (Hindu Undivided Family) who can open resident / NRO savings account. DBIL offers multiple variants of Savings Account which are detailed further in this document.

The prevalent Savings Account interest rates shall be updated on the bank website. The interest on savings deposit is credited on quarterly basis.

Personal accounts can be opened by customers in their own name (single name) or by the customer jointly with others (Joint Account). However, digital Savings Account will be opened singly.

Joint Account, opened by more than one individual, may be operated by a single individual or jointly by more than one individual, based on the signature mandate specified by the customer. The signature mandate for operating the account can be modified with the consent of all account holders. NRI close relative can be included in existing / new resident bank account as joint holder with the resident account holder on "either or survivor" basis subject to the applicable regulatory conditions being fulfilled.

PIO/OCI card holders who reside in India for 182 days or more in a financial year, can open a resident saving accounts by submitting requisite KYC documents as per process. Periodic due diligence will be done by the bank on customers residency status.

Aadhaar-based digital account can be opened via biometric or OTP-based eKYC authentication provided customers are citizens & residents of India. It may be noted that Aadhaar number shall be provided by the customer voluntary

As per RBI Master Directions on KYC, OTP-based accounts include adherence of requirements on Transaction and Balance Limits; and completion of full KYC within a year of opening, else leading to closure of account.

As per RBI Master Direction on KYC updated as of 9th January 2020, bank may allow a savings bank account to be opened by means of Video based customer identification procedure

2.1.1 Basic Savings Bank Deposit Account (BSBDA):

Account Features

- BSBDA account does not have requirement of any minimum balance
- The services available in the account (free of charge) include:
 - The deposit of cash at bank branch as well as ATMs/CDMs
 - Receipt/ credit of money through any electronic channel or by means of deposit /collection of cheques drawn by Central/State Government agencies and departments
 - No limit on number and value of deposits that can be made in a month
 - No limit on number of withdrawals in a month, including ATM withdrawals
 - ATM-cum-Debit Card
- No charges are levied for non-operation / activation of in-operative BSBDA account

KYC

- BSBDA account is subject to RBI instructions on KYC/AML for opening of bank accounts as amended from time to time.
- While opening BSBDA we obtain full KYC documents such as Officially Valid Documents (OVD) or Deemed OVD as specified by RBI Master Direction.

Other Important Points

- As per regulatory guidelines, holders of BSBDA are not eligible to open any other savings account with DBIL
- If customer has any other existing savings account(s) with DBIL, then customer is required to close such account(s) within 30 days of opening the BSBDA
- The Bank reserves the right to close the other savings account(s) (if any), as applicable under the regulatory guidelines, if such account(s) is/are not closed by customer within 30 days of opening the BSBDA

- An individual can have only one BSBDA account

2.2 Current Account - can be opened by individuals, sole proprietorships / partnership firms / Private and Public Limited Companies / HUFs / Societies / Trusts, etc. No interest shall be paid on deposits held in current accounts.

2.3 Foreign Currency Account - can be opened by the Resident Indian customer, for transactions as specified by RBI

2.4 Special Rupee Accounts – can be opened by overseas person not resident in India as per the prescribed regulations specified by RBI

2.5 Fixed Deposit - This is a single deposit booked for a specified tenor and amount. The deposit may be linked to a Savings/Current account or booked standalone.

A Fixed Deposit can be opened by individuals / sole proprietorships / partnership firms / Private and Public Limited Companies / HUFs / Societies / Trusts, etc. by placing a deposit placement request either at the branches or digitally through online banking. Customers shall have the option of selecting the following at the time of booking a deposit

- **Tenor:** starting from a minimum of 7 days (for deposits booked through digibank mobile/internet banking platform, minimum tenure is 90 days. For lesser tenure customer can book the deposit through branch)

- **Amount:** starting from a minimum amount as defined in the form

- **Interest:** Compounding Interest / Simple Interest / Quarterly Pay-out or Monthly Pay-out

- **Maturity:** Automatic Renewal (auto-renewal) of Principal and Interest / Automatic Renewal of Principal alone and Interest credited to linked Bank Account / Full amount (incl. Principal and Interest) credited to linked account / Issue demand draft (not applicable for Fixed Deposits booked through digibank mobile banking platform).

Within the above-mentioned broad categories, the Bank may introduce various products with specific features such as non-callable deposits, benchmark linked floating rate deposits etc for specific target customer segments.

2.6 Recurring Deposit - is meant for someone who wants to invest a specific sum of money monthly for a fixed rate of return. At the end, customer will get the principal sum as well as the interest earned during that period.

2.7 For Deposit to Non - Resident Indians and Persons of Indian Origin (PIO), Bank offers FCNR (B) Deposit, NRE Deposits and NRO Deposits to the Non-Residents (NRI) and Persons of Indian Origin (PIO).

- For NRE /NRO deposits, interest rates will not be higher than those offered by the banks on comparable domestic rupee term deposits.

- Bank shall not mark any type of lien, direct or indirect, against NRE saving deposits.
- Benefit of additional interest rate on deposits on account of being bank's own staff or senior citizens (if any) as decided by the bank shall not be available to NRE and NRO deposits.
- This policy applies only to deposits offered by DBS Bank India Ltd.

The permitted debit/credits, tenor of the deposits, interest rate of deposits, premature withdrawal, conversion to resident on change of resident status and operations of the account, nomination facility, operations of deceased account, etc. are aligned to the requirements prescribed in RBI's Master Direction - Interest Rate on Deposits and Master Direction on Deposits and Accounts.

The interest rates on term deposits under the FCNR (B) scheme varies only on account of one or more of the following reasons:

- Tenor of deposits: The maturity period for term deposits under the FCNR (B) scheme is as under:
 - One year and above but less than two years
 - Two years and above but less than three years
 - Three years and above but less than four years
 - Five years only
- Size of deposits: DBS at its discretion decides the currency-wise minimum quantum on which differential rates of interest are offered
- The interest payments for FCNR (B) deposits are rounded off to two decimal places.

The LIBOR/SWAP rates as on the last working day of the preceding month shall form the base for fixing ceiling rates for the interest rates offered effective in the following month.

2.8 *Overdraft against the Term Deposit (ODTD)* - Customer can request for overdraft facility against the Term Deposit duly discharged by the depositor on execution of necessary security documents. Guidelines related to ROI, Tenor, etc. will be decided by the bank which will be as per regulatory guidelines issued from time to time.

3. Interest Payout - Interest shall be credited to linked Savings / Current account or as per maturity instructions specified by the customer at the rate specified by bank in accordance with Reserve bank of India directive from time to time. The Bank within the general guidelines issued by the Reserve Bank of India from time to time decides term deposit interest rates. For customer categories permitted by the regulator such as but not limited to DBS staff and senior citizens, the Bank, may at its own discretion from time to time, allow additional interest at a rate not exceeding one percent per annum over and above the normal Bank rate. This will be applicable for Rack Rate Fixed Deposits and Recurring Deposits only.

Interest on term deposits will be calculated at quarterly intervals and paid at the rate decided by the Bank depending upon the period of deposits.

In case of monthly deposit scheme, the interest shall be calculated for the quarter and paid monthly at discounted value. The interest payments are rounded off to the nearest rupee.

No interest shall be paid in case deposit is prematurely closed within 7 days of booking.

Bank considers all FDs held across all branches under one CIF while calculating interest amounts/tax liability.

The bank always takes term deposit maturity instructions from clients and in the event of its absence, follows extant regulatory guidelines for treatment of such overdue term deposits.

The Bank in accordance with the formulate and conventions advised by Indian Banks' Association calculates the interest on term deposits.

The term "Bulk deposit" will be used for single Rupee term deposits of INR 2 crore and above. The banks can offer differential rates of interest for the deposits of the same maturity for bulk deposits of INR 2 crore and above. For deposits below INR 2 crore, the same rate will apply for deposits of the same maturity i.e. the rates will be carded. Rupee term deposits will include domestic term deposits as well as term deposits under NRO and NRE accounts. The card rates for deposits less than INR 2 crore will be reviewed on a periodical basis and necessary changes will be recommended to ALCO for approval.

The rate of interest on deposits will be prominently displayed in the branch premises. Changes, if any, regarding the deposit schemes and other related services shall also be communicated upfront by prominently displaying it at branch premises and on the Bank's website.

Deposits maturing on holidays will automatically mature the next working day and the customer will earn interest income for the additional day/days at the rate of the initial deposit booking.

At the time of placing the deposit, customers can give instructions regarding closure of deposit account or renewal of deposit for further period on the date of maturity.

In the absence of maturity instructions on Term Deposits, in the case of Individual / HUF/Trust/ Society, DBS Bank India Ltd should intimate the depositor in advance regarding date of maturity. Also, in the absence of maturity instructions on Term Deposits Bank shall be renewing the Deposit for the same period as the original deposit, at the prevailing rate of interest. For Others, the Bank shall credit customer's Current Account with the maturity proceeds. In the event where customer does not hold a Current Account with us, we would hold the maturity proceeds with us till further instructions from customer and further no interest shall be paid on such maturity proceeds.

The Bank has statutory obligation to deduct tax at source if the total interest paid/ payable on all term deposits held by a person exceeds the amount specified under the Income Tax Act and as per CBDT (Central Board of Direct Taxation) guidelines issued from time to time. The Bank will issue a tax deduction certificate (TDS Certificate) for tax deducted on quarterly basis. The depositor, if entitled to exemption from TDS can submit declaration in form 15G/H at the beginning of every financial year.

Interest Payout for FCNR(B) deposits:

(a) Interest on the deposits accepted under the scheme is calculated based on 360 days to a year.

(b) The interest is calculated and paid at intervals of 180 days each and thereafter for the remaining actual number of days.

Provided that the option to receive the interest on maturity with compounding effect shall vest with the depositor.

Interest calculation on renewal of FCNR(B) deposits shall be done by the bank as per extant prevailing guidelines.

4. Premature Withdrawal of Term Deposit - The bank maintains the right to allow premature withdrawal of time deposits at its discretion. The bank allows partial withdrawal of time deposits only if the Deposit is booked under special scheme which is linked to saving/current account. If premature withdrawal is permitted, the payment of interest and penalty applied on the deposit may be allowed in accordance with the prevailing stipulations laid down by RBI, as well as guidelines issued by the bank in this regard available & updated from time to time on the bank's website.

The Bank shall, on written/online request from all depositors, allow withdrawal of a Resident /NRO Term Deposits and NRE/FCNR Deposits prior to the date of its maturity.

- The interest on prematurely withdrawn Resident/NRO Term Deposits will be paid for the period that such deposit is held, at the rate prevailing on the date of placement of such deposit or the contracted rate, whichever is lower, subject to a deduction of penalty charges decided by bank from time to time.
- The interest on prematurely withdrawn NRE/FCNR Deposits will be paid only if the premature withdrawal is done after a year. Given that, for the period that such deposit is held, at the rate prevailing on the date of placement of such deposit or the contracted rate, whichever is lower, subject to a deduction of penalty charges decided by bank on time to time.
- For FCNR the exchange loss arising out of premature withdrawal, if any, should be borne by the customer.
- No interest will be paid if Term Deposit is prematurely withdrawal / closed within 7 days of deposit booking.

This penalty charge structure (as defined by the bank from time to time) is applicable for:

- All type of individual and non-individual Deposits
- FCNR deposits of any amount.

Any change in the penalty charge structure and amount would be subject to approval by the Country Management Committee

The Bank also may at its discretion additionally levy Swap cost for premature withdrawal of FCNR deposits. In the event interest already paid is more than what is payable, the excess interest shall be recovered from the proceeds of the Deposit. However, no interest will be paid in case of NRE/FCNR Deposits prematurely withdrawn before the expiry of 1 (one) year from the date of deposit or its renewal. However, the Bank, at its discretion, may disallow premature withdrawal of large deposits (2 crore and above) held by individuals, entities and Hindu Undivided Families as per the terms and conditions applicable at the time of placing the deposit.

Waiver of such penalty charges would be subject to requisite approvals

5. Minors' Account - An account in the name of the minor can be opened and operated by the natural or legally appointed guardian as specified during account opening. However, on minor attaining majority the guardian along with minor who attained majority to visit the nearest branch and provide the necessary ID documents and address proof along with latest photograph and specimen signature for conversion of Minor account.

Customers to note that non-adherence of the above may lead to bank acting at its discretion on treatment of such minor accounts.

6. Account of Illiterate/Visually Impaired Person - The Bank may open deposit accounts other than Current Accounts of illiterate person. The account of such person may be opened provided he/she comes to the Bank personally along with a witness who is known to both the depositor and the Bank. Normally, no cheque book facility is provided for such Savings Bank Accounts. At the time of withdrawal/repayment of deposit amount and/or interest, the account holder should affix his / her thumb impression or mark in the presence of the authorized officer who should verify the identity of the person.

The Bank official shall explain the terms and conditions governing the account to the illiterate / blind person

7. Operation of Accounts by Old & Incapacitated Persons or person who is disable due to Autism, Cerebral Palsy, Mental Retardation, Mental Illness and Mental disabilities -

7.1 Facility to sick/old/incapacitated non-pension account holders- The cases of sick / old / incapacitated account holders fall into following categories:

- An account holder who is too ill to sign a cheque / cannot be physically present in the bank to withdraw money from his bank account but can put his/her thumb impression on the cheque/withdrawal form;
- An account holder who is not only unable to be physically present in the bank but is also not even able to put his/her thumb impression on the cheque/withdrawal form due to certain physical incapacity.

7.2 Operational Procedure- With a view to enabling the old / sick account holders operate their bank accounts, banks may follow the procedure as under: -

- Wherever thumb or toe impression of the sick/old/incapacitated account holder is obtained, it should be identified by two independent witnesses known to the bank, one of whom should be a responsible bank official
- Where the customer cannot even put his / her thumb impression and would not be able to be physically present in the bank, a mark can be obtained on the cheque/ withdrawal form which should be identified by two independent witnesses, one of whom should be a responsible bank official.
- The customer may also be asked to indicate to the bank as to who would withdraw the amount from the bank based on Cheque/Withdrawal form and that person should be identified by two independent witnesses. The person who would be drawing the money from the bank should be asked to furnish his signature to the bank.

7.3 For the purpose of Opening/operating bank account for person who is disabled due to Autism, Cerebral Palsy, Mental Retardation, Mental Illness and Mental disabilities bank shall be accepting orders / certificates issued by district courts and collectors of districts under the Mental Health Act, 1987 and/or as per The National Trust for Welfare of Persons with Autism, Cerebral Palsy, Mental Retardation and Multiple Disabilities Act, 1999 appointment of guardian by Local Level Committee to a person with disabilities, who shall have the care of the person and property of the disabled person.

8. Operations of Deposit Accounts-

8.1 Addition / deletion of holders - The bank may at the request of all the joint account holders allow addition or deletion of name/s of joint account holder/s if the circumstances so warrant or allow an individual depositor to add the name of another person as a joint account holder.

8.2 Mandate - At the specific request of the depositor, the Bank may register account operating mandate given by the customer authorizing another person to operate the account on his behalf.

8.3 Minimum Balance / Service charges - For deposit products like Savings Bank Account, and Current Deposit Account, the Bank may stipulate certain minimum balances to be maintained as part of terms and conditions governing operation of such

accounts. Failure to maintain minimum balance in the account will attract levy of charges as specified by the Bank from time to time which is as per extant regulatory guidelines. The Bank may also place restrictions on number of transactions, cash withdrawals, etc., for given period on any of the accounts. Similarly, the Bank may specify charges for issue of cheque books, additional statement of accounts, duplicate pass book, folio charges, etc. All such details, regarding terms and conditions for operation of the accounts and schedule of charges for various services provided will be communicated to the prospective depositor while opening the account. These charges may change from time to time and the bank will inform the customer through the website or other channels of communication at the bank's discretion.

8.4 TDS on cash withdrawal – TDS (Tax deducted at Source) under Section 194N of Income Tax Act will be applicable for cash withdrawal from savings / current account as per CBDT (Central Board of Direct Taxation) guidelines issued from time to time.

9. Liability for Taxes - Customer will be liable for any goods and services tax or any other tax of a similar nature chargeable by law and implemented from time to time. If Bank is required by law to collect and make payments in respect of such tax, the customer will indemnify the Bank against such payments.

10. Nomination facility - Nomination facility is available on all deposit accounts opened by the individuals. Nomination is also available to a sole proprietary concern account. Nomination can be made in favor of maximum three individual only however multiple nominations are not allowed for joint accounts. Nomination once made can be cancelled or changed by the account holder any time. Nomination can be modified by the consent of all account holders. Thumb impression must be attested by two witnesses. No witnesses are required in case of signatures. Nomination can be modified by the consent of account holder. Nomination can be made in favor of a minor also provided a guardian is specified. Bank recommends that all depositors avail nomination facility. The nominee, in the event of death of the depositor, would receive the balance outstanding in the account as a trustee of legal heirs. The depositor will be informed of the advantages of the nomination facility while opening a deposit account. Nominee selection options of Yes or No are provided on FD advices, statements and passbooks. Additionally, customer also have choice of nominee name printed on FD advices, statements and passbooks.

11. Account Statements and Passbook - The Bank will provide a statement of account to Savings account as well as Current account customers monthly. This will be informed to the customer at the time of opening the account.

The statement of account will contain all the transactions that have been done on the account during that period. The statements will be provided to customers monthly, free of cost. If the customers so desire the Bank may issue a Pass Book to Savings Bank account holders. It is the customer's onus to get the passbook updated regularly, to stay updated with the account activities.

12. Transfer of Account - Accounts can be operated from any branch across the country. However, should the customer require, he/she can obtain the details and process for transfer of account from any of the Bank's branches or service units.

13. Deceased Account Handling - As directed by the RBI, the bank has adopted procedures to ensure that settlement of claims in respect of deceased depositors is as simplified as possible. The bank does not insist on succession certificate from legal heirs irrespective of amount involved. However, the bank adopts such safeguards in considering settling of claims as appropriate including accepting an indemnity bond.

If the depositor has registered nomination with the Bank, the balance outstanding in the account of the deceased depositor will be transferred to the account of / paid to the nominee after bank is satisfied about the identity of the nominee, etc. The above procedure will be followed even in respect of a joint account where nomination is registered with the Bank

In a joint deposit account, when one of the joint account holder dies, the Bank is required to make payment jointly to the legal heirs of the deceased person and the surviving depositor(s). However, if the joint account holders had given mandate for disposal of the balance in the account in the forms such as "either or survivor, former / latter or survivor, anyone of survivors or survivor; etc., the payment will be made as per the mandate to avoid delays in furnishing of legal papers by the heirs of the deceased

In the absence of nomination and when the bank has no reasonable doubts or there are no disputes among the claimants, the Bank will pay the amount outstanding in the account of deceased person against joint application and indemnity by all legal heirs or the person mandated by the legal heirs to receive the payment on their behalf without insisting on legal documents up to the limit approved by the Bank's board from time to time. This is to ensure that the depositors are not put to hardship because of delays in completing legal formalities.

As per regulatory guidelines, in the case of balances lying in current account / Savings account standing in the name of a deceased individual depositor/sole proprietorship concern, interest should be paid only from 1st May, 1983, or from the date of death of the depositor, whichever is later, till the date of repayment to the claimant/s at the rate of interest applicable to savings deposit as on the date of payment.

- In the event of death of the depositor before the date of maturity of deposit and amount of the deposit is claimed after the date of maturity, the Bank shall pay interest at the contracted rate till the date of maturity. From the date of maturity to the date of payment, the Bank shall pay simple interest at the applicable rate obtaining on the date of maturity, for the period for which the deposit remained with the Bank beyond the date of maturity;

- However, in the case of death of the depositor after the date of maturity of the deposit, the bank shall change the instructions to “credit to linked Savings account” and in case there is no Savings account then the interest paid on the fixed deposit will be at the Savings account interest rates.

For NRE, in case the claimants are residents, the maturity proceeds shall be converted into Indian Rupees on the date of maturity and interest shall be paid for the subsequent period at the rate applicable to a domestic term deposit of similar maturity.

In the event of death of the depositor(s), premature termination of term deposits would be allowed and the same would not attract any penal charge.

14. Settlement of Claims in respect of missing person - Bank have adopted the procedure for the settlement of claims in respect of missing person, the same would be governed by the provisions of Section 107/108 of Indian Evidence Act, 1872. As per Act presumption of death can be raised only after a lapse of seven years from the date of his/her being reported missing.

Claim can be settled without insisting on production of any documentation other than (i) FIR and non-traceable report issued by police authorities and (ii) letter of indemnity. Such settlements would follow the threshold amount limits as prescribed by the bank from time to time.

15. Unclaimed Deposits- An account (SB/CA/FD/PPI) shall be classified as unclaimed deposits if there are no customer induced transactions made from the account for 10 years or more from the date of last operation and funds shall be credited to the Depositor Education and Awareness Fund (DEAF Fund) as per guidelines of section 26A of the Banking Regulation Act, 1949.

15.1 Record keeping and periodic review - On the date of transferring the amount to the Fund, the bank should maintain customer-wise details verified by the concurrent auditors, including payment of up-to-date interest accrued. With respect to non-interest-bearing deposits and other credits transferred to the Fund, customer-wise details, duly audited, should be maintained with the bank. The concurrent auditors should also verify and certify that, as per the banks' books, the returns have been correctly compiled by the bank in the monthly and yearly returns submitted to RBI. The above returns shall also be verified by the statutory auditors at the time of annual audit and an Annual Certificate shall be obtained from statutory auditors and forwarded to RBI, certifying that the returns have been correctly compiled by the bank.

15.2 Grievance redressal mechanism - As per RBI circular on The Depositor Education and Awareness Fund Scheme, 2014 - Section 26A of Banking Regulation Act, 1949, Bank should display the list of unclaimed deposits/inoperative accounts for ten years or more on website. The bank has got a grievance redressal policy, which is published in our website and available in all India branches with escalation matrix for quick resolution of complaints.

15.3 Claim from Customer - Customer may approach the branch in which account is maintained. Relevant documentary proof, valid ID proof to be submitted along the application details of deposits and amount. Claim from Legal heir / Nominee - Legal heir / Nominee may approach along with the copy of the death certificate of Deposit holder and other relevant legal documents. For the same purpose Deceased claim guidelines to be followed.

Bank shall repay the customer/depositor along with interest, if applicable, and lodge a claim form refund from the Fund for an equivalent amount paid to the depositor. Customers can approach the base branch alongwith the latest KYC details (photo affixed CIF, id proof and address proof) and request for reactivating the account.

16. Other Banking Services-

16.1 Stop Payment Facility-The Bank will accept stop payment instruction from the depositors in respect of cheques issued by them. Charges, as specified, will be applied.

17. Other Important Information-

17.1 Safeguarding Customer Interests- The Bank values the information provided by the customer at the time of opening the account.

The Bank will not use this information for cross selling of services or products by the Bank without the customer's knowledge. If the Bank proposes to use such information, it will be strictly with the consent of the account holder.

The Bank will not disclose details / of the customer's account to a third person or party without the express or implied consent from the customer. However, there are some exceptions, viz. disclosure of information under compulsion of law, where there is a duty to public to disclose and where interest of the Bank requires disclosure.

17.2 Insurance Cover for Deposits - All bank deposits are covered under the insurance scheme offered by Deposit Insurance and Credit Guarantee Corporation of India (DICGC) subject to certain limits and conditions. The details of the insurance cover in force will be made available to the depositor. For more details, customers may log on to www.dicgc.org.in.

17.3 Customer's inability to provide information - Inability of an existing customer to furnish details required by the bank to fulfil statutory obligations could also result in closure of the account after due notice(s) is provided to the customer

17.4 Redressal of Complaints and Grievances - Customers who wish to provide feedback or send in their complaint may use the following Channels available with the Bank:

- Call at Customer Care
- Write an E-mail
- Virtual Assistant on digibank mobile platform

- Visit our Branch – during operation Hours from Monday to Saturday,. The branch will be closed on 2nd and 4th Saturday as per RBI's directive; in addition to Sunday's and any bank holidays

Please refer to our website for further details.

At any stage, if customer feels that our service levels are not up to their expectations, they can visit the link below for the detailed grievance policy of the Bank.

<https://www.dbs.com/in/treasures/common/redressal-of-complaints-and-grievances.page>

17.5 Inactive Accounts - Account to be classified as “Inactive” after 12 months from date of last customer induced transaction as per RBI guidelines, regardless of account balance. Interest on these accounts, is credited on regular basis irrespective of the operational status of the account.

17.6 Dormant Account - Account to be classified as “Dormant” after 24 Months from the date of last customer induced transaction as per RBI guidelines, regardless of account balance. Interest on these accounts, is credited on regular basis irrespective of the operational status of the account. Bank has defined process for activation of the dormant accounts for both resident and non resident customers. For customers having multiple accounts with the bank where one or more account is dormant and at least one account is active the Due Diligence process is simplified with due validation and controls

Appendix 1 Glossary

[Link to Unit's glossary that sets out the definitions of all terms, acronyms, and abbreviations required to interpret Unit's Mandate, Policies and Standards]

GOI- Government of India

DBIL- DBS Bank India Ltd

DBL- DBS Bank Ltd

WOS- Wholly owned subsidiary

ALCO- Asset Liability Committee

DBT- Direct Benefit Transfer

PAN- Permanent Account number

KYC- Know Your Customer

FCNR Deposit- Foreign currency Non Repatriable account deposit

NRE- Non-resident Rupee account

NRO- Non-resident Ordinary Rupee account

PIO/OCI- Person of Indian Origin/ Overseas Citizen of India

POI/POA- Proof of Identity/Proof of Address

CERSAI- Central Registry of Securitisation Asset Reconstruction and Security Interest of India

CKYCR- Central KYC Registry