

APPLICATION ACKNOWLEDGEMENT FORM

BC Name _____

BC Branch Code _____

Application Reference No. _____

Customer ID _____

APPLICANT DETAILS

Title _____ Applicant's Name _____

Marital status _____ Spouse's Name _____

Father's Name _____ Mother's Name (Optional) _____

Date of Birth (DD/MM/YYYY) _____ Age _____ years Gender _____

Nationality _____

Religion _____ Category _____

Employment Type _____ Educational Qualification _____

Annual household Income _____ Land Holding Location _____

Land Holding _____ Person with Disability _____

CONTACT DETAILS**Address**

Address _____

Pin Code _____ State _____

Mobile Number _____

KYC DETAILS

Primary KYC Type _____

Proof of Address _____ Proof of Identity _____

PAN _____ if available _____

LOAN DETAILS

Loan Amount _____

Loan Tenure _____ Months Repayment Frequency (Weekly/Fortnightly/Monthly) _____

Purpose of Loan _____ Rate of Interest _____

***FATCA/CRS DECLARATION:**

*RESIDENCE FOR TAX PURPOSE IN JURISDICTION(S) OUTSIDE INDIA (Yes/No) _____

(If yes, mention the following details)

Tax Identification Number or equivalent _____

TIN Description _____

Country of Tax Jurisdiction _____

TIN Issue country _____

City of Birth _____

Country of Birth _____

HOUSEHOLD DETAILS

Type of accommodation _____

HOUSEHOLD INCOME/EXPENSE DETAILS

Agricultural Income	Non-agricultural Income	Monthly Income	Yearly Income

Annual Household Expense _____

Household Income (Bureau) - (in Rupees) _____

Household Income divergence % _____

Reason for Household Income divergence _____

Declared Obligation (in Rupees) _____

Insurance Application cum Request Form

I _____ wish to apply for the following Insurance Policy/Policies along with my Joint Liability Group Loan

- Group Credit Linked Life Insurance Plan requested _____

I would like to include _____ for the tenure of _____ months.

- Hospicash Insurance Plan requested _____

I would like to include _____ for the tenure of _____ year/s.

NOMINEE DETAILS:

- Credit Linked Insurance , if opted for insurance

Applicant

Title	Name of the Nominee	Gender	Relationship with Applicant	Nominee's Date of Birth

Guardian's Name (If Nominee is Minor) _____

Guardian Date of Birth _____ Guardian Relationship _____

Guardian Address _____

Spouse (*In case of dual insurance*)

Title	Name of the Nominee	Gender	Relationship with Applicant	Nominee's Date of Birth

Guardian's Name (If Nominee is Minor) _____

Guardian Date of Birth _____ Guardian Relationship _____

Guardian Address _____

For Hospicash Insurance, If opted for Insurance by customer

Applicant

Title	Name of the Nominee	Gender	Relationship with Applicant	Nominee's Date of Birth

Guardian's Name (If Nominee is Minor) _____

Guardian Date of Birth _____ Guardian Relationship _____

Guardian Address _____

Spouse (In case of dual insurance)

Title	Name of the Nominee	Gender	Relationship with Applicant	Nominee's Date of Birth

Guardian's Name (If Nominee is Minor) _____

Guardian Date of Birth _____ Guardian Relationship _____

Guardian Address _____

I Agree and understand that:

- All the features of the insurance I have chosen have been explained to me.
- For insurance cover applied by me (self or self and Spouse), total insurance premium amount will be debited from the Sanctioned loan amount.
- Credit Linked Insurance will be linked to the Loan account applied for along with this Insurance application.
- I shall pay insurance premium towards the credit life insurance, whereby the self or self and spouse will get insurance cover up to tenure of the insurance policy. In an event of unforeseen circumstances such as death, the claim amount settled under the insurance policy will be directly credited to the loan account by the insurance company. Any balance amount post loan adjustment will be paid to my/our nominee/s.

Savings Account Application cum Request Form

I _____ hereby, authorize RBL bank to open my RBL saving account. _____. I request for the following services from RBL Bank .

Declaration:

- a) I hereby, authorize the Bank to open my RBL Savings Account at the nearest RBL bank branch with 'Single' mode of operation.
- b) I authorize RBL Bank to enable my account for default Aadhaar enabled Payment System (AePS) transaction services.
- c) I authorize RBL Bank to consider my KYC details provided in the JLG Application Form. by means of e-KYC.
- d) I agree to opt-out for issuance of Bank's passbook and understand that the Account statement can be obtained at the BC branches without any charges, in lieu of passbook updates.

NOMINEE DETAILS:

Title	Name of the Nominee	Gender	Relationship with Applicant	Nominee's Date of Birth

Guardian's Name (If Nominee is Minor) _____

Guardian Date of Birth _____ Guardian Relationship _____

Guardian Address _____

DECLARATIONS AND CONSENTS

I. I hereby declare, agree, and understand that:

- a) All information given for the application of Loan including details of income and expenses is true, correct and complete in all respects and no material information has been withheld/suppressed from RBL Bank Limited ("RBL Bank"). I agree that the Bank is entitled to verify this directly or through any third-party agent. I shall furnish such additional writings as may be required in connection with the financial assistance/s required by me. Any facility that the Bank may decide to grant to me, will be at its sole discretion. I will be bound by the terms and conditions of the facility/ies that may be granted to me.
- b) I hereby give my consent to and authorize RBL Bank to fetch my personal details from UIDAI and in providing my Aadhaar number/VID number, Biometric information and/or One Time Pin (OTP) data (and/or any similar authentication data) for the purpose of fetching the demographic and Personal Information from UIDAI.
- c) I am not a politically exposed person/not related to politically exposed persons.
- d) I hereby authorize for the disclosure by the Bank of; (i) information and data relating to me; (ii) the information or data relating to any credit facility availed of/to be availed of by me and (iii) default, if any, committed by me in discharge of my obligation, as the Bank may deem appropriate and necessary, to any agency authorized in this behalf by Reserve Bank of India.
- e) I hereby declare that I want to have only one signature for the account as given 'below'. Also, for the purpose of account operation, I would not sign in any other manner and instruct the Bank to accept and honor all instruments/instructions issued/given by me.
- f) RBL Bank reserves the right to retain the photographs and documents submitted with this application and will not return the same to me. I understand that the sanction of this loan is at the sole discretion of RBL Bank and upon my executing necessary documents and other formalities as required by RBL. In case my existing RBL Bachat account is inactive/dormant, I agree to activate my savings account. Yes No
- g) I authorize the Bank to use my personal details in the application form from time to time to send marketing information /contact me to inform about products, services, regulatory updates or promotional offers that are offered by RBL bank, on its own and in collaboration or through tie-ups with partners/ third parties. By giving your preference below. I either allow or disallow RBL Bank to contact you through SMS, phone calls and Emails: Yes, Bank can contact me No, Bank may not contact me.
- h) I authorize the Bank to share, disclose, exchange, or use in any manner whatsoever, without any further specific consent or authorization from me/us, the information/data provided by/related to me to the Group Companies/Associates/Subsidiaries/Affiliates/Joint Ventures of RBL Bank/ any person with whom the Bank has entered/propose to enter into an arrangement for provision of 'services/products' for the purpose of marketing/offering/selling any product/services offered by Bank. Yes No
- i) I agree that the Bank Loan may not be utilized by the JLG for financing a defaulter member to the bank
- j) If the declaration is found to be false then the Bank will be entitled to revoke and or recall the credit facility

k) I am a Director of any Bank Yes No

Name of the Bank: _____

I am a relative of director of RBL Bank/other Bank*/Senior Officer of RBL Bank Yes No

I am senior officer of RBL Bank Yes No

I am part of any entity in which the director/relative of a director is partner/guarantor/interested party/employee or director of RBL Bank is guarantor for any of my credit facilities Yes No

*Including directors of Scheduled Co-operative Banks, directors of subsidiaries/trustees of mutual funds/venture capital funds.

If Yes, mention the details below: I declare (s) that I am related to the director(s) and or Senior Officer(s) of RBL Bank or any other bank specified hereto

S.No	Name of Director(s)/Senior Officer(s)	Designation	Relationship

DECLARATION FOR ASSESSMENT OF HOUSEHOLD INCOME: I/We hereby authorize and give consent to RBL Bank to disclose, without notice to me/us, information furnished by me/us in application form(s)/related documents executed in relation to the Loan from RBL Bank applied by the Applicant, to the Credit Bureaus and regulatory authorities. I/We confirm that all particulars and information given in the application form including details of income and expenses are true, correct, and complete and no material information has been withheld/suppressed from RBL Bank

Particular	Family Member 1	Family Member 2	Family Member 3	Family Member 4
Name				
Relation with Borrower				

E-sign of Applicant

Date: DD/MM/YY

Sanction Letter

Loan Account No:

Application No:

BC Branch:

Barcode

Dear Sir/Madam,

Date:

Subject: JLG Loans

Thank you for choosing RBL Bank. Your loan details are available in Factsheet attached as Schedule I of this letter.

Borrower Name	Husband/ Father Name	Customer ID
Group Name	Centre Name	Saving Account No

With reference to your application requesting to grant credit facilities and further clarification and correspondence, we are pleased to advise the sanction of Loan on the terms and conditions, the details of which are given in the Factsheet attached to this letter.

On your request, and fulfillment of the following conditions as on date of this letter:

- i. that loan account is not under any financial stress;
- ii. the existing loan account is not overdue;
- iii. the existing loan is maturing in next three months
- iv. that loan sanction is based on credit bureau check at household level;

We have agreed to adjust the balance outstanding (along with interest and other charges) of Rs. _____ as on _____ (date) under the existing loan granted to you by us under the Loan account no. _____ ("existing loan") from the proceeds of the new loan of Rs. _____ sanctioned hereunder by us to you.

Please note your Customer ID is unique for all your accounts with us. Your account offers you a range of exclusive services basis the account type chosen by you.

Information on our products and services, terms & conditions and schedule of charges is available in vernacular language on our website www.rbl.bank.in

Please pay only to the authorized person of RBL Bank Limited or to the officials of Bank appointed Business Correspondent for repayment/payment in your account with us.

Yours Faithfully,
For RBL Bank Limited

Mayank Rai
Head - Micro Finance Business
Authorised Signatory

e-sign/Signature/Thumb impression of borrower
 Borrower Name:.....

Key Facts Statement

Part 1 (Interest rate and fees/charges)

1	Loan proposal/ account No.			Type of Loan			
2	Sanctioned Loan amount (in Rupees)						
3	Disbursal schedule (i) Disbursement in stages or 100% upfront. (ii) If it is stage wise, mention the clause of loan agreement having relevant details						
4	Loan term (Months)						
5	Instalment details						
Type of instalments		Number of EPIS	EPI (₹)	Commencement of repayment, post sanction			
6	Interest rate (%) and type (fixed or floating or hybrid)			Rate %	Type:		
7	Additional Information in case of Floating rate of interest						
Reference Benchmark	Benchmark rate (%) (B)	Spread (%) (S)	Final rate (%) R = (B) + (S)	Reset periodicity (Months)		Impact of change in the reference benchmark (for 25 bps change in 'R', change in:)	
				B	S	EPI (₹)	No. of EPIS
-	-	-	-	-	-	-	-
8	Fee/ Charges (including taxes such as GST)						
		Payable to the RBL Bank (A)		Payable to a third party through RBL Bank (B)			
		One-time/ Recurring	Amount (in ₹) including GST or Percentage (%) as applicable	One-time/Recurring	Amount (in ₹) or Percentage (%) as applicable		
(i)	Processing fees	Onetime		-	-		
(ii)	Insurance charges • Life Insurance • Hospicash	-	-	Onetime Onetime			
(iii)	Valuation fees	--	-	-	-		
(iv)	Any other (please specify)	-	-	-	-		
9	Annual Percentage Rate (APR) (%)						
10	Details of Contingent Charges (in ₹ or %, as applicable) exclusive of taxes/ other statutory levies that may be charged to the Borrower if applicable as per Government/ RBI directives						
(i)	Penal charges, if any, in case of delayed payment						
(ii)	Other penal charges, if any						
(iii)	Foreclosure charges, if applicable						

(iv)	Charges for switching of loans from floating to fixed rate and vice versa	
(v)	Any other charges (please specify)	

Part 2 (Other qualitative information)

1	Clause of Loan agreement relating to engagement of recovery agents	
2	Clause of Loan agreement which details grievance redressal mechanism	
3	Phone number and email id of the nodal grievance redressal officer	
4	Whether the loan is, or in future maybe, subject to transfer to other REs or securitisation (Yes/ No)	
5	In case of lending under collaborative lending arrangements (e.g., co-lending/ outsourcing), following additional details may be furnished: -	
	Name of the originating RE, along with its funding proportion	Name of the partner RE along with its proportion of funding
	-	-
6	In case of digital loans, following specific disclosures may be furnished:	
(i)	Cooling off/look-up period, in terms of RE's board approved policy, during which borrower shall not be charged any penalty on prepayment of loan	-
(ii)	Details of LSP acting as recovery agent and authorized to approach the borrower	-

Illustration for computation of APR for Retail and MSME loans

Sr. No.	Parameter	Details
1	Sanctioned Loan amount (in Rupees)	
2	Loan Term (in years/ months/ days)	
a)	No. of instalments for payment of principal, in case of nonequated periodic loans	
b)	Type of EPI Amount of each EPI (in Rupees) and nos. of EPIs (e.g., no. of EMIs in case of monthly instalments)	
c)	No. of instalments for payment of capitalised interest, if any	
d)	Commencement of repayments, post sanction	
3	Interest rate type (fixed or floating or hybrid)	
4	Rate of Interest (%)	
5	Total Interest Amount to be charged during the entire tenor of the loan as per the rate prevailing on sanction date (in Rupees)	
6	Fee/ Charges payable (in Rupees)	
A	Payable to the RBL Bank	
B	Payable to third-party routed through RBL Bank	
7	Net disbursed amount (1-6) (in Rupees)	
8	Total amount to be paid by the borrower (sum of 1 and 5) (in Rupees)	
9	Annual Percentage rate- Effective annualized interest rate (in percentage)	
10	Schedule of disbursement as per terms and conditions	
11	Due date of payment of instalment and interest	

Annexure C : Repayment Schedule for Loan Amount - ₹ _____

Instalment No.	Outstanding Principal (in Rupees)	Principal (in Rupees)	Interest (in Rupees)	Instalment (in Rupees)
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				

Disclaimer: This is an indicative repayment schedule. First and last instalment may change based on actual disbursement date and repayments done during the tenure of the loan.

A. Details of Joint Liability Group (JLG):

Group Member(s) are jointly and severally responsible to repay the said loan amount along with accrued interest till the date of repayment.

Sr.No	Member Name	Loan Account Number	Loan Amount

Terms & Conditions for Joint Liability Group ("JLG") Loan
A. Condition Specific to JLG Loan:

1. I/We have had availed the credit facility ("Loan") from RBL Bank Limited (the "Bank"), under the Joint Liability Group (JLG) loan program; I shall be jointly and severally liable to repay the loan along with interest thereon and other charges/ cost/ expenses as specified in the loan application and other related documents (collectively referred as "Loan Document"). The interest shall be levied on reducing balance basis.
2. I confirm that RBL Bank has informed me of the below:
 - a. Processing fees (non-refundable) will be charged for loan amount more than INR 50,000;
 - b. No commitments have been made to me by Bank or any of its representatives regarding the loan quantum / sanction process (or) promised any deviation / waivers. Further I have not given/ made any payment in cash, bearer cheque or kind along with or in connection with this loan application to any representative of RBL Bank (or) to any other third party;
 - c. I hereby declare that RBL Bank representative has explained all the mentioned terms and conditions in a language understood to me;
 - d. Further I also authorize the Bank to debit my RBL Bachat/Saving account towards repayment of EMI, due and payable by me under the Loan.
3. I shall advise RBL Bank in writing of any change in my residential or employment/ business address or any such change which may affect my creditworthiness. I undertake to inform the Bank from time to time regarding change in my/our residence/contact information/employment, name etc. and to further provide updated documents within 30 days from the date of such change.
4. I also agree and authorize that my KYC details if available earlier, will be updated as per E-KYC in the current application.
5. I agree to receive SMS alerts/phone calls related to my loan status, account activity, service calls (including collections, advisories and educational/informative messages), regulatory updates as well as product use messages/calls that the Bank will send/make, from time to time, on my/our registered mobile/phone number .
6. I hereby agree and undertake to hold RBL Bank and its officers and directors harmless and indemnified for any loss, damage, costs and charges incurred or suffered by the Bank and against any claims, suits, proceedings and actions instituted against the Bank due to acceptance of my request to honor instruments and instructions bearing the below mentioned signature.
7. These terms and condition shall be effective from the date of disbursement of the Loan, and shall remain in effect until repayment of the entire Loan by all the Borrowers of the group / center, or unless terminated earlier by the Bank.
8. The Loan shall be utilized for the purpose as mentioned in the application form and for which it is sanctioned by RBL Bank. The Borrower shall not use the Loan for any speculative/anti social/prohibited purpose or a purpose other than that stated in the loan application.
9. The Borrower covenants with the Bank to pay Interest on the Loan and such sum as may be due by the Borrower to the Bank at such rate per annum as mentioned in Schedule I till all the Borrower's

Dues are repaid by the Borrower. Interest on the Loan shall begin to accrue from the date of first disbursal of the Loan.

10. The first installment may vary depending upon the date of disbursement and/ or additional interest or any other adjustment, if any.
11. All Interests and all other charges, including any interest on costs, charges, expenses, foreclosure charges (if any) shall accrue from day to day and shall be computed on the basis of a year of 365 (three hundred and sixty five) days and actual number of days elapsed.
12. Taxes and other Government taxes, levies etc applicable as per the prevailing rate will be charged over and above these charges. The rates, fees, charges etc. as stated herein above are subject to changes/ revision from time to time. For the latest charges, please visit our website www.rbl.bank.in or get in touch with RBL Bank representative.
13. It is the responsibility of the Borrower to make the timely payment of the Loan and abide by the terms and conditions of the loan. Timely payment is the essence of the loan.
14. Pre-payment of the Loan may be made by the Borrower without any charge.
15. I/We agree that the Bank may share all information related to the Loan including existing loans, repayment history or any default by the Borrower in repayment of the Loan with any of the Bank's group companies, other banks, credit bureaus, service providers, statutory and regulatory authorities. I agree that CIBIL or any other agency so authorized may use/process the said information and data disclosed by the Bank in the manner as may be deemed fit by them. CIBIL or any other agency so authorized may furnish for consideration the processed information, data and products thereof prepared by them to banks, Financial Institutions ("FIs") or other credit institutions or registered users as may be specified by RBI in this behalf.
16. I do not suffer from any statutory or legal infirmities, and I am capable of entering into a binding agreement.
17. I confirm that no insolvency/winding up/dissolution proceedings or any criminal proceedings have been initiated and/or are pending against me and that I have never been adjudicated insolvent by any court or other authority or a receiver, administrator, trustee or similar officer has been appointed for our assets.
18. The members of the Joint Liability Group are not related to each other in any manner.
19. The mobile number provided in the application form belong to me/my family member and I acknowledge and understand the risk involved in receiving passwords and PINs on such mobile number provided by me.
20. The Bank shall be entitled to make or cause to be made inquiries of such nature as the Bank may deem fit of the creditworthiness of the Borrower. The Bank shall be further entitled to call for such credentials from the Borrower as may be required to prove the creditworthiness of the Borrower.
21. The Bank, in its sole and absolute discretion, may renew/ enhance the limit of the Loan granted or to be granted to you. The Bank reserves the right to discontinue the facility and to withhold/ stop any disbursement without giving any notice in case of non-compliance/breach of any terms and conditions stipulated herein and from time to time also in the relevant documents or any information/particulars furnished to the Bank is found to be incorrect or in case of any development or situations in the opinion of the Bank, its interest will be/ is likely to be prejudicially affected by such continuation or disbursement. The Bank's decision shall be final and binding on the borrower.
22. The Borrower shall not be entitled to assign or transfer any of its rights, duties or obligations except with the prior written permission of the Bank. The Borrower expressly recognizes and accepts that the Bank shall be absolutely entitled and shall have full power and authority to sell, assign or transfer or otherwise, in any manner, in whole or in part this sanction letters/facility, and in such manner and on such terms as the Bank may decide, (including reserving a right to the Bank to retain its power thereunder to proceed against the Borrower on behalf of the purchaser, assignee or transferee) and any or all outstanding dues of the Borrower to any third party of the Bank's choice without any further reference or intimation to the Borrower. Any such action and any such sale, assignment or transfer shall bind the Borrower to accept such third party as creditor exclusively or as a joint creditor with the Bank as the case may be. Any cost in this behalf, whether on account of such sale, assignment or transfer or enforcement of rights and recovery of outstanding and dues, shall be to the account of the Borrower.

23. The Borrower(s) shall attend the meetings/ camps at a mutually agreed designated place with Bank and/ or its representatives. In an event Borrower fails to attend the meeting on two or more successive occasions, Bank and /or its representatives may visit Borrower's place of residence /work to collect the all outstanding amounts, due and payable by the Borrower to the Bank.
24. The Borrower further agrees that the Bank shall at any time and from time to time be entitled to change the rate of Interest, and/or periodicity of charging interest etc. as mentioned herein at any time by displaying the same on the website of the Bank (www.rbl.bank.in) or in the local newspapers or notify such changes to the Borrower by any other mode of communication as Bank may deemed fit and shall thereafter be entitled to charge interest at the changed rate / rests as if the same was part of the Loan Documents. With regards to the interest rate being charged on the loans, the Bank will be complied with the Master direction issued by Reserve Bank of India from time to time.
25. In case of surrendering of Insurance Policy as decided by Bank, I/we authorize the Bank to apply the surrender value towards part prepayment in the new loan account.
26. In an Event of Default, RBL Bank has the right to recover from other group / center members on non-payment by any one of the Borrowers.
27. The occurrence of any of the following events shall constitute an 'Event of Default' under these terms and conditions:
 - a. If the Borrowers fail to pay any sum whether towards principal or interest or otherwise due from it under this JLG facility at the time stipulated herein and in the manner specified herein or in accordance with the terms of any document executed in pursuance hereof;
 - b. If the Borrowers default in the performance of any other covenants, conditions or agreements under this JLG facility or any other agreement between the Borrower and the Bank
 - c. If any information given by the Borrower in its Loan application to the Bank for Loan or any representation is found to be misleading or incorrect or any material fact/ information is suppressed or concealed.
 - d. If the Borrower is unable generally to pay its debts as they fall due, in the light of financial difficulties or in contemplation of any default or makes a general assignment for the benefit of or a composition with its creditors or admits or is ordered to pay any liability and such liability is not paid when due (provided that for the avoidance of doubt any reference in this sub-clause to any indebtedness shall not include any Indebtedness which is being disputed and in respect of which no court order has been made against the Borrower to pay such indebtedness);
 - e. Any guarantee or indemnity given by the Borrower not honored when due and called upon on the Borrower;
 - f. If the Borrower fails to furnish information/documents as required by the Bank.
 - g. If the Borrower ceases or threatens to cease to carry on the business it carried on at the date hereof;
 - h. If the Borrower takes any action or any legal proceedings are started or other steps taken for (i) the Borrower to be adjudicated or found insolvent or bankrupt, or (ii) the appointment of a liquidator, administrator, trustee or receiver or similar officer of the Borrower or the whole or any part of its undertaking, assets and properties;
 - i. If the Borrower repudiates this Loan or does or causes to do any act or thing evidencing an intention to repudiate this Loan;
 - j. If there occurs any event which in the opinion of the Bank is prejudicial to the interest of the Bank or in the sole opinion of the Bank is likely to materially affect the financial condition of the Borrower or its ability to perform all or any of its obligations under this Loan and to comply with any of the terms of this JLG.
 - k. If the Borrower misuses the Loan or any part thereof for any Purpose other than for which the Loan has been sanctioned.
 - l. If any consent, authorisation, approval or license of or registration with or declaration to governmental or public registration with or declaration to governmental or public bodies or authorities required by the Borrower in connection with the execution, delivery, validity, enforceability or admissibility in evidence of this JLG Lending or the performance by the Borrower of its obligations hereunder is modified in a manner unacceptable to the Bank or is not granted or revoked or terminated or expires.
28. If one or more of the events specified hereinabove shall have occurred, then the Bank by a written notice to the Borrower may declare the principal and all accrued interest on the Loan that may be

payable by the Borrower under or in terms of this JLG lending and/or any other agreement/s, documents, subsisting between the Borrower and the Bank as well as all other charges and dues to be due and upon such declaration the same shall become due and payable forthwith enforceable, notwithstanding anything.

29. The Bank shall also be entitled to recover from the Borrower any other charges or costs incurred or claims suffered by the Bank in connection with the Loan.
30. The Borrower shall, without prejudice to any other right of the Bank, indemnify the Bank against and pay and reimburse to the Bank any losses, costs, charges or expenses which the Bank shall certify as having sustained or incurred by it as a consequence of occurrence of an Event of Default or otherwise in connection with the Loan.
31. The Borrower will keep the Bank informed of the happening of any event likely to have substantial effect on its business or profit. If, for instance, the monthly incomes are substantially less than what had been indicated to the Bank, the Borrower will inform the Bank accordingly with explanations and the remedial steps proposed to be taken.
32. That the Borrower has paid all public-demands such as, Income Tax and all other taxes and revenues payable to the Government of India or to the government of any state or to any local authority and that at present there are no arrears of such taxes and revenues due and outstanding.
33. I/We hereby accept to carry out the biometric authentication for account opening and the same shall be construed as an acknowledgement for acceptance of sanction letter and accordingly the date and time stamp of e-authentication shall be captured in the sanction letter.
34. The instalment payable by you is stated in the Loan Card.
35. The Borrower shall bear all such imposts, duties and taxes (including interest, stamp duty and other taxes, if any) as may be levied from time to time by any government or other authority with the sanction of law, pertaining to or in respect of the Loan. All incidental expenses like stamp duty, insurance premia, collection/recovery charges, lawyers fee and other charges if any that arise in connection with the Loan shall be borne by the Borrower.
36. Any time during the tenure of the Loan, without any prior intimation to the Borrower, the Bank may, in its sole discretion, cancel the Loan and to withhold/stop any disbursement. The Bank by a notice in writing to the Borrower and without prejudice to its rights and remedies available under the terms of the Loan, may call upon the Borrower to pay all the Borrower's dues in respect of the Facility and/or exercise its right of Set-Off. All the provisions of the terms and conditions shall continue to be in full force and effect as herein specifically provided mutatis mutandis till such time all the dues are repaid by the Borrower.
37. The Loan shall be governed by in accordance with Indian Laws and courts of the city where the Bank is maintaining the Loan account and/or where Loan has been disbursed shall have exclusive jurisdiction. Notwithstanding the above, the Bank reserves the right to initiate/file proceedings in any other Court, Forum or Tribunal in any other city, which may also have jurisdiction over the matter and Borrower hereby consents to this right of the Bank.
38. Any notice, demand, statement or communication hereunder (in any form written or electronic) shall be signed by the Bank's officers and delivered physically or electronically and shall be effective on the date of delivery or attempt to deliver at Borrower's last known address.
39. Also, I hereby confirm and acknowledge that option for availing insurance is for my own benefit and the Bank has not exercised any coercion, duress or undue influence for availing the insurance policy as a precondition for grant of the Facility. In an event of unforeseen circumstances such as death, the Insurance claim settlement amount (as applicable) will be directly credited to the loan account by the Bank. Any balance amount post loan adjustment will be paid to the nominee/s of the Applicant. If you have opted for Insurance, please note that the Certificate of Insurance will be shared through SMS bitly link.
40. The risk commencement date and effective date of Group Jeevan Suraksha policy shall be from the date of disbursement of the Loan.
41. For Fair Practice Codes please refer: <https://www.rbl.bank.in/static-pages/fair-practice-code-in-regional-languages>
42. **FAQ ON IRACP Norms**
 - a. What is the meaning of the terms 'Dues'?

The term 'Dues' means, the principal/interest/ any charges levied on the loan account which are payable within the period stipulated as per the terms of sanction of credit facility.

- b. What is the meaning of the terms 'Over Dues'?
 'Over Dues' means the principal/interest/ any charges levied on the loan account which are payable, but have not been paid on or before the period stipulated as per the terms of sanction of credit facility.
- c. What is 'Overdue' in the context of a loan with the lending institution?
 Any amount due to the lending institution under any credit facility is 'Overdue' if it is not paid on or before due date fixed by the lending institution.
- d. What is a Stressed Account?
 Borrowers are required to pay the EMI/ instalment / interest at periodic intervals as per the terms agreed before availing of the loan. In case such EMI/ instalment / interest dues are not paid on or before the due date on agreed terms, such account is called as a 'Stressed Account'
- e. What is Special Mentioned Account (SMA)?
 A loan account showing symptoms of stress as evidenced by a default in payment of dues will be classified as 'Special Mention Accounts (SMA)'. Such accounts if not regularized within 90 days get classified as 'Non Performing Assets (NPA)'.
- f. How SMA are categorized?
 SMA are classified under following Sub-categories as under:

SMA / NPA Categories	Basis for classification – Principal or interest payment or any other amount wholly or partly overdue.
SMA-0	Upto 30 days
SMA-1	More than 30 days and upto 60 days
SMA-2	More than 60 days and upto 90 days
NPA	More than 90 days

- g. What are Non-performing Assets?
 In a credit facility/ies where stress/delinquency/ short comings as indicated below are observed, such borrower accounts are classified as Non-Performing Assets (NPA).
 - i) Interest and/or installment of principal remains overdue for a period of more than 90 days in respect of a term loan.
- h. Example for classification of a loan as SMA-0, SMA-1, SMA-2 and NPA:
 - i) In respect of accounts where EMI/ Installments are payable:
 Example: If due date of a loan account is March 31, 2022 and full dues are not received before the lending institution runs the day-end process for this date, the date of overdue shall be March 31, 2022 and the account will be classified as SMA-0 as on 31.03.2022. If it continues to remain overdue, then this account shall get tagged as SMA-1 upon running day-end process on April 30, 2022 i.e. upon completion of 30 days of being continuously overdue. Accordingly, the date of SMA-1 classification for that account shall be April 30, 2022. Similarly, if account continues to remain overdue, it shall be tagged as SMA-2 upon running day-end process on May 30, 2022 and if continues to remain overdue further, it shall get classified as NPA upon running day-end process on June 29, 2022.
- i. At what periodicity the lending institutions undertake the classification of Accounts as SMA or NPA?
 Lending institutions undertake the process of classification of accounts as SMA/ NPA on daily basis during the day-end process.
- j. Whether all loan accounts of the borrower is classified as NPA if one of his loan account turns NPA?
 Yes, NPA classification is borrower wise and not account wise. Hence if one loan account of the borrower is classified as NPA, all other loan accounts of the borrower also will be classified as NPA.
- k. Whether amount paid/deposited during the days is considered during the NPA marking process?

Credits received before the day-end process are considered for calculation of delinquency at the time of undertaking the Asset Classification process. Any credit received subsequently are treated as receipts for the subsequent day.

- I. How borrower accounts are upgraded to regular status after being classified as NPA?
 A loan accounts, classified as NPA will be upgraded to Standard Asset only upon regularization of all loan accounts of the borrower having arrears and rectification of attendant irregularities relating to Review/Renewal & Stock & book debts of the borrowing account.
- m. What is the impact of the borrower if account is slipped to Stress/ NPA?

As per the regulatory guidelines Bank has to report Stress/Default /NPA to Central Repository Information of Large Credit (CRILC), Credit Information Companies etc. from time to time which impact the credit history of the borrowers and attendant repercussions.

(Note: It is to be noted that the content of consumer education as stated above is illustrative in nature and as such, the IRACP norms and classifications provided by RBI will prevail for implementation from time to time)

B. Additional Terms and Condition for Savings Account (Account): (Applicable only for RBL Bachat account holders)

1. The Account is a Zero balance (Full KYC) Savings Account offered by the Bank.
2. Passbook/Cheque book/Debit/ATM Card/ Internet Banking & Mobile Banking facility is not issued/enabled for these Accounts.
3. Cash withdrawal using withdrawal slip is permissible by the Account Holder himself as per defined process. The limits for such withdrawals are decided by the Bank from time to time.
4. Statement of Account is provided by the Bank upon request and without any charges.
5. Saving account Interest is paid quarterly on daily closing balance at rates announced by the Bank from time to time. Any change in Savings Bank interest rates shall be informed by the Bank.
6. I/we agree that my savings account opened will have default services enables for Aadhar Enable Payment System (AePS) transactions. Incase if I require to Opt-out of this service I shall place a request with the bank.
7. The Customer shall be solely responsible for the safe-keeping and the confidentiality of the statements and such other items relevant or pertaining to the Account. No liability will arise on the Bank if any of these details are shared with unauthorized personnel by the Customer or due to unauthorized transactions in cases where the loss is due to the negligence of the Customer
8. A Savings Bank Account to be used only to route transactions which are non-business/non-commercial in nature. In the event of occurrence of such transactions or any other such transactions that may be construed as dubious or undesirable, the Bank reserves the right to act as it deems fit.
9. The Customer shall apply to RBL Bank in the prescribed form for opening and operation of the Account and availing of the related Services. By applying for opening the Account, the Customer acknowledges that he / she has /have read understood and accepted these terms and condition.
10. The Bank is authorized to freeze the Account of the Customer in the following circumstances: a. If the Bank suspects that transactions in the Account are not initiated by the Customer. b. If the Bank suspects that the Account of the Customer is being misused as a money mule or as a channel for unauthorized money pooling or a conduit for any illegal activity and the Customer will not receive a prior notice in this regard.
11. As per prevailing Reserve Bank of India ("RBI"). Guidelines, any Account with no Customer induced transaction for a period of 24 months is categorized as a "Dormant Account"/"Inoperative". Once an Account is classified as Dormant, no transactions will be allowed in the Account and the Customer is required to visit an RBL Bank branch with a valid Identification & Signature proof. After the successful verification of the documents submitted, the Account would be made operative. No charges shall accrue for activating a dormant Account.
12. The Customer acknowledges and agrees that the Bank may at its sole discretion add to, modify or amend the Terms (including the Charges) from time to time and such changes shall be communicated to the Customer, but individual communication may not be sent to him. The

Terms shall be available at the Bank branches and on the Bank's website. The Bank may publish notices of general nature which are applicable to the Customers on its website or on its notice board or in any other mode as may be decided by the Bank. Such notices would have the same effect as a notice served individually to each Customer.

13. The Customer agrees that the opening and maintenance of the Account and availing of the Services is subject to the rules and regulations introduced or amended from time to time by the Reserve Bank of India. In the event that any provision of these Terms is held to be in violation of any applicable Law or if for any reason a court of competent jurisdiction finds any provision of these Terms or portion thereof, to be unenforceable, that provision shall be enforced to the maximum extent permissible so as to effect the intent of these Terms, and the remainder of these Terms shall continue in full force and effect. These terms and conditions form the contract between the Customer and RBL Bank.
14. The Bank may disclose information about Customer's Account, if required or permitted by law, rule or regulations, or at the request of any public or regulatory authority or if such disclosure is required for the purpose of preventing frauds, or in public interest, without specific consent of the Customer(s).
15. Any instructions to RBL Bank regarding the Account of both a financial and/or non-financial nature will be provided by the Customer through the authorized channels only, which will be specified by the Bank, based on regulatory requirements prevailing at that time. RBL Bank is not expected to act on instructions that do not come through the authorized channels but reserved the right to act upon its discretion to provide such facilities under extraordinary circumstances.
16. The Bank may offer the facility of Alerts for information only and may discontinue the same at its own discretion. All alerts mandated by the prevailing regulations are sent free of cost. Transactions on Accounts will continue to be guided by prevalent Banking practice and the Bank on best effort basis may display certain pre-defined Alerts. However the Bank shall not be responsible or liable for the timeliness, completeness, accuracy and successful delivery or receipt of the Alert.
17. All correspondence / delivery of any instructions or their communication by the bank shall only be made at the registered address and / or email address and or / contact number registered with the bank. The bank shall in no way be held responsible for any non-receipt of the same
18. RBL Bank is a member of the Banking Codes and Standards Board of India (BCSBI), an independent body to promote a good and a fair Banking practice in India. You can view the BCSBI code of Banks commitment to its Customers, on our website www.rbl.bank.in.
19. The Bank has a clearly defined Grievance Redressal process for speedy and effective redressal of Customer grievance. For registering your grievances, kindly contact the Branch Manager or our phone Banking executives. You can also visit us at www.rbl.bank.in to register your grievance. If required, grievance can be escalated to the Regional Nodal Officer of your region and the Principal Nodal Officer. The contact details of Nodal Officers are displayed at our branches and website: <https://bit.ly/4dgmUfw>

C. RBL Bank's Declaration:

RBL Bank may utilise the services of recovery agencies for collection of dues. All the members of the staff or any person authorised to represent the Bank will be required to follow fair practices and code of conduct governing their dealings with the Borrowers. The Bank at all times will be accountable for the inappropriate behaviour of its employees and/or employees of the recovery agencies/service providers and will provide timely redressal to the grievances raised by the Borrower.

D. Conditions Specific to e-KYC:

Aadhaar /Linking Consent: I/We, hereby, authorize RBL Bank to Linking/ of Aadhaar with my account. I/We submit my Aadhaar number and voluntarily give my consent to:

- Use my/our Aadhaar details to authenticate me from UIDAI.
- Use my/our mobile number as submitted in the application form for sending SMS Alerts to me.

- Link the Aadhaar number to all my existing/new/future accounts and customer profile (CIF) with your Bank.

I hereby authorize RBL bank to Use my Aadhar/Virtual ID details for authentication of my Identity through Aadhar Based biometric services of UIDAI, for the purpose of acknowledgement of my Loan Disbursement documents.

I agree and accept the above terms and conditions.

Esign/Signature/Thumb impression of Borrower

Borrower Name: _____