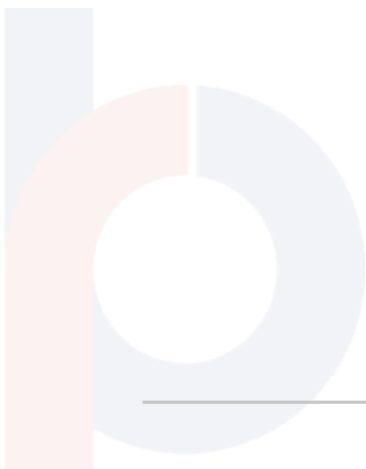

TERMS AND CONDITIONS

Capital Gains Accounts Scheme, 1988

(Type A – Capital Gains Savings Account | Type B – Capital Gains Term Deposit Account)

Version 1.0 | April 2026



1. Definitions

In these Terms and Conditions, the following words and phrases have the meanings set out below unless the context otherwise requires:

- (a) "**Aadhaar**" means the twelve (12) digit unique identification number issued by the Unique Identification Authority of India (UIDAI) to residents of India under the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016.
- (b) "**Account**" means collectively or individually, as the context requires, the Capital Gains Savings Account (Type A) and/or the Capital Gains Term Deposit Account (Type B) opened and operated by the Customer with RBL Bank as per these Terms and Conditions and the Scheme.
- (c) "**AML**" means Anti-Money Laundering.
- (d) "**Applicable Laws**" means all statutes, enactments, rules, regulations, notifications, circulars, guidelines, master directions, operational procedures, and orders issued by any Authority that are applicable to the Customer, RBL Bank, the Account, the Services, or any transaction contemplated under these Terms and Conditions, as amended or re-enacted from time to time.
- (e) "**Application Form**" means the physical application form required for opening an Account in Form A (for Type A Account) and/or Form B (for Type B Account) as prescribed by RBL Bank and the Scheme, as updated from time to time.
- (f) "**Assessing Officer**" means the designated employee of Income Tax Department having jurisdiction over the assessment of income of the Customer under the IT Act, in whose jurisdiction the Account is opened.
- (g) "**Authority**" means the Reserve Bank of India, the Government of India (Central or State), any Municipal body, Judicial or Quasi-Judicial authority, Tribunal, the Income Tax Department, the Financial Intelligence Unit – India (FIU-IND), NPCI, UIDAI, SEBI, or any other statutory, regulatory, or supervisory authority having jurisdiction over RBL Bank or the Customer.
- (h) "**Business Day**" means any day (other than a Sunday, public holiday, or a day on which banks are required or permitted to remain closed under the directions of the RBI or the Government of India) on which RBL Bank's designated branches and systems are open for business.
- (i) "**CFT**" means Combating the Financing of Terrorism.
- (j) "**Customer**" means a person who has applied for and/or holds an Account with RBL Bank under the Scheme, including individuals (resident in India), Hindu Undivided Families (HUF), and non-individuals where eligible under the Scheme. References to 'Customer' shall, where the context permits, include a minor acting through a Guardian.
- (k) "**Dormant Account**" has the meaning assigned in Clause 12 below.
- (l) "**FEMA**" means the Foreign Exchange Management Act, 1999, including all rules, regulations, notifications, and circulars framed or issued thereunder, as amended or replaced from time to time.
- (m) "**Forms**" means prescribed formats specified by the IT Department to be submitted by the Customer to the Bank under the Scheme.
- (n) "**Guardian**" means, natural guardian, or a court-appointed guardian or a person appointed under Applicable Laws, acting on behalf of a minor Customer.

- (o) **"IMPS"** means the Immediate Payment Service operated by the National Payments Corporation of India.
- (p) **"Inactive Account"** has the meaning assigned in Clause 12 below.
- (q) **"Instructions"** means any direction, request, mandate, or authorisation issued by the Customer to RBL Bank in connection with the Account or the Services.
- (r) **"IT Act"** means the Income-tax Act, 1961, including all rules, regulations, notifications, circulars, and subsidiary legislation framed thereunder, as amended or replaced from time to time.
- (s) **"KYC"** means Know Your Customer requirements as prescribed under the Reserve Bank of India (Commercial Banks - Know Your Customer) Directions, 2025, dated November 28, 2025, and as amended, from time to time, and the Prevention of Money Laundering Act, 2002 and rules thereunder.
- (t) **"Mailing Address"** means the correspondence address of the Customer as registered with RBL Bank from time to time.
- (u) **"NEFT"** means National Electronic Funds Transfer, a real-time gross settlement funds transfer system operated by the Reserve Bank of India.
- (v) **"Non-Callable Fixed Deposit"** means a term deposit where premature closure or withdrawal prior to maturity is not permitted under any circumstances.
- (w) **"NPCI"** means the National Payments Corporation of India.
- (x) **"Nominee"** means the person(s) nominated by the Customer under Clause 13 to receive the balance standing to the credit of the Account in the event of the death of the Customer.
- (y) **"OVD"** means officially valid document recognised under Applicable Laws and RBI KYC Directions for the purpose of establishing identity and address, including: (i) Passport; (ii) Driving Licence; (iii) Proof of possession of Aadhaar Number; (iv) Voter's Identity Card issued by the Election Commission of India; (v) Job Card issued under MGNREGA duly signed by a State Government officer; (vi) Letter issued by the National Population Register; and (vii) such other documents as may be specified by RBI, from time to time.
- (z) **"PAN"** means the Permanent Account Number allotted by the Income Tax Department to a taxpayer under Section 139A of the IT Act.
- (aa) **"PMLA"** means the Prevention of Money Laundering Act, 2002, including all rules, regulations, and notifications framed thereunder, as amended or replaced from time to time.
- (bb) **"RBI"** means the Reserve Bank of India constituted under the Reserve Bank of India Act, 1934.
- (cc) **"Registered Mobile Number"** means the mobile number of the Customer registered with RBL Bank for availing the Services and receiving communications under these Terms and Conditions.
- (dd) **"RTGS"** means Real-Time Gross Settlement, a continuous (real-time) settlement system operated by the Reserve Bank of India.
- (ee) **"Scheme"** means the Capital Gains Accounts Scheme, 1988, as notified by the Central Government under Sections 54(2), 54B(2), 54D(2), 54F(4), 54G(2), 54GA(2) and 54GB(2) of the IT Act, and as amended from time to time.
- (ff) **"Services"** means the banking services provided by RBL Bank in connection with the Account, including account opening, deposits, withdrawals, conversions, transfers, closure, and other ancillary services, as more particularly described in these Terms and Conditions.

- (gg) "**T&Cs / Terms and Conditions**" means these Terms and Conditions governing the Capital Gains Accounts Scheme, as amended from time to time, which shall be read together with the Application Form, Schedule of Charges, RBL Bank's primary terms and conditions, and all policies and guidelines incorporated herein by reference.
- (hh) "**TDS**" means Tax Deducted at Source as required under the IT Act.
- (ii) "**Type A Account**" means the Capital Gains Savings Account opened under the Scheme, as described in Clause 9.1 of these Terms and Conditions.
- (jj) "**Type B Account**" means the Capital Gains Term Deposit Account opened under the Scheme, as described in Clause 9.2 of these Terms and Conditions.
- (kk) "**Website**" means the official website of RBL Bank accessible at www.rblbank.com.

2. Interpretation

Unless the context otherwise requires:

- (a) Words in the singular include the plural and vice versa; words importing any gender include all genders; words importing the neuter include the masculine and the feminine.
- (b) Any reference to a natural person includes a reference to a legal person, body corporate, partnership, trust, association, or other entity, and vice versa, to the extent the context permits.
- (c) Any reference to a statute, enactment, regulation, rule, notification, guideline, circular, direction, or order includes any amendment, modification, consolidation, re-enactment, or replacement thereof in force from time to time, together with all subsidiary legislation, rules, and directions issued pursuant thereto and any judgment, order, or directive of a court or competent authority in connection therewith.
- (d) The expressions 'including', 'includes', 'in particular', 'such as', 'inter alia', 'for example', 'amongst others', or any similar expression are illustrative and non-exhaustive in nature and shall be construed as being followed by the words 'without limitation'.
- (e) Headings, sub-headings, and marginal notes are inserted for convenience of reference only and shall not affect the construction, scope, or interpretation of any provision herein. In the event of inconsistency between a heading and the body of a provision, the body shall prevail.
- (f) References to 'writing' or 'written' include electronic communications including email to the Registered Email Address, SMS to the Registered Mobile Number, and such other electronic modes as RBL Bank may adopt to the extent permitted under Applicable Law.
- (g) References to time are to Indian Standard Time (IST). A 'day' means a calendar day of twenty-four (24) hours unless expressly stated as a 'Business Day'.
- (h) A reference to a 'Clause' or 'Schedule' is a reference to a clause or schedule of these Terms and Conditions.

3. Applicability and Acceptance of Terms and Conditions

- (a) These Terms and Conditions form a legally binding contract between the Customer and RBL Bank and govern the opening, operation, maintenance, and closure of the Account and the provision of the Services.

- (b) By submitting the Application Form and/or by operating the Account, the Customer conclusively acknowledges and unconditionally agrees that the Customer has read, fully understood, and accepted these Terms and Conditions, the Primary T&Cs, the Schedule of Charges, and all policies incorporated herein by reference, without any qualification, reservation, or exception.
- (c) These Terms and Conditions shall be supplemental to, and shall be read in conjunction with, the Primary T&Cs available on the Website. In the event of any conflict between these Terms and Conditions and the Primary T&Cs with respect to the Account or the Services, these Terms and Conditions shall prevail to the extent of such inconsistency.
- (d) No act, delay, omission, or indulgence by RBL Bank shall be construed as a waiver of its rights, powers, or remedies under these Terms and Conditions or under Applicable Law. RBL Bank's rights and remedies are cumulative and not exclusive.

4. Governing Scheme and Regulatory Framework

- (a) The Account is maintained under and subject to the Scheme.
- (b) The purpose of the Account is to enable Customers to deposit capital gains or net consideration arising from the transfer of a capital asset, pending their investment or utilisation for specific purposes eligible for exemption from capital gains tax under the provisions of the IT Act, within the time periods prescribed under the IT Act.
- (c) The Scheme, the IT Act, and all Applicable Laws shall prevail over these Terms and Conditions in the event of any inconsistency or conflict between them. RBL Bank reserves the right to amend these Terms and Conditions to give effect to any amendment to the Scheme, the IT Act, or any direction of an Authority, and such amendments shall take effect immediately upon RBL Bank's communication thereof to the Customer or upon the effective date specified by the Authority, whichever is earlier.

5. Know Your Customer (KYC), Anti-Money Laundering, and Sanctions Compliance

- (a) The Customer agrees and undertakes to comply, on a continuing basis, with all applicable KYC, Anti-Money Laundering, Countering Financing of Terrorism ('CFT'), and sanctions laws and regulations, including but not limited to the Prevention of Money Laundering Act, 2002 ('AML'), applicable rules thereunder, the RBI KYC Directions, and other Applicable Law. The Customer shall, upon request, provide and update such information, documents, and declarations as may be required by RBL Bank to establish and verify identity, address, source of funds, nature of transactions, and continued eligibility to maintain the Account, and consents to the sharing and verification of such information with statutory authorities, including the Central KYC Records Registry (CKYCR).

- (b) The Customer represents and warrants that all funds credited to the Account constitute legitimate monies, including genuine capital gains or sale proceeds arising from lawful transactions, and are not proceeds of crime or connected with any unlawful activity. The Customer further represents that they are not subject to any sanctions, restrictions, or prohibitions under Applicable Laws and undertakes to promptly notify RBL Bank of any change in such status.
- (c) Without prejudice to its rights under law or contract, RBL Bank may, at its sole discretion and in compliance with Applicable Law, seek additional information, restrict, suspend, or refuse transactions, freeze or close the Account, or report any transaction or Customer information to the Financial Intelligence Unit – India (FIU-IND) or any other competent authority, without prior notice and without liability, where it reasonably deems necessary for compliance with KYC, AML/CFT, sanctions requirements, or regulatory directions. Non-compliance with KYC or regulatory requirements, including failure to furnish updated information within stipulated timelines or where identification documents (including PAN, where applicable) are found to be invalid or inoperative, may result in restrictions on Account operations, including freezing or closure, in accordance with Applicable Law.

6. Account Opening

6.1 Designated Branches

Capital Gains Accounts may be opened only at branches of RBL Bank designated for this purpose under the Scheme. The list of designated branches is available on the Website and may be updated by RBL Bank from time to time. Customers must complete the Account opening process, including submission of the Application Form and KYC documents, in person at a designated branch.

6.2 Application and Documentation

The Customer shall submit a duly completed and signed Application Form (Form A for Type A and/or Form B for Type B), along with all required KYC documents and such other documents as prescribed by RBL Bank. The Application Form must clearly specify:

- (i) The section of the IT Act under which capital gain exemption is sought;
- (ii) The type of Account (Type A, Type B, or both);
- (iii) The amount to be deposited;
- (iv) The intended period of deposit, consistent with the statutory timelines under the relevant section of the IT Act;
- (v) Nomination details (where applicable).

The Customer must indicate the period within which the deposited amount is intended to be utilised, which shall not exceed:

- (i) two (2) years from the date of transfer of the capital asset, in the case of purchase of a new residential property (Section 54/54F);
- (ii) three (3) years from the date of transfer, in the case of construction of a new residential property (Section 54/54F) or transfer of land used for agricultural purposes (Section 54B) or compulsory acquisition of land or building (Section 54D) or shifting of an industrial undertaking (Section 54G/54GA); or

(iii) such other period as prescribed under the relevant section of the IT Act, as applicable.

Failure to utilise the deposited funds within the applicable statutory period will render the unutilised amount taxable as capital gains in the year of expiry of such period, as per the IT Act. RBL Bank does not bear any responsibility for any tax consequences arising from the Customer's failure to utilise or invest the deposited amount within the prescribed period.

6.3 Separate Accounts for Multiple Sections

If the Customer seeks to claim capital gain exemption under more than one section of the IT Act, the Customer must submit separate Application Forms and open separate Accounts for each such section. A single Account cannot be used for claiming exemption under multiple sections of the IT Act.

6.4 Mandatory Type A Account

A Type A Account is mandatory for all Customers opening an Account under the Scheme. If a Customer wishes to open only a Type B Account (term deposit), the Customer must first open a Type A Account, as all funding of Type B and all repayments from Type B shall be routed exclusively through the Type A Account.

6.5 Account Opening Verification and Rejection

Account opening is subject to internal verification by RBL Bank. RBL Bank reserves the right to:

- (i) reject any Application, without assigning any reason, if it is found to be incomplete, discrepant, or otherwise unsatisfactory;
- (ii) call for additional information, documents, or clarifications from the Applicant within a reasonable period after application;
- (iii) retain all application documents (including photographs) and not return them to the Applicant in the event of rejection of the application.

In the event of rejection, RBL Bank shall not be liable to pay any interest on the amount deposited, and shall refund the amount, if any, to the source account of the Applicant without deduction, within a reasonable period.

6.6 PAN Submission Deadline

If the Account is opened on the basis of a PAN acknowledgement slip (pending allotment of PAN), the Customer must submit the original PAN card within thirty (30) days of Account opening. Failure to do so shall entitle RBL Bank to freeze-mark the Account and restrict operations until the PAN is submitted and validated.

6.7 Address Proof Update

If the Customer has submitted an deemed OVD reflecting a communication address different from the current address at the time of Account opening, the Customer shall submit an updated OVD reflecting the current address within ninety (90) days of Account opening. Failure to do so shall entitle RBL Bank to take appropriate action, including freeze-marking or closure of the Account.

7.8 Customer Declarations and Representations

By submitting the Application Form, the Customer unconditionally represents, warrants, and declares on continuous basis that:

- (i) all information, data, declarations, and documents furnished or to be furnished to the Bank, whether in physical, electronic, or digitally authenticated form (including through any online platform, or third-party interface), are true, accurate, complete, current, and not misleading in any material respect, and no material fact or information has been omitted, or, suppressed;
- (ii) the Customer shall promptly, and in any event within such timelines as may be prescribed by Applicable Law or the Bank, notify and provide updated documentary evidence to the Bank of any change in its KYC particulars, including identity, beneficial ownership, tax residency status, communication address, contact details, or any other information previously submitted, and consents to the Bank undertaking periodic KYC updation, re-verification, and due diligence through technological, biometric, database-driven, or other lawful means;
- (iii) the capital gains and/or related amounts deposited or to be deposited in the Account are genuine, lawfully derived, and eligible for the exemption, deferral, or treatment claimed under the IT Act, 1961, and are in full compliance with Applicable Law;
- (iv) the Customer has independently assessed and verified its eligibility for any exemption or benefit under Applicable Law and acknowledges that the Bank has not provided, and shall not be deemed to have provided, any tax, legal, or investment advice or representation in this regard.
- (v) The Customer further confirms that all declarations, computations, documents, and information submitted to the Bank (whether in physical or electronic form) are true, complete, accurate, and not misleading in any respect, and shall remain so at all times during the subsistence of the Account-A;
- (vi) The Customer confirms that: (1) no insolvency, bankruptcy, or analogous proceedings have been initiated, admitted, or are pending against the Customer before any court, tribunal, or authority, including under the Insolvency and Bankruptcy Code, 2016, nor has the Customer at any time been adjudicated insolvent or bankrupt or been subject to any composition, arrangement with creditors; and (2) the Customer is not, and shall not become, a person or entity subject to any sanctions, embargoes, or restrictive measures issued, administered, or enforced by the Government of India, the United Nations Security Council, or any other competent authority or regulator having jurisdiction over the Customer or the Bank.
- (vii) The Customer undertakes to promptly notify the Bank in writing of any change, event, or circumstance that renders any of the foregoing representations or warranties untrue, inaccurate, or misleading, and to provide such additional information, documents, or confirmations as the Bank may require from time to time.

8. Funding the Account

8.1 Deposits may be made into the Type A Account in a lump sum or in instalments, within the statutory timelines prescribed under the IT Act for the relevant section under which exemption is sought. Deposits must be made before the due date for filing of the

income tax return for the assessment year in which the capital gain arises, as prescribed under the IT Act.

8.2 Type B Accounts shall be funded exclusively from the balance available in the Type A Account of the Customer. Direct cash deposits or external fund transfers into the Type B Account are not permitted.

8.4 The Account shall not be used for any of the following:

- Transactions relating to virtual currencies, crypto-assets, or any instrument whose purchase, sale, or settlement is prohibited or restricted under Applicable Law or any regulatory direction of the RBI or the Government of India;
- Any purpose other than the deposit and utilisation of capital gains or net sale consideration for the specific investment or expenditure eligible for exemption under the applicable provision of the IT Act.

9. Types of Capital Gains Account

9.1 Type A Account – Capital Gains Savings Account

9.1.1 The Type A Account is a savings-type account maintained under the Scheme and shall function as the primary gateway for all deposits, withdrawals, and transfers under the Account.

9.1.2 Interest Rate: Interest on the Type A Account shall be credited at rates applicable to RBL Bank's standard savings account interest rates, as notified and revised from time to time. RBL Bank does not offer any preferential or differential interest rate on the Type A Account unless prescribed under Applicable Law. The applicable interest rate shall be displayed on the Website and at designated branches.

9.1.3 TDS on Interest: No TDS shall be deducted on interest credited to the Type A Account in accordance with the provisions of the Scheme, subject to any amendment to the IT Act or the Scheme. Customers are responsible for reporting interest income in their income tax returns.

9.1.4 No Minimum Balance: No minimum monthly average balance shall be required to be maintained in the Type A Account, and no service charge shall be levied on account of non-maintenance of minimum balance.

9.1.5 Restricted Facilities: The following facilities shall not be available on the Type A Account:

- Cheque book;
- Debit card or ATM card;
- Internet banking (retail or corporate);
- Mobile banking or WhatsApp banking;
- Loans, overdrafts, or any credit facility against the Account;
- Standing debit mandates for recurring payments or transfers to third parties;
- Any other facility not expressly permitted under the Scheme or these Terms and Conditions.

9.1.6 Withdrawals from Type A Account:

- All withdrawals from the Type A Account shall be effected only upon submission of a duly completed and signed Form C (withdrawal request) at the designated branch.
- For every withdrawal subsequent to the initial withdrawal, the Customer must additionally submit a duly completed and signed Form D, containing full and accurate particulars of the utilisation of the entire amount withdrawn in the immediately preceding withdrawal, to RBL Bank's satisfaction. RBL Bank reserves the right, at its sole discretion, to decline or withhold any subsequent withdrawal request if Form D has not been submitted or is found to be incomplete or not satisfactory.
- Withdrawals exceeding INR 25,000 (Rupees Twenty-Five Thousand only) shall not be made in cash. Such withdrawals shall be effected solely by way of a crossed account payee demand draft or pay order or NEFT or RTGS or Fund Transfer in favour of the intended payee (as specified by the Customer in Form C), and shall not be drawn in favour of the Customer. RBL Bank shall not be responsible for verifying the underlying purpose or bona fides of the payee beyond the particulars furnished in Form C and/or Form D.
- All amounts withdrawn from the Type A Account shall be utilised by the Customer strictly for the purpose(s) for which the withdrawal was effected and within a period of sixty (60) days from the date of withdrawal. Any amount remaining unutilised within this period must be re-deposited by the Customer into the Type A Account forthwith and without any further notice, demand, or direction from RBL Bank.
- The Customer shall maintain complete, accurate, and auditable records of the utilisation of all withdrawn amounts and shall produce the same to RBL Bank or any Authority upon demand.
- RBL Bank reserves the right, at its sole discretion and without prior notice, to monitor, verify, or audit utilisation of withdrawn funds; restrict, suspend, or decline further withdrawals in case of non-compliance, suspected misuse, or delayed re-deposit; and report relevant information to any Authority as required by Applicable Law.

9.2 Type B Account – Capital Gains Term Deposit Account

9.2.1 The Type B Account is a term deposit (fixed deposit) account maintained under the Scheme with cumulative or non-cumulative interest options, as selected by the Customer at the time of opening.

9.2.2 Minimum Deposit: The minimum deposit amount for a Type B Account shall be INR 5,000 (Rupees Five Thousand only), or such other amount as RBL Bank may prescribe from time to time, subject to the Scheme.

9.2.3 Tenure: The Type B Account shall be opened for a tenure not exceeding the maximum period prescribed under the relevant section of the IT Act as set out in the table below. The Customer must specify the tenure in the Application Form (Form B), which shall be consistent with the Customer's intended period of utilisation of the capital gains:

Section of the IT Act	Nature of Capital Asset / Transaction	Maximum Tenure of Type B Account
Section 54	Sale of residential property	36 months from date of transfer
Section 54B	Transfer of land used for agricultural purposes	24 months from date of transfer
Section 54D	Compulsory acquisition of land or buildings	36 months from date of transfer
Section 54F	Sale of long-term capital asset other than residential house	36 months from date of transfer
Section 54G	Sale of assets on shifting of industrial undertaking	36 months from date of transfer
Section 54GA	Shifting of industrial undertaking from urban area to SEZ	36 months from date of transfer
Section 54GB	Sale of residential property, investment in equity of eligible start-up or SME	Until due date for filing income tax return for the relevant AY

9.2.4 Interest Rate: Interest on the Type B Account shall be paid at rates applicable to RBL Bank's standard fixed deposit interest rates for the relevant tenure, as notified and revised from time to time. RBL Bank does not offer any preferential or additional interest rate on the Type B Account unless mandated under Applicable Law. The applicable interest rate is displayed on the Website and at designated branches.

9.2.5 TDS on Interest: TDS shall be deducted on interest paid or credited on the Type B Account as per the provisions of the IT Act, at the rates prescribed from time to time. The Customer is responsible for furnishing Form 121 as applicable, in accordance with the provisions of the IT Act, to the extent such forms are admissible.

9.2.6 Non-Callable Fixed Deposits Not Permitted: A Non-Callable Fixed Deposit cannot be opened under the Scheme. All Type B Accounts are subject to premature closure in accordance with the Scheme.

9.2.7 Premature Closure / Transfer of Type B Account:

- No direct withdrawal is permitted from a Type B Account before its maturity date.
- To access funds before maturity, the Customer must first transfer the proceeds of Type B Account to the Type A Account by submitting the prescribed form (Form B, as prescribed by IT Act) at the designated branch. The balance shall be credited to the Type A Account after deduction of applicable premature withdrawal penalty.
- On premature closure or transfer of proceeds of Type B Account, the interest rate payable shall be reduced by 1% (one percent) per annum below the rate

applicable for the actual period the deposit has remained with RBL Bank, in accordance with extant guidelines of IT Act.

9.2.8 Maturity and Renewal: On maturity of the Type B Account, the principal and interest shall be credited to the Type A Account of the Customer. Automatic renewal of a Type B Account is not permitted under the Scheme.

10. Operating the Account

10.1 Account Statements and Passbook

RBL Bank shall provide Account statements or passbook updates to the Customer as follows:

- Account statements shall be dispatched by post or courier to the Mailing Address, or made available at the designated branch, at such intervals as RBL Bank may determine or as required under Applicable Law.
- The Customer is required to examine all entries in the Account statement or passbook promptly upon receipt and to bring any error or omission to the attention of RBL Bank in writing within fifteen (15) days of the date of the Account statement or passbook update. RBL Bank shall not accept any responsibility for any loss arising from the Customer's failure to conduct such examination and to report errors within this period.
- If the Customer does not receive an Account statement for a period of sixty (60) consecutive days, the Customer shall notify RBL Bank immediately.

10.2 Notification of Changes

The Customer shall promptly notify RBL Bank in writing of any change in:

- Mailing Address, Registered Mobile Number, or registered email address;
- Name (on account of marriage, legal change of name, or otherwise);
- KYC documents (such as expiry or cancellation of OVD);
- PAN or Aadhaar details;
- Any other particulars material to the operation of the Account.

RBL Bank shall not be liable for any loss, damage, delay, or adverse consequence resulting from the Customer's failure to notify changes in the above particulars in a timely manner, including non-delivery of statements, communications, or funds.

10.3 Electronic Communications Consent

The Customer irrevocably consents to receiving all communications from RBL Bank including Account statements, notices, alerts, disclosures, regulatory notifications, and marketing communications through electronic means, including email, SMS, push notifications, and WhatsApp, to the Customer's registered contact details. Such electronic communications shall constitute valid, effective, and binding notices for all purposes under these Terms and Conditions and Applicable Law, to the extent permitted.

10.4 Holiday Processing

Any transaction initiated or received on a non-Business Day shall be processed by RBL Bank on the next Business Day. The interest accrual and value dating for such transactions shall be in accordance with RBL Bank's prevailing policies and RBL

guidelines. RBL Bank shall not be responsible for any loss of interest or other consequence arising from transactions not processed on a non-Business Day/post Business Hours.

11. Classification of Account – Inactive and Dormant

11.1 RBL Bank shall classify the Account as:

- **Inactive:** if no Customer-induced debit or credit transaction is recorded for a period of twelve (12) consecutive months; and
- **Dormant:** if no Customer-induced debit or credit transaction is recorded for a period of twenty-four (24) consecutive months, including the period during which the Account was Inactive.

11.2 RBL Bank may, in accordance with its policies and RBI guidelines, restrict or suspend certain operations on Inactive or Dormant Accounts. The Customer may re-activate an Inactive or Dormant Account by submitting a written request at the designated branch, along with updated KYC documents and any other requirements specified by RBL Bank.

11.3 Notwithstanding the above, given the restrictions on transactions applicable to Capital Gains Accounts under the Scheme, the classification of the Account as Inactive or Dormant shall not affect the statutory obligations of the Customer under the IT Act or the Scheme.

12. Nomination

12.1 A Customer may appoint up to three (3) nominees for the Account at the time of Account opening or subsequently with only option of successive nomination.

12.2 Nomination is not permissible where the Account is opened by or on behalf of:

- A company (body corporate);
- A partnership firm;
- A Hindu Undivided Family (HUF);
- An association of persons or body of individuals;
- A minor.

12.3 Where the nominee is a minor, the Customer shall appoint an adult person to receive the amount standing to the credit of the Account in the event of the death of the Customer during the minority of the nominee.

12.4 Where the first-named nominee predeceases the Customer and the Customer has not cancelled or substituted the nomination, the second-named nominee shall be entitled to receive the amount, and so on in order of successive nominees.

12.5 In the event of the death of the Customer, the balance in the Account shall be paid to the nominee or legal heir, in accordance with the Scheme and Applicable Laws, upon receipt of the prescribed forms and documents, including approval of the Assessing Officer.

13. Closure of the Account

13.1 Grounds for Closure

The Account shall be closed upon the occurrence of any of the following events:

- Completion of purchase or construction of the new asset for which exemption is sought and utilisation of the entire balance in the Account for such purpose;
- Expiry of the statutory period for utilisation of the deposited amount and the Assessing Officer determines no further exemption is available;
- Death of the Customer;
- The Customer's decision to voluntarily close the Account prior to expiry of the deposit period (with Assessing Officer's approval);
- Direction of the Assessing Officer or any Authority;
- Any other event as prescribed under the Scheme or Applicable Laws.

13.2 Procedure for Closure

The Account shall be closed only upon:

- Submission of a duly completed and signed Form G (or equivalent prescribed form) for Account closure at the designated branch;
- Submission of a written approval or order from the Assessing Officer under whose jurisdiction the Customer is assessed, authorising the closure of the Account;
- Submission of such other documents and forms as RBL Bank may require from time to time in compliance with the Scheme and Applicable Laws.

RBL Bank is not permitted under the Scheme to close the Account solely on the Customer's request, without the prior approval of the Assessing Officer. Accordingly, any closure request not accompanied by the Assessing Officer's approval shall not be processed by RBL Bank.

13.3 Closure by Nominee upon Death of Customer

If a nomination is in force at the time of the Customer's death, the nominee shall, for the purpose of obtaining the balance of the Account:

- (viii) Submit a written application to the designated branch;
- (ix) Provide the written approval/order of the Assessing Officer having jurisdiction over the deceased Customer;
- (x) Submit such other documents as RBL Bank may require (including death certificate, proof of identity of the nominee, and indemnity bond where required).

RBL Bank shall pay the balance (including accrued interest) standing to the credit of the Account of the deceased Customer to the nominee by way of credit to the nominee's bank account, subject to receipt of all required documents and approvals.

13.4 Closure by Legal Heir in Absence of Nomination

If no valid nomination is in force at the time of the Customer's death, the legal heir(s) of the deceased Customer shall submit an application to the designated branch along with:

- The Assessing Officer's written approval/order;
- Proof of legal heirship (succession certificate, probate, letters of administration, or such other document as RBL Bank may require);
- Death certificate;
- KYC documents of the legal heir(s);

- Any other documents required by RBL Bank.

RBL Bank shall pay the balance (including accrued interest) to the legal heir(s) by way of credit to their bank account, subject to compliance with Applicable Laws.

14. Technology, Data Protection, and Cyber Security

14.1 Technology Risk

RBL Bank utilises technology systems and platforms for managing the Account and the Services. While RBL Bank implements appropriate security controls and disaster recovery measures, the Customer acknowledges that:

- RBL Bank does not warrant uninterrupted, error-free, or secure operation of its technology systems at all times;
- System downtime, maintenance, cyber-attacks, or other technology disruptions may temporarily affect RBL Bank's ability to process transactions or provide Services;
- RBL Bank shall use commercially reasonable efforts to restore services in the event of a disruption and shall not be liable for any loss or damage resulting from unavoidable technology failures or scheduled maintenance.

15. Compliance Monitoring and Regulatory Reporting

15.1 RBL Bank reserves the right to monitor all transactions in the Account to ensure compliance with the Scheme, the IT Act, AML/CFT laws, FEMA, and other Applicable Laws. Any suspected misuse, deviation from the prescribed purpose of the Account, suspicious transaction, or unusual pattern of activity may be reported to the relevant Authority, including the Income Tax Department, FIU-IND, or any other competent authority, as required by Applicable Law, without prior notice to the Customer.

15.2 RBL Bank shall maintain records of all transactions in the Account for such periods as required by Applicable Laws (not less than five (5) years from the date of the last transaction or such longer period as may be required by any Authority), which records shall be admissible as evidence of Account transactions.

15.3 The Customer authorises RBL Bank to furnish information relating to the Account, including account balance, transaction details, and KYC information, to:

- Any court, tribunal, or authority pursuant to a lawful order or direction;
- The Income Tax Department or any other Authority, as required under the IT Act or Applicable Laws;
- The CKYCR, credit information companies, and fraud monitoring bodies, as required under Applicable Law;
- Any regulator, supervisor, or statutory authority having jurisdiction over RBL Bank or the Customer.

16. Indemnity and Limitation of Liability

16.1 Customer's Indemnity

The Customer shall, on a full, unconditional, continuing basis including after the termination or closure of the Account – indemnify, defend, and hold harmless RBL Bank and its directors, officers, employees, representatives, affiliates, agents, and

service providers (collectively, the '**Indemnified Parties**') from and against all claims, demands, actions, regulatory proceedings, investigations, losses, liabilities, damages, penalties, fines, taxes, interest, costs (including legal fees on a full indemnity basis), and expenses of whatsoever nature arising out of, or resulting from:

- Any erroneous, incomplete, misleading, or false information or document furnished by the Customer, or failure to communicate material changes therein;
- Any action taken by RBL Bank in good faith and in reliance upon Instructions issued or purportedly issued by the Customer, including Instructions subsequently alleged to have been unauthorised;
- Any act or omission, breach, violation, or non-compliance by the Customer with these Terms and Conditions, the Scheme, the IT Act, or any Applicable Law;
- Any breach of any representation, warranty, covenant, or obligation of the Customer under these Terms and Conditions;
- Any wilful misconduct, fraud, gross negligence, or unauthorised act of the Customer or its Guardian, nominee, legal heir, or agent;
- Any third-party claim arising out of or relating to the Customer's use of the Services;
- Any incorrect tax treatment, demand, penalty, interest, or prosecution arising from errors in the Customer's submitted details;
- Any misuse of the Services, use of compromised credentials, forged documents, or impersonation in connection with the Account.

16.2 Limitation of RBL Bank's Liability

Notwithstanding any other provision of these Terms and Conditions, RBL Bank and the Indemnified Parties shall not be liable for:

- Any loss or damage arising from RBL Bank acting in good faith on Instructions given or appearing to have been given by the Customer or any person believed by RBL Bank to be the Customer, except to the extent of RBL Bank's own gross negligence or wilful default as determined by a court of competent jurisdiction;
- Any loss or damage arising from or related to the authenticity, regularity, validity, or value of any documents handled by RBL Bank on the Customer's behalf;
- Any failure to act or delay in acting required to be taken due to force majeure events, including war (declared or undeclared), civil commotion, revolution, insurrection, natural disaster, fire, explosion, epidemic, pandemic, industrial disputes, acts of government or regulatory authority, cyber-attacks, system outages, or any other cause beyond RBL Bank's reasonable control;
- Any loss, damage, or adverse tax consequence arising from the Customer's reliance on an Account statement, balance confirmation certificate, or any other document issued by RBL Bank, which the Customer has or is deemed to have verified at the time of receipt;
- Any diminution in the value of funds in the Account due to taxes, deductions, withholdings, imposts, or currency depreciation;
- Any delay in processing due to security checks, fraud detection processes, AML/CFT measures, or regulatory compliance requirements;
- Any adverse tax consequence suffered by the Customer as a result of the Customer's failure to utilise the deposited amount within the statutory period under the IT Act.

Under no circumstances shall RBL Bank be liable for any indirect, incidental, consequential, special, punitive, or exemplary losses or damages, including loss of profit, loss of opportunity, loss of data, or reputational harm, in connection with the Account or the Services.

RBL Bank's maximum aggregate liability to the Customer, howsoever arising and whether in contract, tort, or otherwise, shall not exceed the principal amount standing to the credit of the Account at the time of the event giving rise to the claim.

17. Amendments to Terms and Conditions

17.1 RBL Bank reserves the right to amend, modify, supplement, or update these Terms and Conditions at any time. Amendments required or directed by the RBI, the Government of India, NPCI, or any other competent Authority shall take effect immediately upon RBL Bank's receipt of such direction, or at such earlier or later date as specified by the Authority, without requiring prior notice to the Customer.

17.2 Notice of any other amendment shall be communicated to the Customer by one or more of the following means, at RBL Bank's discretion: (i) email to the Customer's registered email address; (ii) SMS to the Registered Mobile Number; (iii) publication on the Website; or (iv) physical notice at the designated branch. Such communication shall constitute valid and sufficient notice, irrespective of whether the Customer has actually accessed or read the communication.

17.3 The Customer's continued operation of the Account after the effective date of any amendment shall constitute unqualified and binding acceptance of the amended Terms and Conditions. If the Customer does not accept any amendment, the Customer must discontinue use of the Account before the effective date and notify RBL Bank in writing of the decision to close the Account, which shall be processed subject to Clause 13 above.

18. Governing Law and Dispute Resolution

18.1 Governing Law

These Terms and Conditions and all rights and obligations arising under or in connection with them shall be governed by and construed in accordance with the laws of the Republic of India, including the IT Act, the Banking Regulation Act, 1949, the Scheme, and all other Applicable Laws.

18.2 Grievance Redressal

In the event of any grievance or complaint relating to the Account or the Services, the Customer shall first approach RBL Bank's Customer Care or the Branch Manager at the designated branch. If the grievance is not resolved within thirty (30) days, the Customer may escalate the matter to:

- RBL Bank's Principal Nodal Officer, whose contact details are available on the Website; and/or
- The Reserve Bank of India's Banking Ombudsman under the RBI Integrated Ombudsman Scheme, in accordance with the applicable procedure.

18.3 Jurisdiction

Subject to the grievance redressal process above, the courts at Mumbai, Maharashtra, India shall have exclusive jurisdiction to determine any dispute arising out of or in connection with these Terms and Conditions, including any question regarding their existence, validity, interpretation, breach, or termination. The Customer irrevocably submits to the personal jurisdiction of the courts at Mumbai and waives any objection to such jurisdiction on grounds of inconvenient forum.

19. General Provisions

19.1 Entire Agreement

These Terms and Conditions, together with the Application Form, Schedule of Charges, the Primary T&Cs, and all policies incorporated by reference, constitute the entire agreement between RBL Bank and the Customer with respect to the Account and the Services, and supersede all prior negotiations, representations, understandings, or agreements, whether written or oral, relating to the subject matter hereof.

19.2 Severability

If any provision of these Terms and Conditions is held by a court or authority of competent jurisdiction to be invalid, unlawful, void, or unenforceable, that provision shall be severed to the minimum extent necessary, and the remaining provisions shall continue in full force and effect as if the severed provision had not been included.

19.3 No Waiver

No failure or delay by RBL Bank in exercising any right, power, or remedy under these Terms and Conditions or Applicable Law shall operate as a waiver thereof. A waiver of any breach shall not constitute a waiver of any subsequent or continuing breach. No waiver shall be effective unless given in writing.

19.4 Assignment

The Customer shall not assign, transfer, charge, or sub-licence any rights or obligations under these Terms and Conditions without RBL Bank's prior written consent, which may be granted or withheld at RBL Bank's absolute discretion. Any purported assignment in breach of this clause shall be void. RBL Bank may, at any time and without the Customer's consent, assign or transfer its rights and obligations to any successor entity, affiliate, or acquirer, provided the Customer's substantive rights are not materially diminished.

19.5 Relationship of Parties

Nothing in these Terms and Conditions creates or shall be construed as creating a partnership, joint venture, agency, trust, employment, or fiduciary relationship between RBL Bank and the Customer. RBL Bank acts solely as a licensed banking service provider under the Banking Regulation Act, 1949. The Customer shall not represent itself as an agent or authorised representative of RBL Bank.

19.6 Notices

All formal notices from RBL Bank to the Customer shall be validly served by: (i) email to the Customer's registered email address, deemed received within twenty-four (24) hours of despatch absent a delivery failure notice; (ii) SMS to the Registered Mobile

Number; or (iii) physical letter to the Mailing Address, deemed received on the third Business Day after posting. The Customer shall update all registered contact details promptly upon any change, and RBL Bank shall not be liable for failures of communication resulting from outdated contact details.

19.7 Language

These Terms and Conditions are executed in the English language. If translated into any other language for convenience, the English language version shall prevail in all legal, regulatory, or dispute proceedings.

19.8 Survival

The following provisions shall survive closure or termination of the Account and continue to bind the parties: Clause 1 (Definitions); Clause 2 (Interpretation); Clause 15 (Compliance Monitoring); Clause 16 (Indemnity and Limitation of Liability); Clause 18 (Governing Law and Dispute Resolution); and this Clause 19 (General Provisions).

19.9 Force Majeure

RBL Bank shall not be in breach of these Terms and Conditions nor liable for any failure or delay in performance of obligations to the extent such failure or delay is caused by or results from a Force Majeure Event, including acts of God, pandemic, epidemic, war, terrorism, civil unrest, governmental action, regulatory restriction, strikes, natural disasters, widespread cyber-attacks, or any other event beyond RBL Bank's reasonable control. RBL Bank shall notify the Customer of any Force Majeure Event as soon as practicable and shall use commercially reasonable efforts to resume performance.

