

CUSTOMER INFORMATION & ACCOUNT OPENING FORM

(For Non-Individual entities)



Tick ☒ boxes as applicable. *Mandatory Fields

(Please fill the form in BLOCK LETTERS and SAME INK only. THIS IS A MACHINE READABLE FORM AND WILL PASS THROUGH A SCANNER)

CKYC Number

Application Date

I/we hereby request RBL Bank to open my/our Account at your branch and branch code :

Entity Customer ID ☐ New ☐ R-KIT
(For Existing Customer)

1. *ENTITY DETAILS

*Name

*Date of Incorporation *City of Incorporation *Country of Incorporation

*PAN/GIR No. Form 60 ☐ Yes ☐ No GSTIN

Form 60 declaration to be filed by a person who does not have a Permanent Account Number and makes payment in cash in respect of transaction specified in clauses (a) to (h) of rule 114B and who makes payment in cash in respect of transaction specified in clauses (a) to (h) of rule 114B.

*Constitution ☐ Partnership ☐ Private Ltd ☐ Sole Proprietorship ☐ Listed Public Ltd ☐ Unlisted Public Ltd ☐ Public Sector ☐ HUF ☐ Public Trust ☐ Private Trust ☐ Society ☐ Association ☐ Statutory Body ☐ LLP ☐ Others *Registered ☐ Yes ☐ No

*Industry Type ☐ Manufacturing ☐ NBFC ☐ Construction ☐ Non Profit Organization ☐ Micro Enterprises ☐ Others

If 'Others' fill as per Bank's KYC policy

If 'Others' fill the Industry code as per Bank's KYC policy

*Annual Turnover ☐ 0-5 Lakh ☐ 5-10 Lakh ☐ 10-25 Lakh ☐ 25 Lakh - 1Cr. ☐ 1 - 5 Cr. ☐ 5 - 50 Cr. ☐ 50 - 100 Cr. ☐ > 100 Cr.
(Avg. income for corp.)

Legal Entity Identifier Number Legal Entity Identifier Expiry Date

Company website URL

2. *ADDRESS DETAILS

PREFERRED MAILING ADDRESS ☐ REGISTERED OFFICE ADDRESS ☐ PLACE OF BUSINESS ☐

Shop/Office No. & Building Name/No.
Road/Street Name/No.
* Landmark *City
*State *Country *Pin Code

CONTACT DETAILS

Country Code STD Code Phone No. Extension
Mobile No. (For receiving SMS Alerts)
Email ID
(E-statements & E-alerts)
Please consider opting for environmental friendly e-statements by furnishing your correct email ID

☐ REGISTERED OFFICE ADDRESS ☐ SAME AS MAILING ADDRESS

Shop/Office No. & Building Name/No.
Road/Street Name/No.
* Landmark *City
*State *Country *Pin Code

3. *DETAILS OF AUTHORISED SIGNATORY/IES

	Name of Authorised Signatory/ies	Designation	Director ID number (only if applicable)	Customer ID No. (If existing customer)
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

4. DIRECT BANKING CHANNEL REQUEST

☐ SMS Banking ☐ Internet Banking ☐ Mobile Banking ☐ Debit Card ☐ QR Code ☐ POS Machine
(Please fill Corporate Internet banking Form) (These facilities are provided only for account where mode of operation is singly / anyone)

5. *NATURE OF ACCOUNT(S) TO BE OPENED

<input type="checkbox"/> Current Account Scheme Name _____	<input type="checkbox"/> Savings Account Scheme Name _____	<input type="checkbox"/> Fixed Deposit Scheme Name _____	<input type="checkbox"/> Recurring Deposit Scheme Name _____	*AMB/AQB ₹ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> (Not applicable for Fixed Deposits & Recurring Deposits)
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6. *MODE OF OPERATION

☐ Singly ☐ Jointly (No Debit Card will be issued) ☐ As per Board Resolutions ☐ Others Please specify _____

7. WHAT WOULD YOU NEED TO MAKE YOUR BANKING EASIER

Cheque Book <input type="checkbox"/> Yes <input type="checkbox"/> No Debit Card (Not applicable for FD/RD) <input type="checkbox"/> 1st Appl. <input type="checkbox"/> 2nd Appl. <input type="checkbox"/> 3rd Appl. <input type="checkbox"/> 4th Appl.	<div style="border: 1px solid black; padding: 5px;"> <input type="checkbox"/> SMS ALERT <input type="checkbox"/> EMAIL ALERT <input type="checkbox"/> WHATSAPP ALERT You will be registered for e-mail / SMS / WhatsApp alerts. Registered customers will receive transaction alerts as per the following thresholds - for Current Account above Rs. 5000 and for Savings Account above Rs. 2000. For applicable charges, visit your nearest branch or www.rblbank.com </div>
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8. *MODE OF FUNDING

Initial Amount : ₹ Paise In Words _____

☐ Cash^

☐ Cheque No. @ Dated Drawn on _____ Bank, _____ Branch

☐ Debit to my RBL Bank A/c

9. FIXED DEPOSIT

Amount: ₹ Paise Tenure Months Days Interest Rate . % p.a.

Amount in words _____

☐ Cash^

☐ Cheque No. @ Dated Drawn on _____ Bank, _____ Branch

☐ Debit to my RBL Bank A/c

*Note: ^If the Initial amount of account opening is in cash then customer should visit the branch in person and obtain official receipt.

@Cheque should be crossed A/c payee and drawn payable to 'RBL Bank Ltd. A/c. < Applicant's Name >'

Interest Payout Frequency: ☐ Monthly ☐ Quarterly ☐ At Maturity ☐ Calendar ☐ Anniversary
 Interest payout will be as per calendar days Interest payout will be as per deposit anniversary

Maturity Instructions ☐ Renew Principal & Interest ☐ Renew Principal & Repay Interest ☐ Do Not Renew

Interest/Maturity payment to ☐ DD/PO to mailing address OR ☐ Account Number Branch Code: (If RBL A/c)

In case you wish to credit the fixed deposit maturity proceeds to another bank, kindly provide us with a canceled cheque of the beneficiary bank.

Sweep-In Instruction

☐ Sweep-in is the facility of linking Savings / Current Account with Term Deposit Account. In case of insufficient balance, the linked Term Deposit shall be broken prematurely on Last In First Out basis (in the order of set-up of Sweep in instructions) and the required amount shall be transferred to the Saving / Current Account. This facility is allowed if either of the holder is common in the Saving / Current Account and Fixed Deposit Account. In case of the Saving / Current Account enjoying OD facility against FD then Sweep-in facility will not be allowed.

Savings / Current Account No. Branch Code

Note: i. In case if we do not receive specific instruction from you before maturity of the Fixed Deposit, we will renew the Fixed Deposit for the original term as of the Fixed Deposit, at the applicable rate of interest prevailing on the day of maturity/ renewal of Deposit. If you have been issued FD receipt against your deposit and your maturity instruction is 'Do Not Renew' you would be required to surrender the discharge FD receipt to the branch after which the maturity proceed will be handed over to you/ credited to your account. ii. On full/partial pre-mature withdrawal of the FD, the interest will be paid at the rate applicable for the period for which the FD has actually remained with the bank, subject to a penalty of 1%.

10. RECURRING DEPOSIT

Monthly Installment Amount ₹ Amount in Words _____

Tenure: Months DD SI Start Date

MATURITY INSTRUCTIONS (Auto Renewal not supported)
☐ DD/PO to Mailing Address OR ☐ Transfer to Account No.

Branch Code (If RBL A/c)

Standing Instruction For Recurring Deposit

☐ I/We authorize RBL Bank to debit Monthly installment of ₹ from my/our Operative Account No. Branch Code

In case of Fixed Deposits & Recurring Deposit the mode of operation shall be maintained as per mandate given on the form

Note: On pre-mature withdrawal of the RD, the interest will be calculated at rate applicable for the period for which RD has actually remained with the bank, subject to a penalty of 1% Penalty for missing installments will be 1% of installment amount for each month installment is missed. This penalty will be deducted from maturity amount.

11. CREDIT FACILITY DETAILS

Client Undertaking (please tick any one option)

- ☐ I/We have not availed any credit facilities from any bank in the banking system. In future, if I/we avail any credit facility from any other bank, I/we shall inform RBL Bank within 7 working days of availing such credit facilities with all the details as per Table A and Table B hereunder.
- ☐ I/We are availing ₹ <5 crore of credit facilities in the banking system. I/We undertake to notify RBL Bank as and when the credit facilities availed within the banking system reaches 5 crore or more.
- ☐ I/We declare that I/we fall under the exception category _____ as per the RBI Circular* (refer Table D for Exception list) as maybe amended from time to time.
- ☐ I/We are availing credit facilities with other Banks / RBL Bank as per the details disclosed in Table A & Table B and confirm the accuracy of the details provided herein.
- ☐ Reference to the RBI circular, I/We understand that CC/OD borrower where overall exposure in Banking system is more than 5 Cr, the borrower can only have Current account in "One Bank" provided the bank has more than 10% of the lending exposure (CC/OD should be a part of it). I/We confirm that I have no other current account and will keep RBL Bank's current account as my only and exclusive current account.

TABLE A - BANK WISE CREDIT EXPOSURE

SR No	Bank Name	Exposure Type (CC or OD or Other Loan Exposures)	% Exposure	Amount ₹
1.				
2.				
3.				
4.				
5.				
Total				

For more than 5 Bank's exposure, add separate sheet in same format as above.

Exposure shall mean sum of sanctioned fund based and non-fund-based credit facilities in Banking System

TABLE B - CREDIT EXPOSURE

Scenario	Client Total Exposure ₹	Please tick relevant option	Credit Exposure			Type of Account(s) to be opened/continued			
			RBL Bank		Other Bank	Current Account	Collection Account (CACOL) ⁴	Regular CC/OD A/c	CC/OD A/c with Debit Freeze ⁴
			Exposure type	Yes / No	Yes / No				
1	< 5 Cr (CCOD / Non-CCOD)		CCOD / Non-CCOD	Any ⁵	Any ⁵	Yes	No	Yes	No
2	>= 5 Cr (CCOD + Non-CCOD)		CCOD + Non-CCOD	Yes>=10%	Any ⁵	Yes ¹	No	Yes	No
3				Yes<10%	Yes>=10%	No	Yes ²	No	Yes
4					Yes<10%	Yes ³	No	Yes ³	No
5				Only Non-CCOD	Yes	Any ⁵	No	Yes	Yes (Ref Scenario 2)
6		No	Any ⁵		No	No			
7	>= 5 Cr to 50 Cr (Non-CCOD)		Only Non-CCOD	Yes	Any ⁵	Yes	No	NA	
8				No	Yes	No	Yes		
9	>=50 Cr (Non-CCOD)		Only Non-CCOD	Yes (Escrow Bank)	Yes	Yes	No	NA	
10				Yes (Sole lender)	No				
11				Yes	Yes (Escrow Bank)	No	Yes		
12				No	Yes	No	No		

Note :

- In respect of borrowers where exposure of the banking system is ₹ 5 crore or more, such borrower can maintain current account with any one of the banks with which it has CC/OD facility, provided that the bank has at least 10% of the exposure in the banking system to the borrower.
- Fund deposited in collection accounts will be remitted within two working days of receiving such a fund to the CCOD Account eligible bank as per circular.
- In case non of the lenders has at least 10% exposure of the banking system to the borrower, the bank having highest exposure may open current account / CCOD.
- Collection Account - No debit allowed in the account other than transfer of funds to designated a/c with in 2 working days of receiving the such funds.
- Any - Other Bank's exposure bucket will not impact treatment of RBL account.

TABLE C - DEBIT AUTHORIZATION (Please collect the cancelled cheque copy)

For CC/OD accounts having less than 10% of the aggregate exposure in RBL Bank OR for Collection accounts

I/We Authorize RBL Bank to debit the account and remit the funds vide NEFT/ RTGS to designated Account no : _____

Beneficiary account Name (in other Bank): _____

Name of Bank : _____ Branch Name : _____ IFSC Code _____

☐ I would like to set standing instructions in my account provided as per this declaration

*SI Start Date : Date of account opening / conversion _____ SI end date : Dec 2099

*Default SI frequency will be set as next day morning.

TABLE D - EXCEPTION LIST

1. Accounts for real estate projects (RERA)
2. Nodal or escrow accounts of payment aggregators/prepaid payment instrument issuers for specific activities as permitted by RBI
3. Accounts for settlement of dues related to debit card/ATM card/credit card issuers/acquirers
4. Accounts permitted under FEMA, 1999
5. Accounts for the purpose of IPO/NFO/FPO/share buyback/dividend payment/issuance of commercial papers/allotment of debentures /gratuity
6. Accounts for payment of taxes, duties, statutory dues, etc. opened with banks authorized to collect the same, for borrowers of such banks which are not authorized to collect such taxes, duties, statutory dues
7. Accounts of White Label ATM Operators and their agents, Cash-in-Transit (CIT) Companies/ Cash Replenishment Agencies (CRAs) for sourcing of currency
8. Inter-bank accounts
9. Accounts of All India Financial Institutions (AIFIs), viz., EXIM Bank, NABARD, NHB, and SIDBI
10. Accounts opened under specific instructions of Central Government and State Governments
11. Accounts attached by orders of Central or State governments/regulatory body/Courts/investigating agencies etc. wherein the customer cannot undertake any discretionary debits

Name of Authorised Person/s	Signature with seal of Authorised Person/s (to be signed as per Mode of Operation)
(1) _____	Signature
(2) _____	Signature
(3) _____	Signature
(4) _____	Signature
(5) _____	Signature

Only For Sole Proprietorship

Nomination: I/We wish to make a nomination for above account ☐ Yes ☐ No. (Only one individual nominee permitted)

Form DA 1: As per RBI guidelines. I/We confirm that I/we have been explained about the benefits of nomination facility to my / our bank account by RBL Bank official. However, I / we state that in-spite of the explanation of the said benefits, I / we do not wish to nominate any person to the above mentioned Bank Account. Request you to kindly process my / our account opening form without the nomination facility

Nomination under Section 45 ZA of the Banking Regulation Act, 1949 and Rule 2(1) of the Banking Companies (Nomination) Rules 1985 in respect of bank deposits.

I/We (Name) _____ (Address) _____

nominate the following person to whom in the event of my / our / minor's death the amount of deposit in the above account, may be returned by RBL Bank

Name _____ Address: Same as primary application: ☐

If different from primary applicant _____

Relationship with depositor, if any _____ Age _____ Years Date of birth: _____

Relationship with depositor, if any _____ Age _____ Years Date of birth: _____

*As the nominee is a minor on this date, I/we appoint (name) _____

Relationship with the minor* _____ Address: Same as primary applicant: ☐ If different from primary applicant _____

to receive the amount of the deposit on behalf of the nominee in the event of my/our/minor's death during the minority of the nominee

Nomination details to be displayed on statement / passbook ☐ Y ☐ N

Signature(s) / Thumb impression(s) of depositor(s)

**Signature of witness _____

Name _____

Address _____

Date _____ Place _____

**Signature of witness _____

Name _____

Address _____

Signature of Joint holder(s) _____

*Strike out if nominee is not a minor. Where deposit is made in the name of a minor, the nomination should be signed by a person lawfully entitled to act on behalf of the minor

**Witness attestation is needed only for

***Thumb impression(s) to be attested by two witness. Two witness signature can be a combination of following: • Both Bank officials • Both third party • 1 third party and 1 Bank official

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12. FOR BANK USE ONLY

Know Your Customer Details (KYC) ☐ Sol prop ☐ Partnership ☐ HUF ☐ Society ☐ Trust ☐ PVT Ltd ☐ Public Ltd ☐ Others _____

*Proof of Address _____ *Proof of Identity 1 _____ *Proof of Identity 2 _____
[*only for proprietorship]

*Doc ID No. _____

*Place of Issue _____

*Date of Issue _____

*Expiry Date _____

*Issuing authority _____

I have met Mr. / Ms. _____ in person. I hereby confirm the identity and address.
 The form has been filled and signed in my presence. The original documents have been verified by me.

☐ I confirm that I have visited the communication address of the entity and confirm that I have met _____
 (name of the authorised signatory of the entity) at the communication address of the entity as mentioned in the account opening form

 Name of Bank Official

 Signature of Bank Official

Emp ID _____

Sourcing Branch Code _____

Savings Account _____ Preferred/R-KIT Account Number Current Account _____ Preferred/R-KIT Account Number
Prefix

Fixed Deposit _____ Recurring Deposit _____
Prefix

Do Not Call ☐ Yes ☐ No Exports/Imports involved ☐ Yes ☐ No

*Customer Type ☐ Pvt./Public Ltd. ☐ Non Individual *Risk Categorization ☐ L ☐ M ☐ H
Should match with RRT checklist

Promo Code _____ *LC Code _____ *LG Code _____
Sourcing Code Lead Generator

Promo Code 2 _____

*Primary Relationship Manager ID _____ Secondary Relationship Manager ID _____ PEP ☐ CRPEP ☐

*BSR Type of Organization _____

*Funds Parked Branch code _____ *Value Date *URN No _____

*Expected No. of Transactions Annually <250 250 - 500 500 - 1000 1000 - 2500 >2500

Expected Transaction Amount - (₹ in lacs) _____

*Cash Deposits - Annual 0-5 Lakh 5-10 Lakh 10-25 Lakh 25-50 Lakh 50 Lakh-1 Cr 1-5 Cr. 5-10 Cr. >10 Cr.
(in ₹)

*Cash Withdrawal - Annual 0-5 Lakh 5-10 Lakh 10-25 Lakh 25-50 Lakh 50 Lakh-1 Cr 1-5 Cr. 5-10 Cr. >10 Cr.
(in ₹)

*FCY Outward - Annual 0-5 Lakh 5-10 Lakh 10-25 Lakh 25-50 Lakh 50 Lakh-1 Cr 1-5 Cr. 5-10 Cr. >10 Cr.
(in USD)

*FCY Outward 0-5 Lakh 5-10 Lakh 10-25 Lakh 25-50 Lakh 50 Lakh-1 Cr 1-5 Cr. 5-10 Cr. >10 Cr.

*Domestic Inward 0-5 Lakh 5-10 Lakh 10-25 Lakh 25-50 Lakh 50 Lakh-1 Cr 1-5 Cr. 5-10 Cr. >10 Cr.

*Domestic Outward 0-5 Lakh 5-10 Lakh 10-25 Lakh 25-50 Lakh 50 Lakh-1 Cr 1-5 Cr. 5-10 Cr. >10 Cr.

*Bus. Seg. _____ *Customer Segment _____

MIS Code 1 _____ MIS Code 2 _____ MIS Code 3 _____ MIS Code 4 _____ MIS Code 5 _____

MIS Code 6 _____ MIS Code 7 _____

*Source of Income Salary Business Income Investment Income Agriculture Others _____
Please Specify

 Checked by

 Signature of Bank Official

Emp. ID _____

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13. DECLARATION

I/We am/are residents of India. I/We, declare that the information furnished by me/us is true and correct. I/We, the undersigned have read and understood and agree to abide and be bound by all the provisions of the Terms & Conditions published on the bank's website www.rblbank.com governing the opening of all my/our accounts, present and future with RBL Bank and those relating to various services including but not limited to ATMs/Debit Card/Mobile Banking/Internet Banking/Phone Banking/Bill Payment Facility etc. I/We understand that the Bank may at its sole discretion discontinue any of the services completely or partially without any notice to me/us. I agree that the Bank may debit my account for service charges as applicable from time to time. I/We agree that if the premature withdrawal is permitted at my/our request, the payment of interest on the deposit may be allowed in accordance with the prevailing stipulations laid down by the Bank/Reserve Bank of India from time to time. I/We authorise the Bank or its agents to make references/enquiries as may be necessary and to exchange/share/part with any/all information with credit bureaus/statutory bodies/other agencies as may be deemed necessary or appropriate.

Declaration under 'Foreign contribution (Regulation) Act, 2010 and Foreign Contribution (Regulation) Rules, 2011'

- ☐ I/We confirm that as part of the regular operations, I/we do not receive any foreign contribution from abroad and if in future we will be receiving the same then we will inform the bank in advance with sufficient notice OR
- ☐ I/We confirm that as a part of the regular operation, we receive foreign contribution from abroad. Separate approval from ministry of home affairs (MHA) has been sought for crediting the foreign contributions with the FCRA Account with _____ Bank which has been opened specifically for such FCRA credits and I/we confirm that in the account with RBL Bank, no foreign contributions will be credited. I/We confirm that approval obtained for the FCRA account specific as well as Bank and Branch specific.

I/We consent ☐ do not consent ☐ to receive information/service etc. for Marketing purposes through Telephone/Mobile/SMS/Email by the Bank/its agents. I/We am/are aware that post registration I/we may receive a call from the Bank to verify the correctness of request for registration.

14. SIGNATURE OF AUTHORISED SIGNATORY/IES

(Please do not sign this form if it is BLANK. Please ensure all relevant sections and columns are completely filled to your satisfaction and only then sign the form)

Authorised Signatory 1	Authorised Signatory 2
<div>Signature of Authorised Signatory in black ink with stamp</div>	<div>Signature of Authorised Signatory in black ink with stamp</div>
Authorised Signatory 3	Authorised Signatory 4
<div>Signature of Authorised Signatory in black ink with stamp</div>	<div>Signature of Authorised Signatory in black ink with stamp</div>

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15. ACKNOWLEDGMENT

Received application for ☐ Savings ☐ Current ☐ Fixed Deposit ☐ Recurring Deposit

Initial Payment Details

Initial Amount ₹ In words

☐ Cash ₹

☐ Cheque No. Date Drawn on Bank Branch

☐ Debit to my RBL Bank A/c Branch Code

Note: DD/PO/Cheque subject to clearance

Amount Tenure Interest Rate % p.a.

Only for FD or RD - Monthly Installment

Received duly completed Nomination FORM DA 1 ☐ Yes ☐ No

Name of Bank Official (Checked by)


Please Quote your reference No. for any communication

Signature of Bank Official

Date


Emp. ID

 **Customer Service:**
+91 22 61156300

 **Email us as:**
For Resident/Non Individual Customers: customercare@rblbank.com
For Non Resident Customers: nribanking@rblbank.com

 **Website:**
www.rblbank.com

 **SMS Banking:**
Type **HELP** & send to **9223366333**

 **Mobile Banking:**
Instantly download RBL MoBank app by typing app.rblbank.com in your phone browser

 **Login to Internet Banking:**
www.rblbank.com and enjoy easy access to your account

 **Debit Card:**
Best in class features & benefits

16. MOST IMPORTANT TERMS & CONDITIONS

Savings/Current Bank Account:

- The customer understands the features of the Saving Bank account (product), the benefits and risks associated with that product(s) and has assessed the suitability of the product(s) against the risk appetite, financial means and investment objectives. In the event of occurrence of transactions that may be construed as dubious or undesirable, the Bank reserves the right to take action as it deems fit. The number of permissible deposit and withdrawal without any charge and the corresponding charges beyond the permissible limit is outlined in the Schedule of charges.
- Cash deposit Facility is available at the branch. Specific charges for these facilities are outlined in the Schedule of Charges.
- Savings Bank Account stipulates Average Monthly Balance to be maintained with the Bank. Non maintenance of Average Monthly Balance in the account will attract levy of charges as outlined in the Schedule of charges.
- Interest shall be paid on Savings bank account at the rate as per the general guidelines issued by RBI from time to time.
- Cash withdrawal using withdrawal slip is permissible only at the Home Branch by the account holder himself upon presentation of the Passbook. The limits for such withdrawals are decided by the Bank from time to time.
- Customer may choose to get the passbook, free of charge at the time of account opening. Customers having a valid e-mail address registered with the bank shall also receive e-statements on monthly basis. Physical statements are provided to customers upon request. The charges for duplicate passbook, statements are outlined in the schedule of charges.
- The Bank provides facility for customers to set up standing instruction for auto debit from the Savings/Current Bank account to make payment to registered payees. The Bank will be held harmless from and against all claims and demands that the Bank may receive from the beneficiary for non-execution or delay in execution of Standing Instructions either on account of non-availability of sufficient funds in the account or delays in the mail/courier service or for any other reason whatsoever or for the Bank being unable to accept the Standing Instructions for any reason and from all costs, charges and expenses that the Bank may be put to incur in that behalf.
- The customers have the option to transfer accounts from one branch to another without incurring any additional charge. The customer may opt for account closure without any additional charges, if intimation is given within a period up to 14 days from the date of first credit into the account, post which account closure charges as outlined in the schedule of charges shall be levied.
- As per prevailing Reserve Bank of India Guidelines, any account with no customer induced transaction for a period of 24 months is categorized as a "Dormant Account". 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. Subsequent to the successful verification of the documents submitted, the account would be made operative. No charges shall accrue for activating a dormant account.
- 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 account holder/s.
- Bank provides SMS/email alert facility to all customers. All alerts mandated by the prevailing regulations are sent free of cost. Customers may opt for other available alerts, charges for which are outlined in the schedule of charges.
- The Debit/ATM Card/ Internet Banking & Mobile Banking facility will be issued / enabled to the mentioned account/mandate holders should they choose to register for it and any transactions done through them will be automatically debited to the corresponding accounts maintained with the Bank.
- Deliverables, if any, will be sent to the mailing / communication address as per the latest records available with the Bank.
- The customer shall ensure complete security of relevant sensitive information of account details including but not limited to card details, pin, password, login ID, MPIN through any medium. The customer undertakes and acknowledges that RBL bank will not seek any such information from customers and further agrees that the Bank shall not be liable for any losses, claims arising from such disclosures made by the customer to third party or unauthorized usage of same.
- In case of any changes in the terms and conditions/ fees and charges the Bank notifies its customer 30 days in advance by any one of the communication mode i.e. SMS, E-mail or Physical letter.
- All account holders are insured in accordance with the terms prescribed by Deposit Insurance and Credit Guarantee Corporation (DICGC) or such other agencies as mandated by law or regulation, from time to time. For further details on the deposit insurance provided by DICGC, please visit / log on to www.dicgc.org.in.
- Bank at its sole discretion shall convert the Salary Account to a regular savings account in case there are no salary credits in my account for last three (3) consecutive months without any further intimation or notice (with all applicable changes and fees) and compliance with complete KYC requirement is essential failing which account will be credit frozen till further notice.
- A Savings Bank Account in name of minor can be opened and operated by the natural and / or lawful guardian or court appointed guardian. On attainment of majority as per the regulatory requirement the account shall be frozen and intimation shall be sent to the erstwhile minor for submission of the fresh account opening form along with KYC documents to be kept on record and for all operational purposes.
- Interest earned on Non Resident External (NRE) accounts and Foreign Currency Non Resident (FCNR) accounts are tax free in India. Hence, there would be no TDS. However, interest earned on the Non Resident Ordinary Account (NRO) is taxable and TDS rates will be applicable from time to time as per the Income Tax Act, 1961 and Income Tax rules. There is no basic exemption limit.
- I understand, acknowledge and authorize that as per the provisions of Income Tax Act, Rules made thereunder and the guidelines issued by the Government /RBI in the matter, depending upon the residential status and/or other criteria stipulated therein, the Bank may have to report the details in respect of my account(s) as per the prescribed format to the Central Board of Direct Taxes (CBDT) or other Government Agencies to comply with the obligations as per the Inter-Governmental Agreements (IGA) in respect of Foreign Accounts Tax Compliance Act (FATCA) and Common Reporting Standards (CRS) and / or any other similar arrangements.
- In the event that I/We convert my/our status from a Resident Indian to a Non Resident Indian and request for conversion of an RBL Resident Account, I/We authorise RBL Bank to re-designate my/our existing Resident Account to a Non-Resident Ordinary Account and fully understand the impact of this re-designation on all monies and investments that I/We currently hold in my existing Resident Account.
- For Citizens of Bangladesh or Pakistan Only: I/We have obtained specific approval from the Reserve Bank of India to open accounts for Non Resident Indians and a copy of the same has been submitted along with my/our application form. This permission will not be required for citizens of Bangladesh holding valid visa and resident permit issued by Foreigner Registration Office (FRO)/Foreigner Regional Registration Office (FRRO) opening an NRO account.
- I/we understand that, my data is stored on secure systems within RBL Bank premises and with providers of secure information storage facilities in India. The data will be retained for a period as defined by regulatory / legal requirements the bank is subject to.
- RBL Bank shall have the paramount right of set-off and lien, irrespective of any other lien or charge, present as well as future, on all the deposits held/ balances lying in any Account of the Customer, whether in single name or joint name(s), to the extent of all amounts payable by the Customer arising as a result of any of RBL Bank's services extended to and/or used by the Customer or as a result of any other facilities that may be granted by RBL Bank to the Customer. RBL Bank is entitled without any notice to the Customer to settle any indebtedness whatsoever owed by the Customer to RBL Bank, whether actual or contingent, or whether primary or collateral, or whether joint and/or several, including without limitation indebtedness under any indemnity given by the Customer to RBL Bank hereunder or under any other document/ agreement, by adjusting, setting-off any deposit(s) and transferring monies lying to the balance of any Account(s) held by the Customer with RBL Bank, notwithstanding that the deposit(s)/ balances lying in such Account(s) may not be expressed in the same currency as such indebtedness. RBL Bank's rights hereunder shall not be affected by the Customer's bankruptcy, insolvency, death or winding-up. In respect of a joint Account, RBL Bank shall be entitled to set-off any sums standing to the credit of such joint account against the debit balance in other accounts which may be held by one or more holders of such joint Account.
- The laws of India shall govern these Most Important Terms & Conditions. The Customer and the Bank hereby agree that any legal action or proceedings arising out of the Most Important Terms & Conditions shall be brought in the courts or tribunals at Mumbai in India and irrevocably submit themselves to the jurisdiction of such courts and tribunals. Bank may, however, in its absolute discretion, commence any legal action or proceedings arising out of the Most Important Terms & Conditions in any other court, tribunal or other appropriate forum, and the Customer hereby consents to that jurisdiction. Any provision of these Most Important Terms & Conditions, which is prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective to the extent of prohibition or unenforceability but shall not invalidate the remaining provisions of the Most Important Terms & Conditions or affect such provision in any other jurisdiction.
- I/We authorize RBL Bank to verify the exposure details from CRILC, Credit Information Companies (CICs) and National E-Governance Services Ltd (NeSL).
- I/We will provide the exposure details to the Bank at least on half yearly basis or as and when there is a change in the composition of the lending exposure whichever is earlier.
- I/We will ensure below facilities will be stopped for the accounts which are converted to the Collection account (s)/OD- CC account (s) with debit freeze:
 - Transaction access will be deactivated on Net banking (retail and CIB)
 - All the cards will be permanently blocked
 - Cheque(s) issued if any will be stopped
 - ECS, SI, Auto Sweep-out facility will be stopped
 - Digital transaction like UPI, POS etc. access will be stopped
- I/We aware that I/We need to reapply for necessary facility when ODCC/Collection account is converted in to Regular Current account/OD-CC Account.
- 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 practices in India. You can view the BCSBI code of banks commitment to its customers, on our website www.rblbank.com.
- 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.rblbank.com for registering 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.

Fixed Deposit/Recurring Deposits:

- If a deposit is prematurely withdrawn (either partially or completely), the interest payable and the applicable penalty would be calculated as per the Bank's Policy.
- Interest on fixed deposit is payable at such periodicity as contracted at the time of opening an account and at specified rates from time to time within the parameters laid down by RBI/IBA.
- Customers can give instructions for auto renewal, auto closure or any other maturity instructions two days prior to the date of maturity. In case of auto renewal, the entire maturity value, subject to deduction of tax at source, shall be renewed from maturity date.
- No interest will be paid on premature withdrawal of FCNR & NRE deposit before completion of one year.
- Tax deducted at source will be as per Income Tax Rules applicable at the time wherein non submission of PAN by the depositor(s) will attract higher TDS as per applicable income Tax Rules.
- In case form 15G/H is being submitted to the Bank, PAN to be mandatorily mentioned on the form and the same should be updated in the Bank records.
- Maturity Amount mentioned on the Fixed Deposit Advice/Receipt is subject to TDS if applicable, as per Income Tax Act from time to time.
- For the purpose of interest rate calculation for actual number of days (in case interest is calculated for incomplete month), the denominator is taken as 365 days irrespective of the leap year.
- In case of FCNR (Foreign Currency Non Resident), the denominator is taken as 360 days in line with the prevailing regulatory guidelines. Interest rates offered on FCNR deposits are linked to Overnight ARR and hence may vary across currencies and tenures. In certain scenarios, the interest rate offered may be less than the pre-mature penalty levied and hence maturity proceeds may be less than the principal as well as the accrued interest.
- E-Fixed Deposit advices will be sent to the registered email ID as per the Bank's records. It shall be the customers' responsibility to update the Bank for any change in registered email ID. In case you fail to receive E-Fixed Deposit advice, please contact / visit the nearest RBL Bank Branch.
- The Bank pays interest on quarterly basis in case of domestic/NRE/NRO deposits and half yearly for FCNR deposits. If monthly interest pay-out is opted for, then the interest pay out on monthly basis will be at discounted rates. Interest rates offered on FCNR deposits are linked to Overnight ARR and hence may vary across currencies and tenures. In certain scenarios, the interest rate offered may be less than the pre-mature penalty levied and hence maturity proceeds may be less than the principal as well as the accrued interest. Further, Interest earned on Non Resident External (NRE) accounts and Foreign Currency Non Resident (FCNR) accounts are tax free in India. Hence, there would be no TDS. However, interest earned on the Non Resident Ordinary Account (NRO) is taxable and TDS rates will be applicable from time to time as per the Income Tax Act, 1961 and Income Tax rules.
- Bank is entitled to deduct tax on your deposits. The TDS amount could be deducted either from the interest component or the principal value, in case of any shortfall on account of pre-mature closure or breach of TDS threshold limits, wherever the TDS exemption certificate have not been submitted.
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- 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.rblbank.com for registering 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.