



I/We confirm having received, read and understood our banking agreement, which is available at any of the branches of Standard Chartered Bank ("Bank") and which is also available on the Bank's website (www.sc.com/in) and agree to be bound by and abide by or any other rules that may be in force from time to time. I/We specifically understand and accept the following:

Monthly Average Balance(MAB) ¹ Requirement	
Monthly Average Balance (MAB) of eSaver 500k Savings Accounts >= ₹500,000	
Important monthly charges applicable on non maintenance of balance ¹	
Monthly Average Balance (MAB) of eSaver 500k Savings Accounts >= ₹500,000	5% Of Shortfall & Max Cap to 600
Annual Debit Card Fees ²	
Platinum Debit Card	₹199
Other important charges ²	
Cheque return charge - Cheque Issued by Customer ³ • First cheque return in the last 12 months • More than one cheque return in the last 12 months (per return)	₹500 ₹750
Cheque return charge - Cheque Deposited by Customer	₹150 ³
Account Closed < 12 months	₹500 ⁴

¹ Monthly Average Balance (MAB) is the average of the daily closing balances in that month. More details below. For staff accounts of SCB Group, there is no minimum average Monthly balance requirement.

² Shortfall is calculated based on difference between required minimum MAB & actual MAB in a given month.

³ All charges above are exclusive of duties and taxes as applicable. GST will be levied at the applicable rates in force on all taxable supplies with effect from a date to be notified by the Government.

⁴ Customers who fail to maintain required minimum MAB will be charged 5% of the shortfall as per SOSC.
In case of a shortfall in a particular month (M0), a notification is sent to customers in the subsequent month (M1). If the shortfall remains in the month of notification (M1) or 30 days from the date of communication, charges will be levied on the shortfall in the shortfall month (M0).

⁵ Other bank charges additional

⁶ This charge is not applicable in case the account is closed within 14 days from the date the account is opened

- The eSaver 500k Account referred to as "the account" offers a unique proposition of automatically creating linked term deposits beyond a specified threshold balance value in the account further referred as "auto-make". The term deposits will be created in multiples of ₹100,000. I/We have the option of setting the threshold value, beyond which funds will be automatically transferred towards creation of linked term deposits, minimum threshold being ₹500,000. The threshold value, once determined at the time of account opening, cannot be changed later.
- Cumulative values of all Term Deposits linked under eSaver cannot exceed ₹25,00,000.
- The "auto-make" shall be triggered on a daily basis and the term deposits shall be created with a fixed tenure of 2 years.
- The linked term deposits created through "auto-make" facility shall have the same name/order of names and the same operating mandate. All linked term deposits created through "auto-make" facility will be under auto renewal for principal only.
- I/we understand that we can also create term deposits outside the ambit of "auto-make" facility and also have the option to choose tenures other than the default tenure of 2 years. Such term deposits will be outside the ambit of "auto-break" facility.
- The total limit available for withdrawal from my/our account is the sum of (i) the entire balance of the linked transaction account ("the account") and (ii) 95% of the break value of all linked term deposits. Break Value = (principal + interest payable if the term deposit is broken on that day) - (TDS if applicable). However, 100% of the break value of all linked term deposits shall be made available to honour cheques issued by me/us or in cases where I/we withdraw funds at the branch (This excludes withdrawals carried out at ATM centres at branches).
- In case I/we need to withdraw amounts in excess of the threshold value specified in my/our account, the Bank will, without the need for such instructions from me/us, break my/our term deposit(s) in multiples of ₹1 for the exact amount required to reinstate the balance in my/our savings account back to ₹5,00,000 or the threshold specified, whichever is higher further referred as "auto-break". The remaining balance in the term deposit shall continue to earn interest at the rate applicable for the residual balance.
- In case of a need for an "auto-break", LIFO (Last In, First Out) principle shall be followed. This means that if I/we have more than one linked term deposit, the term deposit created most recently will be broken first and if this is not adequate, the term deposit created prior to the most recently created term deposit will be broken, and so on, until the balance in my/our savings account is reinstated back to ₹500,000 or the threshold value specified, whichever is higher. Prepayment charges of 1% will be waived off on all linked term deposits created through "auto-make" facility.
- The interest on premature/ partial withdrawal of the term deposit will be paid for the period the deposit is held with the Bank, at the rate prevailing on the date of placement of such deposit or the contracted rate, whichever is lower.
- I/We have authorised the Bank to encash the linked term deposit(s), fully or partially, prematurely or on maturity, whenever required, as per the signature mandate for the operation to the linked savings account.
- Withdrawals using the withdrawal slips supplied by the Bank can only be made in case of accounts opened by individuals and by the account holder in person.
- Interest will be calculated on "the account" at the rate applicable on that date as decided by the Bank on the daily available balance. Interest will be paid at quarterly rests or any other rests as the Bank may decide from time to time.
- Interest earned on the linked term deposits will be credited to the account unless instructed otherwise by the customer at quarterly intervals and/or on maturity. However, for jointly held accounts, interest earned on the linked term deposits will be credited to the account only. No interest shall be paid for linked term deposits broken within 7 days from the term deposits value date.
- Only linked term deposits will be considered for calculating the Monthly Average Balance and "break value" or for calculating aggregate balances for honouring cheques drawn on the account.
- Accounts which are not operated for a period of more than 2 years are classified as dormant. Consequently, the Bank will allow operations in this account only after completion of due diligence by the Bank. Any Debit/ATM Card due for renewal will not be issued. Bank does not levy Account activation charges for dormant accounts.
- Accounts devoid of customer-initiated transactions for a period of ten years or more will automatically be marked as an "Unclaimed Account" wherein credits and debits in the account will be restricted and the account will be placed on hold.
- I/We shall maintain monthly average balance as determined by the bank from time to time on the account. If at any time the monthly average balance fall below the stipulated balance, the Bank may levy and recover a charge as per the current service charges, by debiting my / our transaction account or by breaking any of the linked term deposits.
- I/We authorise the Bank to recover any fees due on my / our account. The Bank may levy and recover a charge as per the current service charges, by debiting my/our account or by breaking any of the linked term deposits. I/We will not dispute the levy and recovery of any such charges or any other charge which are required to be recovered by the Bank as per the accounting rules and service charges of the Bank. The Bank may amend the accounting rules and service charges. A notice with reasonable time frame shall be given to me/us. The updated schedule of charges is available on the Bank website for our review at any point of time. I/We understand that the Bank offers reward points on debit card spend/ banking Transactions. The Bank reserves the right to amend/ revoke the rewards program. A notice with reasonable time frame shall be given to me/us. I/We will not dispute any such changes.
- TDS will be deducted from the accounts in accordance with applicable Income Tax rules.
- The deposit held with the Bank is covered by the provisions of the Deposit Insurance & Credit Guarantee Corporation Act, 1961.
- I/We confirm that I/we have verified the identity of the bank officer before handing over the initial payment for opening the account. I/We have not handed over cash to the officer for opening the account except where I/we have visited the Bank branch personally.
- I/We understand that there might be a restriction of transactions on the account in case the Know Your Customer (KYC) documents submitted by me/us are found incomplete/insufficient during internal review by the bank after the account has been opened. The account might be closed in case I/we are not able to provide complete KYC documents as per the requirement.
- I/We confirm that I have received and understood all terms and conditions as mentioned in the customer copy of the MID.



• **"Raising transaction dispute for Electronic Banking Transactions ***

You have to promptly report any unauthorised transaction including electronic banking transaction** on the account/ card to the Bank either through Phone Banking, Email Channel, Online Banking or Branch, ensuring that there is no delay in reporting. Your liability for the unauthorised transaction due to third party breach will be determined in accordance with the Banks Policy on Limited Liability of Customers in Unauthorised Electronic Banking Transactions ("Policy"), which is available on the Banks website at <insert the link>. Your 'liability' is linked to the timeframe within which you report any unauthorised transaction on the account/ card to the Bank, and more details on that are available in the Policy. If the investigation done by the Bank is incomplete or inconclusive within 10 working days from the date of notification by you of the unauthorised transaction, the Bank will provide a provisional credit or a shadow credit of the disputed amount to you (in accordance with the Policy). The provisional credit or shadow credit shall be value dated (subject to the unauthorised transaction being reported to the Bank within 7 working days) to be as date of the transaction, in case of debit card/ bank account so that you do not suffer loss of interest. You will not be able to utilise the amount that is provisionally credited to your account, pending the investigation by the Bank. If the investigation outcome reveals that there has been negligence/ compromise of the secured credentials by you, then the provisional credit or the shadow credit will be reversed by the Bank.

**electronic banking transactions can be divided into two categories:

- Remote/ online payment transactions (transactions that do not require physical payment instruments to be presented at the point of transactions e.g. internet banking, mobile banking, card not present (CNP) transactions), Pre-paid Payment Instruments (PPI), and
- Face-to-face/ proximity payment transactions (transactions which require the physical payment instrument such as a card or mobile phone to be present at the point of transaction e.g. ATM, POS, etc.)"

eSaver 500k Savings Account Standing Instructions:

Kindly create term deposits (in multiples of ₹100,000) for duration of 2 years by debiting my account whenever the balance goes beyond ₹_____ (minimum threshold value of ₹500,000). In case no value is specified, kindly set a threshold value of ₹500,000.

In case I/we need to withdraw amounts in excess of the threshold specified in my/our account, kindly break my/our term deposit(s) in multiples of ₹1 for the exact amount required to reinstate the balance in my/our savings account back to ₹500,000 or the threshold specified, whichever is higher.

Opening deposit : A signed cheque has been collected from me/us as the initial account opening deposit as per the following details:

Cheque No.: _____ Date: _____ Bank: _____ Amount: _____ Favouring: _____

Customer Comments, if any: _____ Date of signing the MID: _____

Signature of 1 st Account holder		Signature of 2 nd Account holder	
Name of 1 st Account holder		Name of 2 nd Account holder	

For Official Use only:

DSR Name: _____ Referring PSID Code: _____ Signature of DSR: _____ Signature of TM: _____

Methodology for Calculation of Monthly Average Balance

The average Monthly balance for an account is calculated as per the calendar month i.e. January, February etc. For a new account, opened in the middle of a calendar month the average balance is arrived at on the basis of number of days the account has been live in that month.

Date	Narration	Deposit	Withdrawal	Balance
1/1/2014	Opening Balance	-	-	0
1/1/2014	By clearing	1,50,000	-	1,50,000
5/1/2014	By clearing	1,00,000	-	2,50,000
20/1/2014	Cash Withdrawal	-	50,000	2,00,000
31/1/2014	-	-	-	2,00,000

Calculation of Average Balance

From	To	Balance	Number of Days	Total balance (Balance X No. of Days)
1/1/2014	4/1/2014	1,50,000	4	6,00,000
5/1/2014	19/1/2014	2,50,000	15	37,50,000
20/1/2014	31/1/2014	2,00,000	12	24,00,000
			Sum = 31	Sum = 67,50,000

Average Balance (Sum of Product / Number of Days) = 2,17,742

Please Note - Similar methodology shall apply for calculation of Average Monthly Balance of linked term deposits. The combined MAB of Savings account & Linked Term deposits shall be considered as "Average Monthly Balance maintained" for eSaver Plus savings account.

Phone Banking Numbers:

Allahabad, Amritsar, Bhopal, Bhubaneshwar, Chandigarh, Cochin / Ernakulam, Coimbatore, Indore, Jaipur, Jalandhar, Kanpur, Lucknow, Ludhiana, Nagpur, Patna, Rajkot, Surat, Vadodara / Baroda	3940 444/ 6601 444
Ahmedabad, Bangalore, Chennai, Delhi, Hyderabad, Kolkata, Mumbai, Pune	3940 4444/ 6601 4444
Gurgaon & Noida	011-3940 4444/ 6601 4444
Cuttack, Dehradun, Guwahati, Jalgaon, Mathura, Mysore, Proddatur, Saharanpur, Thiruvananthapuram, Vishakhapatnam	1800 345 1000*
Siliguri	1800 345 5000*

*Toll-free



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Important monthly charges applicable on non maintenance of balance ¹	
Monthly Average Balance (MAB) of eSaver 500k Savings Accounts >= ₹500,000	5% Of Shortfall & Max Cap to 600
Annual Debit Card Fees ²	
Platinum Debit Card	₹199
Other important charges ²	
Cheque return charge - Cheque Issued by Customer ³ • First cheque return in the last 12 months • More than one cheque return in the last 12 months (per return)	₹500 ₹750
Cheque return charge - Cheque Deposited by Customer	₹150 ³
Account Closed < 12 months	₹500 ⁴

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² Shortfall is calculated based on difference between required minimum MAB & actual MAB in a given month.

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⁵ Other bank charges additional

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- Cumulative values of all Term Deposits linked under eSaver cannot exceed ₹25,00,000.
- The "auto-make" shall be triggered on a daily basis and the term deposits shall be created with a fixed tenure of 2 years.
- The linked term deposits created through "auto-make" facility shall have the same name/order of names and the same operating mandate. All linked term deposits created through "auto-make" facility will be under auto renewal for principal only.
- I/we understand that we can also create term deposits outside the ambit of "auto-make" facility and also have the option to choose tenures other than the default tenure of 2 years. Such term deposits will be outside the ambit of "auto-break" facility.
- The total limit available for withdrawal from my/our account is the sum of (i) the entire balance of the linked transaction account ("the account") and (ii) 95% of the break value of all linked term deposits. Break Value = (principal + interest payable if the term deposit is broken on that day) - (TDS if applicable). However, 100% of the break value of all linked term deposits shall be made available to honour cheques issued by me/us or in cases where I/we withdraw funds at the branch (This excludes withdrawals carried out at ATM centres at branches).
- In case I/we need to withdraw amounts in excess of the threshold value specified in my/our account, the Bank will, without the need for such instructions from me/us, break my/our term deposit(s) in multiples of ₹1 for the exact amount required to reinstate the balance in my/our savings account back to ₹5,00,000 or the threshold specified, whichever is higher further referred as "auto-break". The remaining balance in the term deposit shall continue to earn interest at the rate applicable for the residual balance.
- In case of a need for an "auto-break", LIFO (Last In, First Out) principle shall be followed. This means that if I/we have more than one linked term deposit, the term deposit created most recently will be broken first and if this is not adequate, the term deposit created prior to the most recently created term deposit will be broken, and so on, until the balance in my/our savings account is reinstated back to ₹500,000 or the threshold value specified, whichever is higher. Prepayment charges of 1% will be waived off on all linked term deposits created through "auto-make" facility.
- The interest on premature/ partial withdrawal of the term deposit will be paid for the period the deposit is held with the Bank, at the rate prevailing on the date of placement of such deposit or the contracted rate, whichever is lower.
- I/We have authorised the Bank to encash the linked term deposit(s), fully or partially, prematurely or on maturity, whenever required, as per the signature mandate for the operation to the linked savings account.
- Withdrawals using the withdrawal slips supplied by the Bank can only be made in case of accounts opened by individuals and by the account holder in person.
- Interest will be calculated on "the account" at the rate applicable on that date as decided by the Bank on the daily available balance. Interest will be paid at quarterly rests or any other rests as the Bank may decide from time to time.
- Interest earned on the linked term deposits will be credited to the account unless instructed otherwise by the customer at quarterly intervals and/or on maturity. However, for jointly held accounts, interest earned on the linked term deposits will be credited to the account only. No interest shall be paid for linked term deposits broken within 7 days from the term deposits value date.
- Only linked term deposits will be considered for calculating the Monthly Average Balance and "break value" or for calculating aggregate balances for honouring cheques drawn on the account.
- Accounts which are not operated for a period of more than 2 years are classified as dormant. Consequently, the Bank will allow operations in this account only after completion of due diligence by the Bank. Any Debit/ATM Card due for renewal will not be issued. Bank does not levy Account activation charges for dormant accounts.
- Accounts devoid of customer-initiated transactions for a period of ten years or more will automatically be marked as an "Unclaimed Account" wherein credits and debits in the account will be restricted and the account will be placed on hold.
- I/We shall maintain monthly average balance as determined by the bank from time to time on the account. If at any time the monthly average balance fall below the stipulated balance, the Bank may levy and recover a charge as per the current service charges, by debiting my / our transaction account or by breaking any of the linked term deposits.
- I/We authorise the Bank to recover any fees due on my / our account. The Bank may levy and recover a charge as per the current service charges, by debiting my/our account or by breaking any of the linked term deposits. I/We will not dispute the levy and recovery of any such charges or any other charge which are required to be recovered by the Bank as per the accounting rules and service charges of the Bank. The Bank may amend the accounting rules and service charges. A notice with reasonable time frame shall be given to me/us. The updated schedule of charges is available on the Bank website for our review at any point of time. I/We understand that the Bank offers reward points on debit card spend/ banking Transactions. The Bank reserves the right to amend/ revoke the rewards program. A notice with reasonable time frame shall be given to me/us. I/We will not dispute any such changes.
- TDS will be deducted from the accounts in accordance with applicable Income Tax rules.
- The deposit held with the Bank is covered by the provisions of the Deposit Insurance & Credit Guarantee Corporation Act, 1961.
- I/We confirm that I/we have verified the identity of the bank officer before handing over the initial payment for opening the account. I/We have not handed over cash to the officer for opening the account except where I/we have visited the Bank branch personally.
- I/We understand that there might be a restriction of transactions on the account in case the Know Your Customer (KYC) documents submitted by me/us are found incomplete/insufficient during internal review by the bank after the account has been opened. The account might be closed in case I/we are not able to provide complete KYC documents as per the requirement.
- I/We confirm that I have received and understood all terms and conditions as mentioned in the customer copy of the MID.



• **"Raising transaction dispute for Electronic Banking Transactions ***

You have to promptly report any unauthorised transaction including electronic banking transaction** on the account/ card to the Bank either through Phone Banking, Email Channel, Online Banking or Branch, ensuring that there is no delay in reporting. Your liability for the unauthorised transaction due to third party breach will be determined in accordance with the Banks Policy on Limited Liability of Customers in Unauthorised Electronic Banking Transactions ("Policy"), which is available on the Banks website at <insert the link>. Your 'liability' is linked to the timeframe within which you report any unauthorised transaction on the account/ card to the Bank, and more details on that are available in the Policy. If the investigation done by the Bank is incomplete or inconclusive within 10 working days from the date of notification by you of the unauthorised transaction, the Bank will provide a provisional credit or a shadow credit of the disputed amount to you (in accordance with the Policy). The provisional credit or shadow credit shall be value dated (subject to the unauthorised transaction being reported to the Bank within 7 working days) to be as date of the transaction, in case of debit card/ bank account so that you do not suffer loss of interest. You will not be able to utilise the amount that is provisionally credited to your account, pending the investigation by the Bank. If the investigation outcome reveals that there has been negligence/ compromise of the secured credentials by you, then the provisional credit or the shadow credit will be reversed by the Bank.

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- Face-to-face/ proximity payment transactions (transactions which require the physical payment instrument such as a card or mobile phone to be present at the point of transaction e.g. ATM, POS, etc.)"

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Kindly create term deposits (in multiples of ₹100,000) for duration of 2 years by debiting my account whenever the balance goes beyond ₹_____ (minimum threshold value of ₹500,000). In case no value is specified, kindly set a threshold value of ₹500,000.

In case I/we need to withdraw amounts in excess of the threshold specified in my/our account, kindly break my/our term deposit(s) in multiples of ₹1 for the exact amount required to reinstate the balance in my/our savings account back to ₹500,000 or the threshold specified, whichever is higher.

Opening deposit : A signed cheque has been collected from me/us as the initial account opening deposit as per the following details:

Cheque No.: _____ Date: _____ Bank: _____ Amount _____ Favouring: _____

Customer Comments, if any: _____ Date of signing the MID: _____

Signature of 1 st Account holder		Signature of 2 nd Account holder	
Name of 1 st Account holder		Name of 2 nd Account holder	

For Official Use only:

DSR Name: _____ Referring PSID Code: _____ Signature of DSR: _____ Signature of TM: _____

Methodology for Calculation of Monthly Average Balance

The average Monthly balance for an account is calculated as per the calendar month i.e. January, February etc. For a new account, opened in the middle of a calendar month the average balance is arrived at on the basis of number of days the account has been live in that month.

Date	Narration	Deposit	Withdrawal	Balance
1/1/2014	Opening Balance	-	-	0
1/1/2014	By clearing	1,50,000	-	1,50,000
5/1/2014	By clearing	1,00,000	-	2,50,000
20/1/2014	Cash Withdrawal	-	50,000	2,00,000
31/1/2014	-	-	-	2,00,000

Calculation of Average Balance

From	To	Balance	Number of Days	Total balance (Balance X No. of Days)
1/1/2014	4/1/2014	1,50,000	4	6,00,000
5/1/2014	19/1/2014	2,50,000	15	37,50,000
20/1/2014	31/1/2014	2,00,000	12	24,00,000
			Sum = 31	Sum = 67,50,000

Average Balance (Sum of Product / Number of Days) = 2,17,742

Please Note - Similar methodology shall apply for calculation of Average Monthly Balance of linked term deposits. The combined MAB of Savings account & Linked Term deposits shall be considered as "Average Monthly Balance maintained" for eSaver Plus savings account.

Phone Banking Numbers:

Allahabad, Amritsar, Bhopal, Bhubaneshwar, Chandigarh, Cochin / Ernakulam, Coimbatore, Indore, Jaipur, Jalandhar, Kanpur, Lucknow, Ludhiana, Nagpur, Patna, Rajkot, Surat, Vadodara / Baroda	3940 444/ 6601 444
Ahmedabad, Bangalore, Chennai, Delhi, Hyderabad, Kolkata, Mumbai, Pune	3940 4444/ 6601 4444
Gurgaon & Noida	011-3940 4444/ 6601 4444
Cuttack, Dehradun, Guwahati, Jalgaon, Mathura, Mysore, Proddatur, Saharanpur, Thiruvananthapuram, Vishakhapatnam	1800 345 1000*
Siliguri	1800 345 5000*

*Toll-free