**Terms and Conditions: Digital Banking**

# Can I track the accounts of my family members from one device?

User can only view/access his own account or jointly held account with others such as family members

# I have savings as well as current account with Open Finance, which of the two will be synchronized to the application?

Both the accounts will be synchronized to the mobile application.

# How can I inquire about my deposit balance?

Your combined deposit account balance will be instantly displayed once you click "My Deposit" section. You can also view the details of your individual deposit account such as the interest rate, maturity date etc. by clicking the respective deposit account number in "My Deposit" section

# Can I pay someone else's bill?

Yes, you can pay someone else's bill. To do so you will have to add the Biller Specific Details of the person whose bill is to be paid.

# Is there any upper limit?

You can also fix an upper limit for payments. Bills within this specified limit will get automatically processed for payment whenever they are due.

# What if bill amount is greater than autopay amount set?

Each bill for amount greater than the specified can only be paid against your specific authority

# What are the consequences of not paying a bill that is presented to me?

We will not be able to make a payment to the biller unless you specifically authorise a payment. You could provide this authorisation online either on a case-to-case basis or through the AutoPay feature in respect of bills within the upper limit fixed by you. Accordingly, should you not pay a bill that is presented to you the specific Terms of Service (Terms & Conditions) laid down by biller for late or non-payment of bill could become applicable.

# What happens if I have a dispute with a Biller on the bills paid over Bill Payment (Digital Bank)?

The Bank shall assist you in every possible manner to provide you with information on the bills presented and payments that you have made. However, please note that the Bank is not responsible for settling disputes between the biller and you relating to the bill payments. For any specific charge that you might wish to dispute or discuss in a specific bill, you would need to contact the biller directly.

# Can I perform transaction from other accounts

Dear Customer, if more than one transaction account are operative, then you can perform transaction, but please note that on maturity the proceeds will only be credited to the account from where funds debited initially.

# Can I select more than one nominee

No, it is not permissible.

# On editing nominee, can I go for Nominee who is not relative

No, it is not allowed.

# On closure of FD , I want to credit the proceeds to different account than my saving account

On closure of FD the proceeds will be only be credited to the account from which funding was made. Credit to different account is not allowed on this platform.

# I was reviewing the close FD page and unknowingly clicked on Confirm. Immediately I got the POP up regarding closure of FD, Can I reverse the close FD ?

No, once you confirmed the action your FD account is closed, it is not reversible. You may opt for create new Fixed deposit for new FD

# At any stage in any steps in creation of fixed deposit, I decide not to create it. What should I do?

You can cancel at any step in between through the close menu, you will land on account overview my deposit page.

# Earlier I have closed the process of creating fixed deposit, can I resume from the step where I closed?

No, but you can start create fixed deposit process its easy and step by step assisted process.

# What is Hide nominee option, what is its importance?

This option is given to facilitate if the customer wants to hide nominee name on term deposit advice.

# What are the types of accounts from which I can debit an amount for the deposit?

You can debit a savings, current, or OD account to open term deposit. The account selected for debiting should be valid transactional a/c through Internet Banking channel and should not be a stopped / dormant / locked account.

# Does customer needs to have the registered mobile number for registering the app?

Yes, customer needs to register the Lotus app with the registered mobile number that is mapped to customer's internet banking, savings account and debit card/atm card.

# How to proceed for app registration?

User must click on "Go To Your Account" to proceed with App Registration process

# Can I register the app without Internet Banking and Account/Debit card details?

User cannot register without one of Internet Banking or Debit Card details

# Can I register the app using Internet Banking but INB credentials are not active or incorrect

User must approach the branch for requesting a reset of INB credentials

# Can I enter alphanumeric values as mPIN?

User cannot use an alphanumeric value as mPIN, he/she is shown a numeric keypad. User must mandatorily enter 6 digits as mPIN

# Which debit card must a customer use to register?

User must choose the debit card & account number which is mapped to the mobile number. The same mobile number must be used in the device where the app is being registered

# Can I proceed ahead without uploading the image of the Dream?

Yes. You can create a Dream without a image of the Dream or else can add later on.

# Can I choose the account from which the Dream should be funded?

You can select one of the transactions account when you are funding the Dream.

# Can I fund the Dream anytime/multiple times in a month?

No. In phase I, we are re-using the RD product. Hence the monthly amount will be deducted on the day chosen by you.

# Can I edit the account from which the monthly contribution is debited?

You can edit the account only while funding the dream. Once the funding is completed, you cannot edit the account.

# Where can I choose the day of funding the Dream?

You can choose the day of funding the Dream on 'Add Funds' screen.

# While funding the Dream, where can I check the interest rate offered by bank?

You can check the same on the review page. In phase I, we are re-using the RD product. The interest rate rules will be the same as that of RD.

# From where can I close the Dream?

You can close the Dream by clicking on 'Close Dream' button on Dream details page.

# Can senior citizen avail additional rate of interest on recurring deposit?

e-RD with additional rate of interest for Senior Citizens will be issued if option for "Senior Citizen" is selected by the customer and age of customer is 60 Yrs or above, on the date of creating the recurring deposit, as per date of birth recorded with the Bank. The minimum tenure and minimum amount applicable for additional rate of interest for senior citizen will be as per Bank's policy.

# How TDS will be calculated for e-RD?

The RD account is subject to TDS.

# Will I have different QR Codes for Different accounts or different VPAs?

User can create multiple QR codes for an account. User has to select a unique VPA to be mapped to that QR code.

# Can I change my Primary account multiple times?

Yes. But user must ensure that this account has transactional rights

# Can I avail Overdraft against TSFD like other FD

No, you can not avail any loan against TSFD

# Will TSFD get renewed automatically ?

No, it is not getting auto renewed. The maturity proceeds will be credited to your account

# Can I close my e-TDR/e-STDR under Tax Saving Scheme through Internet banking ?

No. Pre-mature closure of e-TDR/e-STDR under tax saving scheme is not allowed during the lock-in period.

# Can I set the maturity instruction for e-TDR/e-STDR under Tax Saving Scheme through Internet banking?

The default maturity instruction will be "Repay Principal and Interest" and at maturity proceeds will be credited to your account which was used for funding the deposit.

# Can I open online term deposit a/c in any other name(s), not belonging to debit a/c from which term deposit a/c is funded ?

No, you may contact the branch for the same.

# Can senior citizen avail additional rate of interest on term deposit under Tax Saving Scheme?

Yes, Senior citizen can avail additional rate of interest in e-TDR/e-STDR under Tax Saving Scheme by exercising the relevant option. The date of birth in Bank's record will be considered for age validation. The minimum days and minimum amount applicable for additional rate of interest for senior citizen will be as per Bank's policy. In case of joint accounts, the Senior Citizen benefit can be availed only if the first account holder qualifies for this benefit.

# Why am I not able to request statement beyond 2 years?

Statement can only be requested upto 2 years.

# How to search any past transaction?

You can search using any relevant criteria such as amount, date, POS details etc. for transaction made within last two years. Open Finance Digital Bank mobile platform have smart search option which can fetch your related transaction data based on your input.

# Can I search a transaction I made three years ago?

For any transaction made not within last two years, users have to visit respective branch to get the relevant information.

# If I create a new category, will it automatically show on my Internet, Tablet and Mobile Banking?

Yes, if you create a new category on either your Internet or Tablet banking, it will show across all of your online banking options