

Insignia Preferred Banking Business Program

(Terms and Conditions)

These Terms and Conditions (T&Cs) apply to and regulate the operation of the Insignia Preferred Banking Business Program (the “**Program**”) offered by RBL Bank Limited (“**RBL Bank**”). These T&Cs shall be in addition to and not in derogation to the Deposit Account/ Account Terms and Conditions (“**Primary Terms and Conditions**”) available on the Website. In case of any inconsistency between the Primary Terms and Conditions and this T&Cs, the terms of this T&Cs shall prevail. All capitalised terms used but not defined herein shall have the respective meaning as ascribed under the Primary Terms and Conditions.

1. **Definitions:**

- (a) “**Applicable Laws**” shall mean all laws, statutes, enactments, acts of legislature, rules, regulations, ordinances, notifications, circulars, guidelines, directives, and orders issued or passed by authority in India, which have the force of law and are applicable from time to time.
- (b) “**Application Form**” shall mean the information submitted by the Customer for the purposes of availing the Insignia Preferred Banking Business Program offered by RBL Bank.
- (c) “**Family Group**” shall mean a set of individuals and entities including:
 - (i) The family members of the Primary Account Holder, being persons related by blood, marriage, or legal adoption; and/or
 - (ii) The businesses, companies, or other entities in which the Primary Account Holder holds a direct ownership, management, or controlling interest.
- (d) “**Primary Account Holder**” means the Customer who maintains the principal banking relationship with RBL Bank under the Program.

2. **Program Details:**

- (a) To be eligible for the Insignia Preferred Banking Business Program, the Customer needs to fulfil the minimum requirements as stipulated by RBL Bank. The Program eligibility criteria is available on RBL Bank’s website at www.rblbank.com and are subject to change at the sole discretion of RBL Bank.
- (b) The features of the Program maybe be extended to Family Group subject to the sole discretion of RBL Bank and receipt of valid written consent from the Customer. All members of the Family Group shall remain subject to and bound by the T&Cs and/or any agreements entered into with RBL Bank.
- (c) The accounts linked to Family Group ID shall be eligible for certain benefits only till such time the Family Group ID is active.
- (d) In an event, any of the Customer fails to maintain the balances required for continued eligibility under the Program, RBL Bank reserves the right to withdraw the features of the Program from the Customer subject to prior intimation. Upon such withdrawal, all existing Program entitlements including, but not limited to, discounts, services, and other associated benefits shall cease to apply. RBL Bank shall not be liable in any manner whatsoever for any costs, losses, damages, expenses, or other consequences arising from or in connection with such withdrawal, migration, or downgrade of the Program.
- (e) Upon deletion of the Family Group ID, for any reason whatsoever, all future services/benefits/privileges shall cease forthwith and already availed benefits/privileges shall be automatically withdrawn from all members of the Family Group.
- (f) Family Group members shall be responsible for the privacy and protection of their own data/details/documents with respect to the Family Group ID and will be responsible for sharing any data with any third party.

- (g) Any linking of the account to the Family Group ID, does not grant any access or permit other Family Group members linked to the Family ID to view/make any requests, instructions in their own / other linked account(s).
- (h) For any modification including but not limited to linking, delinking, addition, removal of any Family Group member account, deletion or closure of Family Group ID, upgrade, downgrade etc. the Primary Account Holders consent shall be mandatorily required along with the mentioned account holder's consent.
- (i) Upon prior written request of the Customer and approval of such request by RBL Bank, upgrade facility will be available for a Family Group ID to another higher family variant. RBL Bank shall have the final and sole discretion to decide regarding the upgrade facility and the variant to which the upgrade shall be undertaken.
- (j) Additionally, RBL Bank has the right to automatically upgrade the existing accounts linked under Family Group ID to a higher variant or a higher program with enhanced benefits depending on the eligibility and relationship value at the sole discretion of RBL Bank with prior intimation.
- (k) Exclusive Insignia Lounges are available in select branches only.
- (l) Insignia Program is available at select locations only.
- (m) Tax deduction at source will be applicable at account level only.
- (n) Money Max is a feature enables customer to automatically transfer excess fund of Current /Savings account to fixed deposit. The terms and conditions of money max is available <https://www.rblbank.com/personal-banking/term-deposits/money-max-deposits>.

3. **General Terms:**

- (a) Each member of the Family Group hereby expressly authorizes and provides consent to the Primary Account Holder to add or remove any member, including themselves, from the Program, without the requirement of obtaining separate or individual consent from each member of the Family Group. Each member of the Family Group further agrees and acknowledges that any such decision made by the Primary Account Holder shall be final, binding, and conclusive on all members of the Family Group. RBL Bank shall not be held liable for any claims, losses, or disputes arising from or in connection with the addition or removal of any member of the Family Group from the Program, and neither member of the Family Group nor the Primary Account Holder shall have any recourse against RBL Bank in this regard.
- (b) The Customer acknowledges and agrees that RBL Bank reserves the right to define and revise the scope of the Program provided to the Customer at its sole discretion. This includes, but is not limited to, expanding, modifying, or limiting the operation of the Program at any time; applying or altering restrictions on the availing the benefits of the Program; and implementing any other limitations as may be mandated under Applicable Laws.
- (c) The Customer acknowledges and agrees that RBL Bank may, at its sole discretion, refuse to accept the Application Form of the Customer or permit the Customer from availing the benefits of the Program.
- (d) Each member of the Family Group agrees to promptly notify RBL Bank in the event of any change in the status of the Primary Account Holder, including but not limited to death, account closure, or a change in residency status from Resident to Non-Resident.
- (e) RBL Bank, at its sole discretion, shall have the right to amend any of the services, benefits, privileges, and charges applicable to it, from time to time, completely or partially, with or without notice and introduce any feature with respect to the Programme. Features in respect of the Family Group ID may vary and depend on the Primary Account Holder's continuous compliance to the criteria of the Programme.
- (f) Notwithstanding anything contained herein, RBL Bank reserves the right to take appropriate steps including right to withdraw/ revoke any existing services, benefits, privileges provided to the accounts linked to the Family Group ID and provide the appropriate products, services that the members of the Family Group are eligible post revoking and withdrawing the existing services,

benefits, privileges under the Program with prior intimation. However, no consent of the members of the Family Group are required.

- (g) In the event, any account being linked to the Family Group ID already holds a higher variant than the higher variant offered to the accounts linked to the Family Group ID under the Program, at any point in time, his/her account will remain in the higher variant originally applicable to such account holder.
- (h) RBL Bank reserves the right to withdraw the benefits, status, privileges, services of the Program if at any point in time, the operation of the Family Group ID and linked accounts is/are not as per the T&Cs are governing the Account, Family Group ID, Program.

4. **Indemnification:**

- (a) The Primary Account Holder hereby agrees to indemnify and hold harmless RBL Bank and its affiliates from and against any and all liability any other loss that may occur, if any claims are raised by any members of the Family Group, their representatives/ heir or any third party against RBL Bank pursuant to the creation of Family Group ID and linking of the members to the Family Group ID under this Program.
- (b) The Primary Account Holder agrees to indemnify RBL Bank against any claims/ loss/ damages as may be suffered by RBL Bank as a result of providing the Program and the products/ services/ benefits thereto.