

MOBILE BANKING TERMS OF USE

Agreement and acceptance

These terms and conditions, along with any agreements executed or accepted by you in connection with the Services, incorporated by reference (collectively, "Terms" or "Mobile Banking Terms"), apply to you ("you" or "Customer"), when you decide to avail any Services of slice small finance bank limited (the "Bank" or "SFB") either through any digital platform (including any slice mobile application) operated by the Bank or by any authorised third-party ("Digital Portal").

The term 'Services' collectively refers to and includes all banking services provided by SFB as contemplated under these terms, same have been elaborated specifically in these terms under separate Annexures.

These Terms are entered into between you and slice small finance bank limited (the "Bank", "SFB", "we", "us" or "our"). These Terms incorporate the Privacy Policy by reference (including any updates and amendments to such Privacy Policy).

Please read these Terms carefully before availing the Services. By availing the Services, you acknowledge that you have read and understood these Terms and agree to be bound by these Terms, without any limitation or qualification. If you do not agree with these Terms, please do not avail the Services. The headings contained in these Terms are for reference purposes only.

Definitions

"Applicant" refers to an individual who submits a formal request to the Bank for the opening any account or availing any Services either directly with the Bank or through a BC, on the Digital Portal where Services are made available by the Bank.

"Intellectual Property Rights" means all intellectual property rights or similar proprietary rights, including:

(i) patent rights and utility models, (ii) copyrights and database rights including moral rights, (iii) trademarks, trade names, domain names and trade dress and the associated goodwill, (iv) trade secrets, and (v) industrial design rights; and for each of the foregoing includes any registrations of, applications to register, and renewals and extensions of, any of the foregoing in any jurisdiction in the world.

"KYC Framework" means and includes Master Direction - Know your Customer (KYC) Directions, 2016 issued and updated by the Reserve Bank of India ("RBI") from time to time, read with the Prevention of Money Laundering Act, 2002 and related rules, regulations and amendments, and the KYC Policy of the Bank.



“MPIN” shall mean the mobile banking PIN and/or password for the Applicant's profile on the Digital Portal.

The capitalised words used in these Terms but not specifically defined, will have the respective meanings assigned to them under the applicable Indian laws.

Registration

You will be required to register an account on the Digital Portal to effectively use and access the Digital Portal and its complete features and to avail the Services. For registration on the Digital Portal, you need to provide basic details including but not limited to: -

1. Mobile number that belongs to you.
2. Email address that belongs to you
3. Name
4. Set up M-PIN as a login credential.

Through your account on the Digital Portal, you shall have the option to avail all the Services provided by the Bank using the same login credentials. The Bank shall endeavour to provide to the Applicants through Digital

Portal, such Services as the Bank may decide from time to time. The Bank may also make additions /deletions to the Services offered through the Digital Portal at its sole discretion.

Bank reserves the right to choose the devices, software platforms, versions, networks, methods, and data services that will be supported. You agree and acknowledge that any attempts to work around these published requirements or to modify unsupported versions to use Digital Portal will be treated as unauthorized use and violation of these Terms.

You agree that you shall use only your mobile phone to access the Digital Portal of the Bank. The access is restricted to you on the specific mobile number as registered with the Bank on the Digital Portal. Further, you hereby mandatorily agree to register for SMS alerts and/or email alerts for the for the electronic banking transactions, through the details as provided above.

Representations, warranties, and undertakings by you

1. You confirm that you are at least 18 years of age to avail the Services. However, if you are less than 18 years but more than 10 years of age, you can avail specific Services of the Bank only with the consent and approval of a lawful guardian. In this connection, if you are a lawful guardian of the Customer, you must agree to these Terms and the Privacy Policy, on behalf of such Customer. You confirm that you neither have / had any insolvency proceedings against you nor have you ever been adjudicated insolvent by any court or other authority.



to avail the Services, including to enter into transactions contemplated using the Services. You agree to use the Services only for purposes that are permitted by these Terms and in accordance with applicable laws.

4. You agree to abide by the Bank's Terms and rules in force and the changes thereto in Terms from time to time relating to your account as communicated and made available on the Digital Portal.
5. You agree that the opening and maintenance of the account is subject to rules and regulations introduced or amended from time to time by the Reserve Bank of India.
6. You agree that the Bank may, at its discretion, engage the services of third-party service providers, Business Correspondents (hereinafter referred to as "BC") etc., for extension of banking and financial services so as to ensure greater financial inclusion and increasing the outreach of the banking sector.
7. You agree that the Bank before opening any account or providing any Services may carry out a due diligence, as required under the KYC Framework and the internal policies of the Bank. You would be required to submit necessary documents or proofs, such as identity, address, photograph and any such information to meet with KYC, AML or other statutory/regulatory requirements.
8. You agree that the availing of Services is subject to verification, and the Bank reserves the right to reject the request of the Applicant to open an account or avail any Services without providing any reason. In the event where the documents submitted by the Applicants or Customers for opening an account and/ or availing the Bank's Services or for processing the transactions thereon are incomplete or discrepant, Bank shall notify such discrepancies and/or certain additional verification/ documentation requirements within a reasonable time. In case highlighted discrepancies remain unresolved or upon non-receipt of required documents within the stipulated time period, if any, the Bank, shall have the right to reject the application of the Applicant and in accordance with its policies and procedures, the Bank shall retain the application forms and documents provided therewith at the time of account opening, including photographs and will not return the same to the Applicant in case of rejection of the said application. In such an event the Bank shall not be liable to pay any interest or penalty and shall refund the money received, if any, to the source account.
9. Further, after the account is opened, in compliance with the extant regulatory guidelines, you agree to submit the above documents again at periodic intervals, as may be required by the Bank.
10. You agree that, under normal circumstances, the Bank has the liberty to close your account at any time by giving at least 30 days' notice. . You further agree that the Bank can at its sole discretion, amend any of the Services in accordance with applicable laws, either wholly or partially at any time by giving you at least 30 days' notice and/or provide an option to you to switch to other Services.



12. You agree that all instructions relating to your account will be issued to the Bank as per acceptable mode of communication to the Bank.
13. You agree and acknowledge that in the absence of your specific instructions to personally collect from the branch, the cheque books, net banking PINs, Debit/ATM Cards & PINs will be dispatched by courier/messenger/mail/Digital Portal or through any other mode by the Bank at its discretion for correspondence.
14. You agree that the Bank shall not be liable for any damages, losses (direct or indirect) whatsoever, due to disruption or non-availability of any of the Services due to technical fault/error or any failure in telecommunication network or any error in any software or hardware systems beyond the control of the Bank.
15. You understand and agree that due to increasing frauds and malpractices in electronic transactions, Bank shall at all times reserve the right to take any action it deems fit in order to mitigate such frauds and malpractices. These actions include but are not limited to declining or restricting transactions, marking account on freeze and/or restricting transactions, restricting access to the account without advance notice to you.
16. You agree and acknowledge that if the mobile phone or SIM is lost, you shall immediately take action to de-register by reaching out to the Bank at +91-8048329999 or help@sliceit.com.
17. You agree and acknowledge that any valid transaction originating from your account registered in Digital Portal via your mobile phone number shall be assumed to have been initiated by you and any transaction authorized by you on the Digital Portal is duly and legally authorized by you.

Your Information

By using the Services, you authorize the Bank, whether directly or indirectly through third parties, to collect information about you or make any inquiries necessary to validate your identity, in accordance with our Privacy Policy and the KYC Framework. Please read the Privacy Policy to understand how we collect, process and share your information with third parties, in accordance with applicable law (collectively, "Information").

Further, we may ask you for Information or documents that will allow us to reasonably identify you, requiring you to take steps to confirm your right over your email address or financial instruments, or verifying your

information against third party databases or through other sources. We reserve the right to terminate, suspend, or limit access to the Services in the event we are unable to obtain or verify this information.

When you provide any Information to the Bank, you agree to provide only true, accurate, current, updated and complete Information. You understand and acknowledge that the responsibility to provide correct Information, including the contact information, transaction



You agree and consent to the Bank to disclose information provided in the account opening form for the purpose of cross selling by any other marketing agents and/or third-party agents, contractors or BCs with whom the Bank enters, or has entered into any arrangement, in connection with providing Services, including without limitation, cross selling of various financial products.

If you would not like to receive any promotional messages or communications, please contact us at help@sliceit.com

You agree to keep your account information up to date and accurate, at all times until you are availing the Services. You will be liable to inform the Bank of any change in the Information provided by you or otherwise available in relation to you.

By availing the Services, you agree to provide your consent and full cooperation to enable SFB to validate your identity and to collect, process and share Information about you in accordance with the Privacy Policy in order to provide you the Services effectively.

If you do not provide any Information and documents requested by the Bank, you shall not be allowed to avail the Services.

SFB reserves the right to close, suspend, or limit access to your account or the Services in the event we are unable to obtain or verify any Information. SFB may, upon receiving your consent, request certain third parties to provide Information about you to provide certain Services.

Fees

You agree that you shall be liable to pay all charges, fees, interest, and costs wherever applicable, which the Bank may levy with respect to your account or any transaction or Services and the same may be recovered by the Bank by a debit to your account. You agree and acknowledge that in case of non-availability of adequate funds the charges will be debited from the account over a period of time till the entire amount is recovered.

Communication and notification

You agree that SFB (either directly or indirectly through third parties or BCs) may communicate with you in connection with the Services, either through Digital Portal, phone calls, WhatsApp messenger application, email, or in writing through other modes.

Any electronic communications will be considered to be received by you within 24 hours of the time we send it to your attention (such as via email, SMS or other online notification, through WhatsApp messenger application). We will assume you have received any communications sent to you by postal mail, three (3) business days after we send it.



- a mobile phone or landline number you provide to us, use to contact us
- any email address you provide to us or associated with your account with the Bank;
- automated dialler systems and automatic telephone dialling systems;
- pre-recorded or artificial voice messages and other forms of communications.

Bank reserves the right to record telephonic conversations with Customers for quality control purposes.

The accuracy, readability, clarity and promptness of the communications depend on various factors. SFB will not be responsible for any non-delivery, delayed delivery or distortion of the communication in any way whatsoever.

Access to Your Account

You are responsible for maintaining the accuracy of the Information in your account. You are responsible for maintaining the secrecy and security of the login credentials to your account, controlling the activities that occur in or through your account and for restricting access to your system or device to prevent unauthorized access to your account.

You agree to accept responsibility for all activities that occur in or from your account. You agree to establish reasonable security procedures and controls to limit access to the password or other identifying information of your account to unauthorized individuals, which includes choosing passwords and other credentials in a manner that will protect the security of your Information. Your credentials include your username and password to your account and to any third-party account you have used to login to your account.

You agree and acknowledge that entering the wrong MPIN five (5) times will block the Digital Portal and you can reach out to the Bank at +91-8048329999 or help@sliceit.com to unblock the same.

You agree to inform us immediately if you have any reason to believe that your login credentials have become known to anyone else, or if the password is being or is likely to be used in any unauthorized manner. SFB will not be liable for any breach of security or unauthorized use of your account.

SFB will use commercially reasonable efforts to make the Services available 24 hours a day, 7 days a week, except for (i) planned downtime, or (ii) any unavailability caused by circumstances beyond the Bank's reasonable control.

While we will try our best to offer you uninterrupted access to the Services, SFB assumes no liability whatsoever for any monetary or other damage or loss suffered by you on account of the delay, failure, interruption in the Services.



Access to the Digital Portal or the Services may be unavailable, delayed, limited or slowed, from time to time, due to the inherent nature of the internet and among other things also due to:

- servers, networks, hardware failure (including your own computer or mobile), telecommunication lines and connections, and other electronic and mechanical equipment;
- software failure, including among other things, bugs, errors, viruses, configuration problems, incompatibility of systems, utilities or applications, the operation of firewalls or screening programs, unreadable codes, or irregularities within particular documents or other content;
- overload of system capacities;
- damage caused by severe weather, earthquakes, wars, insurrection, riots, civil commotion, act of God, accident, fire, water damage, explosion, mechanical breakdown or natural disasters;
- interruption (whether partial or total) of power supplies or other utility service, strike or other stoppage (whether partial or total) of labour;
- governmental or regulatory restrictions, exchange rulings, court or tribunal orders or other human intervention; or
- any other cause (whether similar or dissimilar to the above) beyond reasonable control of Bank.

Conduct on the Portal

By using the Digital Portal or Services, you agree to comply with the following conditions at all times:

1. You agree to make use of the Digital Portal for lawful purposes without infringing the rights or restricting the use of the Digital Portal by any third party.
2. You will not use the Digital Portal for any unlawful or immoral purpose or engage in any in any unlawful acts or activities that are in violation of or, are contrary to any applicable law or the Terms.
3. You will not solicit others to perform or participate in any unlawful acts.
4. You will not provide false, inaccurate, deceptive or misleading information.
5. You will not provide information belonging to any person other than yourself, unless required expressly under the Terms or for provision of Services.
6. You will not attempt to collect or track the personal information of others.
7. You will not use or attempt to access an account that belongs to another person for yourself or on behalf of another person.
8. You agree not to create multiple accounts, or fraud or fake accounts, with false information or false identity.
9. You will not use any device, software, routine, file or other tool or technology, which includes any viruses, trojan horses, worms, time bombs or cancelbots, intended to



the operation of any other websites or the internet;

10. You will not breach these Terms or any other terms or policy that you have agreed.
11. You will not commit unauthorized use of the Digital Portal and its systems, including but not limited to unauthorized entry into Bank's systems, misuse of passwords, misuse of any information posted to a site, or interfere with or circumvent the security features of the Digital Portal or any related website, other websites, or the internet.
12. You will not take any action that imposes an unreasonable or disproportionately large load on the infrastructure associated with the Digital Portal or the Services, including but not limited to denial of service attacks, "spam" or any other such unsolicited overload technique; or
13. You will not or attempt to modify, adapt, translate or reverse engineer any part of the Digital Portal or re-format or frame any portion of the pages of the Digital Portal.
14. On the Digital Portal, you will not upload, display, share, host, publish or transmit any information that:
 - belongs to another person and to which you do not have a right to such information;
 - is harmful, offensive, harassing, obscene, pornographic, invasive of another's privacy, hateful, racially or ethnically objectionable, disparaging, relating to or encouraging money laundering or gambling, or otherwise unlawful in any manner whatsoever, or promoting enmity between different groups on the grounds of religion or caste with the intent to incite violence;
 - infringes any patent, trademark, copyright or any other proprietary rights;
 - harms minors in any way;
 - any commercial material or content (including solicitation of funds, advertising, or marketing of any good or services); information that deceives or misleads the addressee about the origin of such messages, or communicates any misinformation or information which is patently false and untrue or misleading in nature;
 - impersonates another person;
 - information that contains software viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer resource;
 - threatens the unity, integrity, defence, security or sovereignty of India, friendly relations with foreign states, or public order or causes incitement to the commission of any cognizable offence or prevents investigation of any offence or is insulting any other nation; or
 - violates any law for the time being in force in India.

15. You acknowledge and agree that Bank is entitled to remove any information on the Digital Portal that is in contravention of these Terms, or applicable law.

Limiting Liability of Customers in Unauthorised Electronic Banking Transactions



banking, mobile banking, card not present (CNP) transactions), Pre-paid Payment Instruments (PPI), and

- b. 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.)

2. Customer must ensure the following:

- a. Customers are required to register for SMS alerts and, where possible, email alerts for all your electronic banking transactions. SMS alerts will be sent to all customers, while email alerts will be issued only to those who have registered.
- b. You must promptly notify the Bank of any unauthorised electronic banking transaction at the earliest after the occurrence of such transaction.
- c. You are further informed that any delay in notifying the Bank of any unauthorized electronic banking transactions increases the risk of loss both to you and the Bank.
- d. Customer must submit necessary documentation to the bank as per defined timelines else the case stands closed under customer liability as per Bank policy placed by the Bank.
- e. Mandatorily notify the Bank about any change of mobile number, email ID & communication address
- f. Block/hotlist card or account if they suspect any malicious activities or in an event of lost /theft
- g. Customers at any point should not disclose or share account details, credit card number, PIN, CVV with anyone over mail, calls or any other mode of communication
- h. Confidentiality of password for internet banking & mobile banking should be ensured at all times.

3. Channels to report unauthorised transactions by Customers.

The Bank has endeavoured to provide all its customers a 24x7 facility to lodge complaints relating to unauthorized transactions availing any Services provided by the Bank through the following:

- Digital Portal of the Bank under the Support section.
- Bank helpline number at +91-8048329999
- Email the grievance to help@sliceit.com

1. Liability of the Customer

- a. Zero Liability of a Customer

2. If an unauthorised transaction takes place due to our negligence or deficiency, Customer shall have zero liability. (irrespective of whether or not the transaction is reported by the customer)



transaction, Customer shall have zero liability.

- a. Limited Liability of a Customer

(iii) In cases where the loss is due to your negligence, such as where you might have shared the payment credentials, you will bear the entire loss until you report such unauthorised transaction to us. You will not be made liable for any loss on any unauthorised transaction after you have reported the unauthorised transaction to us.

(iii) In cases where the unauthorised banking transaction lies neither with the Bank nor with the Customer, but lies elsewhere in the system and if the Customer fails to notify/report to the Bank within (four to seven working days) of receiving the Bank's communication regarding the transaction, the Customer's liability will be limited to either the transaction value or the amount specified in Table 1, whichever is lower.

(iii) If you fail to report an unauthorized transaction beyond seven working days, liability will be assessed according to the Bank's board-approved policy and the Customer shall bear full liability of such unauthorized transaction.

<u>Table 1</u>			
<u>Summary of Customer's Liability</u>			
<u>Third party breaches, where the deficiency lies neither with the Bank nor with the Customer but lies elsewhere in the system</u>			
<u>Time taken to report the fraudulent transaction from the date of receiving the communication.</u>	<u>Customer's liability (₹)</u>		
Within 3 working days	Zero liability		
Within 4 to 7 working days	<u>Type of Account</u>	<u>Maximum liability.</u> <u>(₹)</u>	



		All other SB accounts <ul style="list-style-type: none"> • Pre-paid Payment Instruments and Gift Cards • Current/ Cash Credit/ Overdraft Accounts of MSMEs • Current Accounts/ Cash Credit/ Overdraft Accounts of Individuals with annual average balance (during 365 days preceding the incidence of fraud)/ limit up to Rs.25 lakh • Credit cards with limit up to Rs.5 lakh 	10,000	
<u>Your Doorstep Banker</u>		<ul style="list-style-type: none"> • All other Current/ Cash Credit/ Overdraft Accounts • Credit cards with limit above Rs.5 lakh 	25,000	
Beyond 7 working days	As per Bank's Board approved policy			



Proprietary rights

Digital Portal: As between Bank and Customer, all rights, title and interest in the Digital Portal and any other materials furnished or made available on the Digital Portal, and all modifications and enhancements thereof belong to are the sole property of the Bank.

Feedback: Customers do and will irrevocably assign to Bank all evaluations, ideas, feedback and suggestions made by Customer to Bank regarding the Digital Portal (collectively, "Feedback") and all Intellectual Property Rights in the Feedback, on a worldwide, unconditional, royalty-free, irrevocable and perpetual basis. Where the foregoing assignment is prohibited by law, Customer grants Bank an exclusive, transferable, worldwide, royalty-free, fully paid-up license (including the right to sublicense) to use and exploit all Feedback, as Bank may determine in its sole discretion. Customer waives and agrees never to assert any rights that by applicable law cannot be assigned/transferred including personal rights or moral rights relating to any Feedback, against Bank.



1. all Intellectual Property Rights in each of the foregoing, belong to and are retained solely by the Customer. Information and Other Information are collectively referred to as "Customer Information". Customer grants to Bank a limited, non-exclusive, royalty-free, worldwide license to use the Customer Information and perform all acts with respect to the Customer Information, as may be necessary for Bank to operate, maintain and improve the Digital Portal or provide the Services to Customer, and a non-exclusive, perpetual, irrevocable, worldwide, royalty-free, fully paid-up license to use, reproduce, modify and distribute the Other Information as a part of the Aggregated Statistics (defined below). Customer is solely responsible for the accuracy, quality, veracity, integrity, legality, reliability, and appropriateness of all Customer Information. To

the extent that receipt of the Customer Information requires Bank to utilize any account information from a third-party service provider, Customer will be responsible for obtaining and providing relevant account information. Bank agrees to access and use the Customer Information solely for Customer's benefit and as set forth in these Terms or the Privacy Policy.

Aggregated statistics: Notwithstanding anything else contained in these Terms, Bank may monitor Customer's (including the authorized users) use of the Digital Portal and the Services and use data and information related to such use and Customer Information in an aggregate and anonymous manner, including to compile statistical and performance information related to the provision and operation of the Digital Portal and the Services ("Aggregated Statistics"). As between Bank and Customer, all right, title and interest in the Aggregated Statistics and all Intellectual Property Rights therein, belong to and are retained solely by Bank. Customer acknowledges that Bank will be compiling Aggregated Statistics based on Customer Information and Information input by other customers into the Portal. Customer agrees that Bank may use such information to the extent and in the manner required by applicable law and for purposes of data gathering, analysis, service enhancement and marketing, provided that such data and information does not identify Customer.

Links to other websites

Links to websites or interface other than Bank's own website or application are provided solely as information on topics that may be useful to you in relation to the Services, and SFB has no control over the content on such third-party websites.

SFB makes no warranties concerning the content of such websites, including the accuracy, completeness, reliability of said websites, nor does SFB warrant that such website or content is free from any claims of copyright, trademark or other infringement of the rights of third parties or that such site or content is devoid of viruses or other contamination.



carefully before accessing or interacting with

such websites, in any way. SFB does not guarantee the authenticity of documents on the internet or on such third-party websites.

Links to such websites do not imply any endorsement of or responsibility for the opinions, ideas, products, information or services offered at such sites, or any representation regarding the content at such websites.

Indemnity

You, at your expense, will defend, indemnify and hold harmless, Bank, its affiliates, licensees and its officers, directors, agents and employees from and against all claims, demands, damages, losses, costs and expenses, including attorneys' fees and costs, arising from or relating to: (i) your use or misuse of the Digital Portal or Services; (ii) any claims from any third-party as a result of or in connection with your use of the Digital Portal or Services; (iii) any violation by you of the Terms; (iii) improper or fraudulent Information provided by you or misuse of the Information; (iv) incorrect information that belongs to an unrelated third party provided by you; or (v) any breach of the representations, warranties, and covenants made by you.

Bank reserves the right, at your expense, to assume the exclusive defence and control of any matter for which you are required to indemnify Bank, including rights to settle, and you agree to cooperate with Bank for such defence and settlement. The Bank will use reasonable efforts to notify you of any claim, action, or proceeding brought by a third party that is subject to the foregoing indemnification upon becoming aware of it. Customer may, at its own expense, engage separate counsel to advise Customer regarding a claim and to participate in the defence of the claim, subject to the Bank's right to control the defence and settlement.

You agree that Bank, its directors, officers, employees, agents and representatives will in no way be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including damages for loss of profits, goodwill, use, data or other intangible losses, or any loss of revenue or profits arising under, relating to or resulting from:

- your availing the Digital Portal or Services;
- your violation of the Terms (including the Privacy Policy);
- your violation of any third party rights, including Intellectual Property Rights of any third-party;
- use or inability to use the Digital Portal or Services;
- any claims from any third parties resulting from or in connection with your use of the Digital Portal or Services;



Digital Portal and Services.

No advice or information, whether oral or written, obtained by you from Bank or through or from the use of Services or Digital Portal will create any warranty and Bank will have no liability in this respect.

Bank's sole obligation and your sole and exclusive remedy in the event of interruption in usage of Digital Portal or Services or loss of use or access to Digital Portal or Services, will be to use all reasonable endeavours to restore the usage of Digital Portal or Services.

Miscellaneous

Grievance Redressal: Any complaint, dispute, or grievance in relation to the Digital Portal or Services should be addressed to the Bank, in accordance with the Bank's Customer Grievance Redressal Policy. Such complaint, dispute or grievance will be handled as per the Bank's Grievance Redressal Policy.

Governing law and disputes resolution: These Terms will be governed by and construed in accordance with Indian laws. If a dispute arises between you and Bank, our goal is to provide you with a neutral and cost- effective means of resolving the dispute quickly. In the event of a dispute, we encourage you to first contact the Bank at +91-8048329999 or help@sliceit.com to try resolving your problem directly with us. If the parties are unable to resolve any dispute amicably within 30 days of the notice of such dispute, the dispute will be subject to the exclusive jurisdiction of the courts in Guwahati, Assam, India.

Changes to these Terms: The Bank may change these Terms from time to time. It is your responsibility to review the Terms from time to time to see if it has been changed. The updated version of these Terms will

supersede the current version and such updated version will be immediately effective upon being posted on the Bank's Digital Portal. The continued use of the Digital Portal or Services following the notification of modification of the Terms or after being updated on the Bank's Digital Portal will be construed to mean the acceptance of the said modified Terms.

Transferability: These Terms, or any right or interest herein, will not be assignable or transferable by you .

Entirety of the Terms: These Terms makes up the entire Terms between the Bank and you regarding the subject matter hereof and supersede any prior Terms.

Severability: If any portion of these Terms are found to be unenforceable, the remaining portion will remain in full force and effect.

No waiver: If Bank fails to enforce any part of these Terms, it will not be considered a waiver.



Terms

On the account of the merger of Garagepreneurs Internet Private Limited ("GIPL") with the slice small finance bank Limited ("Bank"), it is hereby informed that all existing slice customers who were onboarded on slice PPI account by GIPL in accordance with slice PPI terms will now become the PPI Customers of the Bank. All rights, obligations, responsibilities, and liabilities of GIPL related to the PPI services previously provided by GIPL will now be fully transferred and assigned to the Bank. This includes all customer agreements, service terms, and compliance commitments associated with the slice PPI services. Your rights and obligations will remain unchanged, and you can continue to enjoy uninterrupted access to your PPI Services.

In addition to the Mobile Banking Terms, the Terms of Service applicable to PPI Services ("PPI Terms"), along with any other agreements or documents executed / accepted by you, apply to you for availing the PPI Services via the Digital Portal identified below in the PPI Terms offered by the Bank.

By registering for PPI Services or by using the PPI Services, you signify that you have read, understood and signify your agreement to be bound by the PPI Terms. If you do not agree with any or all of these PPI Terms, please do not register or avail the PPI Services.

You must be at least 18 years of age to be issued PPI Account and to access the Digital Portal to avail the PPI Services, which is subject to these PPI Terms. However, if a user of less than 18 years but at least 11 years of age ("Minor"), accesses the Digital Portal and uses the PPI Services and UPI Services, same can be done only with the consent and approval of a lawful guardian, including but not limited to Parents of the user ("Legal Guardians").

Legal Responsibility on behalf of Minors: We understand the importance of financial education and want individuals to start their journey towards financial literacy and independency under the supervision of their Legal Guardians from a young age. But Minors can use the Digital Portal only with the permission and under the supervision of their Legal Guardian. As the Legal Guardian you must agree to and accept the Mobile Banking Terms of Use, the PPI Terms, Approval Terms, and the Privacy Policy on behalf of the Minor(s). Minors cannot, therefore, use the Digital Portal unless their Legal Guardian agrees to and accepts the above- mentioned terms and the Privacy Policy on their behalf. If you agree to these on behalf of a Minor(s), you represent to us that you are their Legal Guardian. As a Legal Guardian, you agree to take full financial and legal responsibility for the acts and omissions of the Minor(s). A Minor's use of the PPI Services and the interaction with the Digital Portal must be supervised by the Legal Guardian. As a Legal Guardian, you must take full responsibility for a Minor's actions while using the PPI Services and any interaction with the Digital Portal, such as - setting up and using the Digital Portal or the PPI Account/PPI Card. As the Legal Guardian, you hereby agree to indemnify us for any loss, damage, claim, by



Definitions

"Approval Terms" shall mean and include the terms to be accepted by the Legal Guardian of the Minor, enabling such Minor to access the PPI Services through the Digital Portal.

"KYC Framework" means and includes Master Direction - Know your Customer (KYC) Directions, 2016 issued and updated by the Reserve Bank of India ("RBI") from time to time, read with the Prevention of Money Laundering Act, 2002 and related rules, regulations and amendments.

"KYC Policy" means the board approved policy for undertaking KYC of customers of the Bank.

"Merchants" means any entity which accepts PPI Account as a payment method for online or offline purchase of goods and / or services.

"PPI Laws" means the Master Directions on Prepaid Payment Instruments (PPIs), as updated from time to time read with the Payment and Settlement Systems Act, 2007, the rules, regulations, directions, and other mandates issued or notified thereunder.

"PPI Account" is the prepaid payment instrument, in the nature of a stored value account that is issued by the Bank. (*slice small finance bank Limited*).

"slice PPI account" refers to the prepaid payment instrument, in the nature of a stored value account that was issued GIPL.

"slice Card" refers to a physical or virtual card linked to customers who have already set up a slice PPI account.

"PPI Card" refers to the physical form card or a virtual card associated with the PPI Account provided by the Bank.

"Bank", "we", "our" and "us" means slice small finance bank, a banking company incorporated in India under the Companies Act, 2013 and having its registered office at 1st & 3rd Floor, Fortune Central Basisthapur, Byelane 3, Beltola, Guwahati, Assam-781028.

"you", "your" or "Customer" means the user or person availing PPI Services.

The capitalised words used in these PPI Terms but not specifically defined, will have the respective meanings assigned to them under the Mobile Banking Terms, Privacy Policy, PPI Laws or KYC Framework.

Eligibility

You will be eligible to register and use the PPI Services, only if you: (i) are an Indian citizen, resident of India and not a resident of any other country; (ii) you are not a Politically Exposed



PPI Services

- a. Bank is authorised by the Reserve Bank of India ("**RBI**") to issue and operate pre-paid instruments in India in accordance with the PPI Laws.
- b. Bank will provide and facilitate the following functionalities and services to you as applicable, on or through the Digital Portal ("**PPI Services**"):
 - a. issue PPI Account, UPI on PPI and PPI Card;
 - b. distribution of PPI Card, in physical form, to the holder of PPI Account;
 - c. provide a facility to you to load or reload money / funds in PPI Account;
 - d. provide customer support to you, in relation to the PPI Services, including providing facility for you to raise grievances, complaints or provide feedback, in relation to PPI Account; and
 - e. provide any ancillary or support services to enable you avail the PPI Services.
- c. Bank reserves the right, exercisable as and when it deems fit and at its sole discretion, to modify, or to add new or remove existing, functionalities, processes, or mechanisms, in relation to the PPI Services.
- d. PPI Account will be made accessible and available (by Bank) to you on the Digital Portal, through your account and through the PPI Card.
- e. During your registration, access and use of PPI Services, we may collect, process and share Information about you with third parties in accordance with our KYC Policy, Privacy Policy, including undertaking customer identification procedures in accordance with KYC Framework and any other Applicable Law, for the purpose of issuing PPI Account to you ("KYC");
- f. Bank will offer PPI Services in accordance with the PPI Laws and these PPI Terms.
- g. You can access the PPI Services with the same credentials used for logging into the Digital Portal.

1. **FATCA-CRS Declaration**

- a. You agree to abide by and be bound by all applicable rules/ regulations/ instruction/ guidelines issued by the Reserve Bank of India ("RBI"), the Common Reporting Standards ("CRS"), Foreign Account Tax Compliance Act of United States of America ("FATCA") and any other governmental or regulatory authority, in force from time to time, as a when applicable.
- b. You understand that the Bank would be relying on this information for the purpose of determining your status in compliance with FATCA (Foreign Account Tax Compliance Act) / CRS (Common Reporting Standards).
- c. You agree to inform the Bank within 30 days if there is change in information or certification provided herein.
- d. You agree that as may be required by domestic regulators/tax authorities the Bank may also be required to report, reportable details to CBDT (Central Board of Direct Taxes) or close or suspend your PPI Account.



For existing slice PPI account customers, it is hereby informed that your slice PPI account will be transitioned to the PPI Account of the Bank in accordance with these PPI Terms. Your rights and obligations will remain unchanged, and you can continue to enjoy uninterrupted access to your PPI Services.

Registration for PPI Account/PPI Card

To use the PPI Services, you will be required to undertake a one-time registration process by following the below steps:

- ◦ a. Registration for PPI Account – If you wish to register and avail PPI Services, you will need to accept the Mobile Banking Terms including but not limited to PPI Terms, Approval Terms and the Privacy Policy.
- b. KYC – In compliance with the KYC Framework, undergoing KYC verification is mandatory in order to register for PPI Account and issuance of PPI Card. This is because it is critical to ensure that the Customer is the person who they claim to be and to prevent fraudulent transactions. We may conduct KYC through prescribed mechanisms under the KYC Framework and KYC Policy which may include obtaining Information and / or validation of your identity through third party authorised service providers such as but not limited to DigiLocker, Central KYC Records Registry (CKYCR) and Unique Identification Authority of India (UIDAI). During this process, you may be required to accept the terms and conditions of such third-party service providers or

any other authority whom you authorise to share your Information with us. You hereby provide your express consent to Bank to undertake such KYC. You also hereby appoint Bank as your authorized representative to receive your credit information from bureau for the purpose of providing PPI Services. Further you agree to the terms and conditions of Credit Information Companies' for enabling the same.

Please follow the steps below to complete your KYC:

- ◦ ◦ a. Provide your Permanent Account Number ("**PAN**") – You have to enter or confirm your PAN details.
- b. Fetching identification information – You will be asked to complete your KYC either through offline verification of Aadhaar or through e-KYC authentication of Aadhaar or by enabling us to obtain your details from the CKYCR or DigiLocker. You hereby authorise the Bank to verify/check/obtain/download your KYC details from the CKYCR as and when required for the purpose of KYC verification; (i) by verifying such details through CKYC number (i.e., KYC identifier number-KIN) provided by you or (ii) by obtaining such CKYC number/KIN, through details made available by you. You also consent to receive information from CKYCR or



For offline KYC verification ("KYC"), you hereby voluntarily consent to share/obtain the XML file containing your information to Bank, for the purpose of establishing your identity and verification of the same under any applicable law, as may be amended from time to time. Pursuant to the same, you hereby agree and acknowledge that:

- ○ ○ ○ ○ your XML file containing details will be used for KYC identification, verification and due diligence purpose only, as required under applicable law for availing Loan Services from the Bank.
- to share the share code or confirm on the auto populated share code, as the case may be, for successful XML file download and upload as contemplated under applicable law to complete the verification process.
- You hereby acknowledge that the records and audit trail of the KYC verification mode opted, may be used by the Bank for evidentiary purposes and further understands and acknowledges that the records and audit trail of such verification process may be used by the Bank for evidentiary purposes, including but not limited for submission before courts/tribunals/mediators/arbitrators or to any statutory or regulatory authority and you hereby expressly consent to the same.

For CKYCR verification, you hereby authorise Bank to verify/check/obtain/download your KYC details from the CKYC Registry as and when required for the purpose of KYC verification; (i) by verifying such details through CKYC number (i.e KYC identifier number-KIN) provided by you or (ii) by obtaining such CKYC number/KIN, through details made available by you.

- ○ ○ a. Current Address: You will be required to verify your current address for completion of your KYC verification.
- b. Video KYC: You will be required to complete the video KYC as prescribed under the Bank's KYC Policy and KYC Framework. You agree and acknowledge that you will provide all necessary permissions and consents for the purpose of carrying out video KYC with Bank.
 - The Customer agrees and authorises the Bank to conduct Video KYC, to record the video interaction with them, take photographs of their PAN and/or Aadhaar card or any other relevant document. The Customer understands that the same shall be stored and used to verify their identity. The Customer understands that the Bank shall ensure security and confidentiality of the video recording, photographs, images, and data and further authorises the Bank to furnish this data with regulatory/statutory/judicial authorities as and when required.
 - The Customer understands that the Video KYC process is subject to the availability of the Bank officials to conduct such Video KYC, and technical stipulations including but not limited to those arising due to



error in transmission of any information or request to and from the telecommunication equipment of the Customer and the network of any internet service provider and Bank's system or any breakdown, interruption, suspension or failure of the telecommunication equipment of the Customer, or Bank's system or the network of any internet service provider and/or any third party who provides such services as is necessary to provide the Video KYC process.

- In case the documents shown and verified by the Bank officials over a video call do not comply with the KYC policy and/or KYC Framework due to any reason whatsoever, the application request shall be rejected.
- Customers who shall be routed through the Video KYC process agree that their request is subject to verification and may be rejected by the Bank for various reasons including, but not limited to:

Call drop due to network/internet issues at the Customer's or Bank's end; or

Documents matching criteria is not fulfilled or

Bank official is unable to capture the screenshot of Customer's photo or any document or

Customer is not ready to co-operate with Bank officials or

Location outside India, face mismatch, poor quality uploaded documents or

For any other reason at the discretion of the Bank.

- ◦ ◦ ◦ ◦ The Customer agrees and undertake that if Customer could not complete their Video KYC validation process or the said process if dropped midway due to technical, systematic or server errors/issues or other operational issues in that case Customer will be permitted to complete Video KYC

process again to enable the customer to have their account opening process completed.

- ◦ ◦ ◦ ◦ The customer also agrees and undertakes that even if he/she completes his/her Video KYC process for account opening but Bank is unable to access the KYC validation data/information collected under Video KYC process due to some technical, systematic or server errors/issues, or any other issue which are beyond the control of the Bank, in that case Bank has exclusive right to undertake the Video KYC process again.

- a. The Bank may undertake the said KYC Process in such other manner as it deems fit provided it is in accordance with KYC Framework and Bank's KYC policy.



your PPI Account shall be registered, and a PPI Card will be issued to you.

- c. You hereby authorise Bank to verify/check/obtain/download your KYC details from the CKYC Registry as and when required for the purpose of KYC verification; (i) by verifying such details through CKYC number (i.e KYC identifier number-KIN) provided by you or (ii) by obtaining such CKYC number/KIN, through details made available by you.

d. Politically Exposed Persons

- By continuing usage of the PPI Account and PPI Services, you hereby represent that you are not a Politically Exposed Person (PEP) as defined by the RBI. PEPs are individuals who are or have been entrusted with prominent public functions by a foreign country, including the Heads of States/Governments, senior politicians, senior government or judicial or military officers, senior executives of state-owned corporations and important political party officials.
- You agree and undertake to immediately notify us in circumstances where your PEP status changes, or you become related to a PEP. You should promptly notify us in writing to ensure that appropriate steps are taken in accordance with Applicable Law

and our policy. You further understand that as a PEP you will be subject to additional customer due diligence requirements as determined by the regulators and as per our KYC Policy. As a PEP you hereby agree to fully comply with all the aforesaid additional customer due diligence requirements as well as cooperate with us to complete all continuing compliance requirements applicable to a PEP as will be notified to you by us to ensure uninterrupted use of the PPI Account.

Use of PPI Account:

1. PPI Account is a full KYC PPI with features and limitations in accordance with PPI Laws and in accordance with internal policies. The limits for using your PPI Account as updated from time to time at Bank's sole discretion and in accordance with PPI Laws will be available on the Portal for your reference.
2. We will be communicating additional features and functionalities, if any related to your PPI Account through the Digital Portal.
3. PPI Account can be used for purchase of eligible goods and services offered by Merchants.
4. You can also undertake fund transfers from your PPI Account to a bank account or another pre-paid wallet provided you have completed your KYC.
5. The amount you transfer or spend using PPI Account/PPI Card will be deducted from your PPI Account.

Use of slice Card and PPI Card

1. For existing slice PPI account customers on being transitioned to PPI Account can continue to use their slice Cards and these slice Cards would be considered at par with



physical PPI Card (associated to your PPI Account), which shall be issued and delivered by the Bank at your registered address. Further, Bank reserves the right to charge maintenance fees for the physical PPI Card. You may use these to make payments at merchants. You may disable this PPI Card at any time, through the Digital Portal. You may use your PPI Card to spend from your PPI Account within the prescribed limits. You cannot sell or transfer the PPI Card. We may cancel, repossess, or revoke your PPI Card (at any time without prior notice) subject to applicable law. We may also refuse to process any transaction which we believe may violate these PPI Terms.

3. The PPI Card may take up to 7-10 working days to be delivered though this timeline may be subject to additional unforeseen delays.
4. Your usage of the PPI Card shall be governed by these PPI Terms/ General terms and conditions/Privacy Policy and Applicable Law.
5. You understand that the PPI Card is not a credit card and cannot be used to spend through credit, in any manner whatsoever. You are responsible for ensuring that there is sufficient balance in your PPI Account for making purchases through the PPI Card.
6. You are given an option to block your PPI Card on the Digital Portal itself. You understand and agree that we may block your PPI Card in case of any fraudulent activity, suspicious transactions etc.
7. You understand that the PPI Card cannot be claimed as a matter of right. Bank may at its discretion decide to discontinue or stop distributing PPI Cards.

PPI Account Full KYC PPIs:

1. If you complete the KYC process as required under PPI Laws, KYC Framework and KYC Policy, Bank will issue you Full KYC reloadable PPIs.
2. The amount outstanding in Full KYC PPIs cannot exceed INR 2,00,000 at any point of time. For Minor's PPI Account, the amount outstanding cannot exceed INR 10,000 at any point of time.
3. In case of pre-registered beneficiaries, the funds transfer limit for Full KYC PPIs cannot exceed INR 2,00,000 per month per beneficiary. For Minor's PPI Account, such fund transfer limits cannot exceed INR 10,000 per month per beneficiary.
4. Funds transfer limits for all other cases will be restricted to INR 10,000 per month.
5. Funds transfer from Full KYC PPIs will also be permitted to other PPIs, debit cards and credit cards within prescribed limits.

Loading/Reloading your PPI Account account/PPI Card:

1. You will be able to load money into your PPI Account within the permissible limits under the PPI Laws and limits applied as per Bank's policies.
2. You may use one of the acceptable methods of payment to reload your PPI Account account/PPI Card which includes debit to a bank account, credit and debit cards, PPIs issued by other PPI issuers (as permitted from time to time) and other payment instruments issued by regulated entities in India and shall be in INR only.



money used for loading/reloading is from legitimate sources only and the transactions executed by you are not for the purpose of contravention and/or evasion of any applicable laws including anti-money laundering laws, and any rules, regulations, notifications, or directions issued by any regulatory authority in India including the RBI.

UPI handle for your PPI Account.

You will be able to create a UPI handle / UPI ID for your PPI Account and use UPI Services, if you have a valid and an active PPI Account with a registered mobile number. Please note that for the purpose of this section 7, all references to 'UPI handle' / 'UPI ID' shall mean and refer to 'PPI Account - UPI ID', unless mentioned otherwise.

You agree and understand that the issuance of a UPI ID including the format of the UPI Handle will be at the sole discretion of the Bank and in accordance with applicable laws.

Using UPI Services

1. **Make payments to Merchants using UPI Services:** You will be able to make payments to Merchants using the UPI Services on the Digital Portal, by following the below steps: -
 - a. Select 'UPI' as a payment method for making payments to Merchants.
 - b. Scan the Merchant's UPI QR code or enter the UPI ID;
 - c. You will thereafter receive a notification from Bank on the Digital Portal requesting payment to the Merchant.
 - d. Click on the notification to review the payment request, including the amount to be paid; and if all the information is accurate, confirm the payment to complete your transaction.
 - e. In case you do not receive the payment request notification on your mobile or you missed it, you can also view the payment request by visiting the 'Pending Transactions' tab on the Digital Portal.
2. **Transfer of funds using UPI Services:** You will be able to use the UPI Services to transfer funds from your PPI Account. This can be done in either of the following ways: -

Transfer funds against a 'collect request':

- - a. Visit the 'pending payments' tab within the Digital Portal;
 - b. Review your pending payment requests. If all the information is accurate, you may accept the payment request otherwise you may decline the payment request;
 - c. If you choose to accept a payment request, click on the 'Pay Now' tab and thereafter undertake the additional factor of authentication, to complete the transaction.
 - d. If you decline the request, the payment will not be completed.

Transfer funds using the 'Send Money' option:



3. Verify the name of the payee and enter the amount.
4. Click on the 'Pay Now' tab and thereafter undertake the additional factor of authentication, to complete the transaction.
5. Transaction Limits for UPI Services: Transactions made by you using the UPI Services on the Digital Portal cannot exceed daily limits prescribed by the NPCI from time to time.
 - a. **Refunds:** In case of failed/returned/rejected/cancelled transactions, including transactions made using the UPI Services, refund received on PPI Cards/PPI Account will be applied to the value already stored in the PPI Card/PPI Account. The refund transactions will need to comply with PPI Laws. However, if you erroneously processed a payment to a Merchant, your only recourse is to contact such Merchant directly and ask them to refund the amount. Bank is not responsible for handling any such disputes or liable to reimburse or reverse any such payment.

Auto Debit facility for PPI Account/PPI Card

1. To use the auto debit facility on your PPI Account/PPI Card, you hereby expressly agree and consent to following general terms: -
 - You agree and acknowledge that the Bank is only a facilitator of payments and is not a party to the payments.
 - Bank facilitates recharge and payment of bills services by allowing you to pay for the mobile post-paid, prepaid recharge and landline phone bill payment, DTH and subscription for streaming services payment, other utility payments like electricity, LPG etc., credit card payment, insurance premium payment, internet broadband and data card bill payment, municipal tax & water tax payment, toll tax recharge (FasTag), loan repayments and other services provided by Bank from time to time which are available:
 - through aggregators with whom Bank has a contract or
 - through the Bharat Bill Payment Operating Unit (BBPOU) infrastructure where the Merchant is registered with NPCI for bill payments or
 - through Merchants with whom Bank has directly integrated with.
 - In order to make the recharge or bill payments you will have to provide the unique customer identity/ subscription identity number or bill number or registered mobile number, or such other unique identifier(s) which are required to fetch the bill value, subscription plan, due date, outstanding amount due and such other information necessary to enable the payment to your account with the Merchant.
 - You authorize Bank to access, fetch, share, use, store the information related to your account with the Merchant for recharge & bill payment services on an ongoing basis on your behalf for the said purposes.
 - You understand that correctness of information is of utmost importance for fetching the right bill and subscription value and you accordingly confirm to ensure



correctness of the same.

- You agree to keep your account information up to date and comply with the terms and conditions at all times otherwise Bank has the right to suspend the account or deny any services.
- You agree that for providing the recharge & bill payment services the Customer identifier data, location/state and/or KYC information / any other personal information would be required to be shared with the Merchant/ biller for tax /GST purposes.
- You agree and authorize Bank to communicate with the Merchant, third party service providers, aggregators with your account information for processing the transaction,
- You also agree that Bank may set up reminder facility or auto payment facility which you expressly consent to and understand that payment once made to the Merchant for is non - refundable.
- You shall be responsible for any duplicate standing instructions for payment or delayed payments, or any penalty/ interest levied by the Merchant on the payments made. It is re- iterated that Bank only facilitates the payments to the Merchants on your behalf.
- There may be charges for access, third party payment or such other data fees from third party payment participants and/ or billers which you expressly agree and shall not hold Bank liable for the same.

2. Setting up auto debit facility

- The auto debit facility on PPI Account/PPI Card will be only for recurring transactions and not for a 'once-only' payment.
- If you are desirous of opting for auto debit facility on PPI Account/PPI Card, you will have to undertake a one-time registration process, with Additional Factor of Authentication ("AFA") validation by the Bank.
- Registration of auto debit shall be completed only after all requisite information is obtained by Bank, including the Merchant details, date and time of debit, validity period of the auto debit etc.
- During the registration process, you will be given an option to provide the auto debit for either a pre-specified fixed value of recurring transaction or for a variable value of the recurring transaction; in the case of the latter, you will clearly specify the maximum value of recurring transactions, subject to the overall cap fixed by the RBI.
- Any modification in existing auto debit can only be done by entailing AFA validation.

3. Processing of first transaction and subsequent recurring transactions

- While processing the first transaction in auto debit based recurring transaction series, AFA validation shall be performed. If the first transaction is being performed along with the registration of auto debit, then AFA validation may be combined. All



- The Bank will send a pre-transaction notification to you, at least 24 hours prior to the actual charge / debit to the PPI Account/PPI Card. While registering auto debit on PPI Account/PPI Card, you will be given facility to choose a mode among available options (SMS, email, etc.) for receiving the pre-transaction notification from Bank in a clear, unambiguous manner and in an understandable language. You can also change this mode of receiving pre-transaction notification by the Bank.
- The pre-transaction notification will contain details about the name of the Merchant, transaction amount, date / time of debit, reference number of transaction/ auto debit, reason for debit, i.e., auto debit registered by you.
- On receipt of the pre-transaction notification, you will have the facility to opt-out of that particular transaction or the auto debit. Any such opt-out shall entail AFA validation by the Bank. On receipt of intimation of such an opt-out, Bank will ensure that the particular transaction is not effected / further recurring transactions are not effected (as the case may be). A confirmation intimation to this effect will be sent to you.

5. Post-transaction notification

- The Bank will send post-transaction alert / notification to you which will entail all the above- mentioned details such as name of the Merchant, transaction amount, date / time of debit, reference number of transaction/ auto debit, reason for debit, i.e., auto debit registered by you.
- Suitable velocity checks and other risk mitigation procedures shall be put in place by the Bank to monitor such auto debit transactions.

6. Withdrawal of auto debit

- The Bank will provide you with an online facility to withdraw any auto debit at any point of time in accordance with applicable laws following which no further recurring transactions shall be allowed for the withdrawn auto debit. (Note: The exception to this will be a pipeline transaction for which pre-transaction notification has already been sent to you, but the debit has not been communicated to or received by you, and the auto debit withdrawal happens during the interregnum.) The Bank will clearly communicate to you about the facility to withdraw auto debit at any point of time at the time of registration and later on whenever felt necessary.
- The withdrawal of any auto debit by you can only be done by entailing AFA validation by the Bank.

7. Dispute resolution and grievance redressal

- Any grievance by the you for auto debit facility shall be settled purely as per the provisions of the Customer Grievance Redressal Policy of the Bank.

Adding Beneficiary



permitted), etc. This would enable you to transfer money from your PPI Account to the beneficiaries' bank account, any other PPIs issued by the Bank to such beneficiaries and beneficiaries' PPIs issued by different issuers as and when permitted. The detailed process of adding beneficiaries, transaction limits, maximum number of beneficiaries which can be added, cooling off period etc., can be found here.

Fees and Charges

The Bank reserves its right, in its sole discretion and without any prior notice, to impose and/or revise charges/commissions in relation to the use of your PPI Account /PPI Card/ UPI Services. The current charges are available here on the Digital Portal.

Inactivity

If you do not undertake any financial transactions using your PPI Account /PPI Card or the UPI Services for a consecutive period of 1 year, the PPI Account will be considered inactive. In such cases, Bank will inform you at least 5 days prior to completion of 1 year to either transact using the PPI Account /PPI Card or utilize any outstanding balances. If you wish to reactivate an account considered inactive, you can do so via any applicable self-serve mechanism such as device binding or will have to contact us through our customer care details as mentioned under these PPI Terms and comply with applicable validation norms, as prescribed by Bank and under applicable laws.

Closure

Your PPI Account can be closed any time by making a request to us. The remaining amount (if any) on the PPI Account will be transferred by back to its source account or registered bank account of the Customer. If you plan deactivate your mobile number used to register for use of PPI Account, please update your new number with us by contacting us at_help@sliceit.com or close your PPI Account. Please note that any change in your registered mobile number will be done in accordance with the Bank's internal policies and applicable law, including the KYC Framework.

Terms and conditions of PPI Card/PPI Account:

1. PPI Card and your PPI Account, including UPI Services should only be used for bonafide and personal purposes. Your use of the Digital Portal, PPI Account, PPI Card and UPI Services will be at your own risk.
2. You will use PPI Account / PPI Card only for uses permitted under these PPI Terms and for lawful purposes.
3. You will not impersonate any person or access accounts of others without permission.
4. You will not use PPI Account / PPI Card / UPI Services to defraud Bank, its affiliates or any other third parties.
5. Any web-link on the Digital Portal to a third-party site is not an endorsement by the Bank. By accessing or using such link, you will be bound by the terms and conditions applicable to such site.



transactions.

8. Issuance of PPI Card/ PPI Account or enabling UPI Services on your PPI Account is at the sole discretion of the Bank.
9. No interest is payable on your account balance on PPI Account.
10. Your transactions are processed based on your explicit consent or authorization in accordance with applicable laws.
11. We do not take any responsibility for any loss, damage or injuries suffered or caused to the you in connection with the service, quality of goods and services provided by the Merchants, refusal to accept (or conditional acceptance of) the PPI Card or the UPI Services by Merchants or the inability (technical issues) to use the PPI Card or the UPI Services at Merchants. Any dispute or claim regarding the product / merchandise / goods or services purchased / availed on from Merchants using PPI Account / PPI Card/ UPI Services must be resolved with the concerned Merchant.
12. The charges incurred at certain Merchants may include a charge for availing certain additional services or other facilities provided by such Merchants.
13. The Bank will monitor your transactions for high risk or fraudulent transactions. Bank may suspend or discontinue your access / use to or of your PPI Account/ PPI Card or UPI Services, for any reason at any time without written notice to you. In addition, Bank may suspend your use of your PPI Account/ PPI Card/ UPI Services if it suspects that a transaction is being undertaken or your PPI Account /PPI Card/ UPI Services is being or is likely to be used without authorization, fraudulently, suspiciously or is otherwise unusual based on prior transaction activity / history and as per our internal fraud control policies.
14. You agree and understand that Bank may report suspicious or fraudulent transactions to relevant authorities based on internal policies and / or applicable laws. Bank is not responsible for any loss caused to you as a consequence of such reporting by Bank.
15. Bank may terminate your PPI Account in case of violation of any PPI Terms or internal policies or any other applicable laws. In such a case, the balance amount in your PPI Account will be transferred back to your source account.
16. The records of transactions maintained by Bank regarding your PPI Account/ PPI Card/ UPI Services shall be conclusive and binding for all purposes.
17. The PPI Account will be valid unless surrendered or cancelled or forfeited. The PPI Card issued by the Bank will be valid as per the period mentioned in the PPI Card. Bank will intimate the customer through a SMS on the registered mobile number, 45 days prior to expiry of validity period of the PPI Account and/or PPI Card.
18. Any grievance including any claim for compensation made by the customer shall be settled purely as per the provisions of the Customer Grievance Redressal Policy of the Bank.
19. Bank has set transaction limits on your PPI Account for all types of transactions including loading limit per month, fund transfer back to source, maximum transaction



1. Your account details including login credential should be kept confidential and secure by you.
2. Bank is not responsible if the PPI Card is lost, stolen, destroyed or used without permission. You will take reasonable precaution to prevent misuse of the PIN.
3. You shall be solely responsible for any consequences arising directly or indirectly out of the disclosure of the PIN and/or unauthorised use of PPI Card as a result of any misuse.
4. Bank disclaims and you release Bank from any liability for any unauthorised use of your PPI Account /PPI Card and for any loss or damage incurred directly or indirectly by you as a result.
5. You are responsible for safe custody of the PPI Account/PPI Card. In case of loss or theft of PPI Card or misuse of PPI Account/PPI Card, you should immediately inform the Bank.
6. You are responsible and liable for all unauthorised transactions till you report the unauthorised transaction(s)/misuse/theft of the PPI Card/PPI Account to the Bank.
7. You should be careful while updating your bank accounts and adding beneficiaries as Bank shall not be liable for any incorrect details submitted by you on your PPI Account. You will receive an alert when a new beneficiary is added.
8. Where the mobile phone or other device used to access PPI Account gets stolen/ lost or object to any transaction or you become aware of any unauthorised transaction from your PPI Account, you are required to immediately inform the Bank about the same. Such complaint can be reported at the customer care as mentioned under these PPI Terms. The Bank reserves the right to restrict any transaction on such account, in order to prevent any unauthorised usage of the PPI Account.
9. In case of change in mobile number or other information/documents provided to Bank at the time of onboarding, you are required to intimate Bank immediately. Bank will not be liable for any fraudulent transactions undertaken prior to intimation to Bank about the change in your details.
10. Due to the inherent nature of internet, it is possible that there can be failures at multiple points during a transaction. Bank is not liable for any loss caused to you due to such failures or inefficiencies of third-party stakeholders.

Your liability in case of unauthorised transactions

1. If an unauthorised transaction takes place due to our negligence or deficiency, we will refund the funds to your PPI Account.
2. In cases where the loss is due to your negligence, such as where you might have shared the payment credentials, you will bear the entire loss until you report such unauthorised transaction to us. You will not be made liable for any further loss on PPI Account after you have reported the unauthorised transaction to us.
3. It is the Customer's liability to report any unauthorised electronic payment transaction to the Bank. The Bank has endeavoured to provide all its customers availing PPI services a 24x7 facility to lodge complaints relating to unauthorized transactions.



or email the grievance to help@sliceit.com

Communication

The Bank may on its own or through its third party agents or BCs, from time to time, send communications to you in relation to PPI Account or PPI Card. You authorise and consent for Bank to communicate with you.

Release, Indemnity and Limitation of Liability

- a. You release, agree to defend, indemnify and hold harmless Bank, its affiliates, licensees and its officers, directors, agents and employees, from all responsibility and liability for any loss, damage, claim, demand or liability in any form (including reasonable attorney fees), in relation to: (i) any

unauthorised use of PPI Account or PPI Card that you hold; (ii) The Bank acting in good faith on any instructions received from or on behalf of you or which Bank (in good faith) believes to be from you; (iii) error, delay, default or inability of Bank to act any of your instructions; and (iv) any breach by you of applicable laws and / or these PPI Terms.

- a. In no event will Bank be liable for any indirect, consequential, incidental, special or punitive damages, including without limitation damages for loss of profits or revenues, business interruption, loss of business opportunities, loss of data or loss of other economic interests, whether in contract, negligence, tort or otherwise, arising from the use of or inability to use the PPI Services, however caused and whether arising in contract, tort, negligence, warranty or otherwise, even if we have been advised of the possibility of such damages.
- b. In any event, the total aggregate liability of Bank under these PPI Terms will not exceed the amount paid by you for using the PPI Services giving rise to the cause of action or INR 100 whichever is less.

Privacy

- a. Your personal information/data provided during the course of your use of the PPI Services will be treated in accordance with the Privacy Policy, KYC Policy and KYC Framework.
- b. By using the PPI Services, you understand and acknowledge that we may use your personal information/data (provided in the course of your use of the PPI Services) for making promotions available to you or for providing you offers, in accordance with the Privacy Policy and the KYC Framework.
- c. By using PPI Services, you agree and acknowledge that we may share your personal information/data with the other regulated entities for assessing you, for underwriting you and/or for KYC verification and/or for such other verification that may be required under the applicable law.



reference and will apply to you. Any conflict between the Terms or Privacy Policy and these PPI Terms will be resolved in favour of these PPI Terms.

Annexure -II

TERMS OF SERVICE: LOANS AVAILED THROUGH DIGITAL PORTAL

On account of merger of Quadrillion Finance Private Limited ("QFPL") with slice small finance bank Limited ("SFB" or "Bank"), all the existing customers who availed credit facility from QFPL ("slice Borrow") shall now be the customers of the Bank.

Therefore, loans issued by QFPL will be treated as loans from the Bank, while loans issued by the Financing Partners, [as mentioned below] shall continue to vest with such Financing partners under the original terms of loan agreement, terms of use etc.

On account of the merger, Bank shall carry out the following services in relation to the loans issued by Financing Partners:

- Collection & Recovery Services
- Customer Grievance Redressal

Pursuant to the above, all rights, obligations, responsibilities, and liabilities related to the credit facility or loans previously provided by QFPL will now be fully transferred and assigned to North-East Small Finance Bank Limited. This includes all customer agreements, service terms, and compliance commitments associated with the credit facility and loan services.

In addition to the Mobile Banking Terms, the Terms of Service applicable to loans availed through the Digital Portal, along with any other agreements or documents executed / accepted by you, apply to you for availing the Loan Services via the Digital Portal identified below in the Loan Terms offered by the Bank.

Definitions

"Applicant" refers to an individual who submits a formal request to the Bank for availing Loan Services through the Digital Portal.

"KYC Framework" means and includes Master Direction - Know your Customer (KYC) Directions, 2016 issued and updated by the Reserve Bank of India ("RBI") from time to time, read with the Prevention of Money Laundering Act, 2002 and related rules, regulations and amendments.

"KYC Policy" means the board approved policy for undertaking KYC of customers of the Bank.



"you", "your" or "Customer" means the user or person availing Loan Services.

The capitalised words used in these Loan Terms but not specifically defined, will have the respective meanings assigned to them under the Mobile Banking Terms, Privacy Policy, or KYC Framework.

Terms

Bank may provide the following credit facilities and related services to you on or through the Digital Portal ("**Loan Services**"):

- a. Collect information and documents required to undertake your KYC and underwriting and assess your credit worthiness for the purpose of availing a credit facility or loan from the Bank.
- b. Sanction a credit facility or loan ("Loan") to you through the Digital Portal at its sole direction as per the terms of the Loan documents including but not limited to Loan Agreement, Sanction letter, Key Fact Statement, Most important Terms and Conditions etc. ("Loan Terms");
- c. Disburse the amount of Loan sanctioned to you to your designated bank account, in accordance with these Terms and the Loan Terms.
- d. Provide the details of Loan availed along with the repayments (including the principal and interest) for such Loan, on the Digital Portal;
- e. Provide or enable methods (including electronic payment methods) to you for repayment of the Loan availed by you;
- f. Engage in collection of the Loan repayment amounts in accordance with applicable laws or the Loan Terms;
- g. Provide customer support to you in relation to the Loan Services, including providing the facility for you to raise grievances, complaints or provide feedback, in relation to the Loan Services; and provide any ancillary or support services to enable you avail the Loan Services.
- h. The Bank in addition to providing Loans shall also continue servicing the existing loans issued by QFPL along with its Financing Partners.
- i. Bank reserves the right, exercisable as and when it deems fit and at its sole discretion, to modify, or to add new or remove existing, functionalities, processes or mechanisms, in relation to the Loan Services.
- j. Bank will be enabling and providing the Loan Services, including providing the Loan through the Digital Portal, in accordance with the applicable laws, including the Guidelines on Digital Lending or any other guidelines issued by the Reserve Bank of India ("RBI").
- k. The details and information of the Loan and otherwise in relation to the Loan Services will be displayed on the Digital Portal and you are requested to check the Digital Portal regularly for such details and information.



made available on the Digital Portal.

- b. Rate of Interest- The interest rate applicable to your Loan will be communicated to you at the time of loan sanction and will be outlined in the Loan Terms and Key Fact Statement (KFS) available on the Digital Portal. The interest rate is determined based on several factors, including but not limited to guidelines issued by the Reserve Bank of India ("RBI"), the Bank's internal policy, your creditworthiness, and the loan tenure. . The effective interest rate and the total interest payable will be provided in the Loan Terms. The Annual Percentage Rate (APR), which reflects the total cost of borrowing including all applicable fees and charges, will also be disclosed in the KFS (as defined below).
- c. Penal Charges- Penal charges may be levied in the event of delayed or missed payments, as specified in the Loan Terms and the KFS (as defined below). These charges will be calculated based on the overdue/default amount. The Bank reserves the right, at its sole discretion, to provide waivers or reductions of penal charges from time to time. Any such waivers will be granted on a case-by-case basis and will be governed by the Bank's internal policies and assessment.
- d. Foreclosure and Prepayment Charge- These charges shall be levied in case of prepayment/foreclosure of Loan as per Bank's board approved policy. In the event you choose to foreclose or prepay your Loan, you agree and acknowledge that an additional day's interest may be charged for the time taken for the payment to be fully processed and settled. This charge will be calculated on the outstanding Loan amount as of the date of prepayment/foreclosure.
- e. Additional charges may also be applicable and levied based on the method of payment chosen by you for repayment of the Loan. Such charges (if any) will be intimated to you, prior to you making the repayment.
- f. You are also responsible for any fees or other amounts that your phone service provider charges, such as fees for SMS, call services, data services, and any other fees that your phone service provider may charge.
- g. All fees and charges applicable to or associated with the Loan will be disclosed to you under the KFS (defined below).

Submission of Information

- a. For existing Customers who have availed loans from QFPL and/or Financing Partners, you agree and acknowledge that you provide all necessary consents and permissions to the Bank to service such loans in accordance with these Loan Terms.
- b. For new Customers, you agree that you will be required to undergo the KYC verification as a mandatory step, in order to avail the Loan Services, including for availing the Loan, in accordance with KYC Policy and KYC Framework.
- c. Bank will initiate the process for identity and KYC verification and assessment of credit worthiness. You agree that the processes and information that we seek from



To use the Loan Services, you will be required to undertake the following the below steps:

- a. You will need to accept the Mobile Banking Terms including but not limited to Loan Terms and the Privacy Policy.
- b. KYC - In compliance with the KYC Framework, undergoing KYC verification is mandatory in order to avail Loan Services. This is because it is critical to ensure that the Customer is the person who they claim to be and to prevent fraudulent transactions. We may conduct KYC through prescribed mechanisms under the KYC Framework and KYC Policy which may include obtaining Information

and / or validation of your identity through third party authorised service providers such as but not limited

- a. to DigiLocker, Central KYC Records Registry (CKYCR) and Unique Identification Authority of India (UIDAI). During this process, you may be required to accept the terms and conditions of such third- party service providers or any other authority whom you authorise to share your Information with us. You hereby provide your express consent to Bank to undertake such KYC. You also hereby appoint Bank as your authorized representative to receive your credit information from bureau for the purpose of providing Loan Services. Further you agree to the terms and conditions of Credit Information Companies' for enabling the same.

Please follow the steps below to complete your KYC:

- ○ a. Provide your Permanent Account Number ("**PAN**") – You have to enter or confirm your PAN details.
- b. Fetching identification information - You will be asked to complete your KYC either through offline verification of Aadhaar or through e-KYC authentication of Aadhaar or by enabling us to obtain your details from the CKYCR or DigiLocker. You hereby authorise the Bank to verify/check/obtain/download your KYC details from the CKYCR as and when required for the purpose of KYC verification; (i) by verifying such details through CKYC number (i.e., KYC identifier number-KIN) provided by you or (ii) by obtaining such CKYC number/KIN, through details made available by you. You also consent to receive information from CKYCR or DigiLocker through SMS/e-Mail on the herein mentioned mobile number/e-Mail Id in this regard.

For offline KYC verification ("OKYC"), you hereby voluntarily consent to share/obtain the XML file containing your information to Bank, for the purpose of establishing your identity and verification of the same under any applicable law, as may be amended from time to time. Pursuant to the same, you hereby agree and acknowledge that:

- ○ ○ ○ your XML file containing details will be used for KYC identification,



- ○ ○ ○ to share the share code or confirm on the auto populated share code, as the case may be, for successful XML file download and upload as contemplated under applicable law to complete the verification process.
- You hereby acknowledge that the records and audit trail of the KYC verification mode opted, may be used by the Bank for evidentiary purposes and further understands and acknowledges that the records and audit trail of such verification process may be used by the Bank for evidentiary purposes, including but not limited to submission before courts/tribunals/mediators/arbitrators or to any statutory or regulatory authority and you hereby expressly consent to the same.

For CKYCR verification, you hereby authorise Bank to verify/check/obtain/download your KYC details from the CKYC Registry as and when required for the purpose of KYC verification; (i) by verifying such details through CKYC number (i.e KYC identifier number-KIN) provided by you or (ii) by obtaining such CKYC number/KIN, through details made available by you.

- ○ a. Current Address: You will be required to verify your current address for completion of your KYC verification.
- b. Video KYC: You will be required to complete the video KYC as prescribed under the Bank's KYC Policy and KYC Framework. You agree and acknowledge that you will provide all necessary permissions and consents for the purpose of carrying out video KYC with Bank. You will be required to complete the video KYC as prescribed under the Bank's KYC Policy and KYC Framework. You agree and acknowledge that you will provide all necessary permissions and consents for the purpose of carrying out video KYC with Bank.
 - The Customer agrees and authorises the Bank to conduct Video KYC, to record the video interaction with them, take photographs of their PAN and/or Aadhaar card or any other relevant document. The Customer understands that the same shall be stored and used to verify their identity. The Customer understands that the Bank shall ensure security and confidentiality of the video recording, photographs, images, and data and further authorises the Bank to furnish this data with regulatory/statutory/judicial authorities as and when required.
 - The Customer understands that the Video KYC process is subject to the availability of the Bank officials to conduct such Video KYC, and technical stipulations including but not limited to those arising due to any delay, interruption, suspension, resolution, or error of Bank in receiving and processing the request and in formulating and returning responses or any failure, delay, interruption, suspension, restriction, or error in transmission of any information or request to and from the telecommunication



system or the network of any internet service provider and/or any third party who provides such services as is necessary to provide the Video KYC process.

- In case the documents shown and verified by the Bank officials over a video call do not comply with the KYC policy and/or KYC Framework due to any reason whatsoever, the application request shall be rejected.
 - Customers who shall be routed through the Video KYC process agree that their request is subject to verification and may be rejected by the Bank for various reasons including, but not limited to:
 - Call drop due to network/internet issues at the Customer's or Bank's end; or
 - Documents matching criteria is not fulfilled or
 - Bank official is unable to capture the screenshot of Customer's photo or any document or
 - Customer is not ready to co-operate with Bank officials or
 - Location outside India, face mismatch, poor quality uploaded documents or
 - For any other reason at the discretion of the Bank.
 - The Customer agrees and undertake that if Customer could not complete their Video KYC validation process or the said process if dropped midway due to technical, systematic or server errors/issues or other operational issues in that case Customer will be permitted to complete Video KYC process again to enable the customer to have their account opening process completed.
 - The customer also agrees and undertakes that even if he/she completes his/her Video KYC process for account opening but Bank is unable to access the KYC validation data/information collected under Video KYC process due to some technical, systematic or server errors/issues, or any other issue which are beyond the control of the Bank, in that case Bank has exclusive right to undertake the Video KYC process again.
- c. The Bank may undertake the said KYC Process in such other manner as it deems fit provided it is in accordance with KYC Framework and Bank's KYC policy.

Politically Exposed Persons

- By continuing usage of the PPI Account and PPI Services, you hereby represent that you are not a Politically Exposed Person (PEP) as defined by the RBI. PEPs are individuals who are or have been entrusted with prominent public functions by a foreign country, including the Heads of States/Governments, senior politicians, senior



status changes, or you become related to a PEP. You should promptly notify us in writing to ensure that appropriate steps are taken in accordance with applicable law and our policy. You further understand that as a PEP you will be subject to additional customer due diligence requirements as determined by the regulators and as per our KYC Policy. As a PEP you hereby agree to fully comply with all the aforesaid additional customer due diligence requirements as well as cooperate with us to complete all continuing compliance requirements applicable to a PEP as will be notified to you by us to ensure uninterrupted use of the Loan Services.

Verification

- a. Bank will make a verification, assessment and examination of the information and documents. The Bank may undertake the verification in any manner it deems fit, provided it is in accordance with applicable laws including KYC Framework.
- b. Bank reserve the sole right and discretion to modify the process and mechanism of the verification, assessment and examination of the information and documents, including for the purposes of KYC verification or underwriting, without any notice or liability to you.

Disbursal of Loan

- a. Once your application is approved, you will be eligible to avail or drawdown the Loan, in accordance with the Terms, Loan Terms and any other terms and conditions as notified to you on the Digital Portal.
- b. On receiving a request to avail or drawdown the Loan on a transaction being made by you and post approval loan amount will be disbursed into your bank account (held by you with a bank in India), as notified by you for the purposes of the disbursals.
- c. If you receive any wrong credit of funds in your bank account or the funds received by you do not belong to you, you must immediately report to us, at +91-8048329999 or help@sliceit.com

Credit Line on UPI

Should you choose to avail the Credit Line on UPI facility, the following terms and conditions shall apply:

“Credit Line on UPI facility” enables Customers to access the Purchase Power for making payments through the Unified Payments Interface (UPI) for making Merchant payments. The Customer is obligated to repay the borrowed amount within the agreed-upon terms, with applicable interest rates, fees, and repayment schedules determined by the Bank.

“Purchase Power” refers to a credit line that grants the Customer a maximum credit limit, approved by the Bank, at any given time. This credit line is determined based on an



limit, subject to the terms and conditions established by the Bank.

Once your application is approved post KYC verification and risk assessment, a specific Purchase Power shall be assigned to you based on your creditworthiness. This Purchase Power shall be detailed and communicated to you in the Most Important Terms and Conditions ("**MITC**"). You shall be eligible to utilize the Purchase Power to make UPI payments to Merchants.

1. You can make payments exclusively to Merchants via UPI in the following ways:
2. Scanning the Merchant's QR code; or
3. Making a payment through a collect request on e-commerce platforms; or
4. Making a payment on any Merchant's platform by selecting the Mobile Application as the mode of payment or
5. Using the Merchant's UPI ID or
6. Such other method as may be prescribed by the Lender/NPCI.
7. Each transaction/ payment to Merchant via the Credit Line on UPI Facility will be considered as a separate loan utilized solely for Merchant payments and you hereby agree and acknowledge that you shall be bound by all the terms in relation to such loan including the Loan Terms.
8. Under the Credit Line on UPI Facility, the Loans will not be disbursed to your bank account but will instead be disbursed to the Merchants via NPCI settlement process.
9. You acknowledge and agree that the Credit Line on UPI Facility will be linked to your VPA or UPI ID, as provided/registered/used by you through the Digital Portal.
10. You agree and acknowledge that the Credit Line on UPI Facility shall only be used for P2M ("Peer to Merchant") transactions and not P2P ("Peer to Peer") or any other transactions.
11. The outstanding balance on the availed Credit Line on UPI Facility must not exceed the approved Purchase Power at any time. If this limit is breached, you will incur fees or charges at the prevailing rate, regardless of the amount by which the approved Purchase Power is exceeded. You are required to repay the excess amount immediately. Such fees or charges are subject to change at the Bank's sole discretion.
12. The available Purchase Power will be equivalent to the unutilized value of the approved Purchase Power at any point of time, after taking into account the balance outstanding and any transactions already implemented by you with any Merchant but not received by the Bank for processing as on that date.
13. The Bank shall, at its sole discretion, have the right to amend or revise the approved Purchase Power in accordance with its internal policies and risk assessment parameters. The Bank shall notify you of such revision from time to time. Any enhancement in the approved Purchase Power shall be affected only upon obtaining your consent. However, the Bank reserves the right, at its sole discretion, to reduce the approved Purchase Power and the same shall be notified to you.



creditworthiness, in accordance with applicable laws. Such cancellation shall not relieve the Customer of any obligation to repay the amounts drawn or availed under Credit Line on UPI Facility.

15. The Bank reserves the right to terminate the use of the approved Purchase Power at any time, without prior notice, if deemed necessary for business or security reasons. Such reasons may include, but are not limited to, the following: (i) delay in the payment of outstanding amounts; (ii) usage exceeding the approved credit limit; (iii) improper use of the approved Purchase Power; (iv) submission of misleading or incorrect information or documents during the onboarding process on the Digital Portal to avail the Credit Line on UPI Facility or otherwise; (v) failure to provide information or documents as required by applicable laws, including identification documents, in accordance with the Bank's internal policies or as mandated by applicable laws; or (vi) involvement in any civil litigation or criminal proceedings by any authority, court of law, or professional body.
16. To ensure compliance with applicable laws and the Bank's internal policies, the Bank reserves the right to conduct periodic reviews of the approved Purchase Power usage. These reviews will aim to identify any instances of excessive utilization beyond the sanctioned limit, unusual or excessive transactions with select Merchants, potential collusion with Merchants, or the use of the Purchase Power for non-personal or business-related purposes. The Bank will also monitor for any misuse or overuse of features, offers, or programs intended to accumulate undue reward points, cashbacks, or other benefits. If the Bank suspects any such irregularities based on the usage patterns, it may take immediate restrictive actions on the approved Purchase Power. Such actions may include, but are not limited to, the withdrawal of features or benefits and the complete termination or blockage of the approved Purchase Power. In the event of such actions, it shall be the Customer's responsibility to provide satisfactory evidence of legitimate usage to have the approved Purchase Power and associated features or benefits reinstated, at the Bank's discretion. The Bank's decision in this regard shall be final and binding on the Customer.
17. You agree and acknowledge that all fees and charges including but not limited to Processing Fee, Rate of Interest, Penalty Charges, Foreclosure and Prepayment Charges or any Additional Charges shall be applicable as mentioned and accepted by you under the Loan Terms.
18. The Bank will offer the Credit Line on UPI Facility through third-party applications when you choose to make payments to Merchants via such platforms. By using this facility, you agree to be bound by the terms and conditions of the third-party application, in addition to the Terms outlined herein.
19. You agree and acknowledge that all other terms in relation to cooling off period, repayment obligations, repayment schedule, insurance, credit reporting to credit



Important Terms and Conditions ("MITC") shall be applicable to you, and you shall be bound by the terms and conditions set forth therein.

Cooling Off Period

Cooling Off Period shall mean the time period provided to the Customer for exiting the Loan, in case the Customer decides not to continue with the Loan in accordance with the Loan Terms. The details of such Cooling Off Period will be communicated to you in the Loan Terms and KFS (as defined below). You hereby agree and acknowledge that you can exercise such option only in accordance with Loan Terms and the KFS.

Key Fact Statement and disclosures

- a. The Loan Terms and the details of the Loan along with all necessary information of the Loan, such as the all-inclusive cost of the Loans (i.e., Annual Percentage Rate) that includes all fees and charges payable by you in relation to the Loan, the recovery mechanism, the Cooling-Off Period, etc., will be made available to you under the Key Fact Statement ("KFS"), on the Digital Portal.
- b. Bank may make modifications to the KFS from time to time, depending on the various transactions and actions that you undertake in relation to the Loan. In the event, you believe there is a discrepancy in the KFS, you must report the same immediately to us for our consideration, along with all relevant details and documents evidencing the discrepancy and the accurate position.

Credit investigation and reporting.

- a. You explicitly consent and authorize the Bank as your authorised representative to receive or obtain your credit information report, including Credit Score ("Credit Information") from: (i) CRIF High Mark Credit Information Services Pvt Ltd. ("CRIF High Mark"), (ii) TransUnion CIBIL Limited ("TransUnion"), (iii) Experian Credit Information Company of India Private Limited (iv) Equifax Credit Information Services Private Limited, and (v) such other credit information company, as the Bank determines, in accordance with the applicable laws.
- b. The Credit Information shall be used only for the purpose of providing Loan Services and we

shall not aggregate, retain, store, copy, reproduce, republish, upload, post, transmit, sell or rent the Credit Information to any other person and the same cannot be copied or reproduced other than as agreed herein and in furtherance to Credit Information Companies (Regulation) Act, 2005 read with the Credit Information Companies Rules, 2006 and the Credit Information Companies Regulations, 2006, including any other rules and regulations prescribed thereunder.

- a. You unconditionally consent, authorise and instruct the credit information companies to provide your Credit Information to the Bank, as and when requested



- c. You understand that you have the option to opt-out from the foregoing in relation to the Bank seeking your Credit Information. However, if you opt-out, the Bank may not be able to sanction / provide the Loan or provide the Loan Services.
- d. You also agree to the CRIF High Mark Terms and Conditions, TransUnion Terms and Conditions, Terms and Conditions provided by Experian Credit Information Company of India Private Limited and Equifax Credit Information Services Private Limited as may be modified from time to time.

Repayment and foreclosure

- a. You agree and acknowledge that Bank will continue to collect and recover all amounts due to QFPL and other Financing Partners on account of the merger.
- b. The Bank will make or will cause to be made various eligible electronic payment methods available on the Digital Portal for you to make repayment of the Loan. These will be made available by Bank on the Digital Portal through contractual arrangements that Bank has with various third parties. You may be redirected to a third-party website to complete the repayment. Neither the Bank makes any representation nor assumes any responsibility in relation to any payment instrument made available on the Digital Portal.
- c. The Bank will not be responsible for any failure to make the payment or any fraud, whether at the payment aggregator's end or any other bank's end) or failure of telecommunication

network, that occurs at the time of making the payment.

- a. If you fail to make any repayments in accordance with the Terms, Loan Terms or KFS, the Bank may engage, whether directly or indirectly through its third-party agents, BCs etc. in collection or recovery efforts to recover the amounts from you, without prejudice to any other legal or regulatory remedies available to Bank under applicable laws. The details of the third-party agents or service providers or BCs used by Bank for collection or recovery will be notified to you, from time to time.
- b. You agree and authorize the Bank to send you payment reminders from time-to-time.
- c. The terms of foreclosure of the Loan will be made available on the Digital Portal or in the Loan Terms.

Mandates

- a. You can set NACH Mandate/ UPI mandate / any other mandates/standing instructions as allowed under Applicable Law ("Mandates") in favour of credits towards the EMI payments to be made to the Bank. Mandate registration shall be authenticated by you by way of authentication of the Mandate prior to disbursement of Loan.



for that calendar month in compliance with applicable laws and Bank's internal policy. You can modify/revoke the Mandate at least two days prior to the next due date and setup a new mandate.

- c. You hereby agree and understand that the processing of the Mandate is subject to availability of requisite funds in the Customer's bank account.
- d. You hereby agree and understand that Bank shall be processing the Mandate only on the basis of the consent provided by you by virtue of initiation of Mandate from your end prior to disbursement of the Loan.
- e. In case of dishonour of the Mandates for insufficiency of funds in the source account of the Customer on which the Mandate is created, the Bank shall be entitled to initiate legal proceedings against the Customer pursuant to Section 25 of the Payment and Settlement System Act, 2007 read in conjunction with Section 138 of the Negotiable Instruments Act, 1881.

Taxes and other charges

The Customer shall bear and pay relevant charges, other duties, Goods and Service Tax (GST), other taxes (of any description whatsoever), charges and penalties, including any differential/additional duties and taxes which may be payable pursuant to applicable laws, from time to time, in relation to the Loan.

Additional indemnity

- a. In addition to your indemnity set-out under the Mobile Banking Terms, you, at your expense, will additionally also defend, indemnify and hold harmless, the Bank, its affiliates, licensees and its officers, directors, agents and employees from and against all claims, demands, damages, losses, costs and expenses, including attorneys' fees and costs, arising from or relating to: (i) any violation by you of the Loan Terms; (ii) any delay or default in making repayments of the Loan provided to you; or (iii) any incorrect or fraudulent Information provided by you to avail the Loan.
- b. All other terms of indemnity set out under the Mobile Banking Terms also apply to the foregoing.

Additional covenants

- a. You confirm and agree that the amount of the Loan will be utilised for legitimate purposes only, and the amount used for repayments of the Loan will be from legitimate sources only. You also confirm and agree that the transactions with the Bank are not for the purpose of contravention / violation of applicable laws or the evasion of any requirement applicable to you under the applicable laws (including prevention of money laundering laws).
- b. You release the Bank, its affiliates, licensees and its officers, directors, agents and employees, from all responsibility and liability for any loss, damage, claim, demand



error, delay, default or inability of Bank to act any of your instructions, including disbursement of the Loan.

c. Bank may receive additional Information about you, such as Information to help detect fraud and safety issues, from third-party service providers or partners.

d. Customer hereby confirm that:

1. no director or senior officer of the Bank is a director, partner, manager or employee of the Customer and the Customer is in compliance with all applicable laws including RBI's 'Master Circular on Loans and Advances' as amended from time to time;
2. no director or senior officer of the Bank is a guarantor for the Customer, and
3. the Customer is not a relative of a chairman, managing director or director of the Bank or of any subsidiaries or trustees of mutual funds/venture capital funds set up by the Bank or a relative of a senior officer of the Bank. The terms used herein including 'senior officer' or 'relative' shall have the meaning ascribed to them by RBI in its master circular.

Restrictions

You hereby agree and confirm that you shall not use the Loan provided by the Bank for following purposes:-

- a. for the purpose of acquisition of / investing in small saving instruments including Kisan Vikas Patras (KVPs).
- b. For any speculative purposes including but not limited to for purchase of gold in any form including primary gold, gold bullion, gold jewellery, gold coins, units of Gold Exchange Traded Funds (ETF) and units of gold Mutual Funds. However, if you are a jeweller, Bank may provide finance for genuine working capital requirements of jewellers. In this regard, you agree to adhere to the RBI guidelines on "Advances for purchase of Gold and lending against Gold Bullion/Coins/Primary gold".
- c. for the purpose of dealing in/against the security of any banned articles including articles possession/ production of which is banned under Wildlife Protection Act 1972.
- d. for setting up of new units consuming/producing the Ozone Depleting Substances (ODS) or in the manufacture of the aerosol units using chlorofluorocarbons (CFC).

You further agree and acknowledge that you shall not use the Loan provided by the Bank for following business activities:

1. Gambling
2. Alcohol
3. Illegal business activities
4. Business employing child labour



PCB, wildlife or products regulated under CITES.

6. Production or trade in weapons and munitions.
7. Production or trade in alcoholic beverages (excluding rice - beer production and trading and wine).
8. Production or trade in tobacco (excluding Pan shops) Gambling, casinos and equivalent enterprises.
9. Production or trade in radioactive materials. This does not apply to the purchase of medical equipment, quality control (measurement) equipment and any equipment where IFC considers the radioactive source to be trivial and/or adequately shielded.
10. Production or trade in unbounded asbestos fibres. This does not apply to purchase and use of bonded asbestos cement sheeting where the asbestos content is less than 20%.
11. Drift net fishing in the marine environment using nets in excess of 2.5 km. in length.
12. Production or activities involving harmful or exploitative forms of forced labour/harmful child labour
13. Commercial logging operations for use in primary tropical moist forest.
14. Production or trade in wood or other forestry products other than from sustainably managed forests.
15. Production, trade, storage, or transport of significant volumes of hazardous chemicals, or commercial scale usage of hazardous chemicals. Hazardous chemicals include gasoline, kerosene, and other petroleum products.
16. Production or activities that impinge on the lands owned, or claimed under adjudication, by Indigenous Peoples, without full documented consent of such people

Grievance redressal

Any complaint, dispute or grievance in relation to the Loan Services or the Loan should be addressed to the Bank, in accordance with the Bank's Customer Grievance Redressal Policy. Such complaint, dispute or grievance will be handled and addressed as expeditiously as possible, in accordance with the Bank's Grievance Redressal Policy, subject to applicable laws.

Other Terms

All other terms and conditions under the Mobile Banking Terms and Privacy Policy including but not limited to intellectual property rights, disclaimers and other terms are incorporated herein by reference and will apply to you. Any conflict between the Mobile Banking Terms or Privacy Policy and these Terms of Service applicable to loans availed through the Digital Portal will be resolved in favour of these Terms of Service applicable to loans availed through the Digital Portal.

Annexure -IV

TERMS OF SERVICE: UPI ("UPI SERVICES")



slice small finance bank Limited ("**SFB**" or "**Bank**"), it is hereby informed that all existing slice customers using UPI services in accordance with slice UPI terms of service will now become the UPI Customers of the Bank. All rights, obligations, responsibilities, and liabilities related to the UPI services previously provided by GIPL will now be fully transferred and assigned to the Bank. This includes all customer agreements, service terms, and compliance commitments associated with the slice UPI Services. Your rights and obligations will remain unchanged, and you can continue to enjoy uninterrupted access to your UPI Services.

We further state that GIPL had engaged Axis Bank to act as its Payment System Provider ("PSP") to provide UPI services through its platform. With GIPL's merger with the Bank, the Bank shall assume the role of PSP with respect to provision of UPI Services as detailed below. However, Axis Bank will remain the PSP for the Bank's customers during transition period to ensure a smooth continuation of services.

In addition to the Mobile Banking Terms, the Terms of Service applicable to UPI Services ("**UPI Terms**"), along with any other agreements or documents executed / accepted by you, apply to you for availing the UPI Services via the Digital Portal identified below in the UPI Terms offered by the Bank.

By registering for UPI Services or by using the UPI Services, you signify that you have read, understood and signify your agreement to be bound by the UPI Terms. If you do not agree with any or all of these UPI Terms, please do not register or avail the UPI Services.

Definitions

"Payment Service Provider or PSP or PSP Bank" shall mean banking companies licensed by RBI under Banking Regulation Act, 1949 who are member of UPI ecosystem of NPCI and are allowed to issue virtual addresses to the Customers and provide payment (credit/debit) services in accordance with the Payments and Settlement Systems Act, 2007. For the purpose of these UPI terms, PSP Bank may be referred to the Bank and/or Axis Bank as the case may be.

"NPCI" means the National Payments Corporation of India, which is an authorized payment system operator set up with the guidance and support of RBI and is the umbrella organization that has developed, owns and operates the UPI payment system and acts as the settlement/clearing house/regulatory agency for UPI.

"Payment Instruction" means an instruction issued by Customers using the UPI Services, to effect transfer of funds to a bank account of a designated beneficiary by debiting such funds/amounts from Customer's own bank account.

"Payer" shall mean any Customer of the Bank who desires to pay money to the Receiver or the Merchant online using the UPI Services.



and services from the Merchant, the Merchant shall be the Receiver.

"Remitter Bank" shall mean a bank holding a bank account of the Payer, where the debit of the UPI instruction is received from the Payer to be executed on real time basis.

"UPI PIN" means a 4 (four) or 6 (six) digit numeric pin/code that Customer can set for authenticating a transaction undertaken using the UPI Services.

"UPI" is a payment platform developed by the NPCI that allows Customer to make instant online payments between two bank accounts.

"VPA" or "UPI ID" means the Virtual Payment Address created for the Customers by the PSP Banks at the time of registration on the Digital Portal that can be linked to your bank account, and which can be used by such Customers for the purpose of making transactions as part of the UPI Services provided on the Digital Portal.

"UPI Framework" means the guidelines, circulars or regulations applicable to the UPI ecosystem that are issued by the NPCI or the RBI, from time to time.

"you", "your" or "Customer" means the user or person availing UPI Services.

Eligibility

You will be eligible to use the UPI Services, only if you: (i) are a resident of India; (ii) you have a valid and active bank account with any Bank licensed by RBI; and (iii) have created your account/profile on the Digital Portal.

UPI Services

The Bank will provide and facilitate the following functionalities and services to you, whether solely as a PSP or through Axis Bank, on or through the Digital Portal (**"UPI Services"**):

- a. Facilitate collection of information and documents pertaining to registration for UPI;
- b. Provide interface on the Digital Portal for you to give instructions or perform transactions of funds transfer through NPCI's UPI network/ecosystem.
- c. Facilitate the communication between you and PSP Bank for transactions through UPI;
- d. Provide support to you in relation to the UPI Services, including providing the facility for you to raise grievance, complaints or provide feedback, in relation to UPI Services; and
- e. Provide any ancillary or support services to enable you to avail the UPI Services.
- f. The Digital Portal can be used by the Customers who have an existing and active account with the Bank or Customers having an existing and active account with



The Bank will offer the UPI Services in accordance UPI Framework and these UPI Terms.

Registration:

To use the UPI Services, you will be required to undertake a one-time registration process by following the below steps:

1. Use your e-mail ID to log-in to the Digital Portal
2. You will have to verify your mobile number either by using the one-time password (OTP) sent to the mobile number entered by you or through any other process at the discretion of the Bank.
3. Once you complete the mobile number verification, Bank will require you to provide certain permissions to enable the use of UPI Services for your Account, which include permission to access your SMS data, mobile phone and SIM details (to activate UPI on your device and match the SIM on

the device to your registered mobile number as per the UPI Framework), location information (to prevent fraudulent transactions and provide customised offers), etc.

1. In the event you use a device with dual SIM capabilities, you will be required to select the SIM/mobile number that you wish to link to your account on Digital Portal and the UPI Services. Please note that your SIM/mobile number registered with your bank account should be linked to the UPI Services on the Digital Portal.
2. You will have to verify/confirm your name for the purpose of using the UPI Services on the Digital Portal.
3. You will have to choose the bank account you wish to link for UPI Services from the list shown on the Digital Portal (basis the SIM/mobile number linked to your account). You agree and acknowledge that the chosen bank account belongs to you, and you have full and lawful authority to operate that bank account in order to make transactions.
4. You will have to set up a 4 (four) or 6 (six) digit number as your UPI PIN. This UPI PIN will be used for making UPI transactions. Please do not disclose this UPI PIN to any person. This UPI PIN will remain the same when paying using the UPI Services on the Digital Portal or using any other UPI application.
5. Once you have linked your bank account to use UPI Services, you will be issued a VPA/UPI ID will be linked to your bank account. This UPI ID will be required for undertaking UPI transactions. Your UPI ID will be saved on the Digital Portal for your subsequent transactions.

UPI Services for funds transfer

1. UPI Services fund transfer transactions: Make fund transfers / payments using the UPI Services by following the below steps:
 - a. If you receive a payment request, you can make payment towards such request using the UPI Services by visiting the Digital Portal.



- d. Select the amount, enter your UPI PIN when prompted and click enter to complete the transaction.
 - e. You may also receive a mobile notification for the payment request. You can click on the mobile notification, and you will be re-directed to the Digital Portal. you may then follow the steps identified at (2) to (4) above to complete the transaction.
2. UPI Services for paying using QR code: Make fund transfers / payments using the Scan QR option by following the below steps:
 - a. Click on the 'Scan QR' option or open the scanner to scan a QR code on the Digital Portal;
 - b. Scan the QR code of the Payee / beneficiary to whom you propose to make the payment;
 - c. Verify the name of the Payee/ beneficiary and enter the amount you propose to pay;
 - d. Select the amount and enter your UPI PIN when prompted and click enter to complete the transaction.
3. RuPay Credit Card on UPI: You can link your RuPay credit card on UPI services as an alternate method to make payments to merchants in a similar manner as you link your savings bank account on the Digital Portal. In order to link your RuPay credit card, when you choose RuPay credit card on the payment methods page and the concerned bank with whom you have an existing credit account, you will be required to verify with the issuing bank, the last 6 digits of your RuPay credit card with the validity details (in MMY format) in order to create a UPI Pin (MPIN).

The MPIN will be used to authenticate transactions every time you choose your credit account as a form of payment on the Digital Portal to pay Merchants. Once you have linked your RuPay credit card on Digital Portal, you can choose the said credit card to make payments to Merchants by scanning the UPI QR codes and authenticating the transactions using your UPI PIN. To clarify, this functionality is only limited to payments to Merchants who accept payments via RuPay credit card on UPI. Transactions related to cash withdrawal at Merchant, peer to peer Payments, card to card payments will not be permitted through this functionality.

UPI Auto Pay/Recurring Payments:

You may also choose to enable a recurring e-mandate, i.e., 'Auto Pay' feature on the Digital Portal using which you can make payments that are recurring in nature such as mobile/electricity bills, EMI payments etc. By using UPI Services for making recurring payments, You agree and acknowledge that any decline in completing a recurring transaction towards payment of a legally enforceable debt/liability (such as loan repayment or EMI payment) due to non-availability of sufficient funds in your account, will entitle the

**UPI Transaction Limits:**

Each UPI transaction made by you using the UPI Services cannot exceed such limit as may be prescribed by the NPCI and/or RBI, from time to time.

Fee and Charges: The Bank may in accordance with applicable law however charge a fee for the UPI Services that the Bank may provide to you. Such fee will be determined by Bank and will be communicated to you through Digital Portal.

Your Responsibilities and Obligations

1. You will ensure that you link the correct bank account and that you have the full and lawful authority to operate the said bank account in order to make UPI transactions;
2. You will update your mobile number (in the event of any changes);
3. You will keep your UPI PIN and other details related to your bank account confidential. The Bank will not be responsible for any unauthorized usage of the UPI Services using your details;
4. You will be solely responsible for the accuracy, authenticity and completeness of the Payment Instruction made and authorized by you in your usage of the UPI Services on the Digital Portal (including adding and validating the intended beneficiary, accuracy of beneficiary details and/or details of VPAs etc.). The Bank will presume the accuracy, authenticity and completeness of the information entered by you in our provision of the UPI Services on the Digital Portal. The Bank will not independently verify the Payment Instruction. Further, you agree that no Payment Instruction issued by you will be binding on us unless we have accepted the same;
5. You agree to be bound by the Payment Instruction;
6. You agree to provide information that is true, accurate, current and/or complete. In the event of any default to the foregoing made by you or in the event we have reasonable grounds to suspect that information provided by you is untrue, inaccurate, not current or incomplete, and/or not in accordance with these UPI Terms, we will have the right to indefinitely suspend or terminate or block access to your use of the UPI Services;
7. You agree that neither us nor any other participant in UPI ecosystem will be liable for any delay in the completion of the transfer of funds and/or any loss occurring to you due to any error in the execution of the funds transfer by you. In this regard, you will be responsible to ensure the availability of

sufficient funds in your bank account in order to avoid transaction declines and charges if any levied by your bank;

1. You authorize debit or credit of your bank account as per the Payment Instruction received from you;
2. You agree and understand that in a payment request transaction, it is subject to the approval and expiry period defined by the Merchant or Receiver at the time of making such requests to the Payer.



attachment order having been passed on the designated beneficiary account by a competent authority/Court/Tribunal/Regulator or details pertaining to the beneficiary/beneficiary account details recorded with the beneficiary bank does not match or any other reasons.

4. You shall immediately bring to the notice of the Bank, in a form and manner as may be prescribed by the Bank, in case you suspect that your mobile number is / has been allotted to another person or blocked and/or notices unauthorized transactions or fraud observed in his / her accounts. Customer has to make sure that the UPI Services is deregistered for his / her mobile number.
5. You agree and acknowledge that in the event of loss of your mobile phone / sim card or it is falling in the wrong hands or occurrence of any such similar events, it can be misused. You agree to indemnify the Bank for any loss caused due to such misuse arising out of the same and similar occurrences. You agree not hold Bank responsible or liable for any loss that you may suffer in these circumstances.
6. You shall be solely responsible for entering wrong beneficiary details or incorrect VPA, or incorrect mobile number, due to which the fund is transferred to an incorrect Receiver or beneficiary.
7. You shall inform the Bank immediately of any inquiry, question or issue raised by any authority including but not limited to any statutory authority or official regarding and relating to the Bank, as well as expeditiously notify the Bank of any show causes, seizure or similar action and provide copies

of any notices, memos, correspondences received from such authority. you shall not unilaterally file any response / reply to such an authority without the prior approval and vetting by Bank.

1. You agree that you will use the UPI Services for lawful purposes only;
2. You agree and acknowledge that the UPI Services being offered on the Digital Portal is in accordance with the UPI Framework, which are subject to change, from time to time.

Our Responsibilities and Obligations

1. In offering the UPI Services to you, we will ensure that all confidential data/information pertaining to the UPI transactions undertaken by you, details of your bank account, and all other sensitive personal information (if any) are kept confidential as per the standards/norms set out in our Privacy Policy;
2. We will execute Payment Instruction(s) that are authorized and executed by you except under the following circumstances: -
 - Insufficient funds in your bank account;
 - Incomplete and/or incorrect Payment Instructions issued by you;
 - We have reason to believe that the Payment Instruction issued is unlawful/fraudulent; and



Framework;

4. We will not be liable/responsible for any defect in the product/goods/services purchased/ availed using UPI Services;
5. We will not mediate or resolve any dispute or disagreement between you and the banks, beneficiaries, sellers, or merchants of the products/services purchased/ availed using UPI Services. Any dispute or claim regarding the product/goods/services purchased/availed using UPI Services must be resolved inter-se you and the relevant merchants, or sellers;
6. We will endeavour to provide you with a unique UPI ID/VPA. In this regard, it is clarified that our decision to allocate/not allocate a particular UPI ID/VPA to you will be final and unchallengeable. We also reserve the right to withdraw, stop, and/or delete your UPI ID/VPA if we have reason to believe that your UPI ID/VPA has been used for any purpose that is unlawful, fraudulent or in violation of UPI Framework.
7. Bank shall, in no circumstances, be held liable to you, if there are faults, imperfection or deficiency in the telecommunication network or any other reason beyond the control of the Bank.
8. Bank shall have the right to suspend UPI transactions if it has reason to believe that you will lead to or expose the Bank to direct or indirect loss or may require an indemnity from you before permitting you operate the UPI Services. All instructions, requests, directives, orders, directions, entered by you, are based upon your decisions and you are solely liable for it.

Termination of UPI Services:

1. You may terminate the UPI Services by deregistering from the Digital Portal of the Bank. You may also request the Bank to de-register from the UPI Services.
2. The Bank may suspend or terminate UPI Services without prior notice, if the Customer has breached these UPI Terms or if the Bank notices some errors /omissions / fraudulent transactions related to your account. The UPI Services may be suspended due to maintenance or repair work or any breakdown in the network/ hardware/ software, any emergency or for security reasons without prior notice and the Bank shall not be held liable or responsible for any losses/damages to you.

Bank may, in its sole discretion, suspend or terminate your use of the UPI Services, without notice and without liability to you, for any reason (including inactivity or violation of these UPI Terms or any other policies).

Privacy

Your personal information/data provided during the course of your use of the UPI Services will be treated in accordance with the Privacy Policy and UPI Framework.

By using the UPI Services, you understand and acknowledge that we may use your personal information/data (provided in the course of your use of the UPI Services) for making



Services.

Indemnity: In addition to your indemnity set-out under the Mobile Banking Terms, you, at your expense, will additionally also defend, indemnify and hold harmless, Bank, its affiliates, licensees and its officers, directors, agents and employees from and against all claims, demands, damages, losses, costs and expenses, including attorneys' fees and costs, arising from or relating to: (i) your breach of these UPI Terms; (ii) your violation of UPI Framework (including infringement of intellectual third party); or (iii) your use of the UPI Services.

Disclaimer: The UPI Services, including all content, software, functions, materials, and information made available or provided in connection with or accessible through the UPI Services, are provided on an 'as is' basis. To the extent permissible under UPI Framework, the Bank, its affiliates, subsidiaries or group companies make no representation or warranty of any kind whatsoever for the service or the content, materials, information and functions made accessible through the UPI Services or on the Digital Portal, including for any breach of security associated with the transmission of sensitive information through the UPI Services. We disclaim without limitation, any warranty of any kind with respect to the UPI Services. We further do not warrant that the UPI Services will be uninterrupted, prompt or error free. We will not be responsible for any service interruptions, including but not limited to system failures or other interruptions that may affect the receipt, processing, acceptance, completion or settlement of UPI transactions undertaken using the UPI Services.

Dispute Redressal Mechanism

1. You can raise a complaint with respect to a UPI transaction, on the Digital Portal. you can select the relevant UPI transaction and raise a complaint in relation to such transaction.
2. A complaint will be first raised on the Digital Portal in respect to all UPI related grievances or complaints.
3. In case the complaint/grievance remains unresolved, the next level for escalation will be the PSP bank, followed by the bank (where you maintain your bank account) and NPCI, in the same order.
4. After exercising these options, you can approach the banking ombudsman and/or the ombudsman for digital complaints, as the case may be.
5. The complaint can be raised for any type of fund transfer transactions, whether to Receivers or to Merchants.
6. Bank will communicate with you to update the status of the complaint.
7. You can raise complaints on Digital Portal or with PSP bank (Axis Bank)

<https://www.axisbank.com/contact-us/grievance-redressal/retail-banking-grievance-redressal> or with NPCI <https://www.npci.org.in/what-we-do/upi/dispute-redressal-mechanism>.



On the account of the merger of Garagepreneurs Internet Private Limited ("GIPL" or "slice") with the slice small finance bank Limited ("SFB" or "Bank"), it is hereby informed that all existing GIPL customers using Bill Payment Services in accordance with slice Bill Payment terms of service will now become the Customers of the Bank. All rights, obligations, responsibilities, and liabilities related to the Bill Payment Services previously provided by GIPL will now be fully transferred and assigned to the Bank. This includes all customer agreements, service terms, and compliance commitments associated with GIPL Bill Payment Services. Your rights and obligations will remain unchanged, and you can continue to enjoy uninterrupted access to your Bill Payment Services.

In addition to the Mobile Banking Terms, the Terms of Service applicable to Bill Payment Services ("**BBPS Terms**"), along with any other agreements or documents executed / accepted by you, apply to you for availing the Bill Payment Services via the Digital Portal identified below in the BBPS Terms offered by the Bank.

By registering for Bill Payment Services or by using the Bill Payment Services, you signify that you have read, understood and signify your agreement to be bound by the BBPS Terms. If you do not agree with any or all of these BBPS Terms, please do not register or avail the Bill Payment Services.

These following terms and conditions shall be applicable to the Customer for availing and using Bill Payment Services over the Digital Portal for making payment towards Billers through an authorized Bharat Bill Payment Operating Unit i.e., namely Indialdeas.Com Limited, (hereinafter referred to as "**BillDesk**") duly empowered by National Payment Corporation of India ("NPCI") and RBI on the terms and conditions appearing herein below in addition to the covenants mentioned in General Terms of Use.

Definitions:

"Agent Institution" shall mean agents onboarded by BBPOU as customer service points for provision of BBPS Services. The Bank is facilitating the Bill Payment Services in the capacity of an Agent Institution after being duly onboarded by BillDesk (BBPOU).

"BBPCU" shall mean Bharat Bill Payment Central Unit i.e., NPCI a single authorized entity operating BBPS (defined below).

"BBPS" shall mean Bharat Bill Payment System Services under the supervision of NPCI/ RBI.

"BBPOU" shall mean Bharat Bill Payment Operating Units to function in adherence to the standards set by the BBPCU. BillDesk is the authorised BBPOU under the present arrangement.

"Biller" shall have the meaning ascribed to the term in the Procedural Guidelines of NPCI.



“Bill Payment” shall mean the bill paid by the Customer, wholly or in part for the utility/ other services provided by the merchant.

“Bill Payment Services” shall mean and include the bill payment services through the BBPOU duly covered under NPCI’s BBPS framework.

“Guidelines” herein refers to Master Direction – Reserve Bank of India (Bharat Bill Payment System) Directions, dated February 29, 2024, and/ or requisite guidelines issued by NPCI or guidelines provided by any appropriate authority, from any from time to time including any/ all amendments, additional circulars, as the case may be.

Terms

- a. Bank is facilitating transactions in its capacity of Agent Institution through BBPOU, which is an entity duly authorized by RBI and NPCI to function in adherence to the Guidelines.
- b. Customer acknowledges that Bank is only a facilitator, and it is not involved in the actual settlement of payment, any concerns or disputes in relation to the same shall be taken up with the concerned BBPOU.
- c. Customer undertakes and affirm to avail Bill Payment Services through the Digital Portal.
- d. BBPOU may levy charges as per their respective policy(s) including but not limited to their terms of use for availing the Bill Payment Services. Customer is solely responsible to read, and understood such terms of use before using or availing Bill Payment Services;
- e. Customer’s access to Bill Payment Services through the Digital Portal may be suspended or terminated or blocked or disabled permanently if the Bank has reasonable grounds to suspect that information provided by the Customer are untrue, inaccurate, incomplete, or not in accordance with the Mobile Banking Terms or BBPS Terms herein or are in contravention to any Guidelines or in case of any suspicious or fraudulent activity from your account.
- f. Customer shall be solely liable and accountable to keep his/ her OTP, PIN, debit card details, credit card details and bank account details confidential and safe from any unauthorized use. Customers accept and acknowledge that Bank shall not be liable in any manner whatsoever if such details are disclosed by compromising the confidentiality with other which may lead to an unauthorised usage or access and cause loss/ damage to the Customer.
- g. Customer’s Complaints, if any, related to Bill Payment Services and/ or failed payments, refunds, chargebacks, pending payments as well as payments done to an incorrect bank account or UPI id



- a. Bank at its sole discretion may change or discontinue the relationship with BBPOU and onboard any other authorized BBPOU entity with notice to the Customer from time to time.
- b. The Customer accepts that any transaction carried out or attempted to carry shall be governed by the

(a) the policies of BBPOU, (b) the policies of merchants/ Billers, and the requisite Guidelines and these Mobile Banking Term.

- a. You agree that you are not permitted to commercially offer the bill payment options for making payments towards bills that do not belong with you.
- b. You understand and acknowledge that you will be solely liable for inaccuracy of any information provided by you to the Bank. Bank shall in no manner be responsible to verify the authenticity or correctness of the information provided by you. Once you furnish any details as regards to a Biller on the Digital Portal, you authorize the Bank to fetch the bill details, using the information furnished by you. You may be able to view your current and future bill details as and when they are available.
- c. You agree that it shall be your responsibility to ensure to verify the bill details carefully before carrying out any transactions. The Bank shall be not responsible for any discrepancy in the bill details and in such event, you would be required to coordinate with the Biller.
- d. You also agree that Bank may send notifications to you by setting up reminder facility for your Billers. You may also enable the auto debit facility as mentioned below by expressly consenting the same. You understand that transactions once carried out and the payments once made to the Billers for bill payment services shall be non-refundable.
- e. You agree that Bank shall from time-to-time fetch through the BBPS payment system, the bill details and payment status in relation to your account with the relevant Billers, and Bank may display such

information to you on the Digital Portal and/ or send you reminders for your outstanding dues towards such relevant Billers.

- a. Bank shall not be responsible for any duplicate standing instructions or delayed payments towards the Billers, or any penalty/ interest levied by the Biller upon you.
- b. You shall be responsible for keeping a track of your periodic bills, subscription fee and recharge expiries and or due dates of any utilities/ services or recurring charge services that you have availed, and Bank shall not be responsible for any technical issue related to periodic retrieval of the bills from the Billers or any errors/ discrepancies in the Bills.
- c. You understand and agree that the Bank is only a facilitator of payments and is not a party to the payments. Bank may utilize the information including but not limited



subscription plan, due date, and such other information necessary to facilitate the bill payments.

- d. You agree and authorize Bank to communicate with the Biller, third party service providers, aggregators with your account information for processing the transaction.
- e. Bank may levy service charges, Customer Convenience Fees ("CCF") for any Bill Payment transaction on the Digital Portal and the Digital Portal fee for prepaid mobile recharge(s). Service charges or CCF, if any, shall be displayed on the transaction screen prior to the payment being initiated and would be in accordance with the applicable law.
- f. There may be charges for access, third party payment or such other data fees from third party payment participants and/ or Billers which you expressly agree and shall not hold the Bank liable for the same.
- g. The payment realization varies from Biller to Biller, and you understand that Bank shall process the bill payments only upon receiving valid instructions from you. Bank shall not be in any manner responsible for the delays/ reversals or failure of transactions.
- h. Auto Debit facility- You hereby agree and acknowledge that any mandate/standing instruction/auto debit registered by you on your SFB PPI Account/SFB savings account/any other bank account for Bill Payments will be executed by the Bank as per applicable law.
- i. Customer Grievance Redressal- Any grievance in relation to the Bill Payment Services shall be settled purely as per the provisions of the Customer Grievance Redressal Policy of the Bank.

Annexure -VI

TERMS OF SERVICE FOR REWARDS AND CASHBACKS

Rewards are a way of adding value to the payment experience of the Customers. We may provide you different forms of cashbacks or rewards on various transactions made using the Digital Portal from time to time. You understand that any such cashback or reward provided by us is a promotional activity which we may decide to withdraw or change from time to time at our sole and absolute discretion. You also understand that the cashback or reward cannot be claimed as a matter of right. Some rewards may be available only in specified geographies or for specified time duration.

1. Invite & Earn

These terms and conditions ("Referral Terms") shall be applicable to the Customers for referring or inviting friends and family to download and use the Digital Portal.

Eligibility



Earn cashbacks and/or rewards

The Eligible Participant will be provided with a referral code and, or a referral link accessible on the Digital Portal for the purpose of sharing it with prospective users who are desirous of downloading and using the Digital Portal.

Upon successful completion of the referral of the prospective user, the Eligible Participant and the referred user shall each be eligible to have certain rewards as “slice cash” or cashbacks or such other reward, on the Digital Portal. Rewards or cashbacks earned but not redeemed at the time of death of the Customer shall be forfeited.

Provided that in case if ‘slice cash’ is awarded to the Customer the same can be used for repayment of loans availed by such Customer from the Bank or any Financing Partners on the Digital Portal or for any other purpose as may be prescribed by Bank from time to time.

1. Offers & Cashbacks

These terms and conditions (“Cashback Terms”) shall be applicable to the Customers for using Bank’s payment instruments like PPI, UPI, Debit cards etc., as a payment option available on the websites or applications of different merchants.

Eligibility

Bank at its sole and absolute discretion shall decide the eligibility criteria and the Customers who are eligible to participate in this campaign and earn cashbacks or rewards. Only a person resident in India, having an active and valid Savings Account/ PPI Account/ UPI ID/ Debit card or any other payment instrument that the Bank may deem fit is eligible to avail the Offer.

Earn cashbacks

Customers can earn cashbacks through the use of coupon codes or other methods determined by the Bank, available on the merchant's website or application, as well as on the Digital Portal. This cashback offer is applicable when payments are made via the Digital Portal or through Bank-issued payment instruments for purchases from the merchant.

Once the Customer avails such offers or cashbacks, the Customer shall be eligible to have certain cashbacks reflected in their respective accounts (PPI Account or savings account) on the Digital Portal. Cashbacks earned but not redeemed at the time of death of the Customer shall be forfeited.

Rescinding The Offer



- your avallment OT tne otter;
- poses a security risk to the Digital Portal;
- could adversely impact the Bank's systems;
- could subject Bank to any liability;
- could infringe the intellectual property rights of the Bank;
- could be fraudulent/illegal/unlawful;
- You are in breach of this offer Terms and/or the Privacy Policy of the Bank;
- You have violated or allegedly violated any applicable law(s);

Suspension

Bank may, at its sole discretion and on a case-to-case basis, suspend any offer and may further provide You a limited time period to rectify the default committed by You. In the event You are unable to rectify the default committed by You within the given period of time, Bank may rescind the offer. However, you agree and acknowledge that the suspension and the subsequent time period for rectifying the default may be allowed by Bank purely at its discretion without prejudice to its right to terminate the offer Terms directly to protect the interests of the Bank.

Reversal

In the event the transaction is reversed, the cashback shall also be reversed. This offer will not be applicable if the order of the purchase transaction is returned or cancelled by the Customer or the merchant. It is clarified that such cancellation or return may be for any reason whatsoever. This offer

will also not be applicable if the Customer's payment method fails or is unable to pay for the product at the time of delivery of the product.

Refusal and Disqualification

Bank holds the right at their sole discretion to refuse or deny the offer to any Customer. The Customer shall become ineligible to participate in this offer if his/her account with Bank is cancelled or deactivated or on hold before the expiry of/during the offer Period. Further, Bank reserve the right to disqualify any Customer from the benefits of the offer, if any fraudulent activity is identified as being carried out by the Customer for the purpose of availing the benefits under the offer. Bank and Partner reserve the right, at their sole discretion, to disqualify any Customer that tampers or attempts to violate the Cashback Terms. Bank reserve the absolute right to terminate, withdraw, suspend, amend, extend, modify, add or remove portions of the offer, at any time without any prior written notice and without any liability.

No Transfer



liable to provide the offer or cashback to any such person to whom you have made the assignment/transfer. Offers collected but not redeemed at the time of death of the Customer shall be forfeited.

Do's of mobile banking

1. Always password-protect your mobile phone.
2. Download the mobile banking app only from a trusted source. Make sure it is the official app
3. Use a strong PIN to safeguard your account and personal data.
4. Regularly review account statements to check for any unauthorized transactions.
5. Report lost or stolen phones immediately to your service provider and law enforcement authorities.
6. Before giving away or repairing your phone, uninstall the banking app and clear browsing history, temporary files, and cache.
7. Verify your account statements periodically to ensure accuracy. If there's any discrepancy, notify the bank at once.

Don'ts of mobile banking

1. Never share your PIN or confidential information over the phone or internet—even with bank staff.
2. Don't click on suspicious links in emails or social media claiming to be from your bank.
3. Don't transfer funds without verifying the recipient. Once transferred, funds usually cannot be reversed.
4. Don't store sensitive data like card details, passwords on your phone.
5. Don't forget to update your registered mobile number with the bank to ensure secure SMS alerts.
6. Never write down or disclose your PIN or password, even in emails or paper notes.
7. Don't use Bluetooth in public places when accessing sensitive banking info—someone may intercept your data.
8. Avoid accessing suspicious websites or downloading from them.
9. Don't leave your smartphone unattended, especially when banking apps are active.
10. Don't use public or unsecured Wi-Fi for banking activities or transactions.



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North East Small Finance Bank Ltd

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