

5. **Passbook Facility**
Passbook facility is available to all its savings bank account holders (individuals) in all Shivalik branches. Customers are advised to regularly update their passbooks and verify entries for accuracy.
6. **Collection of Cheques and Instruments**
Cheques and other instruments shall be accepted for collection only if drawn in favour of the account holder. As a general rule, third-party instruments are not accepted for collection, except under specific approval of the Bank and subject to due diligence.
7. **Interest on Savings Bank Accounts**
Interest on Savings Bank Accounts is calculated on the daily product basis and credited to the account on a quarterly basis or upon account closure, as per RBI Master Direction on Interest on Deposits (2023).
Applicable interest rates are displayed at all branches and on the Bank's official website.
8. **Basic Savings Bank Deposit Accounts (BSBDA)**
a) Customers maintaining a Basic Savings Bank Deposit Account (BSBDA) with the Bank are not eligible to hold any other Savings Bank Account with the Bank.
b) In case a customer opens a BSBDA, any existing Savings Account must be closed within thirty (30) days.
c) The Bank reserves the right to close such other accounts after due intimation if not voluntarily closed by the customer within the stipulated period.
9. **Consent for Aadhaar Authentication / Offline Verification**
a) I/We voluntarily provide my/our Aadhaar number and consent to the Bank for Aadhaar-based e-KYC authentication or offline verification, in accordance with the Aadhaar Act, 2016, the UIDAI (Authentication) Regulations, and RBI KYC Directions, 2016.
b) I/We authorize the Bank to retain masked/tokenized Aadhaar details for regulatory and audit purposes only.
c) I/We understand that submission of Aadhaar is voluntary, except where required for government-linked subsidies or regulatory mandates.
10. **Aadhaar Consent (In case of Physical Aadhaar Submission)**
I/We hereby voluntarily submit, at my/our own discretion, the physical copy of Aadhaar card / physical e-Aadhaar / masked Aadhaar issued by UIDAI to Shivalik Small Finance Bank ("the Bank") for the limited purpose of establishing my/our identity and address proof.
I/We consent to the Bank verifying the authenticity of the submitted Aadhaar details through the Quick Response (QR) code embedded in the Aadhaar card or by any other method prescribed by UIDAI or permitted under applicable law.
The Bank has informed me/us that my/our Aadhaar submitted shall not be used for any purpose other than for identity/address verification, account opening, KYC updating, or as required by law.
The Bank has also informed me/us that this consent and my/our Aadhaar copy shall be securely stored with my/our customer ID/account details.
I/We confirm that the purpose of Aadhaar collection and its use has been explained to me/us in a language understood by me/us.
11. **Consent for Central KYC Registry (CKYCR)**
a) I/We hereby authorize the Bank to upload my/our KYC data (including photograph, officially valid documents, and other details) to the Central KYC Records Registry (CKYCR) as required under the Prevention of Money Laundering (Maintenance of Records) Rules, 2005.
b) I/We give my/our consent to the Bank to download my/our KYC records from CKYCR solely for the purpose of verifying my/our identity and address.
c) I/We understand that my/our KYC Record includes personal details such as name, address, date of birth/incorporation, PAN, and other KYC information, which may be shared with CKYCR or competent authorities as permitted by law.
d) I/We declare that the information provided herein is true and correct and undertake to inform the Bank of any subsequent changes, including KYC details or supporting documents, within 30 days of such update.
12. **Customer Declaration and Compliance**
I/We declare and confirm that:
a) All transactions in my/our account will be conducted only from legitimate sources and not in contravention of the Prevention of Money Laundering Act, 2002, or any other applicable law.
b) The information furnished to the Bank is true, correct, and complete, and any material change will be communicated promptly.
c) I/We are not recipients of contributions or donations from any banned or proscribed organizations under applicable laws.
d) I/We authorize the Bank to debit applicable service charges and statutory dues from my/our account as per the prevailing Schedule of Charges.
e) I/We hereby authorize the Bank to honour all cheques, orders, and payment instructions signed/drawn by me/us and debit such amounts to my/our account so long as sufficient balance is available.
13. **Disclosure of Information**
The Bank and its authorized representatives may, without prior notice, disclose or share my/our information, including KYC details, financial information, and any other relevant data, with credit bureaus, regulatory authorities, statutory bodies, UIDAI, FIU-IND, law enforcement agencies, etc. Such disclosure may occur as required or permitted by applicable law, or for purposes including compliance with regulations, identity verification, fraud detection and prevention, or any other legitimate requirement.
14. **Amendments**
The Bank reserves the right to revise, modify, or withdraw any of the above rules or terms at its sole discretion and without prior notice.
Any such changes, once displayed at branches or published on the Bank's website, shall be deemed binding on all customers.

Customer Declaration

I/We hereby confirm that I/We have read, understood, and agree to be bound by the foregoing Terms and Conditions, including those relating to Aadhaar, CKYCR, and KYC compliance, as may be amended from time to time.

I/We also acknowledge that I/We have reviewed the relevant service conditions displayed on [Shivalik Bank](#)

SR. NO	Full Name	Relationship in Account	Specimen Signature
1st Applicant			
2nd Applicant			

FOR OFFICE USE ONLY

Risk category Low Medium High

ARN NO

To be filled by sourcing Staff

I Confirm that I personally met the customer permanent/communication address. I also confirm that the customer has completed all account opening documentation formalities and signed AOF, documents and other annexures in my presence.

Emp. Name & Designation		Signature of Sourcing staff
Emp. Code		
Emp. Branch Name		

Signature of BOM/BM

All information (Incl. Name and /or signature variation), as specified in the AOF have been verified & found to be correct. I authorize the mentioned account(s) to be opened.

Emp. Name & Designation		Signature of BH/BOM
Emp. Code		
Emp. Branch Name		

