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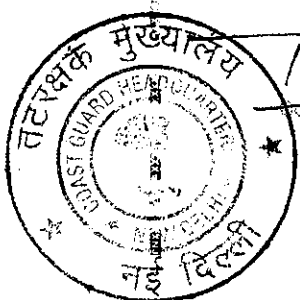
MEMORANDUM OF UNDERSTANDING

This memorandum of Understanding (MOU) is made on 17th day of April 2012 between President of India acting through the Ministry of Defence, Indian Coast Guard Headquarters through **Commandant Rajveer Singh** having its offices at National Stadium Complex, New Delhi- 110 001 (hereinafter called the **Indian Coast Guard** which expression shall unless the context otherwise requires include its successors/legal heirs/administrator/Executors and permitted assigns).

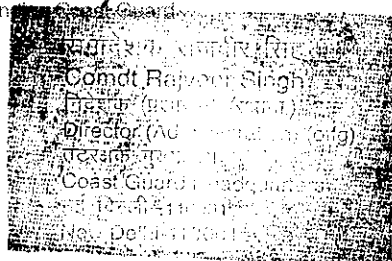
AND

HDFC Bank Ltd, a Banking Company incorporated under the Companies Act 1956 and carrying on the business of banking under the Banking Regulation Act 1949, having its registered office at HDFC Bank House, Senapati Bapat Marg, Lower Parel, Mumbai, India - 400 013 (hereinafter called '**HDFC Bank Ltd**' which expression shall unless the context otherwise requires include its successors in business of the one part);

HDFC Bank Ltd and **Indian Coast Guard** are collectively referred to as the "the parties"



[Handwritten signature]
 Commandant Rajveer Singh
 Indian Coast Guard



[Handwritten signature]
 Mr. Surinder S. Chawla
 Sr. Executive Vice President &
 Head - Retail Liabilities Product Group
 HDFC Bank Ltd.

And Whereas

The Indian Coast Guard in its efforts to simplify and streamline the salary disbursement procedure and to make available modern banking facilities to its personnel has called for and evaluated proposals from various banks has decided to accept the proposals submitted by HDFC Bank Ltd as one of the Banks among others.

And **HDFC Bank Ltd** possessing technologically advanced infrastructural facilities having offered to provide banking services as detailed herein below to the Indian Coast Guard personnel operating their salary accounts with the Bank.

Now therefore this MoU witnesseth as under:

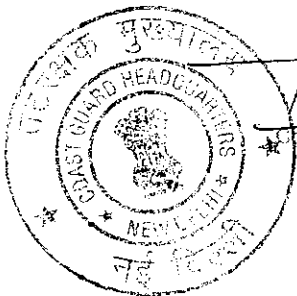
Both parties have agreed as follows:-

1. Period of MOU

This MOU shall commence as of the effective date and shall be operative for a period of 3 years w.e.f. 1st day of **April 2012** which period may be extended for a further period of 3 to 5 years or longer, as mutually agreed by both the parties.

2. Credit of Salary

- a) **The Bank** undertakes to credit into account of all Indian Coast Guard personnel who may be holding their accounts in the various branches at various stations of the Bank, their salary by last working day of the month or on dates (due date) communicated in writing by the PCDA(N), Coast Guard Section, Mumbai subject to receipt of prior payment by the bank from Indian Coast Guard within 3 days before the due date of credit of salary.
- b) **Indian Coast Guard** undertakes to issue a consolidated cheque through PCDA(N), Coast Guard Section, Mumbai payable at Mumbai towards total salary of Indian Coast Guard personnel having their accounts in the bank and the bank will make arrangements to collect from PCDA(N), Coast Guard Section, Mumbai, a consolidated cheque in advance together with salary details of personnel on media and format mutually decided by both the parties. The consolidated salary cheque as well as the bank account/salary details is to be collected by the bank from the PCDA(N), Coast Guard Section, Mumbai two or three working days before the date of actual disbursement of salary. The bank will arrange timely clearance of the cheque from the Reserve Bank of India and ensure that the salary is credited to respective accounts and is available for withdrawal at the start of the normal banking hours on the scheduled date of disbursement of salary.



[Signature]
 Comdant Rajinder Singh
 Indian Coast Guard
 PCDA(N), Coast Guard Section,
 Mumbai
 Comdt Rajinder Singh
 प्रिन्सिपल (प्रशासन) (आर्मा.)
 Director (Administrative) (Arma.)
 (रिटायर्ड) (रिटायर्ड) (रिटायर्ड)
 (Retired) (Retired) (Retired)
 Coast Guard Headquarters
 नई दिल्ली-110001
 New Delhi-110001

[Signature]
 Mr. Surinder S. Chawla
 Sr. Executive Vice President &
 Head – Retail Liabilities Product Group
 HDFC Bank Ltd.

- c) Indian Coast Guard staff will mention their personnel number on the account opening form at the time of opening their salary account with the bank.
- d) **Sundry Payments during the Month.** All other sundry payments during the month are also to be remitted to individual account holders as per the details provided by PCDA (N), Mumbai. For all non salary payments money will be transferred to respective accounts within 24 hours of realization of cheque. In case of a failed transaction, details of the accounts along with amount where money could not be transferred, details are to be intimated in writing to the PCDA (N), Mumbai within 02 working days.
- e) The Bank will not charge any commission or service charges either from the individual or Indian Coast Guard for this service.

3. Facilities to Account holders

A. Benefits to the Indian Coast Guard Personnel

- **Lifetime Unique** Zero Balance Savings Account
- Anywhere Banking at all branches on an **online real-time basis**
- Usage of HDFC Bank ATM network **free of charge**
- Usage of other banks ATM network **free of charge** - subject to RBI regulations as applicable from time to time. **Special offer for Indian Coast Guard – Unlimited free transactions at all other bank ATMs (Domestic)**
- Free Personal Accident Death Cover of **Rs.5,00,000* for all personnel**
- Free Shopping-cum-ATM Card
 - **International Titanium Debit card** for Personnel Below Officer Rank (PBOR) with zero lost card liability and petrol surcharge waiver and much more
 - **International Titanium Royale Debit Card** for Officers with cashback, additional personal accident cover of Rs.5,00,000* and much more
- **Free Supplementary** Shopping-cum-ATM Card for Joint Account holders
- **Free Additional ATM Card** for PBORs even for single account holders
- **Free Family Card** – A prepaid INR card
- **Loans at concessional rates and processing fees** to all Coast Guard personnel
- **Instant credit** of outstation cheques up to Rs.20,000
- **Free Facility** for setting up of Standing Instructions
- Preferential allotment of safe deposit lockers, subject to availability. **Special offer for Indian Coast Guard – Concession in locker rental for Officers**
- **Free Financial Advisory Service**, wherever the bank has such facility
 - Wealth Advisory Services - A **dedicated wealth advisor**, who will be a one point of contact for all financial services needs including banking, investments and insurance

and many more

* - conditions apply

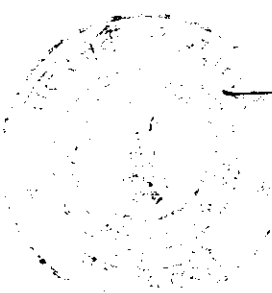


Commandant Rajveer Singh
Indian Coast Guard

Mr. Surinder S. Chawla
Sr. Executive Vice President &
Head – Retail Liabilities Product Group
HDFC Bank Ltd.

Detailed Features

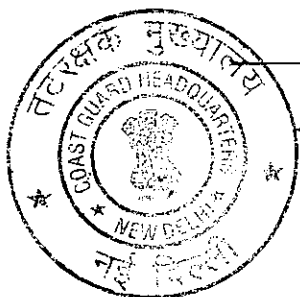
	Defence	Premium	Classic Programme	Preferred Programme	Imperia Programme
Eligibility	Enrolled Followers Naviks, Uttam Naviks Pradhan Naviks, Adhikari, Uttam Adhikari, Pradhan Adhikari, Yantrik, Uttam Yantrik, Pradhan Yantrik, Sahayak Engineer, Uttam Sahayak Engineer, Pradhan Sahayak Engineer	Deputy Commandant , Assistant Commandant	Commandant (Junior Grade), Commandant	Inspector General, Deputy Inspector General	Director General
Minimum Balance Required	Nil	Nil	Nil	Nil	Nil
Life Time unique Account Number	Available	Available	Available	Available	Available
Free Personal Accident Cover on Salary Account	Free Personal Accident Death Cover of Rs 5 lakh*	Free Personal Accident Death Cover of Rs 5 lakh*	Free Personal Accident Death Cover of Rs 5 lakh*	Free Personal Accident Death Cover of Rs 5 lakh*	Free Personal Accident Death Cover of Rs 5 lakh*



Rajveer Singh
Commandant Rajveer Singh
Indian Coast Guard

Shubh
Mr. Surinder S. Chawla
Sr. Executive Vice President &
Head – Retail Liabilities Product Group
HDFC Bank Ltd.

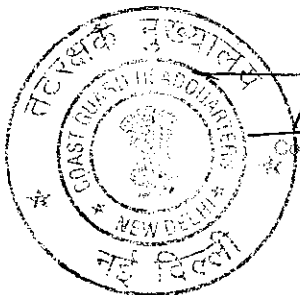
	Defence	Premium	Classic Programme	Preferred Programme	Imperia Programme
ATM cum Debit Card	Free Unlimited number of transactions	Free Unlimited number of transactions	Free Unlimited number of transactions	Free Unlimited number of transactions	Free Unlimited number of transactions
	International Titanium Card	International Titanium Royale Debit Card	International Titanium Royale Debit Card	International Titanium Royale Debit Card	International Titanium Royale Debit Card
	No annual maintenance charges	No annual maintenance charges	No annual maintenance charges	No annual maintenance charges	No annual maintenance charges
	Add on card free of cost for joint account holder	Add on card free of cost for joint account holder	Add on card free of cost for joint account holder	Add on card free of cost for joint account holder	Add on card free of cost for joint account holder
	1 extra ATM card even for single account holder	N.A	N.A	N.A	N.A
	Access to Clipper Lounges in Major Airports (Master Card only) as per current Scheme	Access to Clipper Lounges in Major Airports (Master Card only) as per current Scheme	Access to Clipper Lounges in Major Airports (Master Card only) as per current Scheme	Access to Clipper Lounges in Major Airports (Master Card only) as per current Scheme	Access to Clipper Lounges in Major Airports (Master Card only) as per current Scheme
	Rs. 75,000 limit for Point of Sale/ Merchant Establishments	Rs.1,00,000 limit for Point of Sale/ Merchant Establishments	Rs.1,00,000 limit for Point of Sale/ Merchant Establishments	Rs.1,00,000 limit for Point of Sale/ Merchant Establishments	Rs.1,00,000 limit for Point of Sale/ Merchant Establishments
Free Personal Accident Cover on	Not Available	Rs 5 lakh personal accident	Rs 5 lakh personal accident	Rs 5 lakh personal accident	Rs 5 lakh personal accident



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 Commandant Rajveer Singh
 Indian Coast Guard

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 Mr. Suninder S. Chawla
 Sr. Executive Vice President &
 Head – Retail Liabilities Product Group
 HDFC Bank Ltd.

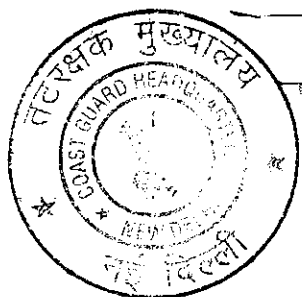
	Defence	Premium	Classic Programme	Preferred Programme	Imperia Programme
Debit Card		Insurance cover* (see Annexure - Features of International Titanium Royale Debit cum ATM Card)	Insurance cover* (see Annexure - Features of International Titanium Royale Debit cum ATM Card)	Insurance cover* (see Annexure - Features of International Titanium Royale Debit cum ATM Card)	Insurance cover* (see Annexure - Features of International Titanium Royale Debit cum ATM Card)
Transactions at ATM (Domestic)	Any number of transactions subject to a maximum limit of \$1,000 per day (Rs.50,000/- in India) for International Card	Any number of transactions subject to a maximum limit of \$1,500 per day (Rs.75,000/- in India) for International Card	Any number of transactions subject to a maximum limit of \$1,500 per day (Rs.75,000/- in India) for International Card	Any number of transactions subject to a maximum limit of \$1,500 per day (Rs.75,000/- in India) for International Card	Any number of transactions subject to a maximum limit of \$1,500 per day (Rs.75,000/- in India) for International Card
	Free at all ATMs subject to RBI regulations as applicable from time to time. Special offer for Indian Coast Guard – Unlimited Free transactions at all other bank ATMs (Domestic)	Free at all ATMs subject to RBI regulations as applicable from time to time. Special offer for Indian Coast Guard – Unlimited Free transactions at all other bank ATMs (Domestic)	Free at all ATMs subject to RBI regulations as applicable from time to time. Special offer for Indian Coast Guard – Unlimited Free transactions at all other bank ATMs (Domestic)	Free at all ATMs subject to RBI regulations as applicable from time to time. Special offer for Indian Coast Guard – Unlimited Free transactions at all other bank ATMs (Domestic)	Free at all ATMs subject to RBI regulations as applicable from time to time. Special offer for Indian Coast Guard – Unlimited Free transactions at all other bank ATMs (Domestic)



Rajveer Singh
Commandant Rajveer Singh
Indian Coast Guard

Chawla
Mr. Suninder S. Chawla
Sr. Executive Vice President &
Head – Retail Liabilities Product Group
NDFC Bank Ltd.

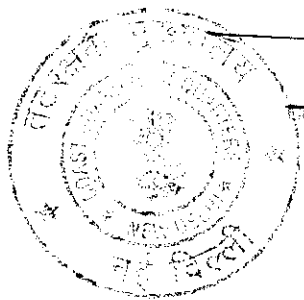
	Defence	Premium	Classic Programme	Preferred Programme	Imperia Programme
Internet Banking	Free facility offered from HDFC BANK. Charges applicable to third party sites like Railways etc payable.	Free facility offered from HDFC BANK. Charges applicable to third party sites like Railways etc payable.	Free facility offered from HDFC BANK. Charges applicable to third party sites like Railways etc payable.	Free facility offered from HDFC BANK. Charges applicable to third party sites like Railways etc payable.	Free facility offered from HDFC BANK. Charges applicable to third party sites like Railways etc payable.
Transactions at Non Home Branches	Free for account holder	Free for account holder	Free for account holder	Free for account holder	Free for account holder
Transfer of Funds between HDFC Bank Branches	Free for account holder	Free for account holder	Free for account holder	Free for account holder	Free for account holder
Cheque Book	Unlimited Free	Unlimited Free	Unlimited Free	Unlimited Free	Unlimited Free
Multicity Cheques (Payable at par at all Branches)	Payment Charges: NIL Transaction Charge: NIL	Payment Charges: NIL Transaction Charge: NIL	Payment Charges: NIL Transaction Charge: NIL	Payment Charges: NIL Transaction Charge: NIL	Payment Charges: NIL Transaction Charge: NIL
Overdraft facility	25 bps less than BPLR; Overdraft limited to 2 month's Net Salary	25 bps less than BPLR; Overdraft limited to 2 month's Net Salary	25 bps less than BPLR; Overdraft limited to 2 month's Net Salary	25 bps less than BPLR; Overdraft limited to 2 month's Net Salary	25 bps less than BPLR; Overdraft limited to 2 month's Net Salary
Draft/Bankers Cheque	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Drafts applied for by Nepali Gorkha soldiers of Indian Coast Guard for bonafide	HDFC Bank charges - Nil	HDFC Bank charges - Nil	HDFC Bank charges - Nil	HDFC Bank charges - Nil	HDFC Bank charges - Nil



Rajveer Singh
Commandant Rajveer Singh
Indian Coast Guard

Shawla
Mr. Shrinder S. Chawla
Sr. Executive Vice President &
Head - Retail Liabilities Product Group
HDFC Bank Ltd.

	Defence	Premium	Classic Programme	Preferred Programme	Imperia Programme
family remittances, payable at Nepal State Bank Ltd*					
Remittances by Nepali Gorkha soldiers under Nepal Express Remittance Scheme (NERS) and Indo Nepal Remittance Scheme (INRS)*	HDFC Bank charges - Nil	HDFC Bank charges - Nil	HDFC Bank charges - Nil	HDFC Bank charges - Nil	HDFC Bank charges - Nil
*As per prevalent RBI guidelines the following additional charges would be recovered from the remitter					
1. Rs. 20 per transaction levied by State Bank of India and					
2. In case the beneficiary does not maintain an account with Nepal State Bank Limited, a charge of Rs. 50 for remittances up to Rs. 5000 and Rs. 75 for remittances above Rs. 5000					
RTGS/NEFT	Free	Free	Free	Free	Free
Preferential Allotment of Lockers	Yes	Yes	Yes	Yes	Yes
Concession in Locker Charge	NIL	Annual Locker rental rates at a 25% waiver for Officers	Annual Locker rental rates at a 50% waiver for Classic customers	Annual Locker rental rates are reduced by 50% for Preferred customers	Annual Locker rental rates at a 100% waiver for Imperia customers
Utility Bill Payments through Internet	Free	Free	Free	Free	Free
Auto Sweep	Threshold	Threshold	Threshold	Threshold	Threshold



K. Jaisankar
Commandant Rajveer Singh
Indian Coast Guard

Shruti
Mr. Sumnder S. Chawla
Sr. Executive Vice President &
Head - Retail Liabilities Product Group
HDFC Bank Ltd.

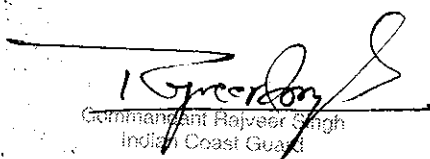
	Defence	Premium	Classic Programme	Preferred Programme	Imperia Programme
Facility*	Amount: Rs. 100000; TDRs / STDRs to be created for a minimum amount of Rs. 25000 in any one instance.	Amount: Rs. 100000; TDRs / STDRs to be created for a minimum amount of Rs. 25000 in any one instance.	Amount: Rs. 100000; TDRs / STDRs to be created for a minimum amount of Rs. 25000 in any one instance.	Amount: Rs. 100000; TDRs / STDRs to be created for a minimum amount of Rs. 25000 in any one instance.	Amount: Rs. 100000; TDRs / STDRs to be created for a minimum amount of Rs. 25000 in any one instance.
* Customer to opt for the same; Terms and Conditions apply					
Passbook	Available for all account - Free updating at Home Branches	Available for all account - Free updating at Home Branches	Available for all account - Free updating at Home Branches	Available for all account - Free updating at Home Branches	Available for all account - Free updating at Home Branches
Interest concession on Personal Loans	50 bps less than BPLR	50 bps less than BPLR	50 bps less than BPLR	50 bps less than BPLR	50 bps less than BPLR
Interest concession on Car Loans	50 bps less than card rate	50 bps less than card rate	50 bps less than card rate	50 bps less than card rate	50 bps less than card rate
Interest concession on Two Wheeler Loans	100 bps less than card rate	100 bps less than card rate	100 bps less than card rate	100 bps less than card rate	100 bps less than card rate
Processing Charges on Personal Loans	Waived	Waived	Waived	Waived	Waived
Processing Charges on Car/Home/Two Wheeler Loans	50% waiver on the processing fee amount	50% waiver on the processing fee amount	50% waiver on the processing fee amount	50% waiver on the processing fee amount	50% waiver on the processing fee amount

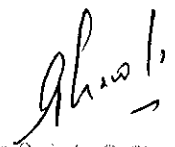


Commandant Rajveer Singh
Indian Coast Guard

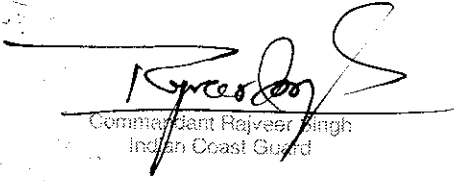
Mr. Surinder S. Chawla
Sr. Executive Vice President &
Head - Retail Liabilities Product Group
HDFC Bank Ltd.


	Defence	Premium	Classic Programme	Preferred Programme	Imperia Programme
Interest on Home Loans	Loans offered at rack rate	Loans offered at rack rate	Loans offered at rack rate	Loans offered at rack rate	Loans offered at rack rate
Demat and Share Trading account	Initial one time account opening charges waived	Initial one time account opening charges waived	Initial one time account opening charges waived	Initial one time account opening charges waived	Initial one time account opening charges waived
Investment Services Account (Mutual Funds Online)	Account Opening Charges - Nil Quarterly Maintenance Fee of Rs.100 - Waived	Account Opening Charges - Nil Quarterly Maintenance Fee of Rs.100 - Waived	Account Opening Charges - Nil Quarterly Maintenance Fee of Rs.100 - Waived	Account Opening Charges - Nil Quarterly Maintenance Fee of Rs.100 - Waived	Account Opening Charges - Nil Quarterly Maintenance Fee of Rs.100 - Waived
HDFC Bank Relationship Management Programmes	N.A	N.A	Classic	Preferred	Imperia
ATM Cum Debit Card	Free Debit Card for Mandate Holder	Free Debit Card for Mandate Holder	Free Debit Card for Mandate Holder	Free Debit Card for Mandate Holder	Free Debit Card for Mandate Holder
Family (Prepaid) Card	Free	Free	Free	Free	Free
Transaction based alerts on SMS and Email	Free	Free	Free	Free	Free
Mobile Banking	Free	Free	Free	Free	Free
Phone Banking	Free	Free	Free	Free	Free
Recurring Deposit	Available	Available	Available	Available	Available
Credit Card	N.A	Available	Available	Available	Available


Commandant Rajveer Singh
Indian Coast Guard


Mr. Surinder S. Chawla
Sr. Executive Vice President &
Head - Retail Liabilities Product Group
HDFC Bank Ltd.

	Defence	Premium	Classic Programme	Preferred Programme	Imperia Programme
Forex	Forexplus card - Issuance fees and Reloading fees waived off	Forexplus card - Issuance fees and Reloading fees waived off	Forexplus card - Issuance fees and Reloading fees waived off	Forexplus card - Issuance fees and Reloading fees waived off	Forexplus card - Issuance fees and Reloading fees waived off
	N.A	N.A	5 paise better rates	8 paise better rates	10 paise better rates
	N.A	N.A	N.A	No issuance fees on TCs	No issuance fees on TCs
	N.A	N.A	N.A	N.A	No FIRC charges
Gold Bars	3% discount on 5gms and 6% discount on 8 gms, 10 gms, 20 gms and 50 gms Mudra Gold coins	3% discount on 5gms and 6% discount on 8 gms, 10 gms, 20 gms and 50 gms Mudra Gold coins	3% discount on 5gms and 6% discount on 8 gms, 10 gms, 20 gms and 50 gms Mudra Gold coins	3% discount on 5gms and 6% discount on 8 gms, 10 gms, 20 gms and 50 gms Mudra Gold coins	3% discount on 5gms and 6% discount on 8 gms, 10 gms, 20 gms and 50 gms Mudra Gold coins
Account Statement	N.A	N.A	All customers will receive a combined statement at a monthly frequency.	All customers will receive a combined statement at a monthly frequency.	All customers will receive a combined statement at a monthly frequency.
	Free monthly email statements (optional)	Free monthly email statements (optional)	Free monthly email statements (optional)	Free monthly email statements (optional)	Free monthly email statements (optional)
Transactions at Non home branches	Free upto Rs. 50,000 for third party	Free upto Rs. 50,000 for third party	Free upto Rs. 1 lac for third party	Free	Free


 Commandant Sant Rajveer Singh
 Indian Coast Guard


 Mr. Surinder S. Chawla
 Sr. Executive Vice President &
 Head -- Retail Liabilities Product Group
 HDFC Bank Ltd.

B. Benefits to the Indian Coast Guard Units

- The Bank will consider the installation of Point of Sale machines at Coast Guard canteens that are mutually convenient
- The Bank on its part also provides an in principle okay for Coast Guard canteens to extend its services as 'Business Correspondent' subject to it fulfilling RBI guidelines on 'Business Correspondent'

C. Benefits to Pension Account holders - Retired Indian Coast Guard Personnel:

- Minimum balance requirement – NIL
- Usage of the Bank's ATM network free of charge
- Usage of other banks ATMs free of cost - subject to RBI regulations as applicable from time to time.
- Anywhere Banking via ATM or Internet
- Free Shopping-cum-ATM Card – International Debit card
- Free Supplementary Shopping-cum-ATM Card for Joint Account holders
- Transactions at ATM – Any number of transactions subject to a maximum limit of Rs. 25,000/- per day. Free at all ATMs subject to RBI regulations as applicable from time to time
- Netbanking – Free. Charges applicable to third party sites like Railways etc payable
- Transactions at branches – Free non-cash transactions; Free upto Rs. 50,000/- per day (> Rs. 50,000/- at Rs. 2.90 per Rs. 1000/-)
- Drafts/Bankers cheque – Free on HDFC Bank branch locations

Annexure - Features of International Titanium Royale Debit cum ATM Card (Offered to Officers only)

- **Zero Lost Card Liability*** - The Indian Coast Guard personnel will be protected against loss due to fraudulent use of a lost/stolen/missing Debit Card. Point of Sale transaction up to a maximum of Rs. 1 lac per card – Purchases up to 30 days prior to the date of reporting of the loss of debit card to the bank are protected
- **Personal Accident Cover up to Rs.5,00,000*** - In the unfortunate event of loss of life in a mishap, free insurance cover for the accident leading to loss of life is available to International Titanium Royale Card holders up to Rs.5,00,000 subject to the nominee's submission of proper claim as prescribed by the Insurance Company with whom HDFC BANK has a tie-up, the tie-up being subject to annual review and renewal. Nominee registered with the Bank for the primary account linked to the International Titanium Royale card will be considered as nominee for the Personal Accidental Death Cover available to the card holder. The Insurance Company, after receipt of the application of the nominee, which will be submitted and routed through the Card issuing branch of HDFC Bank, will initiate the process of claim settlement. All the correspondence related to claim will be then directly taken up with the claimant/nominee without involving Bank. All the settlement/disputes will be between the



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Indian Coast Guard

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HDFC Bank Ltd.

claimant and the insurance company and the Bank will not be a party to such disputes. The claim settlement will be entirely the responsibility of the Insurance Company and Bank will have no liability towards any claim/dispute

- **Petrol surcharge waiver** at all petrol pumps in India
- **Re.1 cash back on every Rs. 100** spent on the Debit card at merchant outlets

* Conditions apply.

Terms and Conditions of Personal Accidental Death Cover

- Personal Accidental Death Cover would cover accidental death resulting within 12 months from bodily injury due to Air, Rail and Road accident only
- Eligibility: On the event date the account holder should holding a Defence Salary Advantage Account with HDFC Bank and has received salary credit in the month or month prior. The account holder should have carried out at least one purchase transaction using the Debit Card, within 6 months prior to the event date
- The coverage will be effective only under civilian conditions (Off duty only)

Other conditions

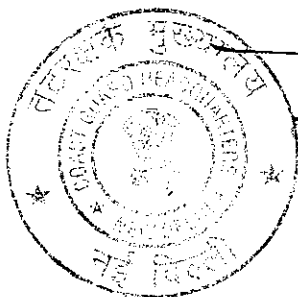
- Additional ATM card is given to single account holders subject to their undertaking that the 'additional card will be issued at their risk and responsibility'. The bank will not be held responsible for any cost or consequence that may arise out of misuse of the additional Card
- Loans will be disbursed to the eligible personnel upon fulfilment of eligibility criteria, by the Coast Guard personnel and on meeting of Bank's terms and conditions, including establishing of the applicant's creditworthiness as per the Bank's guidelines
- All other facilities being provided to Bank's normal customers operating salary accounts, will be subject to the discretion of the bank

4. Continuation of facilities after retirement

The Bank will continue to extend facilities mentioned under articles 3 above to the account holders even after their retirement provided the pension accounts are moved to the bank.

5. Recall of Salary Disbursed

In exceptional circumstance, the Indian Coast Guard may recall the salary erroneously disbursed to deserters or delinquent personnel. Upon written request of the PCDA (N), Coast Guard Section, Mumbai communicating specific details of personnel, bank account, period and amount, and further subject to availability of funds in the specified account, HDFC Bank will comply with the request and refund the amount by a Bank Draft to the PCDA(N), Coast Guard Section, Mumbai for crediting into the Government account subject to availability of such amounts/funds in the account of the concerned personnel. Indian Coast Guard confirms that it shall have the requisite authority to require such recall under (including if necessary of the



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HDFC Bank Ltd.

concerned personnel) and HDFC bank will not be liable or held accountable for any consequential or related action arising from the act of refund of amount to the Indian Coast Guard.

Pending refund of the amount recalled, HDFC bank will freeze all transactions to the salary account to prevent fraudulent withdrawals from it.

6. Confidentiality

Each party shall treat as confidential all information obtained as a result of entering into or performing this MOU but shall be bound to disclose if needed by operation of law or by judicial authorities.

7. Resolution Mechanism

A standing one-point team comprising a Special Relationship Manager from **HDFC Bank Ltd.** and **Accounts Officer EDP Section/Accounts Officer Coast Guard Section from the PCDA(N), Mumbai** will be constituted to resolve all operational issues.

In the odd occasion of a dispute or a difference of opinion between the parties, the same one-point team can address and resolve the issue at hand.

8. Termination

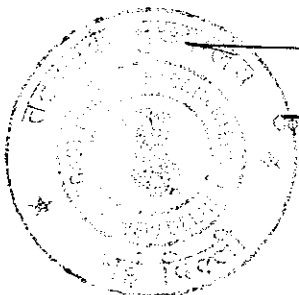
In any case of discontinuing the MOUs, designated Bank will not withdraw the facilities of salary disbursement till alternate arrangements are made by Indian Coast Guard Headquarters.

This MOU may be terminated with immediate effect by either party giving notice of termination to the other Party (the "Defaulting Party")

If the defaulting Party has committed a material breach of any term of this MOU and has failed to remedy such breach (if capable of remedy) within thirty (30) days after notice from the other party to do so.

or

If the Defaulting party repeatedly commits the same breach of any of the terms of this MOU then the MOU may be terminated without any further notice.



Ammanant Rajeev Singh
 Ammanant Rajeev Singh
 Indian Coast Guard

Mr. Surinder S. Chawla
 Mr. Surinder S. Chawla
 Sr. Executive Vice President &
 Head - Retail Liabilities Product Group
 HDFC Bank Ltd.

or

If the defaulting party shall cease to carry on its business or substantially the whole of its business.

or

If there is a material adverse change in any applicable law affecting Banks generally.

9. **Provision of ATMs**

The Bank will make all efforts to provide ATMs within workspaces and residential areas of Indian Coast Guard personnel. This will be on a "best-effort" basis and will depend upon the business merits of each case.

Indian Coast Guard on its part will make efforts to provide space for setting up ATMs that will be governed by the Bank and local Indian Coast Guard Administrative Authority. Indian Coast Guard agrees that it shall on best efforts basis provide appropriate place to **HDFC Bank Ltd** for setting up of its ATMs at the residential areas of Indian Coast Guard personnel under this MOUs.

HDFC Bank Ltd shall use its best efforts to procure such spaces should Indian Coast Guard fail to provide the space, subject to the point mentioned at the beginning of this article.

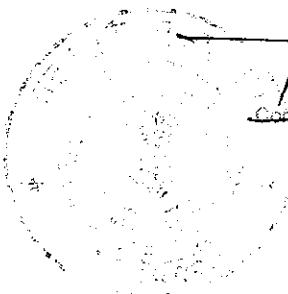
In such an event that even HDFC Bank is not able to procure an ATM space subject to the point mentioned at the beginning of this article, it shall not be liable to set up ATMs as contained above.

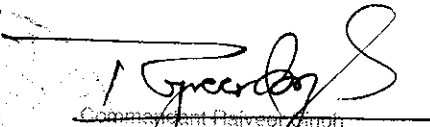
10. **Publicity**

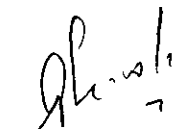
HDFC Bank Ltd may publish / market about its services extended to Indian Coast Guard personnel under this MOU and / or promote its business objectives from time to time.

11. **Amendment**

Any provisions of this MOU may be amended, waived, discharged or terminated (in each case) only by an instrument in writing signed by or on behalf of the party against whom enforcement of the amendment, waiver, discharge or termination is sought. No breach of or




 Commandant Rajveer Singh
 Indian Coast Guard


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 Head – Retail Liabilities Product Group
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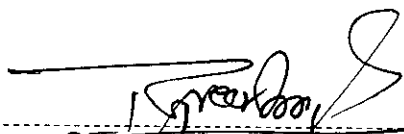
default under any of the provisions of this MOU by either party may be waived or discharged without the other party's written MOU thereto.

12. Notices

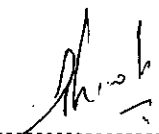
Each notice, demand or other communication to be given or made hereunder shall, except as otherwise provided herein, be given or made in writing and may be sent by one party to the other party by Registered Post, telex, facsimile or hand to the address or numbers mentioned above or such other address and numbers as one party may inform the other in writing.

Signed on behalf of Indian Coast Guard
Indian Coast Guard Headquarters
National Stadium Complex
New Delhi

Signed on behalf of HDFC Bank
HDFC Bank House
Senapati Bapat Marg, Lower Parel
Mumbai



Commandant Rajveer Singh
Indian Coast Guard



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