

Memorandum of Understanding

(MOU)

Between

BOB Financial Solutions Limited (BFSL)

And

Indian Coast Guard (ICG)

Place: New Delhi.

Date: 17th August, 2022.



काजल रॉय / Kajal Roy
उपमहानिरीक्षक / Deputy Inspector General
प्रधान निदेशक (प्रशासन)
Principal Director (Adm)
सदरक्षक मुख्यालय, नई दिल्ली-110001
Coast Guard HQrs, New Delhi-110001

This Memorandum of Understanding (MOU) entered into on the 17th day of August' 2022 at New Delhi (in suppression of previous MOU signed on 28th day of January' 2022)

BETWEEN

BOB Financial Solutions Limited, a wholly owned subsidiary of Bank of Baroda, a Company within the meaning of the Companies Act 1956, having registered office at 2nd Floor, Baroda House, Behind Dewan Centre, S.V. Road, Jogeshwari (West) Mumbai – 400 102 and corporate office at 1502/1503/1504, 15th Floor, DLH Park, S.V. Road, Goregaon (West), Mumbai-400104 (hereinafter referred to as "**Company**") which expression shall, wherever the context so admits, mean and include its successors in office and permitted assigns of the **ONE PART** through **Mr. Shailendra Singh Managing Director & CEO, BOB Financial Solutions Limited.**

AND

Indian Coast Guard, having its Head Office at **Headquarters of Indian Coast Guard, New Delhi -110001** (hereinafter referred to as the "**Indian Coast Guard**") which expression shall, wherever the context so admits, mean and include its successors in office and permitted assigns of the **OTHER PART** through **Deputy Inspector General Kajal Roy, TM, Principal Director (Administration), Indian Coast Guard.**

The Company and Indian Coast Guard hereinafter are referred individually as 'party' and collectively as 'parties'.

WHEREAS the Company is carrying on the business of financial products.

AND WHEREAS the Indian Coast Guard approached the Company to offer its 'Credit Cards' for the use by the personnel and veterans of Indian Coast Guard at special Terms & Conditions.

AND WHEREAS "Indian Coast Guard" has agreed to enter into an arrangement with the Company to facilitate its personnel and veterans to provide the Credit Cards at special Terms & Conditions.

AND WHEREAS the COMPANY and Indian Coast Guard have decided to enter into an **MOU** for the Company to make available Co-branded Credit Cards at special Terms & Conditions to the personnel and veterans of Indian Coast Guard on the terms and conditions set out as hereunder.

By this MOU, the parties hereto have decided to cooperate; collaborate and further agree as under:

1. Product Offered by the Company

- I. The Credit Cards at special Terms & Conditions of the Company may be useful for the personnel and veterans of Indian Guard.
- II. The Company has agreed to provide Credit Cards at special Terms & Conditions. The trade name / product name of its products, its logo / brand shall remain the property of the Company subject to applicability of various relevant laws in force.



BOB Financial Solutions Limited

A wholly owned subsidiary of Bank of Baroda

New Delhi

[Signature]



काजल रोय / Kajal Roy

उपमहानिरीक्षक / Deputy Inspector General

प्रधान निदेशक (प्रशासन)

Principal Director (Adm)

तटरक्षक मुख्यालय, नई दिल्ली-110001

Coast Guard HQs, New Delhi-110001

III. The brief details about the Credit Cards at special Terms & Conditions for Indian Coast Guard and its personnel are explained in **Annexure "A"** respectively hereto.

2. Availability

Credit Cards for all personnel and veterans (till 70 years of age) of Indian Coast Guard Offices. The Company shall provide its Credit Cards at special Terms & Conditions (as per Annexure A) to all the personnel and veterans of Indian Coast Guard during the period of this MOU.

3. Offer to personnel of Indian Coast Guard

The terms and conditions of offer of the Credit Cards to the personnel and veterans of Indian Guard are annexed as **Annexure 'A'**, hereto.

4. Delivery of the Credit Cards

- i) The company shall make necessary arrangements for providing the Credit Cards to the personnel and veterans of Indian Coast Guard who have availed the same.
- ii) The company shall provide access to the updated documentation with respect to the Credit Cards availed by the personnel and veterans of Indian Coast Guard.

5. User Support

- i) Company will provide brief summary of the Credit Cards for reference of the personnel and veterans of Indian Coast Guard.
- ii) Company will provide a web form to enable the personnel and veterans of Indian Coast Guard to request for buying & support.

6. Indian Coast Guard Co-operation

i) Products Awareness:

Indian Coast Guard shall communicate to its personnel and veterans about the Company's offer for the Credit Cards at special Terms & Conditions and its utility and benefits including support available;

ii) Authentication of personnel and veterans of Indian Coast Guard:

Indian Coast Guard to help Company to check the genuineness of the personnel and veterans of Indian Coast Guard. The genuineness would be checked on the basis of employee code/veteran code and other relevant information/data in possession of the **Indian Coast Guard**.

7. Commitments from Company

i. Company commits to provide Credit Cards at special Terms & Conditions in good working condition that are up to industry standards.

ii. Company shall build necessary infrastructure and pool of human resources to support the activities mentioned in this MOU

8. Liability

Indian Coast Guard shall not be liable for any claim of personal loss arising out of executing the arrangement mentioned in this MOU.

Indian Coast Guard shall not be liable for any dispute between the personnel /veterans and the Company.



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काजल राय / Kaja Holey
उपमहानिरीक्षक / Deputy Inspector General
प्रधान निदेशक (प्रशासन)
Principal Director (Adm)
तटरक्षक मुख्यालय, नई दिल्ली-110001
Coast Guard HQrs, New Delhi-110001

9. Duration of MOU

The duration of this MOU shall be for a period of 3 years from the date of signing of MOU. However, the benefit to Card Holder under this MOU will continue till the validity of the Card. Renewal of this MOU will be subject to mutual understanding of both Parties.

10. Confidentiality, Intellectual property rights and use of name and logo

10.1 Each Party shall undertake to observe the confidentiality and secrecy of documents, information and other data received from or given to the other Party during the period of the implementation of this Memorandum of Understanding or any other agreements made pursuant thereto.

10.2 The protection of intellectual property rights shall be enforced in conformity with the laws, rules and regulations in force from time to time.

10.3 Each party may use the name, logo and/or official emblem of the other party for the purposes of this MoU with the prior written approval of other Party.

11. Modification

If both the parties find any ambiguity in any of the clauses of this MOU and need clarification then both the parties shall mutually agree for the clarification required. In such case, a supplementary MOU may be signed by both the parties. Both the parties may mutually discuss and add/amend/extend the scope of this MOU from time to time.

12. Termination

Either party may terminate this MOU by serving to the other party a written notice of 60 days by assigning reasons for the same

13. Dispute Resolution

Any difference or dispute between the Parties concerning the interpretation and/or implementation and/or application of any of the provisions of this Memorandum of Understanding shall be settled amicably through mutual consultation and/or negotiation between the Parties.

Further, in absence of any resolution of dispute, controversy or claims arising out of or relating to this MOU, its validity, breach or termination thereof, shall be settled by arbitration in accordance with the provisions of the Indian Arbitration and Conciliation Act, 1996 by

Sole arbitrator appointed mutually by both the parties. The place of arbitration shall be at Mumbai. The arbitral procedure shall be conducted in the English and any award or awards shall be rendered in English. The procedural law of the arbitration shall be the Indian law. The obligations of the Parties under or pursuant to this Clause, including the arbitration agreement in this Clause, shall be under the exclusive jurisdiction of the courts located at Delhi only.

14. Indemnity

Either Party agrees to indemnify and keep indemnified, save harmless and defend each other from and against any loss, damage, claim, action, proceedings, costs, charges and expenses that may be suffered or incurred to them on account of any



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उपमहानिरीक्षक / Deputy Inspector General
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Coast Guard HQrs, New Delhi-110001

breach or violation of any applicable law, statute, rule, regulation, directive or guidelines and for infringement of any trademark or copyright of any person by Company or any of its employees or agents in relation to this MOU and attributable to Company or any contract or agreement entered with any third party in relation to the arrangement envisaged herein.

15. 15. Contacts

Each party hereby designates and appoints below its representative with overall responsibility for implementing this Memorandum. The Parties may, by written notice to the other Party, designate additional or different persons as points of contact but the Parties expect to have only one person at a time designated as the person with overall responsibility for all activities undertaken pursuant to this Memorandum.

From BFSL: Mr. Dheeraj Mahendra, Product & Portfolio Manager – Defence Co Brand Credit Cards,

From Indian Coast Guard:

dte-adm@indiancoastguard.nic.in

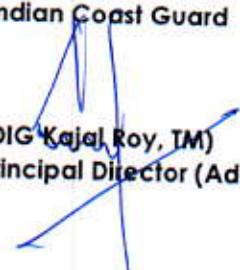
16. Authority

Each party understands and confirms that the commitments under this MOU are subject to each parties respective competent/ Signing authorities approval, if.

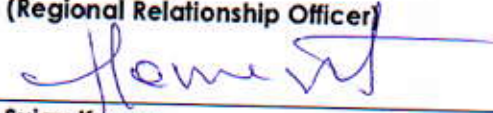
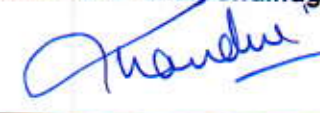
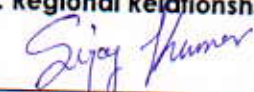

For and on behalf of
BOB Financial Solutions Limited


(Shailendra Singh)
MD. CEO BOB Financial Solutions Limited

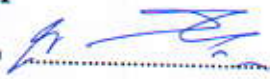
For and on behalf of
Indian Coast Guard


(DIG Kajal Roy, IM)
Principal Director (Administration)

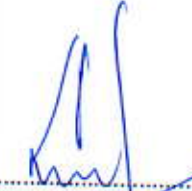
Signed at this 17th Day of August, 2022

Witnesses BOB Financial Solutions Limited	Witnesses INDIAN COAST GUARD
1. Hemant Adhlakha (Regional Relationship Officer) 	1. Comdt JG Chandni Bhatnagar 
2. Sujay Kumar (Dy. Regional Relationship Officer) 	2. Comdt JG Pawan Yadav 








काजल रॉय / Kajal Roy
उपनिदेशक / Deputy Inspector General
प्रधान निदेशक (प्रशासन)
Principal Director (Adm)
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Annexure "A"

LTF Product Construct

Cobranded Credit Card (RuPay)	LTF Product Construct
Eligibility	Serving or Retired
Age at entry	18 to 70 Years
Initial Credit Limit	As per Rank/Grade
Credit Limit Revisions	Dynamic; based on spends and payments
Joining & Annual Fee	NIL
Welcome Gift (along with issuance)	FitPass Pro for 6 months, worth Rs. 15,000
Activation Gift (activate card within 30 days of issuance)	Zomato Pro for 12 months, worth Rs. 750
Spends Gift (spend at least Rs. 1 lakh during the first 3 months of issuance)	Amazon Prime for 12 months, worth Rs. 1,499
Add-On Credit Cards	Up to 3, Life Time Free
Reward Points – Base	2 per Rs. 100 spent
Reward Points – Accelerated	10 per Rs. 100 spent on Grocery and Departmental Stores
Cap on Reward Points (per statement)	1,000 on Accelerated; NA on Base
Complimentary Domestic Airport Lounge Access (powered by RuPay)*	8 visits per calendar year
Concierge Service (powered by RuPay)	24/7 Assistance for Domestic and International Services
Golf Program (powered by RuPay)**	4 free games or lessons per calendar year (1 per calendar quarter)
Accidental Death Insurance Cover	Air / Non-Air - Rs. 20 lakhs
Insurance Cover - Lost Card Liability	Zero liability after lost card is reported
Fuel Surcharge Waiver	1% for transactions between Rs. 400 to Rs. 5,000
EMI Options	Pre and Post Purchase EMI Options available
Merchant Offers	Periodic offers from merchants across categories

* The domestic airport lounge visit will be free only for the primary cardholder and only if the card has been used in the preceding 30 days (from the date of lounge access)

**The 24/7 concierge service is a booking/scheduling assistance service provided by NPCI-RuPay for a defined list of Domestic and International services. The cost of booked/scheduled services will have to be borne by the cardholder at the rates informed by the concierge call centre.




Rajal Roy
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*** The free Golf game or lesson will only be applicable if the card has been used at least once in the preceding 30 days (from the date of game/lesson)

Kindly Note

- In the event of non-availability of any of the gifts mentioned above, BFSL will replace the same with another gift of similar value.
- The features powered by RuPay are subject to changes as per RuPay's discretion – these will include the list of Domestic Airport Lounges, Concierge Service Provider and Golf Courses.

*Kindly note: In the event of non-availability of any of the gifts mentioned above, BFSL will replace the same with another gift of similar value.



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