

INDIA NON JUDICIAL



सत्यमेव जयते

Government of National Capital Territory of Delhi

₹100

e-Stamp

Certificate No. : IN-DL12770768241295X
Certificate Issued Date : 15-Dec-2025 11:36 AM
Account Reference : IMPACC (IV)/ dI923503/ DELHI/ DL-CTD
Unique Doc. Reference : SUBIN-DL92350351370613877072X
Purchased by : IDFC FIRST BANK LTD
Description of Document : Article 5 General Agreement
Property Description : Not Applicable
Consideration Price (Rs.) : 0
(Zero)
First Party : IDFC FIRST BANK LTD
Second Party : INDIAN COAST GUARD
Stamp Duty Paid By : IDFC FIRST BANK LTD
Stamp Duty Amount(Rs.) : 100
(One Hundred only)

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Please write or type below this line

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Statutory Alert:

1. The authenticity of this Stamp certificate should be verified at 'www.shcilestamp.com' or using e-Stamp Mobile App of Stock Holding. Any discrepancy in the details on this Certificate and as available on the website / Mobile App renders it invalid.
2. The onus of checking the legitimacy is on the users of the certificate.
3. In case of any discrepancy please inform the Competent Authority.

MEMORANDUM OF UNDERSTANDING

INDIAN COAST GUARD AND IDFC FIRST BANK LTD

This Memorandum of Understanding ("MOU") is made on _____ between **INDIAN COAST GUARD** represented by **DIG Narendra Singh, TM, Principal Director (Administration), Coast Guard Headquarters** having its headquarters at "New Delhi" (hereinafter called "INDIAN COAST GUARD" which expression shall unless the context otherwise requires include its successors / legal heirs / Administrators / Executors and permitted assigns).

AND

IDFC FIRST BANK LIMITED, a company registered under the Companies Act, 2013 and a banking company within the meaning of the Banking Regulation Act, 1949 and having its registered office at KRM Tower, 7th Floor, No.1 Harrington Road, Chetpet, Chennai 600 031 and amongst others, a branch and corporate office at IDFC FIRST Bank Tower, The Square, C-61, G Block, Bandra Kurla Complex, Bandra East, Mumbai – 400051 (hereinafter referred to as "IDFC FIRST BANK" or the Bank) which expression shall, unless it be repugnant to the meaning or context thereof, be deemed to mean and include its Affiliates, successors and permitted assigns

IDFC FIRST BANK LTD and INDIAN COAST GUARD are hereinafter collectively referred to as "the Parties"

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 uniformed personnel /employees has decided to accept the proposal submitted by IDFC FIRST BANK LTD and has decided to accept the terms and conditions in this MOU.

AND

IDFC FIRST BANK LTD, is a professionally driven new generation Bank having a well distributed branch network in major states of India having good brand equity, institutional image and possessing technologically advanced infrastructural facilities has offered to provide Banking services as detailed herein below to the INDIAN COAST GUARD uniformed Personnel operating their **Honour FIRST** salary accounts with the Bank.



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NOW THEREFORE THIS MEMORANDUM OF UNDERSTANDING WITNESSETH AND THE PARTIES HAVE AGREED AS UNDER.

1. Period of MOU.

This MOU shall commence from _____ and shall be valid /operative for a **period of 3 Years**, which may be further extended for a term of 3 years as per mutually agreed terms and conditions between the Parties by an exchange of letters in writing.

2. Credit of Salary.

2.1 **IDFC FIRST BANK LTD** undertakes to credit salary into accounts of all **INDIAN COAST GUARD** uniformed Employees who may be holding their Honour **FIRST** accounts with the Bank, at various branches, by the **last working day** (this term "working day" shall not include Sunday and holidays declared under section 25 of the Negotiable Instruments Act, 1881 at specific branch locations where the accounts are maintained) of the month or on dates communicated in writing by the Paying Authority (as specified by **INDIAN COAST GUARD** from time to time). For the purpose of this MoU, salary credit refers to either actual salary credit or an inwards credit of Rs 15,000/ Rs 25,000 in previous calendar month or current month through any medium, excluding cash deposits).

2.2 **IDFC FIRST BANK LTD** will not charge any commission or service charges either from the **INDIAN COAST GUARD** uniformed Personnel or **INDIAN COAST GUARD** for the above-mentioned services.

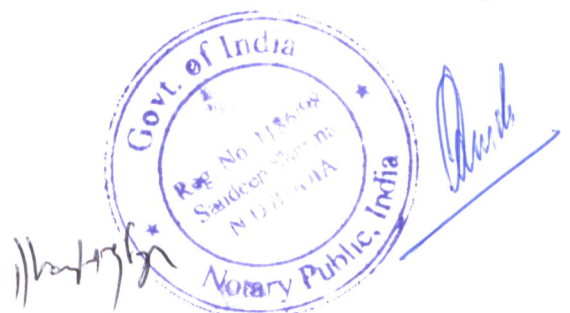
2.3 **INDIAN COAST GUARD** does not undertake any liability for loans, if any, given by **IDFC FIRST BANK LTD** to **INDIAN COAST GUARD** uniformed Personnel in their individual capacities. The **INDIAN COAST GUARD** will not be impleaded in the normal course in any claim, action, lawsuit that an account holder may file against **IDFC FIRST BANK LTD** or vice versa i.e. which **IDFC FIRST BANK LTD** may file against the account holder. However, **INDIAN COAST GUARD** will provide information about defaulters as regards their current postal address maintained in the records except for exigencies of service/ security considerations.

3. Recall of Salary Disbursed.

In exceptional circumstances, the **INDIAN COAST GUARD** may recall the salary erroneously disbursed to deserters or delinquent **INDIAN COAST GUARD** uniformed Personnel. Upon written request of the **INDIAN COAST GUARD** communicating



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specific details of INDIAN COAST GUARD uniformed Personnel Honour FIRST account with IDFC FIRST Bank Ltd, period and amount and further subject to availability of sufficient and clear funds in the specified account, the Bank will on best effort basis comply with the request and refund the amount by a Bank Draft to the INDIAN COAST GUARD for crediting into their Account. The Bank will not be liable or held accountable for any consequential or related action arising from the act of refund of the amount to the INDIAN COAST GUARD at the request of the INDIAN COAST GUARD.

Pending refund of the amount recalled, the Bank will, subject to availability of clear and sufficient funds which can be properly applied for this request, shall mark a hold on the required amount(s) so notified by the INDIAN COAST GUARD in the concerned salary account of employee/personnel with IDFC FIRST BANK LTD, So as to prevent fraudulent withdrawals from it.

However, the above will not apply for salary accounts with other banks, even if the salary credit is posted through IDFC FIRST Bank Ltd.

4. **IDFC FIRST BANK LTD** hereby agrees to provide the under mentioned benefits exclusively for **INDIAN COAST GUARD** uniformed Personnel having Honour FIRST Salary account with any of IDFC FIRST Bank branches and drawing their salary through Honour FIRST Account.

4.1 Enjoy credit of interest on a monthly basis*. Experience the Joy of monthly compounding.

4.2 Zero Balance Honour First Salary Account. If one credit of 15K/25K, in previous calendar month or current month (via ANY medium, excluding cash deposits), is not done, then such accounts shall cease to be considered as Honour FIRST Account and all benefits outlined in MOU will stand withdrawn. The bank also reserves the right to either close or convert these accounts into regular savings account if the salary credit criteria is not met, after giving 30 days' notice as per RBI guidelines.

4.3 Unlimited Free ATM Transactions** - Any bank, any location, any number of times in India.

4.4 No charges for any fund transfers through IMPS, RTGS and NEFT.

4.5 **Free Personal Accident Insurance** – Free cover (death or permanent disability).



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4.8 **Free Air Accident Insurance** cover of Rs. 1 Crore. Air accident cover included for Service aircraft or travelling in flight where the ticket was booked by the department.

4.9 Free Nominee Accident Insurance – Free cover based on salary credit/ 25K credit.

4.10 Free Trip Cancellation Cover – Free cover based on salary credit/ 25K credit.

4.11 Free Lost Card Liability Protection & Purchase Protection.

A summary of the insurance covers is as follow:-

S.No	PADC Cover	Girl Child Marriage Cover	Children Education Cover	Nominee PADC	Trip Cancellation	Eligibility Condition
Personal Accident Death Cover for Serving Personnel						
1	Rs 60 Lakhs	Rs 2 Lakhs	Rs 4 lakh each (upto 2 children)	Nil	Nil	Subject to any credit of INR 15,000 and above (excluding cash deposits) in previous calendar month or current month at the time of incident.
2	Rs 60 Lakhs	Rs 2 Lakhs	Rs 4 lakh each (upto 2 children)	Rs 35L	Rs 30 K	Subject to any credit of INR 25,000 and above (excluding cash deposits) in previous calendar month or current month at the time of incident.
3	Rs 90 Lakhs	Rs 2 Lakhs	Rs 4 lakh each (upto 2 children)	Rs 35L	Rs 30 K	Subject to consecutive/regular salary credits .
Personnel Accident Death Cover for retired Personnel						
4	Rs 60 Lakhs	Rs 2 Lakhs	Rs 4 lakh each (upto 2 children)	Rs 35 L	Rs 30 K	Subject to regular pension credit /any credit of INR 25,000 and above (excluding cash deposits) in previous calendar month or current month at the time of incident.



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* Please visit website on the rate of interest and changes from time to time announcements by the bank.

**If salary or one consolidated credit of minimum 15K/25K(via ANY medium, except cash deposit), once in current or previous calendar month, is not done, then such accounts shall cease to be considered as Honour FIRST Account and all benefits outlined in the MOU will stand withdrawn. The Bank will put in all efforts to contact the account holder on the mobile / communication address available on record for getting the account activated, however in spite of this, in case the accounts still remain inactive / don't start receiving regular credits / or continue with zero available balance, the Bank reserves right to close such account after issuing written intimation to the account holder.

5. Visa Platinum Debit Card.

- 5.1 **Daily Cash Limit:** Domestic ATMs - ₹ 2 lakh
- 5.2 **Daily Purchase Limit:** Domestic - ₹ 6 lakhs
- 5.3 Purchase Protection – For burglary/theft/damage, up to 90 days from the date of purchase and up to ₹ 1 lakh
- 5.4 Lost Card Liability – No liability up to a limit of ₹ 6 lakhs
- 5.5 Fuel surcharge waiver at any petrol pump in the country

6. Benefits on following charges.

- 6.1 Average Monthly Balance Requirement - Nil, as long as regular monthly salary one consolidated credit of minimum 15K/ 25K (via ANY medium excluding cash deposits), once in current or previous calendar month is done.
- 6.2 Free Debit Card/ No annual Debit card fees / Replacement of Debit card
- 6.3 Free Electronic Funds Transfer (NEFT/ RTGS/ IMPS) Inward & Outward
- 6.4 Free Demand Draft - Duplicate Issuance / Cancellation/ revalidation
- 6.5 Free Cash Deposit/ Withdrawal at our branches by the customer

INDIAN COAST GUARD represents as follows:-

Personnel can continue to enjoy these benefits post-retirement up to the age of 70 years, provided the retired personnel credit his pension or makes one credit of Rs.25,000(via ANY medium), once in current/ previous, in Honour FIRST Account.

7. Loans to a INDIAN COAST GUARD Personnel. IDFC FIRST Bank Ltd will offer loans to eligible "Honour FIRST" account holders of INDIAN COAST GUARD, who apply for Loan, at select IDFC FIRST Bank locations. The loans will be sanctioned solely at the discretion of the Bank and will be subject to the fulfilment of such terms and conditions as laid down by the Bank from time to time and on case-to-case basis.



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8. **IDFC FIRST BANK LTD** Trust account program is specially devised for Trust, Associations, Societies, Educational Institutions, Clubs, Schools, Officer Institutes, Mess accounts. Under this Programme, we are delighted to bring to you comprehensive Current Account and Savings account.

9. **IDFC FIRST BANK LTD POS_Terminals (Point of Sale terminals)** can be installed at Departmental Canteens to avoid hassle of handling cash, reduce cash management cost & reduce cash risk (counterfeit currency & theft). POS terminals come to you with a special discount on Merchant Service Fee (MSF). The POS terminal to be mandatorily linked to an IDFC FIRST BANK LTD Current Account.

10. **Tabulated summary of facilities will be as under depending upon the type of account.**

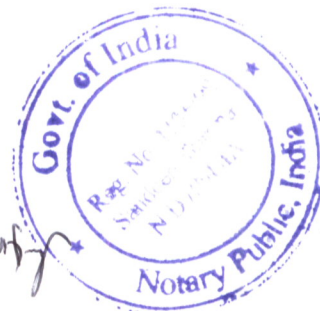
Offering		Honour FIRST with Platinum Debit Card				
Features						
Minimum AMB required		Rs 25,000 (If there is no inward salary credit, for the purpose of this MoU, salary credit refers to either actual salary or an inwards credit of Rs 15,000/ Rs 25,000 through any medium excluding cash deposits)				
Non-Maintenance Charges		Nil, until Rs 15,000/ Rs 25,000 is credited through any medium excluding cash deposits in current or previous month or an AMB of Rs 25,000 is maintained				
Interest rates offered		Please see website for time to time updates				
Debit Card						
Type of Card		Visa Platinum Debit Card				
Card Maintenance Charges (Issuance/Annual/Replacement)		Free Replacement of Debit Card and no Annual Debit Card fees				
Daily ATM Withdrawal Limit		₹ 2,00,000				
Daily POS Limit		₹ 6,00,000				
International ATM / POS Transaction		Free, only forex mark up 3.5% of the transaction value.				
ATM transactions		Unlimited Free ATM transaction				
Personal Accidental Insurance Cover for Salary Account						
S.No	PADC Cover	Girl Child Marriage Cover	Children Education Cover	Nominee PADC	Trip Cancellation	Eligibility Condition



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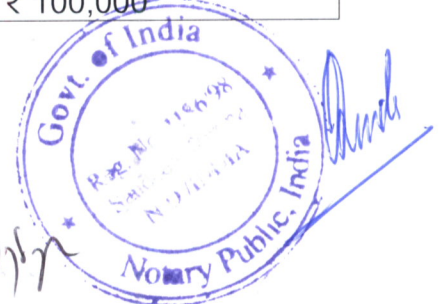
Personal Accident Death Cover for Serving Personnel						
1	Rs 60 Lakhs	Rs 2 Lakhs	Rs 4 lakh each (upto 2 children)	Nil	Nil	Subject to any credit of INR 15,000 and above (excluding cash deposits) in previous calendar month or current month at the time of incident.
2	Rs 60 Lakhs	Rs 2 Lakhs	Rs 4 lakh each (upto 2 children)	Rs 35Lakhs	Rs 30 K	Subject to any credit of INR 25,000 and above (excluding cash deposits) in previous calendar month or current month at the time of incident.
3	Rs 90 Lakhs	Rs 2 Lakhs	Rs 4 lakh each (upto 2 children)	Rs 35 Lakhs	Rs 30 K	Subject to consecutive/regular salary credits .
Personnel Accident Death Cover for retired Personnel						
4	Rs 60 Lakhs	Rs 2 Lakhs	Rs 4 lakh each (upto 2 children)	Rs 35 Lakhs	Rs 30 K	Subject to pension credits, any credit of INR 25,000 and above (excluding cash deposits) in previous calendar month or current month at the time of incident.
<p>**Individual/ NoK would be eligible to claim the PADC amount parallely from two banks , in case if the eligibility criteria is met in both the accounts.</p> <p>For example : Individual has a defence salary account in SBI & HF account with IDFC First Bank (with one consolidated credit of minimum Rs 15000/Rs 25000(via ANY medium excluding cash deposits) , once in current/previous month , he/NoK would be eligible for PADC from both the banks.</p>						
Air Accident Cover				Air Accident cover of ₹ 1 crore included for Service aircraft or travelling in flight where the ticket was booked by the department. No condition of booking the ticket via IDFC First Debit Card.		
Purchase Protection, Lost Card Liability				Purchase Protection - ₹ 100,000		



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& Lost Baggage Insurance	Lost Card - ₹ 600,000
Airport Lounge Access	1/Q Eligibility condition: Salary credit/ one consolidated credit Rs 15,000/ Rs 25,000 (via any medium) in the current/ previous month)
Nominee PADC	Rs 35 L (Based on salary credit/ 25K credit)
Trip Cancellation	Rs 30,000 (Based on salary credit/ 25K credit)
Fuel Surcharge Waiver	Waived at all petrol pumps in the country
Fund Transfers	
Number of Cash transactions (Cumulative of Deposit and Withdrawal)	Free
Value of Cash transactions (Cumulative of Deposit and Withdrawal)	Free
Cash Handling charges	Free
NEFT charges – Inward	Free
NEFT charges - outward (online mode)	Free
NEFT charges - outward (Branch)	Free
RTGS - Outward (online mode)	Free
RTGS - Outward (Branch)	Free
RTGS – Inward	Free
IMPS – Outward	Free
IMPS – Inward	Free
Branch Banking Services	
Cheque Book	Free
Balance Enquiry (Branch/ Channels)	Free
Demand drafts (issuance/re-issuance/cancellation) - At Bank locations	Free
Demand drafts - Cancellation/revalidation	Free
Demand drafts - On non-Bank locations	Free
Cheque collection - Local clearing zone	Free
Collection of outstation cheques - bank location	Free
Collection of outstation cheques - Other locations	Free
Cheque Return Charges	Free
Balance enquiry - At branch	Free
Balance Certificate	Free
Interest Certificate	Free
TDS Certificate	Free
Account Closure (from account opening date)	Free



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Photo attestation	Free
Address confirmation	Free
Stop payment charges	Free
Standing instructions	Free
Loans	
Car Loans	Yes
Personal Loan	Yes
Two-wheeler	Yes
Home Loan	Yes
Other Banking Services	
Doorstep Banking	NA
Demat AMC	Yes
Locker Facility	Available on Priority
Mobile Banking/Internet Banking/SMS alerts	Free
Passbook	Free
Phone Banking	Yes

The above facility shall be subject to terms & conditions as per banks extant guidelines as amended from time to time. For latest offering please refer our website www.idfcfirstbank.com.

The INDIAN COAST GUARD hereby agrees that all the above-mentioned facilities / services can be amended from time to time as per the sole discretion of the Bank with prior intimation to them.

11. Termination of MOU.

In the event of termination of the MOU before its term as per Para (1) earlier, the disbursement of salaries to the uniformed Personnel (Individual Account Holder) may be done through the same salary account which will continue but without the special Honour FIRST benefits as per extant KYC/ other applicable guidelines of the Bank as amended from time to time.

Either Party may terminate this MOU without assigning any reason, by giving 30 days' notice to the other party.

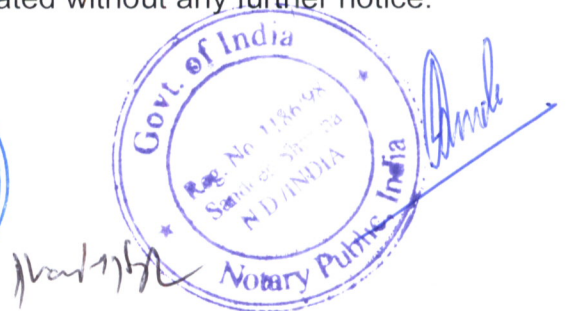
The MOU may be terminated by either party by giving advance notice of termination to the other party (the "Defaulting Party") in any of the below events:

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

11.2 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.



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

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

12. Force Majeure.

Neither party will be liable for delays in performance that results from Acts of God. Acts of governmental or military authority, unavailability of required visas, fire, floods, and civil disturbances.

Weather conditions, riots and wars or other act, omission or occurrence beyond either party's reasonable control, provided that the party whose performance is affected exercises reasonable diligence in the circumstances to mitigate the impact of the event and to recommence performance as soon as reasonably practicable; provided, further, that the party whose performance is affected provides written notice to the other party within sixty (60) days of the occurrence of such event.

13. Indemnity.

INDIAN COAST GUARD agrees that IDFC FIRST Bank Ltd shall be acting upon the instructions received from the INDIAN COAST GUARD through the modes agreed upon in this MOU. INDIAN COAST GUARD agrees to indemnify and keep indemnified IDFC FIRST Bank Ltd against any losses, damages, claims including third party claims suffered / incurred by IDFC FIRST Bank Ltd for acting upon the instructions given by INDIAN COAST GUARD for the following: -

13.1 Any claims arising as a result of any delay in payment of salary to the personnel /staff of INDIAN COAST GUARD on account of the INDIAN COAST GUARD not remitting the amount in time and or due to any error or omission on the part of the INDIAN COAST GUARD in furnishing the required details.

13.2 Any act of omission, negligence, fraud, forgery, dishonesty, misconduct or violation of any of the terms and conditions of this MOU by the INDIAN COAST GUARD or its authorized officers;

13.3 Any and all adverse claims of whatsoever nature on account of defaults by INDIAN COAST GUARD

13.4. All actions taken by the IDFC FIRST Bank Ltd in good faith, based on the instructions given by the INDIAN COAST GUARD. It is clarified that IDFC FIRST Bank Ltd shall not be bound to act in any manner not expressly provided herein, or to act on any instructions to the contrary as provided herein.



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13.5 Non-compliance of any statutory or regulatory provisions or governance related gaps at the end of INDIAN COAST GUARD.

14. 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 and/ or at the request of appropriate Government authorities.

15. Compliant Redressal and Review Mechanism.

IDFC FIRST BANK LTD has appointed a special relationship manager and he/she will be authorized to resolve all operational issues related to services under this MOU. The Honour FIRST Relationship manager will act as a conduit between the establishments and the Bank and will ensure that all the complaints are passed on to the correct forum/authority within Bank and monitored by him/her until resolution. A review mechanism will be in place for review of complaints and other pending issues. All pending issues will be reviewed on a quarterly basis. The review committee will consist of the complaint redressal committee and also include an official duly appointed by the INDIAN COAST GUARD Headquarters. In the event that a dispute remains unresolved, it may be referred to the banking ombudsman appointed by the RBI under the banking Ombudsman scheme, if the same can be entertained by the banking Ombudsman as per the scheme.

Apart from the above, Bank also has a very well laid down policy on customer Grievance Redressal. The policy covers all types of customers. It also covers the time frame for redressal as well as the various channels available for lodging the complaints.

16. Governing Laws.

Any disputes between the parties in respect of any issues under this Agreement shall be governed by and construed in accordance with the laws of India and the parties hereto submit to the non-exclusive jurisdiction of courts in Mumbai, India.



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17. Dispute Resolution.

In the event of any disputes, differences or claims between the parties arising out of this Agreement or in any way relating to any term, condition or provision herein mentioned or in the construction or interpretation of any of the clauses/ the parties shall first endeavour to settle such disputes, differences or claims by friendly consultation failing which the same shall be referred to the arbitration before a single

arbitrator appointed mutually by both the parties, all of the above in accordance with the rules of arbitration of the Arbitration and Conciliation Act, 1996. The arbitration will be held, anywhere in India, as mutually agreed and the arbitration will be subject to and be governed by the provisions of the Arbitration and Conciliation Act 1996 or any statutory amendment or re-enactment thereof, for the time being in force. The decision of such arbitration shall be binding and conclusive upon the parties and may be enforced in any court of competent jurisdiction. The parties to the arbitration shall equally share the costs and expenses of any such arbitration. All arbitration proceedings shall be conducted in English. Nothing in the paragraph shall prevent the parties from seeking injunctive relief from a Court of Law.

18. Miscellaneous.

18.1 The Bank will consider the installation of ATMs, and setting up of a branch at locations that are mutually convenient. The INDIAN COAST GUARD on its part will make efforts to provide space for setting up of ATMs and Branches which is suitable for the Bank's requirement. The space, if available, will be provided on rent as per market rated/ mutually agreed by both Parties and the same will be payable to Government/ INDIAN COAST GUARD or as decided by the authorities concerned. If INDIAN COAST GUARD is unable to provide so, **IDFC FIRST BANK LTD shall** try to find the suitable space to set up its ATMs. In an event, where **IDFC FIRST BANK LTD is** unable to procure such space, IDFC FIRST BANK LTD shall not be liable to set up ATMs as stated above. However, IDFC FIRST BANK LTD shall use its best efforts to procure such space should INDIAN COAST GUARD fail to provide the space.



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18.2 In any event, Bank will not be liable for any indirect, consequential, special or punitive losses/damages arising from services offered under this MOU.

18.3 Bank's officers have been additionally designated as Defence & CAPF Banking Officers and will be a single point contact for Defence & CAPF Banking related issues and will also be undertaking the marketing of "Honour FIRST" Accounts. This should be facilitated by the INDIAN COAST GUARD in terms of allowing distribution of publicity material, making presentations, etc as per mutual convenience.

19. Publicity.

IDFC FIRST BANK LTD may publish/ market about its services extended to INDIAN COAST GUARD uniformed employees under this MOU and/ or promote its business objectives from time to time subject to confidentiality clause mentioned in para (confidentiality) above.

20. Amendment.

Any provisions of this MOU may be amended, waived, discharged or terminated (in each case) only by an instrument in writing signed by both Parties. No breach or default under any of the provisions of this MOU, by either Party, may be waived or discharged without the other Party's written consent thereto.

21. Notices.

Any Notice required or permitted to be given by either party to the other shall be in writing. Unless otherwise specified by a party in writing, all notices shall be addressed to that other party at the address provided for below. Such notice shall be served either: a) personally, in which case service shall be deemed effective on delivery; or (b) by pre-paid registered post, in which case service will be deemed effective on the day after posting or (c) by official e-mail, with read receipt from other party.



IDFC Address:

IDFC FIRST Bank Ltd the Square, C-61,
G Block, Ground Floor To 8th Floor, Bandra Kurla
Complex, Bandra East, Mumbai – 400 051

E-mail:

manish.kundu@idfcfirstbank.com

**INDIAN COAST GUARD
HQ Address:**

Indian Coast Guard Headquarters,
National Stadium, New Delhi – 110 001

E-mail:

dte-adm@indiancoastguard.nic.in



(Narendra Singh)
Deputy Inspector General
Principal Director (Administration)



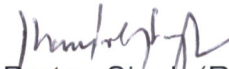
(Cdr Manish Kundu (Retd))
(Head-Defence Acquisition & Relationship)
(Retail Banking)
Signed on behalf of IDFC FIRST Bank LTD

Date- Dec 2025

Date- Dec 2025



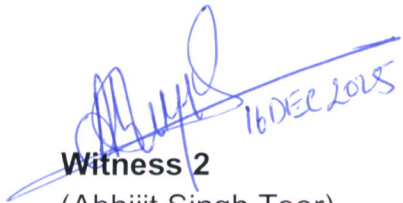
Witness 1
DIG JS Malik
Director (Administration)



Witness 1
(Cdr Bhanu Pratap Singh (Retd.))
Regional Head – Defence Acquisition &
Relationship (Retail Banking)



Witness 2
Comdt(JG) Soniya Singh
Deputy Director (Administration)



Witness 2
(Abhijit Singh Toor)
Zonal Head-Government Banking



15 DEC 2025

Annexure 'A'

COVERAGES FOR PERSONAL ACCIDENT & TRAVEL INSURANCE

1. **PERSONAL ACCIDENT:** The event of accidental death due sudden, unforeseen and involuntary event caused by external, visible and violent means.
2. **PERSONAL AIR ACCIDENT:** The event of accidental death arising out of Aircraft, Flight, Airlines etc. Air accident cover included for Service aircraft or travelling in flight where the ticket was booked by the department.
3. **PERMANENT TOTAL DISABILITY:** Insurance company will pay 100% of the sum insured if cardholder/accountholder meet with accidental bodily injury during the policy period that causes Permanent Total Disability.
4. If the salary account holder was suffering from any permanent disability prior to the date upon which accidental bodily injury was sustained, then the insurer's liability to make payment hereunder shall be reduced by the extent of the same, as advised by the Insurer's medical advisors. The disability percentage certified by the Indian Coast Guard/ Government doctor would be considered.
5. **PERMANENT PARTIAL DISABILITY**:** If any injury and its occurrence be the sole and direct cause of the total and/or partial irrecoverable loss of use or of the actual loss by physical separation of the following, then the % of the sum insured applicable to such insured person will be as per standard partial disablement. The disability percentage certified by the Indian Coast Guard doctor would be considered for claim process.
6. **"CHILDREN EDUCATION GRANT:** In the event of admissible PA claim under the policy due to death of the insured person, the policy shall pay as Education Grant for the dependent children as below.
 - 6.1 If the insured person has one or more dependent children between the age of 12 to 23 years (both inclusive), sum insured will be payable on upfront basis.
 - 6.2 This amount shall be paid provided the personal accident claim has been admitted.
 - 6.3 Maximum sum insured is ₹ 400,000/- each per child upto TWO wards.
 - 6.4 This amount is to be claimed along with PAI claim, but not after the settlement of PAI claim.
7. **"GIRL CHILD MARRIAGE GRANT:** In the event of admissible PA claim under the policy due to death of the insured person, the policy shall pay as Girl Child Marriage Grant for the dependent girl children as below.
 - 7.1 If the insured person has one or more dependent girl child between the age of 18 to 25 years (both inclusive), sum insured will be payable on upfront basis.



7.2 This amount shall be paid provided the personal accident claim has been admitted.

7.2 Maximum sum insured is ₹ 2,00,000/- per claimant (not per child).

7.4 This amount is to be claimed along with PAI claim, but not after the settlement of PAI claim.

8. Death/PTD/PPD will be covered while the account holder is On-duty and / or Off Duty.

9. Personal Accident Insurance cover for is active only if, one consolidated credit of Rs 15000/25000, is done, in previous calendar month or current month at the time of incident (via ANY medium excluding cash deposits) in their IDFC Bank's HF account.

10. In case of death where missing body is not found, the claim will be processed based on the certificate from the respective HQ.

11. Death/PTD/PPD due to Counter Insurgency/Counter Terrorist/ Counter Infiltration/ Maritime Operations are covered.

12. Accidents/Death/PTD//PPD caused during military or other training are covered.

13. Air time and Sea time is covered classified as on duty.

14. This is a **Worldwide** cover including USA / Canada.

GENERAL EXCLUSIONS

15. Death/PTD//PPD due to attempted suicide, self-injury, or under influence of intoxicating liquor or drugs, or any kind of natural death will not get covered in the policy.

16. Death/PTD//PPD due to participation in dangerous/ hazardous sports activities will not get covered when done off duty/ on leave. On duty training activities will not form a part of this exclusion.

17. Death/PTD//PPD in Active War.

18. Death/PTD//PPD due to COVID-19 and other **pandemic** announced by WHO.

19. Death/PTD//PPD in Nuclear/Chemical/Biological Terrorism.



Annexure 'B'

TERMS AND CONDITIONS

ORIGINAL INSURED

All serving and veteran personnel from Indian Armed Forces and Central Armed Paramilitary Forces like CRPF, BSF, CISF, ICG, SSB, ICG, AR, RR etc.

PERSONAL ACCIDENT & AIR ACCIDENT

1. **Territorial Limits:** Worldwide including USA/Canada.
2. **Sum Insured:** Option tabulated below:

S.No.	PADC Cover	Girl Child Marriage Cover	Children Education Cover	Nominee PADC	Trip Cancellation	Eligibility Condition
Personal Accident Death Cover for Serving Personnel						
1	Rs 60 Lakhs	Rs 2 Lakhs	Rs 4 lakh each (upto 2 children)	Nil	Nil	Subject to any credit of INR 15,000 and above (excluding cash deposits) in previous calendar month or current month at the time of incident.
2	Rs 60 Lakhs	Rs 2 Lakhs	Rs 4 lakh each (upto 2 children)	Rs 35Lakhs	Rs 30 K	Subject to any credit of INR 25,000 and above (excluding cash deposits) in previous calendar month or current month at the time of incident.
3	Rs 90 Lakhs	Rs 2 Lakhs	Rs 4 lakh each (upto 2 children)	Rs 35Lakhs	Rs 30 K	Subject to consecutive/regular salary credits .
Personnel Accident Death Cover for retired Personnel						
4	Rs 60 Lakhs	Rs 2 Lakhs	Rs 4 lakh each (upto 2 children)	Rs 35 Lakhs	Rs 30 K	Subject to regular pension credit /any credit of INR 25,000 and above (excluding cash deposits) in previous calendar month or current month at the time of incident.

3. Coverages & Extension.

- 3.1 Accidental Death -100% of SI
- 3.2 Permanent Total Disability (PTD): 100% of SI
 - 3.2.1 Loss of Two Limb, Two eyes or one limb or one eye - 100% of SI
 - 3.2.2 Loss of one limb or one eye - 50% of SI
 - 3.2.3 Permanent Total Disability than the above injuries - 100% of SI
- 3.3 Partial Permanent Disability -As per % of disablement



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3.4 Child Education Grant - ₹ 4 lakhs each for upto 2 wards age upto 23 years of the ward of the Salary Account Holder applicable at the time of PAI.

3.5 Girl Child Marriage Cover: - Death of the Salary Account Holder - Girl Child Marriage Cover (18-25 years) – Max 2 lakhs applicable at the time of PAI.

Additional Air Accident Insurance - ₹ 10,000,000 Sum Insured per person in the event of Air accident cover included for Service aircraft or travelling in flight where the ticket was booked by the department.

Cover for on-duty and off-duty – 24x7 cover

3.6 Terrorism is covered (however Nuclear/Chemical/Biological Terrorism is excluded).

3.7 Counter Insurgency, Counter Terrorist, Naxalism, Counter Infiltration, Maritime Operations covered.

3.8 Disability to be adjudged by INDIAN COAST GUARD doctor / Government Doctors and certification under their process.

3.9 In case of missing body, the claim to be processed under certificate from the respective HQ.

3.10 Airtime and Sea time is covered.

3.11 Death/PTD//PPD during Training period is covered.

3.12 Death/PTD//PPD in mishap during Testing of Flights/ Equipment's etc. is covered

3.13 Death/PTD//PPD accidents at High Altitude and difficult terrains is covered

3.14 The above cover will also be available to the account holder once he quits the forces, subject to pension being credited into the account.

3.15 Death/PTD//PPD in Active War excluded (not covered).

3.16 Age Limit – 18 to 70 (Retired personnel & Pensioners covered)

3.17 COVID19 and other pandemic announced by WHO is exclusion (not covered) under the policy.

3.18 Geographical Coverage: Worldwide including USA/Canada

3.19 **Eligibility Criteria:** Salary/ pension credit or one credit of Rs 15000/ Rs 25000 in current or the previous month (via ANY medium, excluding cash deposits).

LOST CARD LIABILITY TERMS & CONDITIONS

1. Cover will be applicable to the primary card and add-on card holders.
2. Gross Negligence is not covered.
3. Any claim due to deliberate breach of law would not be payable
4. Refund to be made wherever recovery is made from vendors.



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5. Cardholder in every case to cancel the card as soon as practicable, but not more than 7 number of days from the date of notification of fraud transaction via SMS, card statement, email, net banking or by any other means
6. Claim to be intimated to the account holder within 60 days of the date of intimation about the fraudulent transaction to the Bank by the account holder or the date of loss or date of incidence
7. Claim documents to be sent within 90 days to the insurance company from the date of intimation to the Bank by the cardholder
8. All types of virtual Cards to be covered in the policy
9. **Coverage:**

9.1 Lost Card Liability:

- 9.1.1 The cover is valid for 7 days prior to reporting and 7 days post reporting.
- 9.1.2 Fraudulent utilization of lost or stolen covered Debit Cards including at Point of Sale and merchant establishments transactions are covered.
- 9.1.3 Any PIN based transactions (like ATM, Internet and telephone etc) are covered provided the PIN is acquired under duress by unauthorized person.
- 9.1.4 All losses from breach of 2nd level authorisations are not covered except for UPI transactions.
- 9.1.5 Pre delivery fraud is not covered.
- 9.1.6 FIR is to be mandatorily submitted in case of Lost card wherein the claim amount is above ₹ 50,000. In cases where claim amount is less than ₹ 50,000/- Police intimation duly acknowledged by police may be provided.
- 9.1.7 Coverage of cards forgotten by the customer in the ATM will be covered provided the card is used by unauthorized person using card no. & CVV. Claim will be paid only if video-recording is received from bank.
- 9.1.7 Coverage is Worldwide.

10. **Skimming/Counterfeit:**

- 10.1 Counterfeit Card shall mean a Card which has been embossed or printed so as to pass off as a Card issued by the Bank which is subsequently altered or modified or tampered with without consent of the Bank.
- 10.2 Skimming - Any Fraudulent Use of a Bank Card(s) where property, labour or services are sold and delivered by a merchant to an individual purporting to be the cardholder using telephone, fax machines, postal services or a computer- based system or network.



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10.3 Losses arising out of duplicate or counterfeit cards as issued by the Bank created without the Cardholder's knowledge.

10.4 The cover is valid for 7 days prior to reporting and 7 days post reporting.

10.5 Any loss arising due to bank server hacking or data breaching at bank will not be covered under the policy.

10.6 Losses occurring due to 2nd level authorisation not covered under the policy except for UPI transactions.

11. Purchase Protection Cover:

11.1 Sum Insured – INR 1.00 Lakhs

11.2 Cover against Standard Fire and Allied perils and Burglary in residential premises of the cardholder as per the records of the Bank only.

11.3 Cover valid for purchases on Bank Debit Cards only.

11.4 Cover is valid for 90 days from the date of purchase.

11.5 Jewellery, perishable items are not covered.

11.6 Earthquake, Terrorism is not covered.

11.7 Mysterious disappearance is not covered.

11.8 Cover for residential address of the card holder as per the records of the policyholder only.

11.9 Available for the period of 90 days on purchase of tangible goods on card against damage or loss.

11.10 Theft will be covered under the policy.

11.11 Geographical Limit: India.



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