

AND

IndusInd Bank Limited, a Company incorporated under the companies Act 1956 and banking company within the meaning of Banking Regulation Act, 1949, having corporate identification number L65191PN1994PLC076333, and having its Registered Office at 2401, Gen. Thimmayya Road, (Cantonment), Pune – 411 001, Maharashtra, India and, having its Office at 3rd Floor, Tower B, Building No. 10, DLF Cyber City, Phase II, Gurgaon – 122002 represented herein through its authorized signatory namely Mr. Vikas Mangla (hereinafter called “IndusInd Bank” and/or “bank” which expression shall unless the context otherwise requires include its successors in business and assigns) of the other part;

WHEREAS:

- i. IndusInd Bank and Indian Coast Guard are collectively referred to as "The Parties" to that Indian Coast Guard representation agreement dated 08/08/2023 (all agreements including Amendment and Riders collectively referred to as the “Agreement”).
- ii. The Indian Coast Guard in its efforts to simplify and streamline the salary /pension disbursement procedure and to make available modern banking facilities to its Employee/ service men /employees/pensioners have approached IndusInd Bank for providing such services, as more particularly defined in Annexure-2 & Annexure 3 herein.
- iii. IndusInd bank possessing 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 Memorandum of Understanding witnesses as under:

Both parties have agreed as follows:

1. Period of MOU

This MOU shall be operative for a period of three years W.E.F. 08/08/2023. However, there shall be a review every year for any amendment/addition/deletion of features of the salary proposition. The same will be communicated to Indian Coast Guard Headquarters in form of addendum by the bank. Parties may renew the term of the MOU by signing an addendum, as may be mutually agreed before expiry of the three-year term.

2. Salary Credit

- (a) The bank undertakes to credit into the account of all Indian Coast Guard personnel who may be holding their accounts in the various branches at various locations of the Bank, their salary by last working day of the month or on the dates which may be communicated in writing by the Paying Authority. The salary advice as well as the Bank account details are to be furnished by the Paying Authority as per the timelines of the Bank before the date of actual disbursement of salary, as per

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Principal Director (Adm)
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the medium and format acceptable to the Bank. The Bank will arrange timely clearance of the cheque/s 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.

(b) Sundry Payments during the Month are also to be remitted to individual account holders as per details provided by paying Authority. IndusInd bank will not charge any commission or service charges for the services rendered at point 2. (a) and or point 2. (b) above. IndusInd bank may also arrange for credit of salaries and sundry payments to account holders of IndusInd as well as other Banks through Bank's platforms. Real Time Gross Settlement (RTGS) and National Electronic Funds Transfer (NEFT). IndusInd Bank will however not be held liable for any delay / noncredit of salaries and sundry payments on time for reasons attributable to other parties.

3. ACCOUNT OPENING

The Bank shall open Zero Balance account of all Employee / service men of Indian Coast Guard in compliance of the KYC guidelines and as per Bank's procedure. The same account number can be used across all the branches of IndusInd Bank in India. These will be under Salary benefit plan till the servicemen receive salary. The Indian Coast Guard to allow its formalities and shall authorize its officials to introduce individual accounts with IndusInd Bank after completing the KYC formalities and shall authorize its officials to introduce individual accounts wherever required.

All new accounts being opened by the IndusInd Bank at the respective centers will be opened as "Indus Force" account on receipt of temporary numbers (for training) by training academies/centers and on receipt of service numbers the amendments in the numbers will be undertaken by IndusInd Bank on receipt of Indian Coast Guard Number basis service certificate duly signed by any Officer posted with the Unit.

Existing salary accounts of the Officers / servicemen and other Ranks will be converted to "Indus Exclusive & Indus Force Account" account, subject to an application-cum-undertaking to be submitted by the account holder as per specimen attached in Annexure 1.

4. Indian Coast Guard is not liable for any loan taken by the servicemen / rank holders in their individual capacity. The Indian Coast Guard will not be impleaded in any claim, action and lawsuit which an account holder may file against IndusInd Bank or vice versa or which IndusInd Bank may file against the account holder.


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5. Facilities to Account Holders:

S.NO	Account Type	Rank Covered
1	Indus Exclusive Account	Asst. Commandant and above till DGICG
2	Indus Force Account	Navik and above till Pradhan Adhikari

- **Zero Balance Savings Account:** - for all employee's basis monthly credit of salaries.
- **My Account My Number:** - IndusInd provides the option to the customer's to opt for their choice account number. It can be your date of birth, phone number or anything easy to remember. (*#Subject to availability of number*)
- **High Rate of Interest:** - (*as of 05th August, '23*)

Amount Slab	Rate	Rate Type
Upto 1 Lakh	3.50%*	Flat
Above 1 Lakh Upto 10 Lakhs	5.00%	Incremental
Above 10 Lakhs Upto 25 Lakhs	6.00%	Incremental
Above 25 Lakhs Upto 1 Crore	6.75%	Incremental
Above 1 Crore Upto 5 Crores	6.75%	Incremental
Above 5 Crores Upto 100 Crores	6.00%*	Flat

Please note:

The rates are applicable on Domestic/Non-resident (NRE/NRO) Savings Account, the interest on daily balance is calculated as below:

- *3.50% for daily balances up to Rs 1 Lakh*
- 5.00% for daily balances above 1 Lakhs and up to Rs.10 Lakhs, please note 5.00% will be paid on incremental balances above Rs 1 Lakh up to Rs 10 Lakh*
- 6.00% for balances above Rs.10 Lakhs and up to Rs. 25 Lakhs, please note 6.00% will be paid on incremental balance above Rs.10 Lakhs up to Rs. 25 Lakhs.*
- 6.75% for balances above Rs. 25 Lakhs and up to Rs.1 Crores, please note 6.75% will be paid on incremental balance above Rs. 25 Lakhs and up to Rs.1 Crores.*
- 6.75% for balances above Rs. 1 crore and up to Rs.5 Crores, please note 6.75% will be paid on incremental balance above Rs. 1 crore and up to Rs.5 Crores.*
- *6.00% for balances above Rs. 5 crores and up to Rs.100 Crores, please note 6.00% will be paid on entire balance.*

For Interest rate on Deposit above Rs 100 Crore, please contact your Relationship Manager or visit your nearest branch

Balances of Grouped Savings Accounts will not be added before applying rates. The grouping of balance is only for minimum balance requirement / transaction pricing, if any.

Interest Credit is shown in the E-Statement / Physical Statement / Net-Banking statement.

Interest is paid at every calendar quarter on 30th June, 30th September, 31st December and 31st March

**Rates are subjected to change.*

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- **Best FD rates:** Up to 7.50 % and 8.25% for Senior Citizens (as of 5th August,'23)
*Rates are subjected to change
- Free ATM withdrawals at any bank's ATM in India
- **Discounts on Safe Deposit Lockers at branches** – minimum 35% discount on lockers across all years.
- **Family banking** – Add-on accounts for family members available
- Free IMPS/ NEFT & RTGS
- Free Demand Draft drawn across all Branches of IndusInd Bank and unlimited Cheque Books
- Free SMS updates on transactions, passbook updation and SI facility
- Dedicated Relationship Manager
- Free Monthly Statements
- **Free Titanium Debit Cards (issuance and annual fee waived)**
 - Secured Debit Card with On/ Off Feature via Mobile app. To prevent from Debit Card Frauds
 - Cash withdrawal and value added benefits at IndusInd Bank ATMs
 - Cash withdrawal at any of the ATMs in India and over a million ATMs across the world
 - High ATM and POS Usage daily limits
 - Online shopping, e-payments and bill payments
 - Exciting Reward points on monthly spends

Health Insurance Plan: The Key Features of this plan are: -

- Affordable premium
- Exclusively designed for IndusInd customer
- Hassle free booking process
- Fixed cash benefit with no medical underwriting
- Claims pay-out via Re-imbusement - Fixed daily payout and not re-imbusement of actual expenses. Per day fixed payout is mentioned in the below table
- This is only for the primary account holder (DSP Holder) as of now and it doesn't cover dependents
- Additional coverage over and above the existing health insurance plan
- If customer hospitalized for any illness the insurance company will pay daily cash Allowance as per plan selected by the customer. Named ailments are covered after 6 months and any PED (pre-existing disease) are covered after 12 months. Further the customer is also insured for Personal Accident Death cover with a Sum Insured 1 lakh

Premium For the Product	
₹ 999/-	INR 2500 per day comprehensive hospitalization with maximum limit upto 30 days in a year with 0 days deductible, INR 3750 per day for Covid hospitalization max to 30 days in a year
₹ 1999/-	INR 5000 per day comprehensive hospitalization with maximum limit upto 30 days in a year with 0 days deductible, INR 7500 per day for Covid hospitalization max to 30 days in a year
₹ 2999/-	INR 6500 per day comprehensive hospitalization with maximum limit up to 30 days in a year with 0 days deductible, INR 9750 per day for Covid hospitalization max to 30 days in a year. PA Death Only Cover of Rs. 1 Lac & E-Consultation Services
₹ 4999/-	INR 7500 per day comprehensive hospitalization with maximum limit up to 30 days in a year with 0 days deductible, INR 11,250 per day for Covid hospitalization max to 30 days in a year, PA Death Only Cover of Rs. 1 Lac & E-Consultation Services

*T&Cs apply

6. IndusInd Bank **Defence Salary Proposal** for Indian Coast Guard. The facilities will be provided under Indus Exclusive and Indus Force for Indian Coast Guards personnel as attached in Annexure 2 & Anneure3 depending upon the type of account. Person will be eligible for upgrade to the above variant on meeting the salary criteria and balance conditions.


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7. Loan Facilities. Flexible financing options at competitive rates

- Personal Loan – to be provided to eligible account holders. It will be sanctioned solely at the discretion of the bank and will be subject to the fulfilment of conditions as laid down by the Bank from time to time.
 - PF Charges : 999/- or 0.25% whichever is lower
 - Fore Closure Charges: 2%
 - Foreclosure tenure: not before 12months
- Home Loan – Super quick disbursements and attractive interest rates. Loans to be disbursed subject to customer eligibility and solely at the discretion of the bank.
 - i. PF at the Time of Disbursement: 2500/- + GST
 - ii. IMD (Cheque to be Given at the time of Login the File) : 999/- +GST
 - iii. No Fore Closure Charges & no restriction on foreclosure tenure
- Auto Loan – Easy and flexible finance options for vehicles, ranging from two wheelers, cars, commercial vehicles, earth movers to farm equipment available and will be sanctioned solely at the discretion of bank, subject to eligibility of the customer.
 - PF Charges - NIL; Documentation charges - 4000/-
 - Fore Closure Charges: 3%
 - Foreclosure tenure: not before 6 months

8. Credit Cards: Highly rewarding credit cards available, also the reward points earned on the credit card do not carry an expiry date. Attractive cashback deals and offers applicable on credit cards (For Officers Only)

- Cards to be issued to eligible account holders and will be sanctioned solely at the discretion of the bank
- Some of the cards available:
 - i. Aura Edge:
 - Earn Cashback on Retail Spends – *1% cashback on all Retail spends in every statement cycle. Total Retail Spends of upto ~10,000 will be eligible for cashback in a statement cycle
 - Important Points: *Cashback is capped at Rs.100 per statement cycle. Cashback accumulated in the current statement will be credited in the subsequent statement. Note: Cashback will not be given on cash withdrawals
 - BookMyShow Offer: Movie offer- Get 1 Free Ticket of Rs.200 every 6 months in a calendar year
 - Railway Surcharge - 1% Waiver on Railway Surcharge on Transactions up to 5000
 - EMI Offers: Convert transactions & outstanding into EMI at just 1.1% rate of interest per month or 13.2% (annual) with NIL processing fees.
 - Enjoy Low Rate of Interest of 2.99% per month
 - Zero Cash Advance Fees on withdrawing cash from credit card


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ii. Legend Credit Card:

- Exciting Reward points features-
For Weekday spends - INR 100 spent = 1 reward point
For Weekend spends - INR 100 spent = 2 reward points

- Redemption options of reward points-

Reward Points	Redemption Option
100	100 Miles on partner Airlines
1	Re 0.75 of Cash Credit

- Discounted Foreign Currency markup : Enjoy discounted foreign currency mark up on all your Foreign currency transactions done on your Primary & Add on cards Foreign currency mark-up will be charged at 1.8%
- BookMyShow Offer - Buy one movie ticket and get the other one free (up to 3 free tickets in a month. Additional Rs 50 off on selected F&B option
- Fuel Surcharge waiver - 1% Fuel Surcharge applicable will be waived completely at all petrol pumps
- Zero Cash Advance Fees on withdrawing cash from credit card
- Insurance benefits:
 - a. Total Protect' covers you for a sum up to the credit limit on your card for Unauthorized transactions in case of loss/theft of cards even 48 hours before you report to IndusInd Bank.
 - b. Counterfeit fraud
 - c. Personal Air Accident Insurance Rs 25 Lacs
- Complimentary airport lounge access

*T&Cs apply for credit cards

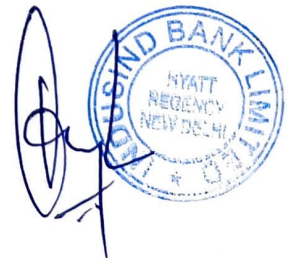
9. POS Machines & QR Cards in CSD canteens and Indian Coast Guard Stations - Indusind Bank will provide POS machines whose Current Account is with Indusind bank with requisite balances being maintained. Applicability would be subject to areas covered by IBL POS teams.

10. Dissemination – The MOU once entered by both the parties will be widely disseminated to all the ranks, pensioners by means of service letters, intranet or any other medium deemed fit by the Indian Coast Guard.

11. Termination

- a. In the event of termination of the MOU before its terms as per para 1 earlier, the disbursement of salaries to the individual will continue with the special "Indus Exclusive & Indus Force Account" benefits till the time salaries are credited on a regular basis.
- b. This MOU may be terminated by either party by giving three month of advance notice of termination in writing to the other party (the "Defaulting Party") provided –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 days after notice period from the other party to do so

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if the Defaulting Party repeatedly commits the same breach of any other terms of this MOU, then the MOU may be terminated without any further notice

Or,

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

12. Recall of Salary Disbursal –

In exceptional circumstances, the Indian Coast Guard may recall the salary erroneously disbursed to deserters or delinquent personnel. Upon written request of the Indian Coast Guard communicating specific details of personnel, bank account with IndusInd Bank <period> and <amount>, and further subject to availability of funds in the specified account, the Bank will comply with the request and refund the amount by a Bank Draft to the Indian Coast Guard Department for crediting into their account. The IndusInd Bank will not be liable or held accountable for any consequential or related action arising from the act of refund of amount of the Indian Coast Guard.

Pending refund of the amount recalled IndusInd bank will marked a hold on the required amount(s) so notified by the Indian Coast Guard in the concerned salary account with IndusInd Bank to prevent fraudulent withdrawals from it.

13. Defence Banking Complaint Redressal and Review Mechanism –

A Complaint Redressal Mechanism has been structured for 'Indus Force'. The team will comprise inter alia of a special Relationship Manager from IndusInd Bank and other Officers and will be constituted to resolve all operational issues. In the occasion of a dispute or a difference of opinion between the parties, the same team can address and resolve the issue.

A Review Mechanism will be put in place for a review of complaints and other pending issues. All pending issues will be reviewed on a Quarterly basis.

For any service related issues/escalations – please share an email to

PROGRAM_CORPORATE SALARY@INDUSIND.COM

14. Complimentary Insurance covers

Coverage	Sum Insured
Personal Accidental Death Cover	50 lacs
Additional insurance (Terrorism/ Naxalite/ Foreign enemy)	10 lacs
Accidental Death Due to Air Accident	1cr
Total Permanent Disability Cover	50 lacs
Permanent Partial Disability Cover	Covered as a percentage upto 50 lacs
Personal Accident Cover (death Only) for spouse / beneficiary/ Nominee (registered with Bank) of the salary / Pension account holder	50lacs
Education Grant for Dependent Child (Max Age Upto 23 yrs) - Max 2 Dependent Children /	5lac + 5lac
Girl Child Benefit (Age 18 - 25 yrs) - Maximum 1 Girl Child	5lacs

*As per T&Cs
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- 15. Notices** – Each notice, demand or any 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, telegram, facsimile, hand or official mail to the address or numbers mentioned above or such other address and numbers as one party may inform the other in writing.
- 16.** In the event of non-credit salary for more than three months in the IndusInd Bank Defence Salary Account and default in any loan accounts of any personnel, Bank has the discretion to convert such account to normal savings account and shall withdraw all benefit extended to the IndusInd Bank Defence Salary Account.
- 17.** As regards “KNOW YOUR CUSTOMER norms”, a certificate/letter issued/countersigned by the authorized signatory from the individual’s unit, certifying his identity and present address, will be acceptable to the Bank. In addition, as per recent RBI guidelines, copy of Aadhar, PAN Officially Valid Documents will be mandatory for opening of individual or the Regimental Accounts.
- 18.** Indian Coast Guard Department agrees and confirms that Indian Coast Guard personnel shall sign the necessary documents / terms and conditions as may be specified by the Bank for availing the services as is offered to them by IndusInd Bank
- 19.** The bank will consider the installation of ATMs and setting up of Branches at locations that are mutually convenient. Indian Coast Guard will on its part make efforts to provide space for setting up of ATMs and Branches which is suitable for Bank’s requirements. All approvals for the ATM installation/Branch establishment will be provided by Indian Coast Guard Department. In such an event, if IndusInd Bank is also unable to get such space, IndusInd Bank shall not be liable to set up ATM’s as mentioned above.

20. Force Majeure

Neither Party will be liable for delays in performance that result from acts of God, acts of governmental or military authority, unavailability of required visas, fire, floods, civil disturbances, terrorism, 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.


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21. Miscellaneous:

a) **Counterparts**

This MoU may be executed in 2 (Two) counterparts, each of which, when executed and delivered, shall be deemed an original, but all of which shall constitute one and the same instrument.

b) **Amendment** – Any provisions of this MOU may be amended, waived, discharged or terminated 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 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.

In witness whereof, each party has scribed their respective hands through its duly authorized representative.

Signed on behalf of Indian Coast Guard



(Authorized Signatory)

Name: Deputy Inspector General Narendra Singh, TM

Designation: Principal Director (Administration)

Signed on behalf of IndusInd Bank



(Authorized Signatory)

Name: Vikas Mangla

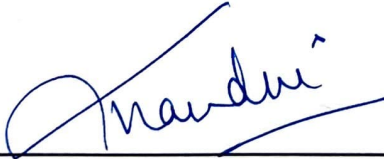
Designation: Head Business Owner (BO)
NR-Consumer Banking

Witness

1. Sign : 

Name: Comdt Pawan Kumar Yadav

Designation: Joint. Director (Admin)

2. Sign : 

Name: Comdt (JG) Chandni Bhatnagar

Designation: Secretary, CGBA

1. Sign : 

Name: Ankit Pareek

Designation: Head-Central Govt. & Defence
Banking

2. Sign : 

Name: Rajni Badwal

Designation: National Head-Airforce and
Naval Banking-Government Banking Group



Annexure 1

**APPLICATION CUM UNDERTAKING TO BE TAKEN FROM ALL ACCOUNT HOLDERS WHETHER NEW OR
CONVERTED**

The Branch Manager

_____ Branch

Dear Sir,

**DEFENCE SALARY PACKAGE – (1) REQUEST FOR CONVERSION OF SAVING BANK ACCOUNT TO DSP-
Coast Guard ACCOUNT AND (2) UNDERTAKING FROM ALL DSP ACCOUNT HOLDERS, NEW AND
CONVERTED**

1. I maintain a DSP SB account with your branch and the account number is _____/ I Intend to open a new Account with Indusind Bank. I am presently employed as _____ with 'Indian Coast Guard', my 'Department' Number is _____ and my Date of Birth is _____. My Mobile number is _____. My present address is appended below which may please be incorporated in your records for which I am enclosing a certificate issued from the unit and request to you to accept it for satisfying the KYC norms as prescribed by your bank, along with other document(s) as prescribed by the RBI.
2. In this connection I request that my existing account be converted into a Defence Salary Package account with all its special features.

Address: _____

Date:


Place

Yours Faithfully

Name:

(With Rank and Decoration)

Address:


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Annexure 2

IndusInd bank Defence Salary Account Offering (Indian Coast Guard)


Key Features	Indus Exclusive Account	Indus Force Account
Saving Account Interest Rates for All Ranks##	Amount Slab	Interest Rates as on 5 th Aug, '23
	Upto 1 Lakh	3.50%*
	Above 1 Lakh Upto 10 Lakhs	5.00%
	Above 10 Lakhs Upto 25 Lakhs	6.00%
	Above 25 Lakhs Upto 1 Crore	6.75%
	Above 1 Crore Upto 5 Crores	6.75%
	Above 5 Crores Upto 100 Crores	6.00%*
Fixed Deposits##	Best FD rates: Up to 7.50 % and 8.25% for Senior Citizens (5th Aug, '23)	
My Account My Number MAMN# Make the number of your choice your account number	Available	
Video Branch (24*7) service	Face to Face Customer Care Centre Via mobile App.	Face to Face Customer Care Centre Via mobile App.
Minimum Balance Requirement	NIL	NIL
Debit Card Features	Signature Exclusive Debit Card	Titanium Debit Card
Card Fee	Life Time Free	Life Time Free
ATM+ POS Limit (daily)	ATM 2 lacs & POS 4 lacs	Cash 50k & POS 1 lacs
Personal Accidental Insurance	INR 50 Lakhs	INR 50 Lakhs
Additional insurance (Terrorism/ Naxalite/ Foreign enemy)	INR 10 Lakhs	INR 10 Lakhs
Air Accident Insurance	INR 1 Cr	INR 1 Cr
Total Permanent Disability Cover	INR 50 Lakhs	INR 50 Lakhs
Permanent Partial Disability Cover	Covered As Per Percentage	Covered As Per Percentage
Child Education Benefit (Max 2 dependent children)	INR 5 Lakh per child, total 10 lakh	INR 5 Lakh per child, total 10 lakh
Girl Child Benefit (Max 1 girl child)	INR 5 Lakh per girl child	INR 5 Lakh per girl child
Personal Accident Cover (death Only) for Nominee (registered with Bank) of the salary account holder	50L	50L
Lost Card Misuse Insurance	3 Lakh	1 Lakh
Purchase Protection Insurance	Rs. 50,000	Rs. 50,000

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Transaction Charges on ATM	NIL Across Any Banks ATMs Pan India	NIL Across Any Banks ATMs Pan India
Pay at Par Cheque Book	Unlimited Free	Unlimited Free
e-Statements	Free	Free
Cash Deposit at Home and Non Home locations	Available	Available
Demand Draft at IBL locations	Remittance facility through own bank - Unlimited Free	Remittance facility through own bank - Unlimited Free
	Remittance facility through Other Bank Free one Draft (correspondent bank only) per day up to Rs.2,00,000. Above the free limit Rs.1.5 per Rs.1,000, Minimum of Rs.25 & Maximum of Rs.3,000 per instrument Non-Correspondent Banks - On Actuals	Remittance facility through Other Bank Free One Draft (correspondent bank only) per day up to Rs. 50,000. Above the free limit Rs.1.5 per Rs.1,000, Minimum of Rs.50 & Maximum of Rs.5,000 per instrument Non-Correspondent Banks - On Actuals
Mobile Banking	Yes and Free 24*7	Yes and Free 24*7
Transaction Alerts	Free	Free
Lockers	100 % Discount on Standard & Medium Lockers for 1st year, 50% discount 2nd years onwards.	Upto 35% discount on lockers across all years.
	50 % Discount on Large Lockers & 25% on Jumbo Lockers across all the years	
Indus Smart Sweep (Auto Sweep Facility)	Yes	Yes
Grouped Accounts for families	Yes	Yes
Internet Banking	RTGS/ NEFT /IMPS FACILITY Free	RTGS/ NEFT /IMPS FACILITY Free

*T&Cs apply, rates are subject to change. For details and charges, refer website – indusind.com


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Annexure 3

Indusind bank Defence Salary Account Offering (Indian Coast Guard)


Key Features	Indus Exclusive & Indus Force Account	
	Amount Slab	Interest Rates as of 5 th August, '23
Saving Account Interest Rates for All Ranks^{##}	Upto 1 Lakh	3.50%*
	Above 1 Lakh Upto 10 Lakhs	5.00%
	Above 10 Lakhs Upto 25 Lakhs	6.00%
	Above 25 Lakhs Upto 1 Crore	6.75%
	Above 5 Crores Upto 100 Crores	6.00%*
	Fixed Deposits^{##}	Up to 7.50 % and 8.25% for Senior Citizens (as of 5 th August, '23)
My Account My Number MAMN# Make the number of your choice your account number	Free (*Subject to availability of number)	
Video Branch (24*7) service	Face to Face Customer Care Centre Via mobile App.	
Minimum Balance Requirement	NIL	
Debit Card Features	Titanium Debit Card	
Card Fee	Life Time Free	
ATM+ POS Limit (daily)	Cash 50k & POS 1 lacs	
Personal Accidental Insurance	INR 50 Lakhs	
Additional insurance (Terrorism/ Naxalite/ Foreign enemy)	INR 10 Lakhs	
Air Accident Insurance	INR 1 Cr	
Total Permanent Disability Cover	INR 50 Lakhs	
Permanent Partial Disability Cover	Covered As Per Percentage	
Child Education Benefit (Max 2 dependent children)	INR 5 Lakh per child, total 10 lakh	
Girl Child Benefit (Max 1 girl child)	INR 5 Lakh per girl child	

नरेन्द्र सिंह / Narendra Singh
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Principal Director (Adm)
तटरक्षक मुख्यालय, नई दिल्ली-110001
Coast Guard HQrs, New Delhi-110001



Personal Accident Cover (death Only) for Nominee (registered with Bank) of the salary account holder	50L
Lost Card Misuse Insurance	1 Lakh
Purchase Protection Insurance	Rs. 50,000
Transaction Charges on ATM	NIL Across Any Banks ATMs Pan India
Pay at Par Cheque Book	Unlimited Free
e-Statements	Free
Cash Deposit at Home and Non Home locations	Available
Demand Draft at IBL locations	Remittance facility through own bank - Unlimited Free Remittance facility through Other Bank Free one Draft (correspondent bank only) per day up to Rs.50,000. Above the free limit Rs.1.5 per Rs.1,000, Minimum of Rs.50 & Maximum of Rs.5,000 per instrument Non-Correspondent Banks - On Actuals
Mobile Banking	Yes and Free 24*7
Transaction Alerts	Free
Lockers	Upto 35% discount on lockers across all years.
Indus Smart Sweep (Auto Sweep Facility)	Yes
Grouped Accounts for families	Yes
Internet Banking	RTGS/ NEFT /IMPS FACILITY Free

**T&Cs apply, rates are subject to change. For details and charges, refer website – indusind.com*


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



Annexure 4

Request for issuance of NO OBJECTION CERTIFICATE to transfer 'Indus Force' ACCOUNT to Another

Bank

The Branch Manager

Branch

Acknowledgement Receipt

(Signature of Branch Manager with Signature Number and Branch Stamp)

Date of Receipt

Dear Sir,

DEFENCE SALARY PACKAGE REQUEST FOR ISSUANCE OF NOC TO TRANSFER SALARY FROM DSP ACCOUNT WITH INDUSIND BANK TO ANOTHER BANK

1. I maintain a Indus Exclusive & Indus Force Account with your bank and the account number is _____ . I am presently employed as _____ with 'Indian Coast Guard Name' and my 'Indian Coast Guard' Number is _____ My Present address is _____
2. I request you to issue me a No Objection Certificate as I desire to change my salary bank from where I draw my monthly salary to _xx_ Bank for the following reason _____
3. I further declare that I have no loan(s) outstanding with Indusind Bank
4. In the event of failure to issue the NOC within 72 hours, I will assume that Indusind Bank has no dues and will be at liberty to change my salary account from Indusind Bank to another Bank.

Yours Faithfully

Date:

Place

Name:

(With Rank)

Address:

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Coast Guard HQrs, New Delhi-110001



Annexure 5

Terms & Conditions of Insurance Cover -

Important Terms


1. Insurance Coverage's are subject to Salary / Pension Credit received within 90 Days prior from the date of Accident / Death in IndusInd Bank's Salary account
2. All covers offered under said policy is for both On Duty & Off Duty for all salary segments
3. Counter Insurgency, Counter Terrorist, Counter Infiltration, Civil war and Cross board firing is covered
4. Cover during air time, sea time, and training
5. Mishap during Testing of Flights/ Equipment's etc is covered
6. In case of missing body, the claim to be processed under certificate from the respective HQ
7. No Exclusion for uniformed personnel Police / Defence Etc. for Accidental Death due to Naxal / Mob / Terrorist Attacks etc.
8. For defence personnel under salary segment, death due to cross border firing is covered.
9. Any death during air time, sea time, and training is covered.
10. Any death during training regimen is covered
11. Any death where insured personnel was deputed is covered, and includes death due to accidents in high altitude (for eg. Avalanche) and difficult terrain (like Siachen) EQ, Flood & Terrorism.
12. PA cover is payable where customer dies after MOU and before Salary credit, subject to that the salary of that month is credited in the IndusInd Bank's salary account
13. Any death, during rescue operation, riot like situation, civil commotion, Naxal combat, Terrorism attack, guarding important premises or within respective camps is covered.
14. Education Grant for Dependent Child (Max Age Upto 23 yrs) - Max 2 Dependent Children
15. Girl Child Benefit (Age 18 - 25 yrs) - Maximum 1 Girl Child
16. All other terms and conditions as per standard Group Personal Accident Insurance Policy Claim document submission TAT is 180 Days from the date of accident / death/ loss
17. Claim intimation submission TAT is 90 Days from the date of accident / death/ loss
18. WAR is excluded from the scope of the policy
19. PA Cover is on for deputation of claimant under assigned task or part of duty as a force under UN Charter – Agreed only if the death is not due to war or warlike operations and terrorist encounters.

CHILDREN EDUCATION GRANT: (Max Age Upto 23 yrs) - Max 2 Dependent Children Per Account, Sum Insured as below

Coverage:

In the event of death of the Insured person due to an accident as defined, the Policy shall pay as education grant for maximum 2 dependent children as below:

- If the Insured Person has one or more dependent children upto to the age of 23 years, an amount equal to INR 5,00,000/- per child will be payable on upfront basis.
- This amount shall be paid provided the Personal Accident claim has been admitted.
- Maximum Sum Insured is INR 10,00,000/-


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GIRL CHILD BENEFIT (Age 18 - 25 yrs) - Maximum 1 Girl Child Per Account Sum Insured as below-

Coverage:

In the event of death of the Insured person due to an accident as defined, the Policy shall pay as Girl Child Benefit for the dependent Girl Child as below:

- If the Insured Person has one dependent girl child between 18 -25 years , an amount equal to maximum of INR 5,00,000/- for girl child will be payable on upfront basis.
- This amount shall be paid provided the Personal Accident Claim has been admitted.
- Maximum Sum Insured is INR 5,00,000/- Lakhs (max one Girl Child)
- Please note: Maximum payout under Education Grant for Dependent Child + Dependent Girl child benefit will be INR 10 lakhs. Beneficiary will not be able to claim more than INR 10 lakhs under both the above add-ons collectively.

PERSONAL ACCIDENT COVER

Coverage is only for those Salary / Pension Account Holder which have this Coverage

INCLUSIONS:

Insured Event

- In the event of any Accidental Bodily Injury sustained by the Insured during the Policy Period, the Insurer will make payment under such Coverage Parts as are specified in the Schedule as being operative.
- The Insurer's liability to make payment shall be limited to the Sum Assured for each Coverage Part.

Coverage Parts


• **Coverage Part A: Death**

Coverage is for the Salary/ Pension Account holders - The Insurer will pay the Sum Assured in the event of Accidental Bodily Injury causing the Insured's death within 12 months of the Accident, where after the Policy shall expire.

• **Coverage Part B-Permanent Total Disability:**

Coverage is for the Salary / Pension Account holders –

- The insurer will pay 100% of the sum assured if card holder meets with Accidental Bodily Injury during the Policy Period that causes Permanent Total Disability within 12 months of the accident.
- Sight of both eyes, or of the actual loss by "physical separation" of two entire hands or two entire feet, or of one entire hand and one entire foot, or of such loss of sight of one eye and such loss of sight of one eye and such loss of one entire hand or one entire foot
- Use of two hands or two feet, or of one hand and one foot, or of such loss of sight of one eye and such loss of use of one hand or one-foot
- Sight of one eye, or of the actual loss by physical separation of one entire hand or of one entire foot, fifty percent (50%) of the Capital Sum Insured stated, applicable to such Insured person.
- Total and irrecoverable loss of use of a hand or a foot without physical separation, fifty percent (50%) of the Capital Sum Insured stated, applicable to such Insured person.
- If the Insured 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.


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• **Coverage Part C: Permanent Partial Disablement**

Coverage is for the Salary Account holders. Disability to be adjudged by Indian Coast Guard Doctors and certification as per their process.

S.No.	Loss of part of body		% of Sum Insured
1	Loss of toes	All	20
		Great - both phalanges	5
		Great - one phalanx	2
		Other than great, if more than 1 toe lost each	1
2	Loss of hearing	both ears	50
		one ear	15
3	Loss of 4 fingers & thumb of 1 hand		40
4	Loss of 4 fingers of 1 hand		35
5	Loss of thumb	both phalanges	25
		one phalange	10
6	Loss of little finger	3 phalanges	4
		2 phalanges	3
		1 phalange	2
7	Loss of ring finger	3 phalanges	5
		2 phalanges	4
		1 phalange	2
8	Loss of middle finger	3 phalanges	6
		2 phalanges	4
		1 phalange	2
9	Loss of index finger	3 phalanges	10
		2 phalanges	8
		1 phalange	4
10	Loss of metacarpal	1st or 2nd (additional)	3
		3rd, 4th, or 5th (additional)	2
11	Any other permanent partial disablement	% as assessed by Indian Coast Guard doctor	

• **Coverage Part D: Air Accident Cover:**

Coverage is only for those account holders for which salary / pension is credited as per condition no 1

• **Coverage Part E: Additional PA cover for death due to terrorism activity:**

- Additional INR 10 Lacs of payable for death due to terrorist activity should be without POS for Uniform Segment
- Additional Personal Accident Sum Insured of INR 10 Lacs for Defence / Police / Home Guard Etc. Uniform Salary Segment In Case of Death Due to Terrorism Only which has been declared by the Government of India as an act of Terrorism in the Indian Territory only.
- Additional sum insured will be payable over & above the salary segment PA sum insured subject to following conditions:

- Death is due to terrorism which has to be declared by the government of India as an act of terrorism

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- Terrorist event is to be happened only in Indian territory.
- The additional sum insured will be payable only if, Salary segment PA claim is admissible.
- In case of Multiple Accounts, indemnity under this section will be restricted to highest sum insured of any one Debit Card.
- This additional sum insured is to be availed along with salary segment PA claim only.
- Claim intimation & other time lines will be as per Salary segment PA.

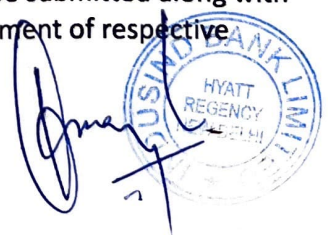
Exclusion under Personal Accident Insurance:

- The Cover becomes operational only after the conditions laid out in the policy schedule are fulfilled.
- No indemnity is available hereunder and no payment will be made by the Insurer for any Claim directly or indirectly caused by, based on, arising out of or howsoever attributable to any of the following:
 - Whilst under the influence of intoxicating liquor or drugs;
 - Any deliberate or intentional, unlawful or criminal act, error, or omission of the Insured.
 - From war (whether declared or not), invasion, act of foreign enemies, rebellion, revolution, insurrection, mutiny, military or usurped power, seizure, capture, arrest, restraint or detainment, confiscation or nationalization
 - Any consequential losses of any kind, and/or any actual or alleged legal liability of the Insured.
 - Whilst engaging in ballooning, whilst mounting into, dismounting from or travelling in any balloon.
 - Any loss suffered by the Insured on account of his participation as the driver, co-driver or passenger of a motor vehicle during motor racing.
 - Payment of Compensation in respect of death of, or bodily injury or any disease or illness to the Insured person.
 - directly or indirectly caused by or contributed to by or arising from ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purpose of this exception, combustion shall include any self-sustaining process of nuclear fission.
 - directly or indirectly caused by or contributed to by or arising from nuclear weapons material.
 - Curative treatments or interventions that the Insured performs or has had performed on his body.
 - Venereal or sexually transmitted disease.
 - HIV (Human Immunodeficiency Virus) and/or any HIV related illness including AIDS (Acquired Immune Deficiency Syndrome) and/or mutant derivatives or variations thereof however caused.
 - Pregnancy, resulting childbirth, miscarriage, abortion, or complication arising out of any of the foregoing.

Conditions:

- PA cover for Salary Segment is active only if, there is at least one Salary / Pension/ Any Credit in their Indusind Bank's salary account in past 90 days.
- Claim intimation within 90 days from date of accident / death / loss
- Claim document submission within 180 days from date of accident
- Claim documents for Children Education benefit / Girl Child Benefit to be submitted along with main claim documents and can be submitted within 30 days post settlement of respective

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 Principal Director (Adm)
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 Coast Guard



- Coverage is only for Debit Cardholders / Salary / Pension Account Holders (as mentioned in above)
- **On Duty Coverage (On Duty & Off Duty Both Are Covered)**

On duty Cover:

Risk Covered: Death, Permanent Partial Disability, and Permanent Total Disability while the account holder is On-duty and / or Off Duty

Policy covers on duty cover where any accident related to war and allied perils continues to remain excluded. Any on duty activity in civilian areas & context and related to rescue operations of civilians is covered. The onus to prove that it is in furtherance of rescue operations and not related to war lies on the Defence Authorities.

The cover shall be for any rescue operations as described above and in Indian Territory only.

Other Conditions:

The Personal Accident Cover and Lost Card cover will be governed by the following:

- In case of multiple accounts related to a single customer, ONLY ONE account will be taken into consideration.
- Pensioners of all salary segments are covered, subject to at least 1 pension is credited in their Indusind bank account in past 90 days
- Benefit of Personal Accident cover will be available to the claimant only if the accounts are opened/ converted under the salary package. The Identity Card shall have to be submitted along with Claim documents


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Annexure 6

Contact details for any service related issues/ escalations –

Mail to be sent at <program_corporatesalary@indusind.com>

****End of the Agreement****


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