



**Principal Director (Administration)** having its Headquarters at National Stadium

Complex New Delhi – 110001 (hereinafter called the “**Indian Coast Guard**” which expression shall unless the context otherwise requires include its successors / legal heirs administrators / Executors and permitted assigns)

**AND**

**Punjab National Bank (PNB)**, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970, having its Corporate Office at Plot No.4, Sector 10, Dwarka, New Delhi-110075, (hereinafter called “**Bank**” which expression shall unless the context otherwise requires include its successor in business) through **Shri Surindar Pal Singh, General Manager**, Business Acquisition and Relationship Management Division, Corporate Office Dwarka.

**Whereas**

PNB, possessing technologically advanced and sustainable infrastructural facilities, has offered a consolidated, customized and specialized personal banking product named as ‘**PNB RAKSHAK PLUS**’ to the Indian Coast Guard for their **salaried personnel**. Benefits of ‘**PNB RAKSHAK PLUS**’ scheme, as applicable and so specified in this MOU are also extended to **Pensioners of the Indian Coast Guard**, who maintain PNB Rakshak Plus Savings Bank account and draw service pension through Punjab National Bank.

**AND**

The Indian Coast Guard, in its efforts to simplify, strengthen and streamline the salary disbursement procedure and to make available modern banking facilities to it personnel, has accepted the ‘**PNB RAKSHAK PLUS**’ package offered by Punjab National Bank, the details of which are outlined in succeeding paragraphs.

**Scope:** The present Memorandum of Understanding pertains to facilities under “PNB Rakshak Plus” as carried out between Punjab National Bank and Indian Coast Guard.

**Now therefore this Memorandum of Understanding witnessed as under:**

Both parties have agreed as follows:

**1. Period of MOU**

This MOU shall be operative initially for a period of 3 years w.e.f. **16 /09 /2025** which may be extended for a further period of 3 years or as mutually agreed by both the parties. However, there shall be a review every year for any amendment/addition/deletion of features of the Salary package.



*[Handwritten signature]*



## 2. Credit of Salary/ Pension / Sundry Payments

(i) **Salary/Pension:** PNB undertakes to credit the salary/pension into the account of all Indian Coast Guard personnel, who may be holding their Salary/pension accounts under 'PNB RAKSHAK PLUS Scheme in various branches of PNB at various locations, their salary / pension by last working day of the month or on such dates communicated in writing by the Paying Authority.

(ii) The salary cheque(s) as well as the bank account details are to be furnished by the Paying Authority, three working days before the date of actual disbursement of salary, as per the medium and format acceptable to PNB. The Bank will arrange timely clearance of cheque(s).

(iii) The Bank would ensure that Salary / Pension is credited to the respective accounts and is available for withdrawal at the start of normal banking hour on the scheduled date of disbursement of salary / pension.

(iv) **Sundry Payments during the Month:** All other sundry payments during the month would also be remitted to respective individual accounts as per the details provided by the Paying Authority. For all non-salary payments, money will be transferred to respective accounts within 24 hours / one working day of realization of cheque. For postings done by the paying authority through Corporate Internet Banking, the transactions will be carried out as schedule at the time of upload.

(v) **Failed Transactions:** In case of failed transaction(s), details of the accounts along with amount, where money could not be transferred to the designated/ specified account be intimated in writing to the paying authority within 02 working days by the Bank.

(vi) **Recall of Salary Disbursed:** 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 such personnel, bank account, period and amount, and further subject to availability of funds in the specified account, PNB will comply with the request and refund the amount by a Bank Draft to the Indian Coast Guard for crediting into the Government account. PNB will not be liable or be held accountable for any consequential or related action(s) arising from such act of debiting the specified amount and refund of amount to the Indian Coast Guard. Pending refund of the amount recalled the Bank will mark a hold on the required amount(s) so notified by the Indian Coast Guard in the concerned salary account with PNB to prevent fraudulent withdrawals from it. The above will not apply for salary accounts with other banks, even if the salary credit is posted through PNB.

(vii) Existing salary/pension accounts of personnel will be converted to PNB Rakshak Plus accounts subject to an application cum undertaking to be submitted by the



*[Handwritten signature]*



account holder as per specimen attached in **Annexure - I**. All new salary/pension accounts being opened by PNB for the personnel of the Indian Coast Guard, whether at the Training Academies/Centres or elsewhere, will be opened as '**PNB RAKSHAK PLUS**' accounts.

(viii) All personnel who have opened account under PNB Rakshak Plus Scheme (whether new accounts or converted), will undertake to obtain No Objection Certificate (NOC) from PNB as per **Annexure – II** in the event he/she desires to change to another bank for credit of salary. On receipt of request letter for Change of bankers, Branch will hand over acknowledgment letter to Rakshak Acct holder. Copy of format attached at **Annexure – III**.

3. **PNB will not charge any commission or service charges** either from the Indian Coast Guard or the account holder(s) for the services rendered as enumerated at Para 2 above.

4. PNB will also arrange for credit of salary and sundry payments to the account holders of other Banks through RBI's platform using Real Time Gross Settlement (RTGS) and National Electronic Funds Transfer (NEFT). PNB will however, not be held liable for any delay/non-credit of salaries on time for reasons attributable to other parties.

5. Indian Coast Guard does not undertake any liability for loans given by PNB to Indian Coast Guard personnel in their individual capacity. The Indian Coast Guard will not be impleaded in any claim, action, lawsuit which an account holder may file against Punjab National Bank or vice versa, that is, which PNB may file against the account holder. Indian Coast Guard shall facilitate retention of the savings Bank (salary/pension) account in PNB under 'PNB RAKSHAK PLUS' Scheme till all the dues are liquidated. In addition, Indian Coast Guard will make all efforts to ascertain and provide information about defaulters of loans as regards to their current postal address maintained in the Records subject to exigencies of service/security considerations.

6. The Bank has set up a Defence Banking Cell, within the Head Office, Business Acquisition and Relationship Management Division PNB, for transforming and help building a long term meaningful relationship and interface of PNB with the Indian Coast Guard. PNB Rakshak Plus Scheme is specially crafted to the Banking needs of the Indian Coast Guard personnel, both Serving and Pensioners.

### **Punjab National Bank 'PNB RAKSHAK PLUS' Scheme**

7. PNB feels proud and privileged to serve the salaried personnel, including veterans/pensioners of the Indian Coast Guard and considers it a duty to provide them the best possible services and facilities. Bank has recently launched the revamped Rakshak Plus scheme offering a number of attractive features to the armed forces personnel. Various benefits will be available to both serving as well as retired personnel



of Indian Coast Guard who choose to open account in revamped scheme codes and draw his salary/ pension in that account. However, it is pertinent to mention the Indian Coast Guard personnel who already have account with the Bank will continue to enjoy the benefits earlier offered to them in sunset schemes. In order to avail the benefits of the revamped schemes, they need to transfer their account from erstwhile scheme to new scheme by visiting their home branch and giving their consent for the same along with consent form (**Annexure IV**).

Significant benefits offered to serving personnel of Indian Coast Guard are enumerated hereunder. All the benefits available for Serving Personnel as well as Pensioners are annexed as **Annexure V** and **Annexure VI** respectively.

### **'PNB RAKSHAK PLUS' Saving Bank Account.**

8. Provides for a Lifetime Unique account number with 'Zero' balance facility for Serving Personnel, Trainees (on roll of Indian Coast Guard) as well as the Pensioners of the Indian Coast Guard who choose to draw their pensions through PNB Branches and pension is credited through SPARSH or any statutory or government pension disbursing body, state treasury etc.

### **Facilities to 'RAKSHAK PLUS' Account Holders**

#### **9. Sweep Facility**

(i) Savings Bank accounts opened / maintained under the 'RAKSHAK PLUS' have free Sweep-In / Out facility which, on authorization by the Primary account holder, would automatically get initiated after ensuring an initial threshold amount of Rs. 1,00,000/- in the Savings Bank account, subject to minimum Sweep-in / out of Rs 25,000/- and in multiples of Rs. 25,000/- thereafter.

(ii) TDRs created through Sweep facility will be issued for a period of 7 to 179 days. The account holder will get the prevailing Fixed Deposit card interest rates for single Term Deposit on the amount Swept-In/ Out in the account provided it had remained under FD for a minimum period of 07 days. Sweep out will either be four times on a monthly basis as per customer's choice or every Tuesday in the week and by default tenure will be 179 days.

### **Free Personal/Air Accident Insurance Cover**

10. Rakshak Plus Saving Bank Account provides for Accidental (Death/ Disability) insurance covers to the primary Salary and Pension account holder, which comes free under PNB Rakshak Plus scheme, as per details enumerated below:

(i) **Personal Accidental Death Insurance (PAI): PAI cover of Rs. 100 Lakhs for salaried and Rs. 50 lakhs for pension account holder** provided the monthly salary /



*[Handwritten signature]*



pension for the past three months, preceding the month of the accidental death, has been regularly credited in his/ her RAKSHAK PLUS Savings Bank account. Policy will cover all accounts from the date of salary credit for previous month from the date of incident/ accident. This however would be relaxed if Indian Coast Guard authorities certify non-credit of salary due to transfer or any other reasons.

(ii) **Additional PAI Cover:** Additional PAI cover of Rs. 10.00 Lakhs for insured person will be payable on death due to action against Anti-National/ Terrorists/ Naxalites/ Foreign enemy activities. (Not for Pensioners)

(iii) **Additional PAI** of Rs. 10.00 Lakhs on RuPay Select/ Optima/ Imperial Debit Cards and Rs.10 Lakhs on RuPay Select Credit Card is also available. The Terms and conditions cum Consent Form for appointing nominee to avail Insurance benefits is annexed as Annexure-IV

(iv) **Air Accident (Death) Insurance (AAI):** AAI cover of Rs. 150 Lakhs for Salaried Personnel and Rs. 100 Lakhs for Pension account holder, covering both the International and Domestic travels, provided the ticket for such air travel was purchased by him / her from his / her 'RAKSHAK PLUS' Savings Bank account using net-banking or the Debit cum ATM Card issued under the 'RAKSHAK PLUS' Scheme and the monthly salary / pension for the past three months, preceding the air accident, have been regularly credited in his/ her RAKSHAK PLUS saving account.

The AAI claim will be treated as valid claim only on the precondition that the air ticket has been purchased by debit to the salary account using PNB Debit Card/ Internet Banking/ RTGS/NEFT and using the Credit Card except the circumstances where ticket is not required to be purchased from his/her own account (Like journey in service air craft or ticket provided by department or otherwise etc.) which still will be considered as AAI claim.

(v) **Personal Accident (Permanent Total Disability) Insurance:** PTD cover of Rs. 100 Lakhs for salaried and Rs. 50 lakhs for pension account holder provided the monthly salary/ pension for the past three months, preceding the month of accident resulting in permanent total disablement, have been regularly credited in his/ her RAKSHAK PLUS Savings Bank account.

(vi) **Personal Accident (Permanent Partial Disability) Insurance:** Percentage of disability will be as per GPA schedule of the insurance company, max up to 50% of the capital sum insured. Maximum amount payable in respect of multiple nature of disablements shall be restricted to sum insured chosen by the policy holder. Permanent Partial Disability is solely and directly from accident caused by external, violent and visible means resulting in total and or partial irrecoverable loss of use or actual loss by physical separation where a part of the body becomes permanently disabled (i.e. partial loss as defined by IRDAI).



*[Handwritten signature]*



*[Handwritten signature]*



(vii) The disability certificate issued by Medical Board of Military Hospital (If authorised by the Central Government to issue such certificate) would be accepted for claim purpose. Claims will be settled as per IRDAI guidelines.

11. **Life Insurance Cover for Natural Death: LI Cover Rs 5.00 Lakhs for all Commissioned Officers (Serving Personnel only).** Life Insurance coverage includes death due to any cause, including natural death, death due to any illness and pre-existing illness. However, compensation will not be payable in the event of death by suicide within the first year of coverage for the specific insured person.

12. **Retail Loan Benefits:** Various attractive benefits available in retail loans for Rakshak account holder:

(i) 0.10 % concession in RoI over and above the applicable RoI in Retail Loans viz. Personal Loan, Pension Loan, Vehicle loan.

(ii) 0.05 % concession in RoI over and above the applicable RoI in Retail Loans viz. Housing Loan and Education Loan.

(iii) Full waiver of Processing Fee/ Upfront Charges & Documentation charges on Housing, Car & personal Loan scheme.

(iv) Education loan under "PNB Pratibha" is available for wards of a Primary Account holder under "Rakshak Plus" Scheme who take admission in premier and professional institutes.

**Quantum of Collateral Free loan\*** –maximum upto Rs. 35 lakhs depending on the institutes.

**Margin\*:** Nil

\*As per extant guidelines of PNB Pratibha Scheme.

13. **Withdrawal of Benefits:** Existing salary/ pension accounts (both active and sunset schemes) to be transferred to general category, if cumulative salary/ pension of Rs. 30000 and above is not credited in the account in the previous six months. In case cumulative salary/ pension of ₹30,000/- is not credited in the account for 6 consecutive months, the account will remain in the respective variant of PNB Rakshak Plus Scheme and benefits of benefits will continue, only if half year Average Balance is maintained as below:

- PBORs having account in Rakshak and Rakshak Pensioner: ₹50,000/-
- Officer/ Pensioner having account in Rakshak (below Brigadier) and Rakshak Pensioner: ₹1,50,000/-
- Brigadier and above in Rakshak: more than ₹1,50,000/-

However, in case, **if no salary is credited for six consecutive months and the**



*[Handwritten signature]*



*[Handwritten signature]*



prescribed 6-month Average Balance is not maintained, the account shall be reclassified as a PNB Unnati Savings Account. Upon such reclassification, the benefits and features of the Rakshak Salary Account Scheme shall be **withdrawn**. Furthermore, **applicable charges for any Debit Card facility availed** shall be levied **with effect from the date of reclassification**. Customer shall be informed about conversion of scheme and withdrawal of benefits and relaxations giving a 30 days' prior notice.

14. PAI (Personal Accident Insurance) coverage shall be available to the first/primary account holder as long as the account is maintained under an eligible scheme. In the event, account is reclassified or transferred to a Savings Fund General or any other Saving Account scheme due to non-credit of salary or any other reason, the PAI benefit shall stand withdrawn and will no longer be applicable.

### Miscellaneous

#### ATM cum Debit Card:

15. Free issuance and AMC waiver of debit card as per following Cadre/ Yearly Average Balance (YAB):

S. No.	Cadre/ YAB	Card
01	Agniveer	Agniveer Card (Rupay Classic)
02	Persons below Officer in Rakshak and Rakshak Pensioner Variants	Rakshak Select Debit Card
03	Officer in Rakshak (below Brigadier) and Rakshak Pensioner Variants	Rakshak Optima Debit Card
04	Officer in Rakshak Variant (Brigadier and above)	Rakshak Imperial Debit Card
05	Customers who have maintained Yearly Average Balance of Rs. 5.00 lakhs and above	Master Grand Variant Debit Card

- Further, customer can opt for any variant of debit card on any other network i.e. Visa & Master subject to eligibility and applicable charges.
- PNB Rakshak Select Debit Card will be issued free of cost with AMC waiver to all variants except Agni Rakshak under the scheme.
- One free add-on Rupay Platinum debit card with AMC waiver to joint account holder on request of primary account holder to all variants except Agni Rakshak under the scheme.
- Free any number of transactions via bank's ATM cum Debit card at the ATMs of any bank for Primary Account/ Joint Account Holder.



*[Handwritten signature]*



*[Handwritten signature]*



- The features offered on various variants of Debit Cards offered by Banks are attached as **Annexure-VII**.

### **CREDIT CARD**

16. All Primary Account Holders who maintain/ operate a 'RAKSHAK PLUS' Savings bank account at any of the branches of PNB across India, would be issued, on request, with the 'PNB-RuPay Credit Card' a separate card designed for Defence forces. The Credit Card eligibility is as follows:

- Category — I ( PBORs of Indian Coast Guard): P N B Rakshak RuPay Platinum Credit Card.
- Category — II (Officers of the Indian Coast Guard): PNB Rakshak RuPay Select Credit Card.

The Cards will be on NPCI RuPay platform and will have the following features:

### **RAKSHAK PLATINUM RUPAY CREDIT CARD**

- NIL Joining Fee.
- Annual Charge shall be waived incase the card is used at least once in each quarter in the preceding year.
- NIL Renewal Fee.
- RuPay Insurance Program: The Policy provides the benefits for accidental death and Permanent Total Disability. Sum Insured of Rs. 2.00 Lakh under RuPay Insurance Program (As per NPCI RuPay Scheme).
- 1 reward point is given on each Rs.100 spent through credit card. Each reward point valued at 50 paisa
- 300 Reward Points on first swipe for retail transactions or for online transactions within 90 days of receiving the credit card.
- Fuel Surcharge waiver.
- RuPay Concierge services as per NPCI RuPay Scheme.
- Cash advance, revolve, EMI, auto debit facility and many more & Lucrative merchant offers.

### **RAKSHAK SELECT RUPAY CREDIT CARD**

- NIL Joining & renewal Fee.
- Annual Charge shall be waived incase the card is used at least once in each quarter in the preceding year.
- RuPay Insurance Program: The Policy provides the benefits for accidental death and Permanent Total Disability. Sum Insured of Rs.10.00 Lakh under RuPay Insurance Program (As per NPCI RuPay Scheme).
- 2 reward point is given on each Rs.150 spent through credit card. Each reward point valued at 50 paisa



*[Handwritten signature]*



*[Handwritten signature]*



- 300 Reward Points on first swipe for retail transactions or for online transactions within 90 days of receiving the credit card.
- Fuel Surcharge waiver.
- RuPay Concierge services as per NPCI RuPay Scheme.
- Cash advance, revolve, EMI, auto debit facility and many more.
- Lucrative merchant offers.

\*Features may vary from time to time as per guidelines of the bank and NPCI.

## **OTHER VALUE ADDED SERVICES**

17. Door step banking services will be provided for pensioners who are sick/ incapacitated, on request from the pensioners requiring such assistance, as per extant guidelines of RBI/ Bank.

18. Facility to open PPF/ Sukanya Samridhi Accounts. Provided as part of 'RAKSHAK PLUS' package to all Primary account holder at no extra cost.

19. Wealth Advisory Services including Retirement Planning Schemes: On request, the Bank would provide assistance/ advise to the 'RAKSHAK PLUS' account holders on Wealth Management.

20. **PNB RAHAT SCHEME:** Bank has launched PNB Rahat Scheme for extending both Insurance benefits and medical aid at competitive prices. The scheme can be availed by any person, including family members of Rakshak Account holder. Details of scheme are affixed at **Annexure VIII**.

21. **PNB WOMEN POWER SAVINGS SCHEME:** Bank is extending benefits to all ladies through its scheme "PNB Women Power Savings Scheme". Details of scheme are attached at **Annexure IX**.

22. **PNB SALARY SCHEMES FOR ALL SALARIED PERSONNEL:** Bank has also introduced its new revamped Salary Package for all Salaried personnel offering **04 different variants** namely "**NEO, EXCEL, OPTIMA, IMPERIAL**" depending on their monthly salary. The package offers attractive benefits like Insurance Coverage benefits and many other lucrative offers on Debit and Credit Cards. Details of scheme are attached at **Annexure X**.

## **OTHER TERMS AND CONDITIONS:**

- If an account holder is eligible for claim under more than one facility, his/her total claim amount should not exceed the maximum cover/limit of PAI.
- **KYC Norms:** As regards 'Know Your Customer (KYC)' norms, INDIAN COAST GUARD personnel opening an SB account under "Rakshak Plus" Scheme for the first time may submit a certificate/ letter issued/ countersigned by the authorized



*[Handwritten signature]*



*[Handwritten signature]*



signatory from the individual's unit, certifying his identity and present address. In addition, as per recent RBI guidelines, copy of additional documents like Passport, PAN Card, Driving License, Voter's ID Card etc. will be required to be submitted.

- The services provided on Debit/Credit Card are provided by NPCI and are subject to change without prior notice.

### **Initiatives Undertaken for Uniformed Community by Bank**

**24. Remodeling of Cantonment/Military Station Branches:** PNB has one hundred twelve (112) branches in cantonments and military stations. These branches will be designated as PNB RAKSHAK PLUS branches and remodeled to commemorate one renowned martyr/ Braveheart. Exclusive Rakshak Relationship Executive and desk will be provisioned in these branches to facilitate Rakshak Account Holders for all their banking needs.

**25. Grievance Redressal:** Timely and adequate redressal of queries and grievances of serving as well as retired personnel of the Indian Coast Guard is very vital. The bank has a very well established policy on Customer Grievance Redressal which covers all types of customers including pensioners. The policy details, including the various channels available for lodging the complaints are available at Bank's website for public information. Grievance redressal structure includes the PNB Call Centre (Toll free numbers 18001802222 and 18001800), Customer Care Division of Bank (011- 28044907, E-mail: [care@pnb.co.in](mailto:care@pnb.co.in), [defencebusiness@pnb.co.in](mailto:defencebusiness@pnb.co.in)).

The Bank would also harness the expertise available at the Defence Business Cell (DBC) to act as a conduit between the Indian Coast Guard and the Bank and ensure that grievances are directed to the concerned office and effectively monitored till resolution. Further, all disputes or differences whatsoever arising between the parties to the MOU shall be settled amicably.

**26. Branches/Veterans Facilitation Centers (VFC)| E-Lobbies / Digi-Huts/ ATMs:** Bank will install ATMs/ VFCs/ E-Lobbies at locations which are considered mutually beneficial, convenient and feasible on space provided for such installation(s). The VFCs will have a pension facilitation desk for the benefit of pensioners, which will cater to all their queries and undertake submission of Digital Life Certificates. The space, as provided, will be hired on rent at mutually agreed terms & conditions by both the parties.

**27. Updation of Information:** As the benefits of the salary account variants are linked to Rank of the individual personnel who operate their bank a/c under 'PNB RAKSHAK PLUS' Scheme. Account Holder shall be intimating about any change in their rank indicating the new rank, duly certified by his/ her immediate supervisor, to the PNB branch where his / her 'PNB RAKSHAK PLUS' account is maintained. In addition, amendments like change of address, nominee, marital status etc. should be intimated and endorsed by him in the Bank records. PNB will not be liable in case



of any loss to individual due to non-receipt of such information timely.

**28. Notices:** Each notice, demand or any other communication to be given made hereunder shall, except as otherwise provided therein, be given or made in writing and may be sent by one party to the other party by Registered Post, telex, facsimile, by-hand or official e-mail to the registered address or registered telephone numbers as mentioned or such other address(s) and telephone numbers as one party may inform the other in writing.

**29. Dissemination & Publicity:** The MOU, once entered into by both Parties, will be widely disseminated to all ranks and pensioners by means of service letters, Internet and any other means, so deemed appropriate. Also, Indian Coast Guard will publish the benefits offered by PNB for both Salaried Personnel and Pensioners on their official website and through other means like Official Magazines, Journals and sainik sammelan etc. PNB may publish/ market about its services extended to Indian Coast Guard under this MoU and/or promote its business objectives from time to time.

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

**31. Statutory Framework:** Banking business conducted by the bank is subject to various statutory and regulatory guidelines and all facilities extended by the bank under the present MOU will be subject to such statutory and regulatory framework. Further change in any condition or stipulation in the present MOU, on account of such statutory or regulatory guidelines/directions would not amount to breach of terms and conditions of this agreement. However, any such change will be intimated to the other party.

**32. Termination:** In the event of termination of the MOU before its term as per Para 1 earlier, the disbursement of Salaries / Pension to the individual account holders may be done through the same account, which will continue, but without the special 'PNB RAKSHAK PLUS Scheme' benefit.

This MOU may be terminated by either party by giving advance notice of 30 days in writing to the other Party. Further, this MOU may be terminated by either party with immediate effect by giving notice of termination in writing to the other Party (the "Defaulting Party") provided that –

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



*[Handwritten signature]*



*[Handwritten signature]*



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

33. **Confidentiality:** The Parties acknowledge and agree that all tangible and intangible information obtained, developed or disclosed including all documents, data papers and statements and trade secret of either Party relating to its business practices and their competitive position in the market place provided to the other Party in connection with the performance of its obligations under this MoU shall be considered to be confidential and proprietary information ("Confidential Information").

(i) The Confidential Information including all data, documents, papers and statements will be safeguarded and the Parties will take all the necessary action to protect it against misuse, loss, destruction, alterations or deletions thereof. In the event of a breach or threatened breach by either Party of this section, monetary damages may not be an adequate remedy; therefore, the other Party shall be entitled to injunctive relief to restrain the party committing the breach, from any such breach, threatened or actual.

(ii) The receiving party shall not be liable for disclosure or use of any confidential information if the same:

- a) Is in or enters the public domain.
- b) Is known to the receiving party at the time of first receipt, or thereafter becomes known to the receiving party prior to such disclosure without similar restrictions from a source other than the disclosing party, as evidenced by written records.
- c) Is disclosed pursuant to any law or order of any court or regulatory authority having jurisdiction over the receiving party.
- d) Is independently developed by one party without reference to any confidential information of the other;

(iii) This obligation shall survive the termination or expiry of this MoU.

34. **Indemnity:** Indian Coast Guard agrees that PNB shall be solely 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 PNB and its employees, personnel, officers, directors, against any losses, damages, claims including third party claims suffered/ incurred by PNB for acting upon the instructions given by INDIAN COAST GUARD for following:

(i) Any claims arising as a result of any delay in payment of salary to the employee / personnel / staff of Indian Coast Guard on account of the Indian Coast Guard not



*[Handwritten signature]*



*[Handwritten signature]*



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 to PNB or any recall of amount/salary by Indian Coast Guard;

(ii) Any act of omission, negligence, fraud, forgery, dishonesty, misconduct or violation of any of the term and conditions of this MoU by the Indian Coast Guard or its authorized officers;

(iii) Any and all adverse claims of whatsoever nature on account of defaults by Indian Coast Guard;

(iv) All actions taken by the PNB in good faith, based on the instructions given by the Indian Coast Guard. It is clarified that PNB 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.

**34. Resolution Mechanism:** Notwithstanding anything contained in this agreement, any Dispute or differences in relation to the MoU shall be decided and resolved by mutual discussion between the IG (Adm) of Indian Coast Guard and General Manager (BA&RM) of PNB, or their authorized representatives. If any dispute(s) or difference(s) arises out of or in relation to this MoU between the parties, it shall in the first instance be settled mutually between the parties. In the event Parties are unable to resolve dispute amicably, the same shall be settled through arbitration which shall be conducted under the provisions and Rules of the Arbitration and Conciliation Act, 1996 (as amended from time to time). The arbitrator be appointed with mutual consent of both the parties. The arbitration shall be conducted in the English language and shall be held at New Delhi. The award of the sole arbitrator appointed by the parties mutually under the said shall be final, conclusive and binding upon the Parties. Pending the submission of a difference to the arbitrator and thereafter until the final decision of the arbitrator, the Parties shall continue to perform all of their obligations under this MoU, unless the same cannot be possibly continued until the decision of arbitrator is obtained without prejudice to a final adjustment in accordance with such decision. Each Party shall bear its own cost of arbitration unless the arbitrator otherwise directs.

This MOU will be governed by the Laws of India and subject to the arbitration clause above any dispute/appeal would be subject to exclusive jurisdiction of the competent courts at New Delhi.



*[Handwritten signature]*

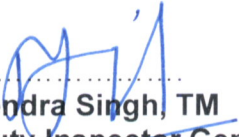



This MOU has been signed in duplicate, each of which shall be deemed to be original.

In Witness Whereof the parties hereto have executed this MOU (in duplicate) on the day, Month and year first hereinabove mentioned.

Signed on behalf of  
Indian Coast Guard

Signed on behalf of  
Punjab National Bank

  
.....  
**Narendra Singh, TM**  
**Deputy Inspector General**


  
.....  
**Surinder Pal Singh**  
**General Manager**



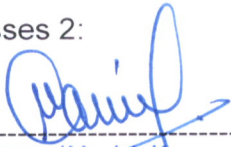
Date: नरेन्द्र सिंह / Narendra Singh  
उपमहानिरीक्षक / Deputy Inspector General  
Place: **New Delhi**  
प्रधान निरीक्षक (सम)  
Principal Director (Adm)  
तटरक्षक मुख्यालय, नई दिल्ली-110001  
Coast Guard HQrs, New Delhi-110001

Witnesses 1:

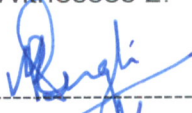
Witnesses 1:  
  
.....  
**(JS Malik)**  
Name: **Dy. Inspector General**  
Designation: **Director (Admin)**  
**for Director General**

Witnesses 1:  
  
.....  
Name: **Anam**  
Designation: **ADM**

Witnesses 2:

Witnesses 2:  
  
.....  
मनिष कुमार / Manish Kumar  
Name: **Commandant**  
संयु. निदेशक (प्रशा.) / Joint Director (Admin)  
Designation: **Coast Guard Headquarters**  
नई दिल्ली-110001 / New Delhi -110001

Witnesses 2:

Witnesses 2:  
  
.....  
Name: **Rajni**  
Designation: **Manager - Security**



**APPLICATION — CONSENT-CUM-UNDERTAKING TO BE TAKEN FROM ALL ACCOUNT HOLDERS, WHETHER NEW OR CONVERTED**

The Branch Manager  
Punjab National Bank  
.....Branch

Dear Sir/Madam,

**PNB RAKSHAK PLUS SCHEME — (1) REQUEST FOR CONVERSION OF SAVING FUND (SF) ACCOUNT TO PNB RAKSHAK PLUS ACCOUNT AND  
(2) CONSENT-CUM-UNDERTAKING FROM ALL PNB RAKSHAK PLUS ACCOUNT HOLDERS, NEW AND CONVERTED**

1. I maintain a SF Account with your branch and the account number is.....\* / I intend to open a new PNB Rakshak Plus Account\*. I am presently employed as .....with INDIAN COAST GUARD, my INDIAN COAST GUARD 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 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 PNB Rakshak Plus account with all its special features\*.
3. I understand that the account can be converted into a Savings Fund account and the special request is being submitted for the same separately\*.
4. Since I am presently posted at/is being posted to ....., I request that my account should be transferred to .....Branch of PNB for ease of operation\*.
5. I hereby undertake that I shall obtain a No Objection Certificate letter from PNB in case I desire to change to any other Bank for credit of salary/ pension. I further undertake that I shall not seek to change my salary/pension bankers from PNB unless I have liquidated all loans outstanding with PNB.
6. I hereby consent and authorize Bank to reverse or debit from my account any amount, as per to request of the employer, without any specific reference to me.
7. I am aware that the account is opened as per the MoU entered between the Bank and the employer, and the benefits provided to me under the scheme is as per the terms of the said MoU. I hereby consent and authorise Bank to withdraw all/ any of the add on



*[Handwritten Signature]*



*[Handwritten Signature]*



benefits provided under this scheme, upon termination or breach of any terms of MoU or upon withdrawal/ modification of the scheme by the Bank.

8. I hereby consent & expressly authorize the Bank to share my details, as available with the Bank to any third party service providers for enabling availing of benefits/ features related to the account.

9. I declare that the Nominee in newly opened / converted salary / pension account will be same for any Insurance benefits provided by Bank in respect of the said that account\*\*.

Address: \_\_\_\_\_  
\_\_\_\_\_

Yours faithfully

Date:  
Place:

Name:  
(With Rank & Decoration)

**Acknowledged Receipt**

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

Date of Receipt: \_\_\_\_\_

\*strike off, if not applicable.  
(\*\* Applicable only in case of nomination)



Signature of Branch Manager



Signature



**Format for Request letter to be handed over by Rakshak Acct Holder to Branch)**

The Branch Manager  
Punjab National Bank  
.....Branch

Dear Sir/Madam,

**PNB RAKSHAK PLUS SCHEME — REQUEST FOR ISSUANCE OF NOC TO TRANSFER SALARY/PENSION FROM PNB RAKSHAK PLUS ACCOUNT WITH PNB TO ANOTHER BANK**

1. I maintain a PNB Rakshak Plus account with your branch and the account number is ..... I am presently employed as..... with INDIAN COAST GUARD and my INDIAN COAST GUARD Personal Number is.....

My present address is .....  
.....  
.....

2 I request you to issue me a No Objection Certificate as I desire to change my salary/pension bank from where I draw my monthly salary/pension, i.e. from PNB ..... Branch to .....Bank for the following reason:

.....  
.....  
.....

3 I further declare that I have no loan(s) outstanding with PNB.

Yours faithfully

Date:  
Place:

Name:  
(With Rank & Decoration)

To be submitted to the Bank in duplicate and acknowledgement obtained from the Branch Manager/Authorized signatory of PNB on the second copy, duly stamped including date of receipt by the Bank and signature number of the Bank signatory.



.....  
*[Handwritten Signature]*



.....  
*[Handwritten Signature]*



(Format for acknowledgment letter handed over by Branch to Rakshak Acct Holder)

TO WHOMSOEVER IT MAY CONCERN

Dear Sir/Madam,

**PNB RAKSHAK PLUS SCHEME - ISSUANCE OF NOC/ NON ISSUE OF NOC TO TRANSFER SALARY/PENSION FROM PNB RAKSHAK PLUS ACCOUNT WITH PNB TO ANOTHER BANK**

1. Service No. .... Rank ..... Name ..... of Unit ..... has been maintaining PNB RAKSHAK PLUS Account with this branch and the account number is ..... He has applied for an NOC for a change of his salary/pension account from PNB to another Bank.
2. A No Objection Certificate is hereby issued for change of the salary/ pension from the SB a/c No. .... held with this Branch. There are no dues pending with the Branch.

OR

3. The above mentioned officer has the following pendency for clearance
  - (a) .....
  - (b) .....
4. In view of the about closure of salary/pension account No. .... is not permitted.

Yours faithfully,

Name:  
Branch Manager  
BO:

Date:

Receipt from the account holder .....



*[Handwritten Signature]*



*[Handwritten Signature]*



**Conditions cum Consent Form**  
**(For Fresh On-Boarding & Scheme Conversion)**

Branch Name & Code: \_\_\_\_\_  
Application Form No. / Request ID (if applicable): \_\_\_\_\_  
Account number \_\_\_\_\_

Applicant CIF ID: \_\_\_\_\_ Date: \_\_\_\_\_

Applicant Name: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

**1. Nomination for Insurance Benefits**

I/We nominate the following person(s) to receive the insurance claim amount in the event of my demise, under respective insurance products:

Tick whichever applicable	Type of Insurance*	Name of Nominee	Date of Birth of nominee in case of minor	Relationship with Applicant
	Personal Accidental Insurance			
	Term Insurance			
	Hospi-Cash			
	Cancer Indemnity Insurance			

\*Please fill for applicable Insurance features only as per scheme details.

Since nominee is a minor, I hereby appoint Shri/Smt. \_\_\_\_\_, aged \_\_\_\_\_ years, residing at \_\_\_\_\_, to receive the sum due under the Insurance claim on behalf of the nominee during his/her minority.

**2. Declaration for Family Insurance Benefits under Scheme, if applicable:**

I/We hereby declare that the following family members are eligible for family insurance benefits under the selected Saving Scheme variant:



\_\_\_\_\_



\_\_\_\_\_



Sl. No.	Name	DOB	Relationship with Applicant	Guardian (if minor)	Insurance Cover Opted

I/ We do affirm that family member be insured as per the details mentioned above.

**Terms and Conditions:**

I/We understand and agree to the following:

- a) All benefits will be available to the first/primary account holder as long as the account remains under the eligible scheme variant.
- b) Concessions/ relaxations and benefits related to the scheme will be admissible upon activation of the account.
- c) The relaxations, concessions and benefits including family banking privileges associated with the respective scheme variant shall be available subject to compliance with the prescribed minimum average balance requirements in the designated account for the relevant period (Month/Quarter/Half Year/Year).
- d) Personal Accident Insurance (PAI), Cancer Indemnity, Hospicash and Wellness Program benefits, wherever applicable shall be extended to customers from the date of account opening (activation) or transfer into the proposed scheme, up to the end of the calendar quarter/half year in which the account is opened or transferred. Thereafter, from the next completed calendar quarter/Half-year and onwards, the continuation of insurance benefits shall be subject to the customer maintaining the required Quarterly Average Balance (QAB)/Half yearly average balance (HAB) in the preceding calendar quarter/Half Year.
- e) Concession on locker rent if applicable associated with the respective scheme variant is subject to the availability of locker and apply solely to newly issued locker in the accounts opened/ transferred in the scheme.
- f) In case of non-maintenance of prescribed minimum average balance requirements associated with the respective scheme variant, applicable charges of all services shall be levied as per bank's extant guidelines.
- g) All other service charges except the benefits given in the respective scheme variants will be levied as per Bank's schedule of service charges as applicable from time to time.
- h) Features & benefits associated with debit card is governed by NPCI/ MasterCard and are subject to change.
- i) My personal details, viz. Name, Mobile Number, Gender and Date of Birth will be shared with the service provider for offering Primary Healthcare services and other insurance-related benefits.
- j) All other terms and conditions as applicable in Savings Account will be applicable.



*[Handwritten Signature]*



*[Handwritten Signature]*



**Salaried/Pensioners Accounts (including defence):**

I/ We hereby undertake that-

1. I/we am/are presently employed/retired as \_\_\_\_\_ with \_\_\_\_\_, my Service/ Employee/PPO No. is \_\_\_\_\_.
2. I shall obtain a No Objection Certificate letter from PNB in case I desire to change to any other Bank for credit of Salary/Pension. I further undertake that I shall not seek to change my salary/pension bankers from PNB unless I have liquidated all loans outstanding with PNB.
3. Bank will convert my Salary/Pension account and withdraw any concession/ relaxations and benefits related to the account in case of salary/ pension is not credited in Account or minimum balance is not maintained for past six months. Applicable charges of all services as per the converted scheme shall be levied as per bank's extant guidelines.
4. If I/ we am/ are eligible for claim under more than one facility, his/her total claim amount will not exceed the maximum cover/limit of PAI.
5. Benefits under Family banking shall be withdrawn upon scheme conversion from salary/ pension to any other scheme.



*[Handwritten signature]*



*[Handwritten signature]*



**PNB's Salary Package Offer for Serving Indian Coast Guard Personnel**

Sr. No.	Particulars	PNB's Rakshak Plus Scheme	Remarks
<b>Insurance Coverages (Credit of previous month's salary into account is mandatory)</b>			
1	Personal Accidental Insurance (PAI Death cover)	100 lac	Accidental death coverage only.
2	Air Accident Death	150 lac	Air accidental death cover
3	PAI Permanent Total Disability (PTD) Insurance	100 lac	
4	Additional PAI Cover on Death due to action against Anti-National activities/ Terrorist Naxalite/Foreign enemy Ops	10 Lac	Additional death cover in addition to PAI
5	Life Insurance Cover of Natural Death	Rs. 5.00 lac	For Commissioned Officers
6	Personnel Accident Permanent Partial Disability (PPD) Insurance	Max 50 lacs	(%age of disability will be as per the GPA Schedule & In case of multiple injury, max claim upto the amount of sum insured)
7	Debit Card Based Insurance	upto 10 lac*	Coverage as per NPCI guidelines, hence subject to change, Guidelines to be shared in MoU
8	Credit Card Based Insurance	upto 10 lac	
<b>Additional Covers - Reimbursement of major expenses (Death cases)</b>			
8	Education Cover for Dependent Children	Up to 20 lac	Rs 5 lakhs (in aggregate per year for 4 years for any 2 dependent children). Admissible in case of accidental death. Includes Tuition fees, transportation, uniform and stationary fees. Reimbursement based on Invoices/receipts
9	Girl Child Marriage Cover (18-25 years)	Upto 10 lac	For 02 girl child for age 18-25 years. (Max 05 Lakh per girl child). Reimbursement based on Invoices/receipts
10	Cost of Plastic Surgery/ Burn Cases	Upto 10 lac	Reimbursement as per hospital bills. Based on Invoices/receipts
11	Imported Medicine Cost	Upto 10 lac	Including Cost of Transportation of medicine. Reimbursement based on invoice(s)/ receipts and freight receipts
12	Air Ambulance Charges	Upto 10 lac	Reimbursement based on invoice/ receipts
13	Death after Coma (After 48 Hours)	5 lac	To compensate additional expenses/ compensation for critical care



*[Handwritten signature]*



*[Handwritten signature]*



14	Ambulance Charges	Upto 50000/-	Based on invoices/receipts
15	Repatriation of mortal remains	Upto 50000/-	Reimbursement based on declaration / invoices/receipts of move of mortal remains
16	Travel expenses of two family members.	Upto 40000/-	Reimbursement based on presentation of tickets - Air/rail/road travel receipts
17	Funeral Expenses	Upto 30000/-	Based on declaration by claimant, actual expenditure
18	Emergency Medical Expenses	Upto 25000/-	Based on declaration by claimant, actual expenditure
<b>Major Facilities &amp; concessions in Banking services</b>			
19	Concession in locker rent	25%	25% waiver on locker rent for first three years from date of issuance for small locker for persons below officer's rank. 25% every year waiver on locker rent in case of small/medium locker for officers
20	Home Loan	Full waiver of Processing Fee/ Upfront Charges & Documentation charges	0.05 % concession in RoI over and above the applicable RoI in Retail Loans viz. Housing Loan and Education Loan
21	Education Loan		
22	Car Loan		0.10 % concession in RoI over and above the applicable RoI in Retail Loans viz. Personal Loan, Pension Loan, Vehicle loan.
23	Personal Loan		
<b>Other Facilities Provided to Serving Personnel</b>			
25	Life Time Zero Balance account for eligible Personnel	<b>PNB Rahat Scheme</b>	
26	Facility for Family members - 04 Zero Balance Acct (Spouse, Parents, Children, Siblings (Brother, Sister), Grand Parents, Grand children, In-laws etc).	<b>Accidental Death cover- 6 lakhs, Major Health Check Investigations (once annually) and unlimited Tele consultations @ 155/- per year per person for service personnel/ families/ dependants. Asset Insurance, Health Insurance through channel partners at special rates. Demat / Trading / Investment services through channel partners at special rates for service personnel</b>	
27	Auto Sweep Facility (On consent) for best interest on deposit above threshold amount. TDRs for 7 to 179 days	No need to visit Bank. <b>Transfer Bank acct</b> to anywhere in India without visiting Bank, through Bank's app	
28	Free Banking Services on Salary acct - SMS Alert, Online RTGS & NEFT, Demand Draft (up to Rs.50,000/- per DD), No Cash Handling Charges, Unlimited Cheque book , Instant Credit of Outstation Cheque etc.		

\* For Rupay Rakshak Select, Rupay Rakshak Optima, Rupay Rakshak Imperial Variants



*[Handwritten signature]*



*[Handwritten signature]*



## PNB's Pension Package Offer for Pensioners of Indian Coast Guard

Sr. No.	Particulars	PNB's Rakshak Plus Scheme	Remarks
<b>Insurance Coverages</b> (Credit of previous month's pension into account is mandatory)			
1	Personal Accidental Insurance (PAI)	Rs. 50 lakh	Accidental Death Cover
2	Air Accident Death	Rs. 100 lakh	
3	Total Permanent Disability	Rs. 50 lakh	
4	Permanent Partial Disability	Rs. 50 lakh*	calculation of claim payable will on capital sum insured under PAI. Max 25 lakh.
5	Debit Card Based Insurance	Upto Rs. 10 lakh	Coverage as per NPCI guidelines, hence subject to change, Guidelines to be shared in MoU
6	Credit Card Based Insurance	Upto Rs. 10 lakh	
<b>Additional Covers - Reimbursement of major expenses (Death cases)</b>			
7	Education Benefit	Upto Rs. 10 lakh	Higher education (for college and higher studies)- 25% of entitled PA cover. Max upto Rs. 5.00 lakhs each for two dependent children upto their age of 25 years.
8	Girl Child Marriage Cover	Upto Rs. 05 lakh	For a girl child (Age 18 - 25 years). Based on Invoices/receipts
9	Air Ambulance Charge	Rs. 01 lakh	Reimbursement based on invoice/ receipts
10	Emergency Medical Expenses	Upto Rs. 25000/-	Based on declaration by claimant, actual expenditure
11	Funeral Expenses	Upto Rs. 10000/-	Based on declaration by claimant, actual expenditure
12	Ambulance Charges	Upto Rs. 10000/-	Based on invoices/receipts
<b>Major Facilities &amp; concessions in Banking services</b>			
13	Concession in locker rent	25% for first 03 years	25% waiver on locker rent for first three years from date of issuance for small locker for persons below officers and 25% every year waiver on locker rent in case of small/ medium locker for officers.



*[Handwritten signature]*



*[Handwritten signature]*



14	ROI Concessions:	Concessions on Retail Loans	0.10% concession in ROI in Personal Loan, Pension Loan, Vehicle Loan and 0.05% concession in Housing Loan and Educational Loan over and above the applicable ROI.
15	Waiver in Processing & Documentation Fee	100% waiver of Fees	Full waiver of Processing Fee/ Upfront Charges & Documentation charges on Housing, Car & personal Loan scheme
16	Education Loan	Collateral Free Loan upto Rs 35 Lakh under PNB Pratibha	Collateral free Education Loan for max upto Rs 35 Lakh under "PNB Pratibha" Scheme is available for wards of primary holder under Rakshak scheme who take admission in premier and professional institutes. In event of higher concessions offered during campaign period benefits shall be extended to eligible customers under this scheme.
17	Personal Loan	Pre-approved loan upto Rs. 20 lakh	(Based on eligibility) No need to visit bank, Bank's app may be used
<b>Other Facilities Provided to Serving Personnel</b>			
18	Zero Balance Account		Life time zero balance account to eligible account folder. No need to maintain QAB/MAB. No penal charges for non-maintenance of minimum balance as well.
19	Facility for Family members - Zero Balance Acct		Upto maximum four zero balance accounts can be opened/ converted by family members of the "PNB Rakshak Plus Scheme" primary account holder. Family members that can be linked are Spouse, Parents, Children, Siblings (Brother, Sister), Grand Parents, Grand Children, In-laws (father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law and daughter-in-law).
20	Sweep Facility		On request/ authorization by the Primary account holder, sweep facility would be initiated with following conditions: An initial threshold amount of Rs 1,00,000/- Minimum Sweep-in / out of Rs 25,000/- Sweep-in / out in multiples of Rs 25,000/- FD will be issued for a period of 07 to 179 days.
21	Personalized Banking through PNB One App: Most secure App with Top of Line Banking facilities		Instant transfer of funds (24X7), Term Deposits, Account Transfer, Pre-Approved Personal Loan, Investments in Mutual Funds, SIP etc., Demat & Trading Accounts, Health Insurance.
22	Free Debit Card (PNB Rakshak Select Debit Card will be issued free of cost with AMC waiver to all pensioner)		Rupay Select Rakshak for JCOs/ORs with daily withdrawal limit of Rs.150000/- and Rs. 5 Lakh at POS/ECOM and Rs. 5000 for contactless transactions.



*[Handwritten signature]*



*[Handwritten signature]*



		Rupay Imperial for officers with daily transactions limit of Rs 150000/- and Rs 5 Lakh at POS/ECOM and Rs. 5000 for contactless transactions.
23	Credit Card	Free Rupay Platinum Credit Card for persons below Officers and Free Issuance and AMC waiver of Rupay Select Credit Card for officers.
24	Free Banking Services on Salary account	SMS Alert, Online RTGS & NEFT, Unlimited Free DD Issuance, No Cash Handling Charges, Unlimited Cheque book, Free Passbook & updation, Instant Credit of Outstation Cheque, etc.
25	Special concession for Gorkha Soldiers from Nepal	Free remittance to / from linked account in Everest Bank Ltd. Nepal.
26	Other Services provided	Demat A/c, Mutual Fund, SIP, NPS, Sukanya Samridhi A/c, PPF A/c etc. are available (on request basis)
27	Demat Account	Free account opening and waiver of AMC.
28	Free Remittance of funds by Gorkha personnel	Free remittance to / from linked account in Everest Bank Ltd. Nepal



*[Handwritten signature]*



*[Handwritten signature]*



## Annexure VII

Debit Card Features

S NO	D-Cards Benefits	Rakshak Select	Rakshak Optima	Rakshak Imperial
1	Clear Tax	X	Voucher worth 2950 per year	Voucher worth 2950 per year
2	Concierge Services	✓	✓	✓
3	Apollo Pharmacy	X	voucher worth 250 per HY	voucher worth 250 per Quarter
	Medical Check up	✓	Once per year	Once per year
4	Blinkit	X	₹250 Voucher 1 per HY	₹250 Voucher 1 per quarter
	Swiggy (Friday Offer)- Platinum	X	20% instant discount on Swiggy food order capped at ₹100, once per card/ month on order above 129/month valid on Friday	20% instant discount on Swiggy food order capped at ₹100, once per card/ month on order above 129/month valid on Friday
	Swiggy One 3 months membership	X	Once per year	Once per year
5	Gym	✓	3 months Cult Lite once per Year	3 months Cult Lite once per 3 months
6	Golf	✓	X	✓
7	Lounge	3 times per calendar quarter per card	1 per Quarter	1 per Quarter
8	Merchant Offers	X	Exclusive Domestic & International offers from partner Merchants	Exclusive Domestic & International offers from partner Merchants
9	Annual Ganna Annual Subscription	X	✓	✓



*[Handwritten signature]*



*[Handwritten signature]*



S NO	D-Cards Benefits	Rakshak Select	Rakshak Optima	Rakshak Imperial
	BMS	X	Voucher worth 500 per HY	Voucher worth 500 per Quarter
10	OTT	✓	Annual Subscription (One OTT)	Annual Subscription (One OTT)
11	Personal Accident	Upto ₹10 Lakh	Upto ₹10 Lakh	Upto ₹10 Lakh
12	Amazon (Friday Offer)- Platinum	X	20% instant discount on Bill Payments capped at ₹100, once per card/ month for minimum transaction of 129/month valid on Friday	20% instant discount on Bill Payments capped at ₹100, once per card/ month for minimum transaction of 129/month valid on Friday
	Decathlon	X	Voucher worth 500 per HY	Voucher worth 500 per quarter
	Kalyan	X	Voucher worth 2000 per Year	Voucher worth 2000 per Half Year
	Myntra	X	Voucher worth 500 per HY	Voucher worth 500 per Quarter
	Reliance Digital	X	Voucher worth 500 per HY	Voucher worth 500 per Quarter
13	Make my Trip	X	Flat 10% off upto ₹1500 per year	Flat 10% off upto ₹1500 per year
14	SPA	Complementary SPA Services 1 per year	Complementary SPA Services 1 per year	Complementary SPA Services 1 per Half Year



*[Handwritten signature]*



*[Handwritten signature]*



### Additional Features offered in Master Debit Card

Category	Offer Details	Grand Variant	
ITC Hotels	Flat 1000 Rs Gift Card	✓	Yearly
OTT Play	Annual subscription only (4 OTTs- SonyLiv, Zee5, Fancode, DistroTV)	✓	Yearly
Jio Saavan	3 months Free Subscription	✓	Yearly
Book My Show	Buy 1 get 200 off on 2nd Ticket	✓	Once per 6 months
Apollo	Annual Apollo circle membership: (1 free check-up- HBA1/Thyroid/CBC) On call doc, 1Lakh Accidental cover, Free home deliveries, upto 15% cashback on every bill (applicable online and offline)	✓	Yearly
ODE Spa	Rs 1000 off on 60 mins/90 mins Session	✓	Yearly
Tata Cliq Luxe	10% off on minimum order value of Rs 10,000. Codes: Once per month (12 times in total)	✓	Once per month
Paytm Flights	Domestic Flights: INR 750 per pax upto INR 3000 (MoV of INR 7,500) International Flights: INR 1000 per pax upto INR 5000 (MoV of INR 30,000)	✓	Once per quarter
Fitpass	88% off on Fitpass Pro Membership and Free Fitness Accessories	✓	Yearly
Cult Fit	Annual Subscription of Cult Live Online Membership	✓	Yearly
Zomato Gold	Annual Subscription (3 months X4)	✓	Yearly
Reliance Digital	Flat 1000 off on a min purchase of Rs 20000(One plus and Apple products are excluded)	✓	Yearly
Mokobara	Get Flat 10% Off on Mokobara	✓	Yearly
Lenskart	12 months Lenskart Gold MAX Membership	✓	Yearly
1% Club	Get a Flat 50% off on the Stock Market Master Class from One Percent	✓	Yearly
Uber	INR 100 Gift voucher	✓	Once per 6 months
Zoom car	Flat 10% off on booking from Zoom car	✓	Once per quarter
Economic Times	3 months Free Subscription	✓	Yearly
Master card	Access to exclusive offers across	✓	Always On - can be



*[Handwritten signature]*



*[Handwritten signature]*



Category	Offer Details	Grand Variant
Culinary Club	350+ restaurants in 18 cities in India	availed unlimited number of times
One Dines Free	Complimentary main course at partner restaurants across APAC	✓
GHA Discovery	<b>Platinum status</b> (6% back in D\$ and access to room upgrade, late check-out, complimentary WIFI)	✓
HoteLux	<b>3 Months Elite membership</b> - One Night Free (On Min stay) Hotel Credit on booking - Priority customer service, Points earn, birthday celebration points	✓
Wyndham	<b>Platinum tier</b> Early check-in, late check-out, preferred room, free Wi-Fi	✓
Swiss-Belhotel	Gold Influencer -30% discount on room rate and F&B, priority check-in, room upgrade, late check-out	✓
Sands Lifestyle membership	6 complimentary tickets to sky park observation deck, digital light canvas and sampan rides -2 tickets to Art Science museum	✓
I prefer	Complimentary Wi-Fi, member rates, early check-in, late check-out, points earn	✓
India Program Golf	4 rounds + 12 lessons	✓
APAC Program Golf	50% off green fees (1/Qtr)	✓
TPC program Golf	Access to PGA courses - Welcome gift Private member treatment & Amenities	✓
Cruise Privileges	\$50/person savings - Airport Transfers   1 complimentary night stay before/after cruise	✓
Vacation Packages	Upto \$500 or 5% off	✓
Car Rental Services: Avis, Hertz	Avis: 35% discount on rentals, Enrolment to Avis Preferred club, Car Upgrade Hertz: 10% discount on rentals	✓
Concierge	Dedicated support on email	✓
		Once a year - This is an upgrade to a premium membership tier membership
		Complimentary golf rounds 1 per quarter, Complimentary golf lessons 1 per month
		4 times a year (1 per quarter)
		Multiple times
		Always On



*[Handwritten signature]*



*[Handwritten signature]*



Category	Offer Details	Grand Variant	
Services			
Luxury Hotels & Resorts	3,800+ Luxury Hotels & Resorts Breakfast for 2 daily Welcome amenities upto \$100 Early check-in, late check-out, room upgrade	✓	
Lowest Hotel Rate Guarantee	Refund of difference in case of lower rate	✓	
Hotel Stay Guarantee	Lifestyle manager to address stay issues	✓	
One Night Free	Complimentary night free	✓	Multiple times
Domestic	✓ (2 per quarter - 1 Cardholder + 1 Guest)	✓	
Domestic	✓ (3 per quarter - 2 Cardholder + 1 Guest)	-	
International	✓ (2 in a year for cardholders only)	-	
Domestic	Baggage Assistance	NA	NA
-	Second Medical Opinion	✓	Multiple times



*[Handwritten signature]*



*[Handwritten signature]*



**BANK'S SCHEMES FOR THE BENEFIT OF DEPENDENTS/FAMILIES OF  
RAKSHAK ACCOUNT HOLDER**

**1. PNB'S RAAHAT PERSONAL ACCIDENT POLICY**

**ELIGIBILITY - ANYONE**

02 Variants are available in PNB's Rahat PA Policy as tabulated below:

SI. No	Personal Accident Cover (Sum Insured)	Contribution Sum (Annual)
1.	Rs 6 Lakhs	@ Rs 155
2.	Rs 4 Lakhs	@ Rs 125

**Features**

1. Unlimited Tele Consultation Cover
2. Entry Age: 18 to 70 years
3. Waiting period of 30 Days for availing preventive Health Checkup & Teleconsultation Cover
4. Annual Preventive Health Checkup – 9 Free tests are covered as follows:
  - (i) T3/T4/TSH
  - (ii) Lipid Profile
  - (iii) Liver function test
  - (iv) Blood Urea
  - (v) Urine routine
  - (vi) Serum creatinine
  - (vii) Blood Sugar – fasting
  - (viii) Hemogram & ESR
  - (ix) HbA1C



*[Handwritten signature]*



*[Handwritten signature]*



**PNB WOMEN POWER SAVING SCHEME WITH THREE VARIANTS**

Bank has revamped its existing scheme for women customers i.e. PNB Women Power Saving Scheme with launch of three new variants- Pearl, Emerald and Solitaire. These variants will play a transformative role in enabling women to build savings and assume greater control over their financials. Innovative and tailored Banking solutions will help Bank, tap into the growing demand for digital Banking services particularly among women.

Benefits of all three variants along are tabulated below:

Sl. No.	Feature	PNB Women Power Saving Account Scheme		
		Pearl	Emerald	Solitaire
01	Monthly Average Balance required for availing benefits	Rs. 10000.00	Rs. 25000.00	Rs. 50000.00
	Personal Accidental Insurance (PAI)	₹ 10 lakhs	₹ 15 lakhs	₹ 20 lakhs
	Air Accidental Insurance (AAI)	₹ 20 lakhs	₹ 30 lakhs	₹ 40 lakhs
	Permanent Total Disability (PTD)	₹ 10 lakhs	₹ 15 lakhs	₹ 20 lakhs
	Permanent Partial Disability (PPD)	₹ 5 lakhs	₹ 7.5 lakhs	₹ 10 lakhs
	Other benefit linked to PAI	(%age of disability will be as per the GPA Schedule & In case of multiple injury, max claim upto the amount of sum insured) Higher Education - 25% of entitled of PA Cover max up to ₹5 Lakhs in aggregate for 3 years in case of accidental death for 2 dependent children upto their age of 25 years in case of accidental death of the insured. <ul style="list-style-type: none"> <li>• Girl Child Marriage Cover (18-25 years)- 10% of the PA Cover max up to 10 lakhs each for 2 girl child in case of accidental death of the insured.</li> <li>• Ambulance Charges- ₹10,000/-</li> <li>• Funeral Expenses - ₹10,000/-</li> <li>• Lost Baggage protection insurance for</li> <li>• Domestic Air Travel of ₹25,000/-</li> </ul>		
	Cancer Indemnity	₹ 2 lakhs	₹ 5 lakhs	₹ 10 lakhs
		In case any new diagnostic with specified Cancer (Breast Cancer, Cervical Cancer, Fallopian Tube Cancer and Ovarian Cancer), this policy includes hospitalization cover along with treatment ambulance and ICU facility. *Insurance, wellness and cancer indemnity related benefits are available		



*[Handwritten signature]*



*[Handwritten signature]*



		for primary account holder only and are subject to applicable T&C of the Bank/ insurance company		
	Maximum entry age	<ul style="list-style-type: none"> <li>For PAI and linked benefits and Cancer Indemnity- Up to 69 years</li> <li>For Wellness program- Up to 70 years</li> </ul>		
Other Attractive Banking Facilities				
Sl. No	Features	Pearl	Emerald	Solitaire
	Locker Rent Concessions	50% concession in locker rent for 1st year for small locker	75% concession in locker rent for 1st year for small locker	Flat 100% off on locker rent for 1 small/ medium locker for 1st year and 50% off thereafter
Concession on Lockers are subject to availability and priority will be given to waitlist customers. (Registration charges applicable)				
	Debit Card	Free Issuance of specially designed Rupay Debit Card with attractive features. Further AMC will be waived in case desired yearly average balance equivalent to MAB requirement of the scheme is maintained in last 12 months. Upgraded version of customized Debit Card or Debit Card of other network partner can also be issued at customer's request subject to Debit Card Policy, NPCI Guidelines and applicable charges		
	Family Banking Benefits	Zero Balance account can be opened by spouse and up to 2 children (up to the age of 25 years only) of primary women account holder. In case their account is already available with our Bank, their accounts will be linked with main account & accordingly average balance requirement in the account shall be waived thereof. Life time free RuPay Platinum Debit Card for Spouse with PAI coverage of ₹2 lakhs		
	Sweep Facility	On customer's request, facility is available with minimum tenor 7 days to 179 days. Threshold- ₹ 1,00,000/- then after in multiples of ₹10,000/- Sweep out shall be on every Tuesday or any 4 days/dates chosen by the customer. By default, period of FFD shall be 179 days and sweep out shall be on every Tuesday. (In case of holiday, Sweep out shall be performed on next working day)		
	IBS and MBS	Free		
	Demand Draft Issuance (through respective account)	Free unlimited draft upto the amount of ₹1 lakh per instance	Unlimited Free	



*[Handwritten Signature]*



*[Handwritten Signature]*



	Stop Payment Instructions & Revocation Charges	Free and unlimited		
	RTGS/ NEFT/ IMPS (Branch)	1 each per month free	1 each per month free	Unlimited
		RTGS/ NEFT/ IMPS (Online) Free and unlimited		



*[Handwritten signature]*



*[Handwritten signature]*



Features of PNB Salary Savings Account Scheme

S.No.	PARAMETERS	NEO	EXCEL	OPTIMA	IMPERIAL
1.	Eligibility	Regular & contractual employees of Government Department, Public Sector Undertaking, MNCs, Educational Institutions, Corporate, any industrial establishments, etc. who is earning a Gross Monthly Salary of ₹10,000/- & above.			
2.	Target Salary Group (Gross Salary)	₹10,000/- to ₹25,000/-	Above ₹25,000/- to ₹75,000/-	Above ₹75,000/- to ₹1,50,000/-	Above ₹1,50,000/-
3.	Scheme Code	SBNEO	SBPRI	SBOPT	SBIMP
4.	Scheme Codes for Customized Account Number	Not Available	SBPRC	SBOPC	SBIMC
5.	Minimum Average Balance	NIL	NIL	NIL	NIL
6.	Customize Account No.	Not Available	Available on customer's request (subject to availability of Account Number)		
7.	Sweep Facility	Not Available			<ul style="list-style-type: none"> <li>➤ Threshold limit for Sweep out facility: ₹2.00 Lakh.</li> <li>➤ Sweep in/out multiple of: ₹25,000/-</li> <li>➤ Period of FDR: 7 to 179 days.</li> <li>➤ Account holder will get the prevailing <b>card rate of interest on FFD</b>. No interest shall be paid if FFD is broken before 7 days.</li> <li>➤ Frequency of Sweep out: upto 4 times in a month, as per account holder's choice. Atleast one date is mandatory.</li> </ul>
8.	Personal Accident Insurance (PAI)	₹30 Lakh	₹50 Lakh	₹100 Lakh	₹125 Lakh



*[Handwritten Signature]*



*[Handwritten Signature]*



S.No.	PARAMETERS	NEO	EXCEL	OPTIMA	IMPERIAL
9.	<b>Air Accidental Death Insurance cover(AAI)</b>	₹60 Lakh	₹100 Lakh	₹200 Lakh	₹250 Lakh
10.	<b>Personal Accident Permanent Total Disability (PTD) Insurance</b>	₹30 Lakh	₹50 Lakh	₹100 Lakh	₹125 Lakh
(Percentage of disability will be as per the GPA Schedule & In case of multiple injury, max claim upto the amount of sum insured. Maximum amount payable in respect of multiple nature of disablements shall be restricted to sum insured chosen by the policyholder.)					
11.	<b>Personal Accident Permanent Partial Disability (PPD) Insurance</b>	<b>Upto ₹15 Lakh</b>	<b>Upto ₹25 Lakh</b>	<b>Upto ₹50 Lakh</b>	<b>Upto ₹62.5 Lakh</b>
(Percentage of disability will be as per the GPA Schedule & In case of multiple injury, max claim upto the amount of sum insured. Maximum amount payable in respect of multiple nature of disablements shall be restricted to sum insured chosen by the policyholder.)					
12.	<b>Other Add-on Covers with PAI Policy</b>	<p><b>1. Personal Accident Insurance (PAI) – Spouse &amp; 1 or 2 Children:</b> Upon the specific request of the Salary Account holder during onboarding, a <b>PAI (Death) cover of ₹5 lakh each</b> shall be extended to the <b>spouse and up to two children</b>, within the <b>overall sum assured</b> of the primary account holder.</p> <p><b>2. Education Cover for Dependent Children:</b> A financial cover of up to <b>₹5 lakh</b> (i.e., <b>25% of the entitled PA cover</b>, subject to a maximum of ₹5 lakh) shall be provided towards <b>higher education (college and above)</b> of up to <b>two dependent children (aged up to 25 years)</b>, for a period of up to <b>three years</b>, in the event of accidental death of the account holder.</p> <p><b>3. Girl Child Marriage Cover (Additional Benefit):</b> An <b>additional benefit</b> of up to <b>10% of the PA cover (maximum ₹10 lakh per girl child)</b> shall be payable for the <b>marriage of up to two girl children (aged between 18–25 years)</b> in the event of accidental death of the account holder.</p> <p><b>4. Emergency Medical Expenses:</b> Coverage of <b>emergency medical expenses</b> up to <b>₹25,000/-</b> shall be available, as per policy terms.</p>			



*[Handwritten signature]*



*[Handwritten signature]*



S.No.	PARAMETERS	NEO	EXCEL	OPTIMA	IMPERIAL
		<p><b>5. Ambulance Charges:</b> Coverage up to ₹10,000/- towards ambulance expenses incurred in case of emergency hospitalization.</p> <p><b>6. Air Ambulance Charges:</b> Coverage up to ₹1,00,000/- for air ambulance services, subject to conditions of the insurer.</p> <p><b>7. Funeral Expenses</b> upto ₹10,000/-</p> <p><b>Note:</b> The Education Cover and Girl Child Marriage Cover are provided in addition to the overall sum assured of the primary account holder.</p>			
13.	Term Insurance	NIL	₹2.00 Lakh	₹5.00 Lakh	₹8.00 Lakh
14.	Hospi-cash	₹30,000/-	₹30,000/-	₹60,000/-	₹60,000/-
15.	Free Banking Services	<ol style="list-style-type: none"> <li>1. Cheque Book issuance</li> <li>2. RTGS/NEFT/IMPS</li> <li>3. Demand Draft issuance</li> <li>4. SMS Alert</li> <li>5. Ledger Folio</li> <li>6. Statement of Account</li> </ol>			
16.	Locker Rent (Small Locker)	25% Discount for First Year	50% Discount for First Year	100% Discount for first year; thereafter 50% discount each year	100% Discount for first year; thereafter 75% discount each year
17.	Locker operations (Free Visits)	12 per annum	18 per annum	Free unlimited	
18.	Demat / Trading AMC Charges	100% Discount			
19.	Debit Card	Rupay Select Debit Card			
		Card Type: SAN	Card Type: SAP	Card Type: SAO	Card Type: SAI
		<p>Issuance charges: NIL</p> <p>AMC: NIL</p> <p>Cash Withdrawal at ATM: ₹1.50 Lakh per day</p> <p>POS/ eCom: ₹5.00 Lakh per day</p>			



*[Handwritten Signature]*



*[Handwritten Signature]*



S.No.	PARAMETERS	NEO	EXCEL	OPTIMA	IMPERIAL
20.	Free ATM Withdrawals (PNB)	Free Unlimited (Domestic)			
21.	Free ATM Withdrawals (Domestic) (Other PNB ATMs)	3 Transactions	5 Transactions	5 Transactions	Free Unlimited
22.	Family Banking Benefits	Zero Balance Savings Account for upto 4 Family Member (including Salaried); Family Members include primary accountholder's spouse and Maximum 2 child (up to the age of 25 years).			
23.	Loyalty / Reward Points (RP) Structure	<p><b>Reward Points (RP)</b> shall be awarded to eligible Salary Account holders, subject to terms and conditions as prescribed by the Bank:</p> <ol style="list-style-type: none"> <li><b>Account Opening:</b> On successful opening of a Salary Savings Account – 100 Reward Points.</li> <li><b>First Financial Transaction through Debit Card:</b> On completion of the first financial transaction (POS/e-commerce) – <b>400 Reward Points</b></li> <li><b>Birthday Month Spend:</b> On a single transaction of ₹2,000 or above using the Debit Card during the account holder's birthday month – <b>400 Reward Points</b></li> <li><b>Monthly Debit Card Spend:</b> On achieving cumulative monthly spends of ₹30,000 through the Debit Card – <b>400 Reward Points</b></li> <li><b>Additional Transactions through PNB One:</b> Reward Points shall also be applicable for transactions conducted through PNB One, including but not limited to opening of Fixed Deposit (FD)/Recurring Deposit (RD), UPI transactions, etc.</li> </ol> <p><b>Note:</b> The accrual and redemption of Reward Points shall be governed by the Bank's prevailing <b>Loyalty/ Reward Program</b>, and</p>			



*[Handwritten Signature]*



*[Handwritten Signature]*



S.No.	PARAMETERS	NEO	EXCEL	OPTIMA	IMPERIAL
		may be subject to change from time to time (detailed guidelines in this regard will be issued by BA&RM Division separately).			
24.	Reward Points (RP) Milestones	<p><b>Milestone I:</b> 1000 RP on achieving ₹ 3.5 lakh transactions through Debit Card in a year.</p> <p><b>Milestone II:</b> 2000 RP on achieving ₹ 5 lakh transactions through Debit Card.</p>		<p><b>Milestone I:</b> 2000 RP on achieving ₹5 Lakh transactions through Debit Card in a year.</p> <p><b>Milestone II:</b> 4000 RP on achieving ₹7.5 lakh transactions through Debit Card.</p>	<p><b>Milestone I:</b> 4000 RP on achieving ₹5 lakh transactions through Debit Card in a year.</p> <p><b>Milestone II:</b> 6000 RP on achieving ₹7.5 lakh transactions through Debit Card.</p>
25.	Credit Card : No Joining Fee & Life Time Free	Not eligible	Rupay Platinum Credit Card	Rupay Select Credit Card	
			Equal to 1 Month Gross Salary	Equal to 1.5 times of the Monthly Gross Salary	Equal to 2 times of the Monthly Gross Salary
			Limit calculated through Risk-based Underwriting Model (RUM) whichever is lower		
26.	Overdraft Facility	Overdraft available,			
27.	Retail Loans Vehicle Loan (VL) Home Loan (HL) Education Loan (EL) Personal Loan (PL)	Concession in Upfront Fees & Documentation charges in VL/HL/EL: 100% PL: 25%	Concession in Upfront Fees & Documentation charges in VL/HL/EL: 100% PL: 25%	Concession in Upfront Fees & Documentation charges in VL/HL/EL: 100% PL: 50%	Concession in Upfront Fees & Documentation charges in VL/HL/EL: 100% PL: 50%
			Special concession in ROI upto <b>0.05%</b> in Housing Loan. Special concession in ROI upto <b>0.10%</b> in Vehicle Loan.		



*[Handwritten signature]*



*[Handwritten signature]*

