

## **TERMS AND CONDITIONS-WHATSAPP BANKING**

These terms and conditions are applicable to the Users of WhatsApp that avail/ seek to avail of the Services (defined hereinafter) provided thereon by State Bank of India ("SBI" or "Bank") and shall be deemed to include any amendments/ changes/ modifications/ revisions/ restatements made thereto from time to time ("Terms and Conditions").

### **1. DEFINITIONS AND INTERPRETATION**

"Account" refers to any account held by the User with the Bank or relationship that the User may have with the Bank pursuant to any product/ service/ loans/ facilities availed/ applied for from the Bank or because of usage of any mobile banking application or any other application of the Bank and includes savings account, current account, loan account or deposits held with the Bank, etc.

"**Bank Registered Number**" is 9022690226 or such other the authorized number of the business account of the Bank registered with WhatsApp for the purposes of providing Services, which may be changed from time to time as provided herein.

"**Customer**" shall mean any Individual holding an Account with the Bank.

"**Customer's Registered Number**" is the mobile number of the Customer registered with the Bank.

"**Device**" means a computer, laptop, mobile phone, tablet, or any other similar device that enables the User to access WhatsApp and use the Services.

"**One Way Communication**" shall mean the service provided by the Bank to the User on WhatsApp where the Bank sends its User one-way messages i.e. messages without any initiation of communication by the User, through its Registered Number, which may be in the nature of information, alerts, updates, transaction alerts in relation to the Account and such other communications as the Bank may enable from time to time, at its discretion.

"**Privacy Policy**" shall have the meaning as ascribed to the term in Clause 13 hereto.

"**Services**" shall have the meaning ascribed to the term in Clause 3 hereto.

"**Two Way Communication**" shall mean the service provided by the Bank to the Users on WhatsApp where the User can communicate with the Bank by sending messages to the Bank Registered Number, which may be in the form of requests, seeking information, asking queries etc. and where the Bank provides the Services by responding to such messages

"**Underlying Product/ Service**" shall mean the product or service of the Bank availed/ sought to be availed by the User through the Services.

"**User**" shall mean a Customer of the Bank or any other person interacting with the Bank on WhatsApp on the Bank Registered Number and/or availing the Services through WhatsApp.

**“User Information”** refers to the personal data or information or such other data or information including any sensitive personal data in relation to the User such as information in relation to the account balance of the User, shared by the User or provided to the User by the Bank or collected or obtained from the User or from WhatsApp or from any such source in the course of the User availing the Services hereunder.

**“WhatsApp”** is the application provided by WhatsApp Inc., 1601 Willow Road, Menlo Park, California 94025, United States of America.

## **2. ELIGIBILITY FOR USING THE SERVICES**

The User hereby agrees and undertakes that he shall use the Services only if he fulfils the eligibility as given below and shall otherwise not use the Services:

- (i) The User is an individual.
- (ii) The User is of sound mind, solvent and competent to contract.

## **3. SERVICES**

a. Services shall mean any of the following services provided by the Bank, by itself or through any of its service providers, by way of One-Way Communications and/or Two-Way Communications:

- i) Service of information or details provided by the Bank in response to the Frequently asked questions (FAQs), queries raised by the User or information sought by the User from the Bank in relation to the products/ services offered by the Bank.
- ii) Service of information or details provided by the Bank including but not limited to awareness messages, alerts, notifications, updates, transaction alerts including in relation to the Account of the User with the Bank.
- iii) Service of information or details provided by the Bank including but not limited to communication of preapproved offers, etc. as part of the Bank’s marketing program.
- iv) Service of location-based information or details provided by the Bank including but not limited to location of branches, ATMs, branches offering gold loan/ home loan / lockers/ cash deposit, machines etc.
- v) Service of information or details provided by the Bank in relation to the Account of the User including but not limited to information such as account balance, recent transactions, account statement, summary of account statement etc.

vi) Service provided by the Bank in relation to the Account of the User including but not limited to activation of point of sales machine, blocking of card, PIN generation, account upgrade, change in account variant, etc.

vii) Service provided by the Bank by re-directing the User to the relevant platform/page/webpage of the Bank or its service provider wherein the User can avail of any product/ service from the Bank.

viii) Any other additional service(s) as may be provided by the Bank, at its sole discretion, from time to time.

b. The User hereby agrees and confirms that the Services shall be subject to the following:

i) The terms and conditions and other requirements as may be applicable to the respective Underlying Product/ Service from time to time.

ii) Authentication process as may be prescribed by the Bank from time to time for the respective Underlying Product/ Service.

iii) Sole discretion of the Bank to approve/ reject any request of the User at any time, without providing any reason for the same.

iv) Sanction terms, eligibility criteria, internal checks and parameters and internal processes and policies of the Bank as prescribed by it from time to time; and/or.

v) Acceptance/ signing of the relevant documents and terms and conditions applicable to the respective underlying Product/ Service in the form and manner as may be required by the Bank.

c. The User hereby agrees and confirms that the Bank may, at its sole discretion, add, remove, enable, or disable one or more Service(s) on WhatsApp without notice and without providing any reason or explanation for the same to the User and the Bank shall not be responsible for any loss that the User may suffer for this.

d. The User hereby agrees that he/she shall not forward, share or disseminate any information, links or details provided by the Bank to the User through the Services to any other person or entity.

e. The User agrees and accepts that the Bank reserves the right to provide only such Services as the Bank may at its discretion permit from time to time. The Bank may also advise the availability/non-availability of any Service, at its sole discretion.

f. The User agrees that he shall not hold the Bank responsible for not responding to the queries of/ information sought by the User or not providing a response to the satisfaction of the User or not processing any request of the User.

g. The Bank will have no liability in case of any fraud or impersonation incidents through WhatsApp.

h. In case the Bank permits any Service in the nature of a transaction, the User agrees that such a Service shall be subject to statutory/ regulatory limits and/or any limits that may be imposed by the Bank, from time to time, at its sole discretion.

#### **4. REGISTRATION AND USER AUTHENTICATION**

The User hereby agrees that by completing the registration process prescribed by the Bank for the Services and by agreeing to these Terms and Conditions, the User agrees to avail of the Services in the form of both One-Way Communication and Two-Way Communication from the Bank. The User hereby agrees that the User grants express authority to the Bank for carrying out the Services requested by the User on WhatsApp on its Bank Registered Number. The User also agrees that for any communication made to the Bank Registered Number, the Bank shall have no obligation to authenticate the identity of the User for providing the Services once the registration for the Services is complete or once it receives any request/ communication to its Bank Registered Number.

Further, for any communication made using the Customer's Registered Number, it shall be deemed that it is the Customer itself and not any other person who is interacting with the Bank. If the Customer's Registered Number is linked to more than one Account with the Bank, the Bank shall give the option to the Customer to choose the Account in relation to which the Customer seeks to avail of the Services.

#### **5. CONSENT FOR SERVICES AND SHARING PERSONAL DATA/ SENSITIVE PERSONAL DATA/INFORMATION**

a. The User hereby agrees and consents to the Bank for providing the Services through WhatsApp as a medium.

b. The User further agrees that any consent in relation to the Services given by the User to the Bank Registered Number shall be binding on the User.

c. The User hereby expressly agrees and consents to the Bank for sharing and/or displaying User Information including Account number (in masked form or otherwise), name of the User, type of Account, Account balance, summary of transactions including information which may constitute as sensitive personal data or information, on WhatsApp as may be necessary for provision of the Services.

d. For Services where the User is provided with a re-direction link to other webpages/ applications/ portals of the Bank for availing the Underlying Product/ Service, the User hereby consents to the Bank for processing/ sharing/ using/ disclosing the User Information, including with its service providers, for pre-filling such data in the webforms on such webpages/ applications/ portals.

## **6. INFORMATION NOT TO BE SHARED**

a. The User hereby agrees that he/she shall not submit or transmit any content or information to the Bank Registered Number:

- (i) Personal data or any sensitive personal data or information such as name, address, gender, account balance, financial details, passwords of the User or of any other person
- (ii) Which is obscene, vulgar, or pornographic, immoral, illegal, illicit, unethical, antisocial etc.
- (iii) Encourages the commission of a crime or violation of any law.
- (iv) Violates any applicable law in India.
- (v) Infringes the intellectual or copyrights of a third party; and/or
- (vi) Constitutes confidential information.

b. The Bank reserves the right to remove or otherwise delete any content or submissions made by the User that violates the Bank's internal rules or which are inappropriate, as per the Bank's sole discretion, without undertaking any liability in relation to the same or giving any reasons or prior warning to the User.

## **7. IMPORTANT COVENANTS**

The User unconditionally and irrevocably agrees to the following:

a. That all the Services provided to him are subject to applicable law and the rules, regulations, notifications, circulars and guidelines introduced or amended from time to time by the Reserve Bank of India and/or any regulatory/ statutory/ governmental authority.

b. That the User shall provide the Bank with such information and/or assistance as is required by the Bank for the performance of the Services and/or any other obligations of the Bank.

c. That all instructions relating to the Services shall be satisfactory to the Bank in form and content.

d. That Services including in relation to any Account shall be provided to the Users through WhatsApp platform only to a WhatsApp account associated with the Customer's Registered Number.

e. That the Bank may advise from time to time the versions of the operating systems on the Devices which are required for availing the Services and/or registration of the Services. There will be no obligation on the Bank to support all the versions of the operating systems. The User agrees that the User shall be responsible for upgrading any software, hardware and the operating system at his cost from time to time so as to be compatible with that of the Bank's requirements. The Bank shall be at liberty to change, vary or upgrade its software, hardware, operating systems, etc. from time to time and shall be under no obligation to support the software, hardware, operating

systems used by the User and that the same shall be the User's sole responsibility to be able to continue his use of the Services.

f. That the User shall not reproduce, copy, or redistribute for commercial purposes any materials or design elements of the Services provided hereunder.

g. That the responses sent by the Bank on WhatsApp are based on a program running at back-end. This program has been developed and regularly enhanced to handle the queries in best possible manner. However, for any answers that the User may not find satisfactory or for any inaccuracies arising therefrom, the Bank shall not be held responsible. The User may visit <https://bank.sbi> in case of any clarifications.

h. By completing the registration process and accepting these Terms and Conditions, the User agrees to receive notifications/ alerts/ acknowledgements/ updates via WhatsApp on his mobile number registered with the Bank including information in relation to the Account, transaction details, value added subscriptions, transaction alert notifications, regulatory updates, personalized offers, new product features, etc. Further, by completing the registration process and accepting these Terms and Conditions, the User authorizes the Bank to send the alerts/notifications/ acknowledgements to the User on WhatsApp and/or SMS at the Bank's sole discretion and the Bank also may stop sending these alerts on SMS or any other channel, at its sole discretion.

i. The User understands that using WhatsApp may carry extra risks. Further, any message and information exchanged on WhatsApp shall be subject to the risk of being read, interrupted, intercepted, or defrauded by third party or otherwise subject to manipulation by third party or involve delay in transmission. The Bank shall not be responsible or liable to the User or any third party for the consequences arising out of or in connection with using of this Service.

j. The User is aware that he/she may not be possible for the Bank to give detailed information on the various service functionalities. The Bank shall not be responsible or liable to the User or any third party for the consequences arising out of or in connection with using of the Services.

k. The User is aware that authentication technologies and strict security measures are required of the User for using mobile applications such as WhatsApp. The User undertakes to ensure that he shall not reveal his password to any third party including any employees or representatives of the Bank. The User shall be solely responsible for all the communication exchanged between the User and the Bank while utilizing these Services.

l. The User understands that his Device is vulnerable to the threats such as but not limited to:

(i) unauthorized access by intruders to the data/information contained on such Device; (ii) identity theft; (iii) privacy violations; (iv) planting of stealth software, malware, viruses etc; (v) disablement or distortion of operations; (vi) interception of the transmission of encrypted data/message etc. The Bank shall not be responsible or liable to the User or any third party for the consequences arising out of or in connection

with using of this Service. The User shall immediately opt-out of the Services by deregistering process mentioned in these Terms and Conditions or as may be prescribed by the Bank from time to time.

m. The User is responsible for maintaining the security and safeguarding of his account on WhatsApp as well as the registered mobile number and linked Device(s).

n. The User shall ensure appropriate network connection and the receipt of messages by the User shall be subject to the network connection and the Bank shall not be held responsible for any delay or non-receipt of the responses from the Bank.

o. The User is aware that using any mobile application involves many uncertain factors and complex software, hardware, systems, etc. which are susceptible to interruptions and dislocations. The Bank does not make any representation or warranty that the Services will be always available without any interruption and that the Bank shall not be responsible for any variation, reduction or imposition of the terms or the User's inability to use WhatsApp for any reason whatsoever.

p. The User agrees that he shall not have any claim against the Bank on account of any suspension, interruption, non-availability or malfunctioning of any of the Services including due to any link/mobile/system/ technology failure at the Bank's end for any reason thereof.

q. The Bank has the right to suspend or retract the User's right to avail of the Services any time it deems fit without providing any reason or notice to the User. These Terms and Conditions may be withdrawn, superseded, restated, updated and/or modified at any time, by the Bank as per its internal policies, without prior notice to the User, by updating the same on the Bank's website and it shall be the responsibility of the User to keep himself updated of the same.

## **8. SECURITY MEASURES**

The User hereby unconditionally and irrevocably understands and agrees that he must:

a) keep the passwords to his Device fully and strictly confidential and shall under no circumstance reveal any of the password(s) to any other person.

b) commit the password to memory and not record any of them in a written or electronic form.

c) not let any unauthorized person have access to his Device or leave his device unattended while accessing his WhatsApp.

d) put in place a passcode or password or PIN or a security key of similar nature to lock/ restrict access to his device and secure it from any unauthorized access and not share such passcode/ password/ PIN/ security key with any other person.

e) not remove the restrictions that may be imposed by the Device provider on the device.

f) take adequate precautions from any ransomware, malware, virus or any other security threat from entering the device, including installing adequate anti-virus protection.

The User hereby agrees and accepts that he shall always be solely responsible for the protection and safekeep of his SIM card, Device and the applications installed thereon, specifically WhatsApp, login ids, User Information, security details and passwords as mentioned hereinabove and hereby fully agrees that the Bank shall in no manner be liable for any direct or indirect or consequential or other loss occurring on out of any action or omission because of compromise of the same. Further the User agrees that he understands the risks of losing his SIM card or transferring his SIM card to another device. The Bank strongly advises the User, for the purpose of using the Services on WhatsApp, to delete the WhatsApp application when changing his device.

Further the User understands the risks of compromise of his QR code and the implications that it may have on his WhatsApp, including access by a third party to the User's WhatsApp and the Services. The User agrees that the Bank assumes no liability whatsoever in case of any event of such compromise of the User's WhatsApp and the Bank shall not be held responsible for any such event. Further, the User agrees and understands that WhatsApp can also be logged on more than one device at the same time, including by using web log in and the User is aware of the risk in this regard while availing the Services such as compromise of User Information, breach of security of the User's WhatsApp account from a device other than the Users etc. and the User undertakes to be vigilant and careful and takes full responsibility for the security of his WhatsApp account. The Bank shall not be responsible or liable to User or any third party for the consequences arising out of or in connection with using of this Service.

## **9. RISKS**

The User hereby acknowledges that he is availing the Service(s) at his own risk and the User shall not hold the Bank responsible or liable for any of the risks. Apart from the risks mentioned above, these risks would include but not be limited to the following:

a) Misuse of Password:

The User acknowledges that if any third person obtains access to the User's Device or SIM card or the User's WhatsApp, such third party may be able to access User Information including Account related information of the User, which may be confidential in nature such as account balance, summary of bank account statements, etc. of the User. The User shall always ensure that the Terms and Conditions applicable to the use of the password and security of WhatsApp and the Device of the User are strictly always complied with.



b) Internet Frauds:

The internet per se is susceptible to several frauds, misuse, hacking, phishing and other actions which could threaten the security of the information available to the User while availing the Services. While the Bank shall aim to provide security to prevent the same, it cannot guarantee any safeguard from such internet frauds, hacking, phishing and other actions which could affect any instruction(s) given to the Bank for availing the Services. The User has evolved/ evaluated all risks arising out of the same.

c) Mistakes and Errors:

For availing any Service(s), the Bank would require proper, accurate and complete details to be provided to the Bank in the form and manner prescribed by the Bank. For instance, the User is aware that he would be required to fill in the requisite details of the account with regard to which he seeks to obtain the account balance. In the event of any inaccuracy in this regard, the User acknowledges that the User may be sent responses or shown information which may not be applicable to him or may not be sent a satisfactory response, and the User agrees that in such a scenario, the Bank shall not be liable for any loss to the User in this regard. The User shall therefore take all care to ensure that there are no mistakes and errors and that the message sent/ request made/ query asked by the User to the Bank in this regard is error free, accurate, proper and complete at all points of time. The User agrees that the Bank is providing the Services at the User's sole risk. The User agrees that the Bank shall not be liable for any loss, damages or consequences whatsoever arising due to any erroneous or incomplete information or any delay in executing the instructions for reasons beyond the control of the Bank. The User shall be liable and responsible to Bank and accede to accept the Bank's instructions without questions for any unfair or unjust gain obtained by him while availing of the Services.

d) Technology Risks:

The technology for enabling the Services offered by the Bank could be affected by ransomware, virus or other malicious, destructive or corrupting code, programme or macro or any other security threat. It may also be possible that the site of the Bank may require maintenance and during such time it may not be possible to process the request of the Users. This could result in delays in the processing of instructions or failure in the processing of instructions and other such failures and inability. The User understands that the Bank disclaims all and any liability, whether direct or indirect, whether arising out of loss of profit or otherwise arising out of any failure or inability by the Bank to honour any User instruction for whatsoever reason.

The User unequivocally and unconditionally understands and accepts that the Bank shall not be responsible for any of the aforesaid risks. The User also accepts that the Bank hereby disclaims all liability in respect of the said risks.

## **10. ACCURACY OF INFORMATION**

The User agrees that he is responsible for the correctness of information supplied to the Bank while availing the Services. The Bank accepts no liability for the consequences arising out of erroneous information supplied by the User. The User agrees that if he notices any error in any information supplied to the User by the

use of any of the Services, the User shall inform the Bank of the same, as soon as possible. The Bank will endeavor to correct the error promptly. The User agrees that all outputs of statements that may appear on WhatsApp, upon making a request to that effect, are information extracted from a computerized back up system maintained by the Bank and may not continuously be updated in real time. The Bank shall provide the information as may be last updated on the systems of the Bank. While the Bank will take all reasonable steps to ensure the accuracy of the statement, the Bank is not liable for any error and shall not hold the Bank responsible for any loss incurred or action taken by the User by relying on such information. The User further agrees that he shall hold the Bank harmless against any loss, damages, etc. that may be incurred or suffered by him, if the information contained in the above said outputs turns out to be inaccurate/incorrect.

## **11. LIABILITY**

The User agrees that he shall be liable for all loss from unauthorized uses of his WhatsApp and/or for requests made while availing the Services and/or for any breach(es) of these Terms and Conditions or if he has in any way contributed or caused the loss by negligent actions including the following:

- a) Keeping a written or electronic record of the User's Device password.
- b) Disclosing or failing to take all reasonable steps to prevent disclosure of the User's WhatsApp and/or QR code and/or failing to advise the Bank of such disclosure within reasonable time.
- c) Losing the SIM card on which the User's WhatsApp is registered.
- d) Transferring the SIM card on which the User's WhatsApp is registered to another device without deleting the WhatsApp application from the previous device.
- e) Not advising the Bank in a reasonable time about unauthorized access to or erroneous transactions/use of Services on his WhatsApp.

The Bank shall not be responsible or liable to the User or any third party for the consequences arising out of or in connection with using of this Service, including for any reasons aforesaid and the entire liability and responsibility due to any of the aforesaid shall completely be on the User above. The User agrees that the Bank shall in no circumstances be held liable to the User if the Services or if the User is unable to register for the Services in the desired manner/ in the manner provided for herein for reasons including but not limited to natural calamity, floods, fire and other natural disasters, legal restraints, faults in the telecommunication network or internet or network failure, software or hardware error or any other reason beyond the control of the Bank. The Bank shall under no circumstance be liable for any damages whatsoever whether such damages are direct, indirect, incidental, consequential and irrespective of whether any claim is based on loss of revenue, investment, production, goodwill, profit, interruption of business or any other loss of any character or nature whatsoever and whether sustained by the User or any other person. Further, the Bank

shall not be liable for any damages, losses (direct or indirect) whatsoever, due to disruption or nonavailability of any of Services/facility/s due to technical fault/error or any failure in telecommunication network or any error in any software or hardware systems.

## **12. INDEMNITY**

The User undertakes to indemnify and keep the Bank and its officers/employees fully indemnified and harmless from and against all the consequences of breach of any of the terms, conditions, statements, undertakings representations and warranties of these Terms and Conditions as also of any of its representations or warranties not being found to be true at any point of time, including any actions, notices, suits, claims, proceedings, damages, liabilities, losses, expenses, costs or taxes faced, suffered or incurred by the Bank including from any third parties.

## **13. USER INFORMATION**

The User understands and agrees that while the Bank has deployed processes and technology to prevent unauthorized use or accidental disclosure of the User Information or any other data pertaining to the User on WhatsApp, the User understands and accepts that by using the Services, the User Information and any other data of the User in relation to the Services may also be stored on the application/website/webpage and server of WhatsApp, which are outside of the control of the Bank and the Bank cannot guarantee the security of the User Information or any other data which is stored on therein. The User unconditionally and irrevocably agrees and accepts that the Bank is not responsible for any compromise in such User Information/data outside the control of the Bank and acknowledges that the User is providing the User Information at his own free will and risk.

The User hereby expressly consents to and authorises the Bank (whether acting by itself or through any of its service providers, and whether in automated manner or otherwise), to do and undertake any of the following, in relation to the User Information whether about me/us or not as may be deemed relevant by the Bank for its purposes:

- i) to collect the User Information from me and other physical or online sources including WhatsApp accessing the same from credit information companies, to get the authenticity, correctness, adequacy, etc. of the User Information verified from any sources and persons including from online data bases; and to act for and on my/our behalf for such accessing, collecting or verifying of the User Information including using my/our log in and password credentials on the online platforms; such collection, access and verification may be done without any notice to me/us
- ii) process User Information including by way of storing, structuring, organising, reproducing, copying, using, profiling, etc. as may be deemed fit by the Bank.
- iii) to store the User Information for such period as may be required for contract, by law or for Bank's evidential and claims purposes, whichever is longer.

- iv) to share and disclose the User Information to service providers, consultants, credit information companies, other banks and financial institutions, affiliates, subsidiaries, regulators, investigating agencies, judicial, quasi-judicial and statutory authorities, or to other persons as may be necessary in connection with the contractual or legal requirements or in the legitimate interests of the Bank or as per the consent.
- v) any of the aforesaid may be exercised by the Bank for the purposes mentioned above, for the purposes of credit appraisal, fraud detection, anti-money laundering obligations, for entering contract, for direct marketing, for developing credit scoring models and business strategies, for monitoring, for evaluating and improving the quality of services and products, for other legitimate purposes or for any purposes with consent.

The User acknowledges the Bank has engaged/ may engage a service provider from time to time, for various aspects related to Services, storage, software/ hardware requirements, processing of requests, engines, responses, etc. The User has no objection to the same. The User hereby confirms that all the authorisations and rights in any of (i) to (v) above also extend to and are given above to the service providers of the Bank, including for all the sharing and disclosures amongst the Bank and its service providers.

#### **14. WITHDRAWAL OF SERVICES**

The Bank shall be entitled to withdraw/ discontinue/ suspend/ disallow the use of any of the Services at any time, at its sole and absolute discretion without need for any permission from or notice to the User.

#### **15. BINDING NATURE OF TERMS AND CONDITIONS**

The User agrees that by availing of the Services, by sending any communication/ message to the Bank Registered Number on WhatsApp and/or by completing the registration process as provided for hereunder, the User shall be deemed to have read, understood and accepted and agreed to all these Terms and Conditions and such Terms and Conditions shall be binding on the User in the same manner as if the User has agreed to the same in writing. The Bank's own record or log of transactions maintained through computer systems or otherwise shall be accepted as conclusive and binding for all purposes.

#### **16. PROPRIETARY RIGHTS**

The User acknowledges that the software/ other internet related software which are required for providing the Services or any Intellectual Property Rights of the Bank in the process are the legal property of the Bank/ respective vendors. The permission given by the Bank to avail of the Services to the User will/ does not create or convey any rights, title or interest to the User or to any person, in the above software or Intellectual Property Rights of the Bank. The User agrees that he shall not attempt to

modify, translate, disassemble, decompile or reverse engineer such software or create any derivative product based on the software.

## **17. DE-REGISTRATION OF SERVICES**

The User may request for de-registration of the Service any time by following the process (De-register option from the WhatsApp menu lists) as may be prescribed by the Bank from time to time. Once the de-registration process is complete, the Bank will no longer process the User's information for the purpose(s) originally agreed to by it, unless we have another legitimate basis for doing so in law in accordance with the Privacy Policy, however, the User understands that for the de-registration may not be immediate and may take some time for the same to come into effect. The Bank reserves the right to change the aforementioned process of de-registration. The User agrees that he will remain responsible for any requests made/ messages sent to the Bank using the Services prior to the time such cancellation of the Services is affected by the Bank. The Bank will be at liberty to discontinue/ suspend/ terminate the User's use of the Services at any time without assigning any reason whatsoever. The Bank may also discontinue or suspend or terminate Services/ facilities without prior notice if these Terms and Conditions are breached.

## **18. NOTICES**

The Bank and the User may give notices under these Terms and Conditions:

- a) Electronically to the email id, mobile number of the User registered with the Bank and/or through WhatsApp. Such notices will be regarded as being in writing.
- b) In addition, the Bank may also publish notices of general nature, which are applicable to all Users using the Services on its web site and/or on its net banking page or YONO website. Such notices will have the same effect as a notice served individually to the User.

## **19. WHATSAPP AS AN INDEPENDENT THIRD-PARTY APPLICATION**

The User further agrees that the WhatsApp application is owned and controlled by an independent third party which is unaffiliated with the Bank. The Bank is not responsible for the privacy or security policies of WhatsApp and any other entity that may be linked to/ from/ within it, and does not assume liability for any damage incurred by the User from the use of said application. The User fully understands that the Bank is not endorsing the products or services of WhatsApp or of any advertisement etc. appearing thereon. The use of WhatsApp shall be an independent arrangement between the User and WhatsApp and the User shall independently be guided by the privacy policies and terms of use of WhatsApp and the Bank shall not be party to the same nor shall have any concern with the same.

## **20. GOVERNING LAW AND DISPUTE RESOLUTION**

These Terms and Conditions and/or the use of the Services provided through WhatsApp shall be governed by the laws of the Republic of India and no other nation. The User agree to submit to the exclusive jurisdiction of the Courts located in Mumbai, India as regards any claims or matters arising under these Terms and Conditions. The Banks accepts no liability whatsoever, direct, or indirect, for non-compliance with the laws of any country other than the Republic of India. The mere fact that the Service may be accessed through the internet by a User in a country other than India shall not be interpreted to imply that the laws of the said country govern these Terms and Conditions and/or the use of the Services.

## **21. GENERAL**

The clause headings in this agreement are only for convenience and do not affect the meaning of the relative clause. The User shall not be entitled to assign this agreement to any other person. The Bank may subcontract and employ agents to carry out any of the Services or for any incidental purposes. The Bank may assign, transfer, any of its rights and/or obligations or any part thereof to any persons at its discretion without any requirement for notice to or permission from the User.

## **22. BANK REGISTERED NUMBER**

The User hereby agrees that in case of any change in the Bank Registered Number or business account of the Bank, the registration of the User for the Services and the acceptance of these Terms and Conditions and Privacy Policy shall hold good for such changed business account or changed Bank Registered Number of the Bank.

However, the User should note that in case of any change in the Bank's Bank Registered Number or business account, the Bank shall communicate the same to the User through its existing Bank Registered Number or business account or through its website.

## **23. ACCEPTANCE AND SIGNING**

This document may be accepted Electronically by the User in below way:

The User hereby expressly acknowledges and confirms that the User acknowledges and confirms that the User has read, verified, understood, irrevocably agreed to and accepted and delivered all the terms and conditions contained in Clauses 1 to 23 (including sub clauses) by typing "Hi" on WhatsApp chat window post successful registration.

There is no requirement of User's any other signature or physical signature for the Terms and Conditions or of the User signing the Terms and Conditions in physical

form. The User hereby expressly acknowledges and confirms that at the time of accepting and signing these Terms and Conditions as above, the User fulfils the eligibility to utilize the Services as ascribed in Clause 2 provided in these Terms and Conditions.

The Bank may print paper copies of the electronic record or produce in any such form at its discretion this document, and the same shall be fully binding on the User and the User has no objection to such printouts or any such other form (in the discretion of Bank) being produced by the Bank in evidence in any court, tribunal or otherwise, to prove the acceptance, execution as well as the contents of the contract.

#### **24. For EU & UK NRI Customers: - CONSENT FOR THE USE OF INFORMATION FURNISHED IN RELATION TO OPENING / UPDATING MY / OUR ACCOUNT**

1. I understand that the State Bank of India (SBI or the Bank), will use the information furnished by me in relation to registering for Digital Banking applications (WhatsApp banking Application) (including the information modified or updated in the Bank's records/ system subsequently) in accordance with the applicable laws of India and any other foreign laws to which I (or) the Bank may be subject to. The said information will be used solely for the purpose of opening, updating, maintaining, and operating my/our account and account(s) opened subsequently and processing transactions initiated by me in those accounts.
2. SBI may share my personal data with and obtain personal data about me from credit information companies (CIBIL, Equifax, etc.) and/or regulatory/fraud prevention agencies whether in India or elsewhere to verify my identity for credit decision purposes, fraud and Money Laundering prevention & other reporting obligations and any other related and ancillary matters.
3. SBI may send its NRI Newsletter (or) marketing information and/or any special offers I may be entitled to or about products and services available from SBI / SBI Group that may be of interest to me.
4. SBI may transfer data collected at European Union (EU) and United Kingdom (UK) to India. I understand that India has not been adjudged as an 'adequate' country under Art. 45 of EU GDPR/ subsection 18 of part 2 & subsection 74 of chapter 5 of UK DPA. This implies that India may have less stringent laws pertaining to collection /processing /storage/disclosure of personal data. By accepting these Terms & Conditions, I hereby provide my explicit consent to transfer data outside EU/UK to India.
5. SBI will update me on required changes regarding my account. SBI will communicate to me about the banking transactions undertaken by me, through Phone/Mobile No./e-mail provided by me.
6. By accepting these Terms & Conditions, I confirm that I have read the Privacy Notice provided to me through physical copy and/or available at <https://bank.sbi/> and provide consent to SBI for collecting, transferring, holding and processing my personal data as indicated therein.
7. Applicable only in case of processing personal data of Minor I, lawful guardian of the registering user, minor who is under 18 years of age hereby

consent for processing of my Ward's personal data as required under Art. 8 of GDPR/ subsection 9 of part 2 of UK DPA. The above section is subject to regulations issued by RBI for providing banking and ancillary services in India. In case of a conflict between EU-GDPR/UK- DPA/Privacy laws applicable in EU and any law applicable in India, Indian law shall prevail.

8. I further understand that as and when SBI updates its Privacy Notice, it will publish the same on its website. I undertake to consult SBI's website at regular intervals and confirm that any new version of the Privacy Notice will apply from the date it is published thereon.
9. I understand that under the conditions defined by the General Data Protection Regulations EU-GDPR/UK DPA (or) similar foreign regulations, unless otherwise provided I have the rights:
  - i. to withdraw my consent at any time by de-registering from WhatsApp banking.
  - ii. to obtain confirmation from SBI, whether it processes my personal data (PD) (or) not and, if it processes, details thereof, like the purpose, categories of PD concerned, recipients or categories of recipients to whom my personal data have been or will be communicated etc.
  - iii. the retention period of the personal data envisaged or, where this is not possible, the criteria used to determine this duration, etc.
  - iv. access, rectification and/or erasure of my personal data, subject to relevant regulatory guidelines.
  - v. in certain circumstances, receive my personal data provided to SBI, in a structured, commonly used, and legible format, and the right to transfer this data to another data controller. However, we understand that the right to data portability is dependent on regulatory instructions & system enablement that are still evolving.
  - vi. In certain circumstances object to the processing of my personal data
  - vii. to lodge a complaint with the relevant data protection authority of my jurisdiction.

## **25. For NRI CUSTOMERS OTHER THAN EU & UK-CONSENT FOR USE OF INFORMATION FURNISHED IN RELATION TO SAVINGS/CURRENT/DEPOSIT ACCOUNT WITH STATE BANK OF INDIA**

1. I understand that the State Bank of India (SBI) will use the information furnished by me in relation to registering for Digital Banking applications (WhatsApp banking) (including the information modified or updated in the Bank's records/system subsequently) in accordance with the applicable laws of India and/or, to the extent applicable and necessary, with any foreign laws on data protection, as amended or updated or promulgated from time to time. The said information will be used solely for the purpose of opening, maintaining, and operating my account and account(s) opened subsequently and processing transactions initiated by me in those accounts.



2. State Bank of India may share my personal data with and obtain personal data about me from, within State Bank Group, credit reference agencies, credit information companies or Indian regulatory agencies or fraud prevention agencies for use in verifying my identity, credit decisions and for fraud and money laundering prevention.
3. State Bank of India may send information about special offers I may be entitled to or about products and services available from the State Bank Group that may be of interest to me etc.
4. However, SBI will update me on required changes regarding servicing my account. SBI will communicate to me about the banking transactions through Phone/Mobile No./e-mail provided by me.

## **26. Secure and Safe Usage Guidelines**

- i. User may consider using device lock features like passcode, pattern lock, biometric verification, etc while accessing WhatsApp banking functionality.
- ii. Customer is solely responsible for maintenance of the secrecy and confidentiality of the login into WhatsApp channel for accessing WhatsApp banking functionality without any liability to the Bank.
- iii. User to ensure to clear chat window after every interaction for WhatsApp banking as best practice.
- iv. User to use SBI WhatsApp banking services only using dedicated SBI WhatsApp handler '9022690226'.
- v. State Bank of India always uses the number, +91-9022690226 with the verified blue badge for WhatsApp banking services.

### **Beware of Phishing attacks**

Phishing is a fraudulent attempt, usually made through email, phone calls, SMS etc seeking your personal and confidential information.

State Bank or any of its representative never sends you email/SMS or calls you over phone to get your personal information, password, MPIN, Easy Pin, Secure Code or one time SMS (high security) password. Any such e-mail/SMS or phone call is an attempt to fraudulently withdraw money from your account through Internet Banking or Mobile Application. Never respond to such email/SMS or phone call. Please report immediately on [report.phishing@sbi.co.in](mailto:report.phishing@sbi.co.in) if you receive any such email/SMS or Phone call. Please lock your user access immediately, if you have accidentally revealed your credentials. Lock option is available in the pre-login screens in Internet Banking and Mobile Applications.