

## Terms & Conditions

The Federal Bank Ltd. ("Bank" or "Federal Bank") may at its sole discretion provide complementary services through third party entities in wellness / insurance / reward points, to its customers who have opened and are maintaining savings bank account with the Bank under the product variant 'Stellar Savings Account', subject to the terms and conditions hereunder ("Terms"). The Customer shall be bound by these Terms while availing/using the said services.

### Definitions

- "Customer/s" for the purpose of this offer shall mean the primary holder of Stellar Savings Account.
- "Eligibility criteria" shall refer to specific requirements to be complied with by the Customer which are necessary for opening/maintaining a Stellar Savings Account.
- "Insurance Company" shall mean the entity responsible for providing the insurance coverage.

### Insurance

1. Bank may at its discretion change the insurance company from time to time. However, the bank will ensure that the coverage is made available for all eligible as per the T & C of the Stellar product.
2. Customers in the age group of 18 – 65 years will only be eligible to get the insurance coverage.
3. The insurance coverage (all coverage including hospital cash) will commence within 60 days from the date of Stellar Savings Account activation/Scheme conversion. Account Activation indicates the date on which the account was activated for transactions.
4. The insurance coverage is only available for the primary holder of the Stellar Savings Account with debit card issued and activated.
5. Insurance coverage will be automatically renewed every year if the customer meets the Stellar savings account eligibility criteria.
6. For Accidental Death coverage, the following condition should be fulfilled:
  1. Step 1: Base Cover: Rs. 300,000 per card by doing one ATM / POS / e-commerce transaction up to 50 days prior to the date of loss.
  2. Step 2: Accelerated cover up to Rs. 700,000 (Total of Base + Accelerated to be Rs. 1,000,000 max). For every additional POS / e-commerce transaction carried out through the Primary Debit Card 365 days prior to the date of loss, sum insured increases by Rs. 50,000/- per transaction.
7. For activating the coverage, bank will be sharing the minimum details of account holder including Name, Cust ID and Address with the insurance company.
8. The Customer specifically acknowledges that Federal Bank will not be liable in any manner whatsoever by virtue of any Insurance coverage provided, and that the Insurance Company will be solely liable for processing and settling the claims, in case of a death of a Customer and shall not hold the Federal Bank responsible for any matter arising out of or in connection with such Insurance coverage, whether for or in respect of any deficiency or defect in such Insurance coverage, recovery or payment of compensation, processing or settlement of claims or otherwise

howsoever, and all such matters shall be addressed to and sorted out by the Customer directly with the Insurance Company without any reference to the Bank.

9. The Customer further acknowledges that the insurance coverage so provided will be available to the Customer only as per the Terms and Conditions of the relevant insurance policy in force, with his/her Stellar Savings Account maintained in good standing. On the Stellar Savings Account being closed or converted to regular savings account, temporarily or permanently for whatever reason, the benefit of such insurance coverage shall automatically, and ipso facto cease to be available from such date of cessation of Stellar Savings Account. Further the Customer also agrees that even during continuation of his/her account, the Federal Bank may at any time suspend, withdraw, or cancel the benefit of such insurance coverage without any notice to the Customer, and there will be no binding obligation on the Federal Bank to continue this benefit.
10. Insurance company can be subject to change and the insurance coverage is subject to the terms and conditions of the relevant policy in force.
11. All disputes arising out of or in connection with these features/terms and conditions shall be subject to the exclusive jurisdiction of the courts in Mumbai.
12. The insurance coverage is limited to one card per customer irrespective of the number of Stellar Savings Accounts opened with the Federal Bank.
13. Waiting Period Applicable for Hospital Cash – Illness Only:
  1. General: 30 Days
  2. Specific Illness & Procedure: 24 Months
  3. Pre-existing Diseases: 48 Months
14. The Federal Bank holds the sole discretion to change or withdraw this feature from the Stellar Savings Account at any given point of time.
15. Police and defense accounts are covered under the policy on off-duty cover basis only. Any claim arising because of on-duty accidents will not be payable.
16. Documents for accidental death claim will be as follows:
  1. Claim Form
  2. FIR
  3. Postmortem Certificate
  4. Account Details
  5. Certificate from Bank confirming the eligibility of PA Coverage
  6. Nominee details
  7. Any other document relevant to the claim as per the nature of death.
  8. Death Certificate
  9. Legal Heirship on case-to-case basis
  10. Hospital Records
  11. KYC documents of account holder & nominee
17. Documents for hospital cash will be as follows:
  1. Claim Form
  2. Account Details
  3. Discharge Summary
  4. Nominee details
  5. Any other document relevant to the claim as per the nature of death.
  6. Hospital Records
  7. KYC documents of account holder
18. The following risk / perils have been explicitly excluded under the policy:
  1. Injury caused by surgery.

2. Nuclear energy risk
3. Professional activities of military personnel
4. Offshore activities
5. Accidental Death or Permanent Disablement due to pregnancy or childbirth
6. Insect / mosquito bite
7. Terrorism due to nuclear / chemical / biological risk
8. Adventure sports
9. Epidemic / Pandemic
10. War

### **Claim Procedure for Insurance**

1. Claims shall be intimated to Branch, and the branch will send a mail to the email ID of HDFC ERGO with the claim documents, Master Policy Number and the Customer ID of the customer.
2. Once the claim is registered, please mention claim number in subject line of all further corresponding mails to avoid confusion and for faster claim resolution.
3. Kindly note that claim will be processed within 1 week after receiving all the required documents at the insurer's (HDFC ERGO) end.

**Contact Details of HDFC ERGO:** Email ID: healthclaims@hdfcergo.com

**Claim Intimation Customer Service No.** 022 - 62346234 / 0120 – 62346234.

**Claim Intimation Timelines:** Within 60 days from the date of occurrence of the event.

### **Wellness Coverage**

1. The wellness coverage will only be available for the primary holder of the Stellar Savings Account.
2. The wellness coverage will be applicable for age group of 18 and above.
3. This is a one-time feature offered by Federal Bank through a service provider and the cost for renewal if required is to be borne by the Customer.
4. The wellness coverage is limited to the features as mentioned in the communication for wellness coverage activation and any other cost for additional features from the service provider concerned is to be borne by the customer.
5. The wellness coverage is limited to one per customer irrespective of the number of Stellar Savings Accounts opened with Federal Bank.
6. The wellness coverage provider offering the wellness plan can be subject to change and the cover is subject to the terms and conditions of the policy in force.
7. The customer will receive the details of the wellness coverage and the link for downloading the health app within 45 days of Stellar Savings Account activation via registered SMS/Email.
8. In case of any disputes or queries, the customer can raise the same through the app's contact support.
9. The Federal Bank holds the discretion to withdraw this feature from Stellar Savings Account or modify the features of the coverage at any point in time without notice to the Customer.
10. For activating the plan, bank will be sharing the minimum details of account holder including Name, Cust ID, Mobile Number and Address with the service provider.

### **Milestone Rewards**

1. The milestone rewards will be as follows:
  1. Customer must remit ₹10,000 within 30 days to get 100 Reward Points.
  2. Customer must complete 1<sup>ST</sup> Bill Payment through FedMobile within 60 days to get 100 Reward Points.
  3. Customer must complete open RD for 1 year+ for Rs. 2,000+ through FedMobile within 90 days to get 100 Reward Points.
  4. Customer must complete spend ₹50,000 on your debit card within 180 days to earn a gift voucher.
  5. Customer must spend ₹2,000 on their debit card in your B 'day month within 365 days to earn a gift voucher.
2. Milestone rewards will be available for the primary account holder only.
3. Milestone rewards will not be available for customers upgrading from any existing schemes.
4. The milestones must be completed in the stipulated time for timely credit of the reward points.
5. The Milestone Reward points will be credited within one month of the stipulated period of completion of the milestone.
6. The milestone rewards related to the debit card will be applicable on the Stellar Debit Card only.
7. The Federal Bank holds the sole discretion to withdraw this feature from Stellar Savings Account or modify the categories.

#### **Accelerated Reward Points**

1. The Accelerated Reward Points will be applicable for only those segments as specified by the Bank from time to time.
2. The maximum cap for the Accelerated Reward Points in a month will be 1000 reward points.
3. The maximum cap will be subject to change from time to time.
4. The accelerated reward points related to the debit card will be applicable on the Stellar Debit Card only.
5. The Bank holds the discretion to withdraw this feature from Stellar Savings Account or modify the segments/categories for which accelerated reward points would be available.