

Missed call- Funds transfer Facility

The following terms and conditions shall apply to the Users who register for the missed call funds transfer facility.

1. These terms and conditions shall be deemed to have read, understood, agreed and accepted by the User the moment the User sends registration request in prescribed format to the designated number specified by Federal Bank.
2. "User" shall mean a customer of Federal Bank who has an account with the Federal Bank and has registered for Missed Call funds transfer facility from the Federal Bank.
3. "Beneficiary" means a person, whose specified account number, IFSC and mobile number is registered by the User with the Federal Bank, in order to enable such person to transfer funds from the User's specified account maintained with the Federal Bank through missed call funds transfer facility
4. This facility will enable beneficiary (ies) added by each User to transfer funds to the account number of such beneficiary registered with the Federal Bank by the User, by giving a missed call to 7812900900 from the beneficiary's Mobile Number which is registered with the Federal Bank by the User.
5. The User is permitted to add upto 5 beneficiary account numbers for availing the facility. Each beneficiary account number will have to be registered separately i.e., one beneficiary at a time .
6. Once a beneficiary account number is added /registered by a User, another User cannot add the same beneficiary account number for the facility.
7. User shall be required to and be responsible for entering / providing correct information through SMS such as beneficiary's mobile number from which the missed call will be initiated, the beneficiary's account number and IFSC to which the funds are to be transferred, last three digits of the bank account number from which the fund transfer amount should be deducted and amount for which funds transfer is to be carried out.
8. User agrees that Federal Bank shall not be liable and/or responsible in any manner whatsoever for erroneous transaction(s) occurring as a result of User entering / providing incorrect information, including the beneficiary's mobile number, account number and IFSC through SMS.
9. User agrees that Federal Bank will provide the funds transfer facility through missed call to any beneficiary(maximum 5) added by the User.
10. User understands that the funds transfer facility will be available to the beneficiary subject to availability of sufficient and clear funds in the bank account specified by the User.
11. User agrees and acknowledges that the Federal Bank's role in carrying out fund transfer to the beneficiary's account number under the Missed Call Fund Transfer Facility is limited to that of a banker to the User. The fund transfers carried out by the Federal Bank under the facility

shall be deemed to be carried out under the instructions of the User and shall be binding on the User.

12. Federal Bank shall at its sole and absolute discretion, specify the minimum and maximum transaction size and limits for funds transfer facility through missed call from time to time and the same will be available on the website of the Federal Bank and shall be binding on the User .

13. Federal bank shall also not be liable or responsible for any delay or omission in carrying out the funds transfer upon receipt of a missed call from the beneficiary, if such delay /omission is due to any software/hardware errors, network problems and /or other circumstances beyond its reasonable control.

14. User understands that in order to modify the fund transfer amount fixed for a beneficiary, he will have to first deactivate the beneficiary from the facility and thereafter register the beneficiary afresh with the new transaction amount.

15. Federal Bank reserves the right to charge the User for their use of this funds transfer facility through missed call by giving due notice on its Website about such charges. Charges applicable if any will be updated under 'service charges & fees 'section available on the website. The User's bank account will be debited for the total amount for fund transfer amount along with service charges and applicable taxes if any.

16. This fund transfer facility through missed call facility is subject to all applicable laws, rules and regulations including RBI guidelines, as may be issued from time to time. Federal Bank reserves the absolute right to withdraw this fund transfer facility and / or alter and/or modify any of its terms and conditions at any time without giving any prior notice to the User.

The terms and conditions shall be governed by Indian Law. Any dispute relating to the facility or the terms and conditions shall be subject to the jurisdiction of the courts in Kochi only.

17. Process for carrying out funds transfer through missed call is as under

| Transaction | SMS Format | Send To |
|-----------------|---|------------|
| Registration | SMS ACTFT<space>beneficiary mobile number <space>beneficiary account number<space>IFSC<space>amount<space>Amount<space>Last 3 digits of debit a/c number<space>beneficiary name | 9895088888 |
| De-registration | DCTFT <space>beneficiary mobile number | 9895088888 |
| Mobile Recharge | Missed call from Beneficiary Number | 7812900900 |