

# Customer Terms – Core Terms

## 1 Scope

- 1.1 The Customer Terms apply to accounts and related services the Bank provides to a business **Customer** in any country selected by the Customer by completing an **Application**.

The **Customer Terms** consist of:

- 1.2 the **Application** for each account or service.
- 1.3 these Core Terms.
- 1.4 additional Country Terms and a Tariff for each country. References in these Core Terms to **relevant Country Terms** or **relevant Tariff** mean the Country Terms or Tariff which apply to the country in which the account is held.

Together these form separate Customer Terms for each country. References to the 'Customer Agreement' in these Core Terms and / or any account related documents shall mean the Customer Terms.

If there is any inconsistency between any Country Terms and these Core Terms, the relevant Country Terms apply. In each country where the Customer opens an account, the Bank will also provide:

- 1.5 a Regulatory Information Guide explaining regulatory information and how the Bank treats personal information.
- 1.6 a Processing Guide setting out payment execution times, cut-off times and other operational information.
- 1.7 Formatting Guide setting out guidance for formatting payment instructions.

## 2 Payments to an account

- 2.1 The Bank is not obliged to accept a payment to an account that, in its opinion, may damage its reputation, or break a law, regulation or sanction.
- 2.2 If the Customer receives a payment in a different currency from that of the account, the Bank may convert the payment to the currency of the account at its relevant currency exchange rate.
- 2.3 The Bank may deduct any applicable charges from a payment before crediting an account. Any sums credited to an overdrawn account may be applied first in reduction of any charges the Customer owes the Bank.
- 2.4 If the Bank credits an amount to an account by mistake, it may reverse the credit.
- 2.5 If the Bank receives a credit to an account after the relevant cut-off time (further information on cut-off times is available in the relevant Processing Guide) or on a non-Business Day, the amount will be credited on the next Business Day. A **Business Day** is a day in the country where the account is held, on which banks are generally open for business, excluding weekends and local public holidays.

## 3 Payment Instructions

- 4.1 The Customer must, and must ensure that any person authorised to operate the Customer's account(s) (a **User**):
- 4.2 keep secure and secret any payment devices (including cards), passwords, and security procedures for the operation of an account.
- 4.3 promptly destroy any written details of passwords or procedures the Bank sends to the Customer.
- 4.4 comply with any requirements relating to payments the Bank notifies to the Customer.
- 4.5 The period of notice required to change or cancel a payment instruction (an **Instruction**) is set out in the relevant Country Terms. It may not be possible to change or cancel some Instructions.
- 4.6 The Customer must notify the Bank immediately if the Customer knows or suspects there has been unauthorised use of a payment device or it has been lost or stolen, or a password or procedure is no longer secret or has been misused. The Customer must then provide the Bank with any information it has relating to this which the Bank may share with law enforcement authorities.
- 4.7 The Bank may stop or suspend the operation of an account or payment device without notice:
- 4.8 to protect the security of an account.
- 4.9 if it considers there has been unauthorised or fraudulent access to the account.
- 4.10 The Customer must return any payment device to the Bank on demand.

## 5 Payments from an account

- 5.1 The Bank is not obliged to make a payment from an account that, in its opinion, may damage its reputation, or break a law, regulation or sanction.
- 5.2 If the Bank receives an Instruction, it will make the payment if:
- 5.3 the Instruction is clear, formatted correctly, contains all required information and is within any relevant financial limits.
- 5.4 the Instruction complies with any security procedures and/or the authority held by the Bank.
- 5.5 the Customer has Sufficient Funds. The Customer has **Sufficient Funds** if the cleared balance or any arranged overdraft or limit is enough to cover the payment. The fact that a balance is shown on a statement or transaction advice does not necessarily mean the funds are cleared. If the Customer does not have Sufficient Funds to cover more than one payment, the Bank may decide which payment(s) to make.
- 5.6 The Bank may ask the Customer to confirm an Instruction to ensure it is genuine, or if the amount of the Instruction exceeds a limit the Bank has set for security purposes.
- 5.7 The time of an Instruction is the time the Instruction is received by the Bank rather than the time the Customer sends it. However, if:
- 5.8 the Bank receives an Instruction after the relevant cut-off time or on a non-Business Day, the time of receipt will be treated as the next Business Day. Some Instructions may be processed on a non-Business Day. Details are available on request.
- 5.9 the Instruction is for a future dated payment or a SWIFT Instruction that specifies a value date, the time of receipt will be treated as the date of the payment (or if this is not a Business Day, the next Business Day) or the Business Day Barclays has to make the payment to achieve the value date.
- 5.10 if the Bank asks the Customer to confirm an Instruction, the time of receipt will be treated as the time of the confirmation, or if this is after a cut-off time or on a non-Business Day, the next Business Day.
- 5.11 Unless the Customer instructs otherwise, if the Bank receives an Instruction for an international payment, the Bank may convert it to the currency of the receiving account. In this case, or where the Instruction is for a payment in a different currency from that of the paying account, the Bank will apply its relevant currency exchange rate.
- 5.12 The Customer must not give an Instruction which would cause the Bank to breach a sanction imposed by, or the law of, any country affecting the Bank.

## 6 Unarranged overdrafts

- 6.1 If the Customer does not have Sufficient Funds for a payment, the Bank may treat the Instruction as a request for an **Unarranged Overdraft**. If the Bank allows the Unarranged Overdraft, the Customer:
- 6.2 must repay the overdrawn amount on demand.
- 6.3 will pay interest on the overdrawn amount at the Bank's unarranged borrowing rate. Interest is calculated on a daily basis. The unarranged borrowing rate is set out in the relevant Tariff.

## 7 Electronic Services

- 7.1 The Bank is authorised to act on any Instructions or other messages the Customer sends to it using SWIFT or an electronic banking service agreed with the Bank (each, an **Electronic Service**).
- 7.2 If the Customer holds an account at a bank other than the Bank, the Customer may be able to send Instructions to, or request information from the other bank using an Electronic Service. The Customer will need to agree with the other bank that it will accept Instructions or requests for information from the Bank. The Bank is not liable for the other bank's performance in acting on an Instruction or providing information.
- 7.3 The Bank is authorised to provide information to another Barclays Group member (each, a **Barclays Company**), where requested by the Customer using an electronic service provided by that Barclays Company. **Barclays Group** means the group of which Barclays PLC is the holding company.
- 7.4 Any software, hardware or other devices (**Technology**) the Bank provides to the Customer in connection with an Electronic Service is licensed by the Bank to the Customer to use in connection with the Electronic Service only.
- 7.5 The Customer must:
  - comply with and keep confidential any instructions, security advice or user guides provided from time to time in connection with an Electronic Service.
  - ensure any computers or equipment used for an Electronic Service (i) comply with any standards or technical requirements the Bank advises apply, and (ii) operate virus checks and firewall protection.
  - notify the Bank as soon as possible on becoming aware of any failure, delay, malfunction, virus or error with an Electronic Service.
  - have contingency arrangements to cover any unavailability of the Electronic Service, or system or operational failures.

- uninstall any software and return any Technology on termination of the relevant Electronic Service or on demand.

7.6 The Customer must not:

- use an Electronic Service in, or take Technology to, a country where it might break the local law or sanction.
- change, use, copy or allow anyone else to use any Technology provided for an Electronic Service without the Bank's consent. As this may also breach any third party's intellectual property rights in the Technology, the Customer will indemnify the Bank against any claims, losses, damages or costs which the Bank incurs as a result of the Customer's failure to comply.
- The Bank does not guarantee the availability of any Electronic Service and is not liable if it is unavailable. The Bank may suspend the operation of an Electronic Service and will notify the Customer of any suspension.

## 8 Notices and Communications

8.1 The Bank may send a notice to the Customer on paper, using email or an Electronic Service, at the last contact details provided by the Customer or the Customer's registered office.

8.2 The Customer may contact the Bank using an Electronic Service or the details provided by the Bank.

## 9 Termination

9.1 The Customer may close an account or terminate a service by giving one month's notice to the Bank.

9.2 The Bank may close an account or terminate a service by giving one month's notice to the Customer. However, the Bank can do this immediately if the Customer:

- has seriously or persistently breached the terms of a Customer Agreement in any country.
- has given information which is false or materially misleading to the Bank.
- does not meet the criteria for the relevant account or service.
- has used, or allowed someone else to use, an account or service for an illegal purpose.
- in the Bank's opinion, behaves in a seriously inappropriate manner that makes it reasonable for the Bank to take immediate action.
- in the Bank's opinion, puts it in a position, or gives an Instruction, which might materially damage the Bank's reputation, or result in it breaking a law, regulation, or sanction.
- takes, or has commenced against it, any step which could lead to the seizure of an asset of the Customer, the enforcement of security granted by the Customer or an insolvency procedure in respect of the Customer.

## 10 Joint and Several Liability

10.1 If the Customer is more than one person, then each will be jointly and severally liable for the Customer's obligations to the Bank.

## 11 Transfers

11.1 The Bank may transfer any of its rights under a Customer Agreement.

11.2 The Customer may not transfer the benefit of a Customer Agreement. The Customer may not transfer or charge any of its accounts without the Bank's consent.

## 12 Waiver and Severance

12.1 If the Bank waives any of its rights under a Customer Agreement, it does not mean it will waive that right again in future.

12.2 If any term of a Customer Agreement is invalid or unenforceable, that term will be severed from the remaining terms which will continue in full effect.

# Customer Terms – Country Terms India

## 1 Scope

- 1.1 The India Customer Terms apply to accounts and related services Barclays provides to a business Customer in India. The India Customer Terms consists of:
- 1.2 the Application for accounts and related services in India.
- 1.3 the Core Terms.
- 1.4 these Country Terms and the India Tariff (Schedule of Charges).
- 1.5 In the India Customer Terms, the Bank or Barclays means Barclays Bank PLC.
- 1.6 Some accounts and services have additional terms which also form part of these Country Terms. These additional terms will be provided on an application for the relevant account or service. If there is any inconsistency between any additional terms and these Country Terms, the additional terms apply.

## 2 Payments to and from an account

- 2.1 Any payments received after the relevant cut-off time or on a non-Business Day will be credited to an account on the next Business Day.
- 2.2 Barclays may reverse a credit to an account if the relevant payment is recalled by another bank.
- 2.3 On receipt of an Instruction, Barclays will decide how to make a payment to a beneficiary including the correspondent banks (if any) that are used.
- 2.4 Barclays may change the financial limits that apply to any Instruction by giving 15 (fifteen) days' notice of the change to the Customer.

## 3 Credit Interest

- 3.1 Where credit interest is payable on an account:
  - it is calculated daily on a 365 day year for accounts held in Indian Rupee, Sterling and some currencies and a 360 day year for accounts in US Dollars, Euro and other currencies. Details are available from Barclays on request.
  - it will be paid on cleared balances after the deduction of tax at the relevant rate (if required).
  - interest will be calculated and paid in accordance with Reserve Bank of India (RBI) regulations as may be applicable by crediting the account. Where applicable, Barclays will pay interest in arrears.

## 4 Changes to Exchange and Interest Rates

- 4.1 Barclays may change an exchange rate, credit interest rate (whether a specified rate, reference rate or the margin above/below it) or unarranged borrowing rate, at any time. Subject to regulatory requirements, a change to an exchange or credit interest rate will take effect immediately and Barclays will make available details of a change which affects the Customer as soon as practicable after it has been made.
- 4.2 If a credit interest rate is based on a reference rate, then the rate will change immediately if the reference rate changes.

## 5 Giving/Changing/Canceling Instructions and Recalled Payments

- 5.1 Unless agreed otherwise, the Customer cannot give an Instruction to Barclays by email or phone.
- 5.2 To change or cancel an Instruction, the Customer must provide the information Barclays requires. Barclays will only change or cancel an Instruction if, at the time it receives the relevant information, it is possible to do so using Barclays' usual processes.

## 6 Cheques

- 6.1 Barclays will not pay a future dated cheque until on or after the date of the cheque.
- 6.2 A cheque past its validity, i.e. 3 (three) months after the date of being issued, will not be paid by Barclays.
- 6.3 The Customer will, as notified by Barclays, indemnify Barclays against any claims, losses, damages or costs which Barclays incurs if the Customer pays in and Barclays collects for the Customer's account, a cheque that is not payable to the

Customer.

- 6.4 To stop payment on a cheque, the Customer must provide information Barclays requires at least 1 (one) Business Day before the cheque is presented.
- 6.5 When an account is closed, the Customer must return to Barclays any unused cheques relating to that account.
- 6.6 If Barclays credits a cheque to an account before the cheque has cleared, Barclays can reverse the credit.
- 6.7 Barclays may collect or negotiate foreign currency cheques or cheques drawn on a non-Indian bank and charge the Customer for doing so.
- 6.8 The Customer must exercise due care while issuing cheques. Barclays may pay a cheque as it appears when presented in clearing, but is not obliged to pay a cheque that appears as if it may have been altered or overwritten.

## 7 Electronic Services

- 7.1 The Customer or a User can only access an Electronic Service by following the relevant security procedure(s). Barclays can change the procedure(s) at any time.
- 7.2 The Customer must comply with any security requirements relating to an Electronic Service that Barclays notifies from time to time.
- 7.3 The Customer must ensure that any User who is logged into an Electronic Service does not leave the relevant computer or device unattended.
- 7.4 Barclays can add or remove online services without giving notice to the Customer.
- 7.5 The Customer may be able to request additional products or services using an Electronic Service. On receipt of the request, Barclays may require the Customer to complete documentation or provide information before Barclays provides the additional product/service.
- 7.6 It is the Customer's responsibility to ensure that the Customer's own systems are compatible with any Technology provided by Barclays, before using it. If the Customer fails to do this, Barclays is not responsible for any resulting loss or damage. Barclays may update its Technology and the Customer must ensure its own systems remains compatible.
- 7.7 If an Electronic Service is terminated, any Instructions given by the Customer through an Electronic Service before the date of actual termination will be completed (unless the relevant account has also closed).

## 8 Information about payments and the Customer

- 8.1 Barclays can make available information about payments through electronic or paper statements, or using a transaction advice.
- 8.2 The Customer can also request to receive statements by email. As emails are not a secure form of communication, Barclays is not liable if:
  - an email containing a statement is not received or is intercepted by someone else.
  - the Customer acts on an email that appears to come from Barclays but was sent by someone else.
- 8.3 Where the Customer receives statements by email, the Customer must notify Barclays of any changes to the relevant email address for sending statements to.
- 8.4 The Customer agrees to review and reconcile all statements promptly, and bring any discrepancies, errors or unauthorised transactions to Barclays' attention within 3 (three) days of receiving a statement for that account. Any transaction reported to Barclays after 3 (three) working days would be guided by Barclays' compensation policy.
- 8.5 Barclays is not obliged to provide any statements for a dormant account. An account is **dormant** if there have been no payments to or from the account for 2 (two) years.
- 8.6 The Customer must provide Barclays with any information it requests, now or in the future, about the Customer, its use of an account or service, a payment, or the origin or destination of funds.
- 8.7 The Customer must notify Barclays if:
  - there is a change to any information the Customer has provided to Barclays.
  - the Customer is a partnership and a partner leaves or a new partner joins.
  - any other change in the constitution or identity or form of the Customer and the status of the Customer.
  - another person/entity has any rights or claims to funds held in an account.

## 9 Charges

- 9.1 The Customer will pay Barclays' charges for using an account and related services and any applicable taxes. The charges for the most common services are set out in the India Tariff (Schedule of Charges) and are subject to change.
- 9.2 All payments to Barclays for charges must be made without set off and without a deduction for any tax, duty or other charge,

unless a deduction is legally required. If a deduction is legally required, the Customer will increase the payment so that Barclays receives the amount due to it before the deduction.

- 9.3 If the Customer breaches the India Customer Terms, the Customer will pay any costs Barclays incurs as a result of the breach and in tracing the Customer, communicating with the Customer in relation to the breach and requiring the terms and conditions to be abided by or acting with respect to the Customer under the terms and conditions.
- 9.4 Barclays may deduct charges from an account, as applicable, even if this causes an Unarranged Overdraft.
- 9.5 If the Customer gives Barclays an Instruction that would create an Unarranged Overdraft, the Customer will pay the relevant charge set out in the India Tariff for making or refusing the payment.
- 9.6 Barclays may vary existing charges and introduce new charges by giving 30 (thirty) days' notice to the Customer, unless the variation in charges or introduction of new charges is required to be given effect to sooner.

## 10 Set Off

- 10.1 Barclays may, at any time and without notice, set off any of the Customer obligations (whether joint, several, future or contingent) to Barclays or any other member of the Barclays Group against any liability of Barclays to the Customer in any country. **Barclays Group** means the group of which Barclays PLC is the holding company.
- 10.2 Where necessary to make the set off, Barclays may convert the Customer's obligations to the currency of Barclays' liability to the Customer, at Barclays' relevant currency exchange rate.
- 10.3 Barclays may not set off the credit balance on an account where (i) the Customer holds that balance on behalf of another person and has informed Barclays of that, and (ii) Barclays has acknowledged this in writing or the account is designated as a "client" or "client money" or "trust" account.

## 11 Changes to the India Customer Terms

- 11.1 Barclays may change the India Customer Terms immediately where the change is necessary to comply with a law or regulation. Otherwise, Barclays will give 30 (thirty) days' notice of any change to the India Customer Terms, unless the change is required to be given effect to sooner.
- 11.2 Barclays can use statements to give notice of a change. Where Barclays gives notice of a change to the India Customer Terms, the Customer can obtain the latest copy of the India Customer Terms at [www.barclays.in](http://www.barclays.in). In any event, terms that may be inconsistent with law or regulation at any particular point in time, must be read, and will apply, in a manner that is consistent with the requirements of law or regulation.
- 11.3 If the branch at which an account is held closes or merges with another branch, Barclays may issue the Customer with new account details. If Barclays changes the account details, any Instructions given by the Customer will continue to apply.
- 11.4 Barclays can make available details of changes to the features of accounts or services through communication made available on [www.barclays.in](http://www.barclays.in).

## 12 Liability

- 12.1 Barclays is not liable to the Customer for any payment from, or access to, an account if the Customer or a User:
- has not provided correct details of a payee's account number and the Indian Financial System Code (IFSC)/sort code/Society for Worldwide Interbank Financial Telecommunication (SWIFT) code (either directly or using an identifier), even if the correct account name has been provided.
  - has acted fraudulently.
  - in breach of the India Customer Terms or, fails to keep a payment device secure, or a password or security procedure secret.
  - fails to keep a cheque secure, advise Barclays of losing a cheque or complete a cheque so that it is not easy to alter.
- 12.2 Where Barclays is liable to the Customer for an unauthorized or incorrectly executed payment to or from an account, Barclays will refund the amount to the Customer in accordance with Barclays compensation policy.
- 12.3 Barclays' records of an Instruction, its authorisation and execution will, in the absence of an obvious error, be conclusive.
- 12.4 Barclays' liability for an unauthorised or incorrectly executed payment is, if Barclays' liability is established, limited to the amount of the payment, and any charges or interest the Customer has paid or any interest the Customer would have earned.
- 12.5 Barclays is not liable for:
- any loss because a payment is delayed by checks that the payment does not breach a law, regulation or sanction.
  - any loss arising from insecure electronic communications being intercepted, corrupted or not being received.
  - any indirect loss, or loss of business, goodwill, opportunity or profit.
  - any loss arising from a cause beyond its reasonable control. This includes, amongst other things, any machine or electronic device failing to work, failure of payment systems network, any force majeure situation and industrial disputes.

## 13 Death of an Accountholder

- 13.1 On the death of one holder of a joint account, the ownership of any credit balance on the account will transfer to the other accountholder(s) who may continue to operate the account.

## 14 Notices and Communications

- 14.1 Barclays may contact the Customer:

- by phone to confirm the validity of any Instructions. Barclays will attempt to contact a User to do this.
- using Electronic Services, paper, email or phone to notify the Customer of security threats.
- using paper, email or an Electronic Service to give notices to the Customer.

- 14.2 Barclays may send notices to the Customer, as set out in the Core Terms. A notice from Barclays will be effective:

- at the time of personal delivery.
- at the time of sending, if sent by an Electronic Service.
- at the time of sending, if sent by email before 6.00 pm on a Business Day (otherwise on the next Business Day).
- on the 2nd (second) Business Day after posting.

- 14.3 The Customer may only contact Barclays by email if Barclays agrees to this. Email from the Customer are only effective when Barclays acknowledges receipt.

- 14.4 Barclays will send alerts to the Customer. Short Messaging Service (“SMS”) alerts will be sent on the mobile phone number provided by the Customer. Barclays will send email alerts to the Customer, to the email address provided by the Customer, if the Customer registers for the same. ‘Alerts’ refers to transaction related messages based on triggers.

- Subject to applicable regulations from time to time, Barclays may levy a charge for the alert facility at its own discretion with due notice to the Customer. Such charge will be debited from the Customer’s account. The Customer shall be liable for payment of such airtime or other charge which may be levied by the Customer’s mobile telephony or email service provider in connection with the receiving of the alerts.
- The Customer acknowledges that the generation and receipt of alerts are both dependent on the locational infrastructure, assured connectivity, and services provided on an uninterrupted basis by the cellular and email service providers. The Customer accepts that timeliness, accuracy and readability of alerts sent by Barclays may depend on factors and events that are outside the reasonable control of Barclays including by reason of natural or man-made disasters or incidents, and Barclays has no ability in such circumstances to assure the Customer that alerts will always be timely or unfailingly delivered or received.
- The Customer has full responsibility for the security and confidentiality of his/ her mobile phone/mobile phone number, email address and device, and passwords.
- The Customer is solely responsible for informing The Bank in writing of any change in mobile phone number or e-mail address or account details and Barclays will not be liable for sending alerts or other information over the Customer’s mobile phone number/e-mail address not recorded with Barclays.

- 14.5 The Customer may contact Barclays:

- At the branches during customer service timings.
- using an Electronic Service, email or post with the relevant contact details provided by Barclays. Emails from the Customer are only effective when Barclays acknowledges receipt.
- Barclays may also publish notices or communication, including of a general nature, on its website [www.barclays.in](http://www.barclays.in) or on the notice board at a branch or in any other mode. Such communication and notices will have the same effect as notices served on the Customer.
- Barclays will ordinarily and usually contact only the account holders named in its records, subject to any legal or regulatory requirements or unless requested otherwise by the Customer.
- Barclays may record or monitor telephone calls and monitor electronic communications (including emails) with the Customer including for the purposes of service standards and quality controls and assurance.

## 15 Restricting transactions in an account and account closure

- 15.1 Barclays may restrict services with regard to, impose limits on transactions in and/or restrict operation of an account if,

- This is required under applicable law or regulation.
- The account is classified as dormant. An account is classified as dormant if there are no customer-induced transactions for 2 (two) years in the account or any type of transactions that RBI may allow for not tagging an account as dormant. Customer induced transactions shall mean any debit transactions undertaken by a Customer in its account.
- For implementing a court order or any order received from an authority or a government department or agency.

- Barclays has reason to believe that the conduct of the account is improper.

15.2 Barclays may take action to close the account immediately in exceptional circumstances such as if Barclays reasonably believes that:

- the Customer is not eligible for the account.
- the Customer has given any false information at any time.
- the account is being used inappropriately, illegally or for criminal activity or may damage Barclays' reputation.
- it is inappropriate for a person authorized by the Customer to operate the account.
- Customer conduct is such that it is inappropriate for Barclays to maintain the account.
- by maintaining the account Barclays might be in breach of a law, regulation, code or other duty which applies to Barclays.
- the Customer has been declared bankrupt or otherwise insolvent by any court of competent jurisdiction.
- the Customer has been in breach of the conditions which apply to the account.
- minimum balance is not being maintained in the account.
- closure is required as per RBI guidelines or in accordance with the requirements of other regulations or the law, or by a court order or by direction or instruction of an authority or a government department or agency.
- Due notice of account restriction or closure will be given to the Customer.

## 16 Governing Law and Jurisdiction

16.1 The laws of India apply. The courts of Mumbai have exclusive jurisdiction. Barclays may take action in any other court of competent jurisdiction in India.



# Term Deposit Additional Terms

These terms form part of the India Country Terms.

## 1 Availability

- 1.1 Deposit is neither transferable nor negotiable. Barclays is not obliged to open or renew a Term Deposit.

## 2 Opening a Term Deposit

- 2.1 The Depositor shall follow the applicable process as advised by The Bank for placement and redemption of Deposits.
- 2.2 The Deposit shall be subject to regulations as prescribed by Reserve Bank of India and/or Government of India from time to time.
- 2.3 The payment to open a Term Deposit must be in cleared Indian rupees and must be more than the Minimum Amount. The Minimum Amount is currently 10,000 Indian rupees. Barclays may vary the Minimum Amount from time to time.
- 2.4 Minimum tenure for which Deposits can be placed with Barclays is 7 (seven) days.
- 2.5 Deposits of INR 3 (three) crores and above (bulk deposits) would qualify for preferential rates as displayed on [www.barclays.in](http://www.barclays.in).
- 2.6 Only bulk deposits can be placed as non-callable deposits.
- 2.7 The Deposit shall be subject to the right of lien and set-off of Barclays against liability of the Depositor to Barclays [except where the Depositor is a broker dealer and Deposit is client money].
- 2.8 The Deposit will be booked subject to sufficient balance being available in the account on the date of deposit before the prescribed cutoff time by Barclays.
- 2.9 Barclays reserves the right to reject a placement if such a request is made after cut-off time.

## 3 Interest

- 3.1 Barclays will pay interest (after the deduction of tax if required) at the rate agreed with the Customer until the Maturity Date. The Maturity Date is the final day of the term of the Deposit.
- 3.2 Depending on the length of the term, and applicable conditions, interest is paid on the Maturity Date, or at regular intervals as well as the Maturity Date.
- 3.3 In case of reinvestment deposits and recurring deposits, Barclays shall pay interest for the intervening non-business working day on the maturity value.
- 3.4 Payment of the principal amount of the Deposit and the interest thereon will be made to the Depositor on the Deposit Maturity and Payment Date only (and if that day is a non-banking business day, payment will be made on the next banking business working day).
- 3.5 Tax on all accrued interest on the principal amount of the Deposit, shall be the Depositor's liability. Subject to the Depositor providing a lower deduction/nil deduction certificate as prescribed in the Income Tax Act, 1961 when placing the Deposit, Barclays will deduct tax as per the provisions of the Income Tax Act, 1961 and issue certificates for tax deducted at source, to the Depositor.
- 3.6 No interest will be paid for deposits held with Barclays for less than 7 (seven) days as per prevalent regulations.

## 4 Withdrawals

- 4.1 Deposit redemption request should be sent to Barclays before the cut-off time for same day processing.
- 4.2 Barclays is not obliged to permit a withdrawal until after the Maturity Date. Premature withdrawals of bulk deposits will be permitted only at the discretion of Barclays. All such requests for premature withdrawals would need to be received and accepted by Barclays by 1 pm on a working day (T). For instructions received within the day's cutoff time, Barclays will endeavor to pay out either on the same day (T) or pay within the next working day (T+1).
- 4.3 Any request which is received after the 1 pm cutoff time will be deemed as received on the next working day (T+1) and the turnaround for processing such requests would be either T+1 or T+2.
- 4.4 It is deemed that T, T+1 and T+2 are all bank working days.
- 4.5 Bank shall pay interest at the originally contracted rate and as specified on the Deposit Advice, on the original principal deposit amount for the non-banking business day(s), intervening between the date of the maturity of the specified term of the Deposit and the date of payment of the proceeds of the Deposit on the succeeding working day.
- 4.6 For Non-Callable Deposit premature withdrawal is not permissible.

## 5 Renewals

- 5.1 The Customer can instruct Barclays to auto-renew Term Deposits. Automatic renewal is available only upto 10 million Indian Rupees (One Crore) for another deposit of the same tenor. For amounts greater than 10 million Indian Rupees (One Crore) such renewals will be at the sole discretion of Barclays. With a renewed Term Deposit, Barclays will apply its relevant interest rate for a Term Deposit of that amount and tenor.
- 5.2 If the Term Deposit is not renewed by the Customer, the Term Deposit and any interest will be returned to the current account from which the Term Deposit was made.
- 5.3 If a Term Deposit matures and proceeds are unpaid, the amount left unclaimed with Barclays, it shall attract rate of interest as applicable to savings account or the contracted rate of interest on the matured Term Deposit, whichever is lower.

## 6 Penalty

- 6.1 In the event of premature closure, the interest rate shall be the rate applicable on the date of placement of Deposit, to the amount and period for which the deposit remained with Barclays less 1% penalty or the contracted rate less 1% penalty ,whichever is lower as set out in the Deposit Advice.
- 6.2 In the event of premature closure, the rate of interest payable will be the applicable rate at the time of establishing for the period for which the Deposit has run less penalty as set out in the Deposit Advice.
- 6.3 Penal provisions for premature closure are subject to change from time to time and may also vary among Deposit schemes.

## 7 Governance

- 7.1 Barclays may share information received from and related to the Customer (including personal information related to its officers) with its group companies as well as service providers/agents/consultants, who are bound by obligations of confidentiality, for the purpose of storage, monitoring, assessment and any other bona fide purposes. Barclays may also share the said information with regulators and other authorities as required by the law. The personal information will be held in accordance with privacy policy of Barclays available on its website [www.barclays.in](http://www.barclays.in).
- 7.2 Any change in instructions, including encashment instructions should be notified in writing and received by Barclays 5 (five) Business Days prior to the Maturity Date.
- 7.3 Any notices or other communications required hereunder shall be in writing and delivered by physical letters, provided that Barclays may in its discretion accept communications by electronic mode acceptable to Barclays subject to the Depositor execution the necessary documents in this regard.
- 7.4 The Depositor shall not be entitled to debit/ATM card and/or cheque book facility.
- 7.5 The Deposit Account Number should be quoted in all communications in relation to the Deposit.
- 7.6 All Depositors are insured up to a maximum of INR 5,00,000 (Rupees Five Lakhs) for both principal and interest amount as covered under the insurance scheme offered by Deposit Insurance and Credit Guarantee Corporation of India (DICGC) subject to certain limits and conditions. Please refer to <https://www.dicgc.org.in/> for additional details.

## 8 Jurisdiction

- 8.1 These additional terms and conditions shall be governed by the laws of India and shall be subject to the jurisdiction of competent courts and tribunals at Mumbai.

## 9 Insolvency

- 9.1 If the Customer is subject to any sort of potential or initiated insolvency or winding up procedure whilst having outstanding obligations with Barclays, Barclays will have an exclusive lien over the Term Deposit. This means that Barclays can retain the deposit until it has set off the Customer's obligations against the deposit. The Bank can exercise the right of set-off at any time including as provided for in the India Customer Terms.

# Debit Card Additional Terms

These terms form part of the India Country Terms and should be read in conjunction with “Most Important Terms and Conditions” (MITC) for Barclays Bank PLC Classic and Platinum Debit Cards in India

## 1 Issue of Debit Cards

- 1.1 A Debit Card enables the Customer to enter into transactions on the account to which the Card is linked and obtain account information at Automated Teller Machines (ATMs). Card Transactions may be either Cash Withdrawals from ATMs (subject to any limits as described in the India Processing Guide), or purchases of goods or services, whether in person or online.
- 1.2 The Bank is only obliged to act on an Instruction by the Customer using a Debit Card if the Customer has Sufficient Funds or an agreed overdraft on the relevant account.
- 1.3 The linked account will be debited at the time the supplier, or the ATM establishes a connection with the Bank.
- 1.4 The Customer authorises the Bank to issue on application, a Debit Card and a personal identification number (PIN) to the Customer (Cardholder). Cardholders are either the Customer or the Users authorised to receive a Card on behalf of the Customer, as detailed in an application or notified to the Bank from time to time.
- 1.5 Any Card or PIN will be sent to the address nominated by the Customer in the application or held on the Bank's records. The Cards will bear the names of the Customer and the Cardholder and the relevant expiry dates.
- 1.6 The Customer may terminate any Card by a written notice to the Bank. The Customer remains liable for all Card Transactions and charges incurred up to the receipt of that notice by the Bank and termination of the Card by the Bank thereafter.
- 1.7 The Bank may terminate a Card or any Card services at any time. A Card will automatically terminate, if the account to which the Card is linked is closed or terminated.

## 2 Authorization of Card Transactions

- 2.1 The Customer requests the Bank to act on any Card Transactions authorised by the Customer or any Cardholder. A Transaction will be regarded as authorised by the Customer where the Customer or a Cardholder:
- 2.2 Authorises a Transaction by following the instructions provided by the supplier, which may include:
- 2.3 entering the PIN or providing any other security code.
  - signing a sales voucher (possibly with an Identity document to validate a signature).
  - providing the Card details and/or providing any other details requested.
  - waving or swiping or tapping the card over a card reader.
- 2.4 uses a Card and the PIN for a Cash Withdrawal at an ATM.
- 2.5 orally or in writing provides the Card details to the Bank or its representative and requests a Cash Withdrawal or transfer from the Account.
- 2.6 Some suppliers and ATMs may levy a charge for accepting a Card and the charges will be applied to the linked account.
- 2.7 The Bank will keep records of all Card Transactions for 10 (ten) years after the payment dates or for such other period of time as may be required by applicable law (including regulatory requirements), including details of the authorisation of a Card Transaction, and will provide this information to the Customer on request.
- 2.8 Unless the Customer instructs the Bank not to, with sufficient notice, the Bank may issue a replacement for any cancelled Card and will issue replacement Cards 01 (one) month before the expiry of any existing Cards.

## 3 Use of Cards

- 3.1 Each Card is the property of the Bank.
- 3.2 The Customer or each Cardholder must:
  - sign any Card issued immediately on receipt.
  - memorise the PIN, destroy the PIN notification slip and keep the PIN secret.
  - not allow anyone else to use the Card.
  - keep the Card in good condition.
  - not use a Card after its expiry date.
  - keep a copy of any sales voucher signed to authorise a Card Transaction.
  - only use the Card issued with the relevant Cardholder's name.

- only use the Card for business purposes and not use the Card to carry out
  - any illegal Card Transactions.
  - comply with any directions issued by the Bank regarding the Card.
- 3.3 Card Transactions in a currency other than Indian Rupees will be converted to Indian Rupees by the Bank at the relevant exchange rate. Additional charges may also apply. Details are included in the India Tariff.
- 3.4 The Bank may change the payment scheme that applies to a Card.
- 3.5 Not all Cards can be used for international transactions. The Customer and each Cardholder must comply with any legal or regulatory requirements for the use of the Card including the requirements that apply from time to time on (i) payments in foreign currency, or (ii) purchasing certain items.
- 3.6 Cards cannot be used for payment in foreign currency at suppliers in India, Nepal and Bhutan.
- 3.7 The Customer acknowledges that the Bank relies on the card networks for use of card and that it may not always be possible to use a Card or CardDetails on account of its dependency on card networks.

## 4 Liability for Unauthorised Transactions

- 4.1 The Customer is liable for any unauthorised Card transactions that occur as a result of a Card being lost or stolen or being used without authorisation until the Bank has received notification from the Customer of the loss or theft or fraudulent or other misuse of the Card.
- 4.2 The Bank has insurance intended to protect Customers in the event a Card is lost or stolen. This means that the Bank may refund out of insurance proceeds, amounts related to unauthorised Card transactions. Refunds may be based on the applicable facts and circumstances. Reserve Bank of India regulations will apply as regards the Bank's liability including with regard to matters such as:
- the Card transactions were not as a result of the Customer or a User acting fraudulently, with gross negligence or in breach of the India Customer Terms.
  - the Card transactions were not authorised using a PIN, password or security code.
  - the Customer has complied with any Card user guides.
  - The Bank receives notification from the Customer immediately upon the Customer becoming aware or within such timelines as prescribed by Reserve Bank of India that unauthorised Card transactions may have occurred.
  - Any amount debited from the Customer's account but not dispensed by the ATM will be credited to the Customer account within 05 (five) working days of the Bank having received communication from the Customer or within such time as may be prescribed by Reserve Bank of India. Compensation of Indian Rupees 100/- (One hundred only) per day shall be paid to the Customer for any delay in credit beyond 05 (five) working days or as may be otherwise required by Reserve Bank of India.

## 5 Charges

- 5.1 The Customer will pay the Bank's charges for the use of a Card and Card services and any applicable tax including Service Tax. The charges for the most common services are set out in the India Tariff.
- 5.2 Charges will be applied to the linked account.

# Regulatory Information Guide India

This Guide sets out certain important regulatory information about Barclays Bank PLC in India. It covers:

- Who we are
- Complaints about our service
- Phone calls and emails to us
- How we treat your information

## 1 Registration details

- 1.1 Barclays Bank PLC is registered in England (Company No. 1026167) with its registered office at 1 Churchill Place, London, E14 5HP. Barclays Bank PLC is authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority (reference number 122702) and the Prudential Regulation Authority. Barclays Bank PLC carries on business of banking in India through its branch office and is licensed by the Reserve Bank of India as a scheduled commercial bank.
- 1.2 Barclays is a trading name of Barclays Bank PLC and its subsidiaries.

## 2 Complaints about our service

- 2.1 If you have a dispute or difference with us, you should use our internal dispute resolution procedures first. As part of our internal dispute resolution procedure, you should contact your Relationship Manager or the branch or you may contact our phone banking officers or you may send us an email on the email address available at [www.Barclays.in](mailto:www.Barclays.in)
- 2.2 If you are not satisfied with the resolution offered by the channels mentioned in 2.1 above, you may write to our Nodal Officer at [grievanceredressal@barclays.com](mailto:grievanceredressal@barclays.com) (our Nodal officer is Barclays' main officer in charge of complaints and grievances).
- 2.3 If you are not satisfied with the resolution offered by our internal disputes resolution as stated above, you may approach the Banking Ombudsman at the Reserve Bank of India, in accordance with the Bank Integrated Ombudsman Scheme 2021.

## 3 Phone calls and emails to us

- 3.1 Barclays may record or monitor telephone calls and monitor electronic communications (including emails).

## 4 Using information about you

- 4.1 We may put the information about you (including personal information) that we obtain or are given by you or your dealings with us on the Barclays Group information systems, which may be held both inside and outside of India. This information will be used by us to provide services to you, for assessment and analysis (including credit and/or behaviour scoring, market and product analysis), so we can develop and improve our services for you and other customers, and protect our interests. It may also be used by us and other companies in the Barclays Group to carry out any required "know your customer" (KYC) or "know your business" (KYB) checks, or to comply with any anti-money laundering obligations, and other regulatory and lawful obligations. We will store, use and process your information in compliance with applicable law and regulation.
- 4.2 Provided you accept and are agreeable to the same to this, we and other members of the Barclays Group may inform you about products and services (including those of others outside the Barclays Group) which may be of interest to you.
- 4.3 We may give information about you and how you manage your account to:
  - the Reserve Bank of India or other regulatory and government authorities and agencies and to credit bureau which may use and disclose information for credit assessments and to prevent fraud.
  - persons who provide a service to us or are acting as our agents, on the understanding that they will keep the information confidential.
  - anyone we transfer, or may transfer, our rights and duties to
  - we may also give out information about you if we have a duty to do so or if the law allows us to do so.
- 4.4 If we transfer your information to a service provider or agent in another country, we will make sure that the service provider or agent agrees to apply the same levels of protection as we are required to apply to information held in India and to use your information only for the purpose of providing the service to us.
- 4.5 We may also make or carry out any other searches and enquiries which we think are appropriate.

- 4.6 We will hold and deal with your data and information in accordance with our data privacy policy which is available at [www.barclays.in](http://www.barclays.in)

## 5 Use of Cookies

- 5.1 We use cookies for various purposes, including to gather information about the use of our websites by customers, to ensure privacy and store login details in our secure websites, to temporarily store details input into calculators, tools, illustrations and demonstrations, to store details of your marketing, product and business unit preferences, to improve the efficiency of our websites and to evaluate the effectiveness of any advertising. We use both our own cookies and cookies provided by third parties to do this.
- 5.2 Some or all of our Electronic Services may require you to accept cookies in your browser to view and use the Electronic Service, and to protect your information.

## 6 Reserve Bank of India

- 6.1 The India Customer Terms are subject to the requirements and regulations of the Reserve Bank of India. The Bank may need to amend the India Customer Terms on the basis of inter alia amended or . new regulations. In any event, terms that may be inconsistent with law or regulation at any particular point in time, must always be read, and will apply, in a manner that is consistent with the requirements of law or regulation.
- 6.2 The Reserve Bank of India has published a circular asking us to remind customers
- 6.3 Please note that Indian laws and regulations regulate foreign exchange transactions and Customers are reminded that they must at all times ensure compliance with applicable law and regulation failing which they may be subject to penalties and other consequences. In this context, please also note that any person resident in India collecting and effecting/remitting payments directly/indirectly outside of India in any form towards overseas foreign exchange trading through electronic/internet trading portals is liable for contravention of the Foreign Exchange Management Act 1999, as well as KYC and anti-money laundering standards.

# Processing Guide India

The information in this Guide is correct at the time it is provided to you, but may be subject to change from time to time. You can ask your Relationship Team for the latest copy of this Guide at any time.

# 1 Incoming Transactions

Incoming Transactions (Customer Account Credited)		
Service Type	Cut-off times (IST)	Credit application and value date
<b>Cash &amp; Cheque transactions</b>		
Cash Deposited at Branch	<p>Weekdays and Working Saturdays.</p> <p>Mumbai and New Delhi – 10:00 hrs. to 18:00 hrs. Nelamangla – 10:00 hrs. to 15:00 hrs.</p> <p>Closed on all Sundays, 2nd and 4th Saturdays and Public Holidays</p>	Same day credit.
Cheque Deposits – Local Currency	<p>Weekdays and Working Saturdays.</p> <p>Mumbai and New Delhi – 10:00 hrs. to 18:00 hrs. Nelamangla – 10:00 hrs. to 15:00 hrs.</p> <p>Closed on all Sundays, 2nd and 4th Saturdays and Public Holidays</p>	<p>Barclays have presence in all three CTS clearing grids. Cheques deposited in any Barclays branch is presented in respective CTS clearing on same day (D) and is cleared and credited on (D+1) to customer's account.</p> <p>Cheques picked up in non-Barclays locations are presented in clearing via agency bank. Status of cheques and funds are received through agency bank and credited to customer's account on (D+2/3).</p> <p>Cheques that cannot be presented in the CTS clearing are sent for collection. Status and funds are received between (D+7 to D+14) and credit is posted on realization of funds.</p>
Cheque Deposits – Foreign Currency	<p>Weekdays and Working Saturdays.</p> <p>Mumbai and New Delhi – 10:00 hrs. to 18:00 hrs. Nelamangla – 10:00 hrs. to 15:00 hrs.</p> <p>Closed on all Sundays, 2nd and 4th Saturdays and Public Holidays</p>	<p>Cheques drawn on overseas banks are sent for collection and there clearing status is subject to local clearing timelines of the drawer bank. Status update may take up to D+ 21 days.</p> <p>Credit is posted on realization of funds by Barclays India and not on the day of clearing.</p>
<b>Electronic transactions</b>		
Electronic Collections (NEFT/RTGS/IMPS/Internal and Own account transfers)	Available 24*7*365	<p>RTGS: near real-time credit.</p> <p>NEFT: every half an hour (30 mins)</p> <p>IMPS : real time credit</p> <p>Internal and Own account : real time credit</p>
NACH Credit (Received by Barclays)	<p>Available on all days (7*365)</p> <p>Processing cycle between 8am to 8pm</p> <p>Available on all days (7*365)</p>	Every 2 hours
NACH Credit (Lodged by Barclays)	Lodgment file should be received by 4.00 pm a day prior (D-1) to the settlement date.	Credit will be received on D (Date of settlement). Credit will be posted to clients account the same day.



## 2 Outgoing Transactions

Outgoing Transactions (Customer Account Debit)		
Service Type	Cut-off times (IST)	Credit application and value date
<b>Cash &amp; Cheque transactions</b>		
Cash Withdrawal from Branches	<p>Weekdays and Working Saturdays.</p> <p>Mumbai and New Delhi – 10:00 hrs. to 18:00 hrs. Nelamangla – 10:00 hrs. to 15:00 hrs.</p> <p>Closed on all Sundays, 2nd and 4th Saturdays and Public Holidays</p>	Same day debit.
Banker Cheques/Demand Draft Issuance	<p>Weekdays and Working Saturdays.</p> <p>Mumbai and New Delhi – 10:00 hrs. to 18:00 hrs. Nelamangla – 10:00 hrs. to 15:00 hrs.</p> <p>Closed on all Sundays, 2nd and 4th Saturdays and Public Holidays</p>	Same day debit.
<b>Domestic Payments</b>		
Electronic Payments (NEFT/RTGS/IMPS/Internal and Own account transfers)	<p><b>Payment Instruction over the counter at Branch locations:</b> Weekdays and Working Saturdays.</p> <p>Mumbai and New Delhi – 10:00 hrs. to 18:00 hrs. Nelamangla – 10:00 hrs. to 15:00 hrs.</p> <p>Closed on all Sundays, 2nd and 4th Saturdays and Public Holidays</p> <p><b>Electronic Channels (Netbanking, Host to Host, SWIFT)</b></p> <p>Available 24*7*365</p>	<p><b>Payment Instruction over the counter at Branch locations:</b> Transaction will be processed within 2 hour from receipt of instructions.</p> <p><b>Electronic Channels (Netbanking, Host to Host, SWIFT)</b></p> <p>RTGS: near real-time. NEFT: every half an hour (30 mins) IMPS : real time Internal and Own account : real time</p>
International Payments Via SWIFT	<p>Weekdays and Working Saturdays.</p> <p>Mumbai and New Delhi – 10:00 hrs. to 18:00 hrs. Nelamangla – 10:00 hrs. to 15:00 hrs.</p> <p>Closed on all Sundays, 2nd and 4th Saturdays and Public Holidays</p>	Same day debit.
NACH Debit (Received by Barclays)	<p>Available on all days (7*365)</p> <p>Processing cycle between 8am to 8pm</p>	Every 2 hours
NACH Debit (Lodged by Barclays)	<p>Available on all days (7*365)</p> <p>Lodgment file should be received by 4.00 pm a day prior (D-1) to the settlement date.</p>	Credit will be received on D (Date of settlement). Credit will be posted to clients account the same day.
Stop Payment Instruction	<p>Weekdays and Working Saturdays.</p> <p>Mumbai and New Delhi – 10:00 hrs. to 18:00 hrs. Nelamangla – 10:00 hrs. to 15:00 hrs.</p> <p>Closed on all Sundays, 2nd and 4th Saturdays and Public Holidays</p>	Same day processing.
Standing Instruction	<p>Weekdays and Working Saturdays.</p> <p>Mumbai and New Delhi – 10:00 hrs. to 18:00 hrs. Nelamangla – 10:00 hrs. to 15:00 hrs.</p> <p>Closed on all Sundays, 2nd and 4th Saturdays and Public Holidays</p>	Same day processing.

### 3 Term Deposit Management

Term Deposit		
Term Deposit Placement / Pre-mature Liquidation (Manual / alternate electronic channels)	Weekdays and Working Saturdays – 6.00pm	Instructions and should be delivered and clear funds should be available in account by 6.00pm for same day action.
Term Deposit Placement / Pre-mature Liquidation (through Internet Front End)	Weekdays and Working Saturdays – 7.00pm	Instructions should be delivered by 7.00pm for same day action. Clear funds should be available in account before request is authorized on Internet Front End.

### 4 Making payments and issuing drafts

- If Barclays does not make a payment, the Customer will need to resubmit the Instruction (if relevant, correcting any errors in the Instruction) if the Customer still wants the payment to be made.
- Barclays will only issue bankers' cheques, demand drafts or make payments on the basis of debiting an account or on receipt of a cheque. Barclays will not issue such items or make payments against cash, unless the cash is credited to an account.
- Barclays may specify minimum amounts for bankers' cheques and demand drafts.

### 5 Electronic Services

- The Customer can only use an Electronic Service once it has completed the relevant security procedure(s).
- Account information and details of payments provided through Electronic Services may not always be up to date as they may not include transactions that have not finished processing or have only recently been processed, and could include uncleared items.
- Electronic Services can give rise to additional risks that the Customer accepts through the India Customer Terms. For example:
  - it is not always possible to cancel Instructions given through an Electronic Service as Barclays may have acted on the relevant Instruction as soon as it was received. This means that payment details must be correct before submitting an Instruction; it may not be possible to cancel it later.
  - Barclays is not liable for any payments that have been initiated using an Electronic Service where the relevant security procedure has been followed. As such:
    - the Customer must be careful in choosing its Users. If a User makes an unauthorised payment from an account, the Customer will bear this loss.
    - the Customer and any Users must keep passwords, payment devices and security procedures secure and secret. Fraudsters may try to obtain these details/devices through various different ways, including through viruses, by pretending to be Barclays through fake websites, phone calls or 'phishing' of 'spoofing' emails. If the Customer or a User fails to comply with its security responsibilities under the India Customer Terms and an unauthorised payment is made, the Customer (and not Barclays) will be responsible for the loss arising.
- If the Customer closes all its accounts with Barclays, Barclays may terminate the Customer's Electronic Services.

### 6 Glossary

- A **Business Day** is a day in India on which banks are generally open for business, excluding weekends and local public holidays.
- A **Cut-Off Time** is a time by which Barclays must receive a payment instruction or a payment into an account if it is to be processed that day.
- Electronic mode includes use of internet front end, email, H2H or any other mode of digital communication which may be implemented by bank from time to time.

- **D** means the day on which Barclays receives a funds transfer or a payment instruction, or if this is after a Cut-off time or on a non-Business Day, the next Business Day. D-x means x Business Days before D. D+x means x Business Days after D.
- **NACH** is an electronic mode of payment/receipt for transactions that are repetitive and periodic in nature. Essentially, NACH facilitates bulk transfer of monies from one bank account to many bank accounts or vice versa.
- **IST** is Indian Standard Time, which is 5.5 hours ahead of UTC/GMT.
- **RTGS** (Real Time Gross Settlement) is a regulator driven electronic fund transfer system for amounts greater than or equal to INR two lakhs. These transactions are settled on a real time basis.
- **NEFT** (National Electronic Fund Transfer) is a regulator driven electronic fund transfer system for all amounts. This operates on a Deferred Net Settlement (DNS) basis which settles transactions in batches.
- **IMPS** (Immediate Payment Service) is a regulator driven electronic fund transfer system for amounts less than or equal to INR five lakhs. These transactions are settled on a real time basis.
- **SWIFT** (Society for Worldwide Interbank Financial Telecommunications) is used to send or receive international electronic payment.