

IDFC FIRST Bank announces “Zero-Fee Banking” for 25 commonly used services in savings accounts

Move in line with commitment to offer high-quality, clean and ethical banking to our customers

Mumbai, December 17, 2022: On the occasion of its Foundation Day on 18th December, IDFC FIRST Bank announced **ZERO Fee Banking** on savings accounts. The Bank has waived fees on 25 commonly used banking services related to savings accounts such as cash deposit and withdrawal at branches, third party cash transactions, demand drafts, IMPS, NEFT, RTGS, cheque book, SMS alerts, interest certificates, insufficient balance for ATM transactions, international ATM usage and so on.

Even customers maintaining as low as Rs. 10,000 Average Monthly Balance, as well as the Rs. 25,000 AMB savings account variant will enjoy these benefits. (See Annexure for details). This will benefit all customers, and particularly those with lesser financial literacy who find it difficult to compute the fees and charges. So, customers can bank with us with great peace of mind.

Banking charges and their descriptions can sometimes be complex and calculation-driven, making them difficult for most customers to understand. For example,

Example 1. For cash deposit / withdrawal at branches, which is one of the key services of any branch, the description may read as follows: Cash deposit and withdrawal “(By number of transactions) 4 free cash transactions/ month. Thereafter, charge of Rs. 150/ transaction. All free cash transactions at branch or cash deposits at cash recycler will be charged at Rs. 100/ transaction for first two transactions and Rs. 125/ transaction for any subsequent transactions in case of non-maintenance of MAB. (By Value): Free limit: First 4 transactions or Rs. 1.5 lakhs whichever is earlier (Self/ Third Party). Cash transactions at non-home branch: Rs. 25,000/ day, Exceeding which Rs. 5/ Rs. 1,000 or part thereof, Subject to a minimum of Rs. 150 to be charged. (Third-party cash transactions) Free limit: First 4 transactions or Rs. 1.5 lakhs whichever is earlier (Self/ Third Party). Cash transactions at non-home branch: Rs. 25,000/ day, Exceeding which Rs. 10/ Rs. 1,000 or Rs. 150, whichever is higher.”

Example 2. Description for NEFT charges at branches could read as follows” *Up to Rs. 10,000: Rs. 2.25/ transaction, Rs. 10,001 to Rs. 1 lakh: Rs. 4.75/ transaction, Above Rs. 1 lakh to Rs. 2 lakhs: Rs. 14.75/transaction, Above Rs. 2 lakhs and up to Rs. 10 lakh: Rs. 24.75/ transaction”*

IDFC FIRST Bank believes that understanding of the fee levied involves complicated calculations, and many customers are not aware of the charges they incur. In addition, the debit entries for charges go unnoticed among the large number of entries of actual transactions made by the customer in the statement of account. In such a landscape, IDFC FIRST Bank offers a range of services with **Zero fees** for 25 essential services. Here is the list of **Zero-Fee** Services offered by IDFC FIRST Bank:

1. Number of Cash Transactions at branches per month (Cumulative of Deposit and Withdrawal)
2. Value of Cash Transactions (Cumulative of Deposit and Withdrawal) at Branches
3. Third-party Cash Transaction Charges (Cumulative of Deposit and Withdrawal) at Branches
4. Demand Drafts/ PO (Issuance Charges) - at Bank Locations
5. IMPS Charges per Transaction– Outward
6. NEFT Charges per Transaction – Outward (Branch)
7. RTGS Charges per Transaction – Outward (Branch)
8. Cheque Book Charges
9. SMS Alert Charges
10. Issue of Duplicate Statements
11. Passbook Charges
12. Balance Certificate (Charges per certificate)
13. Interest Certificate (Charges per Certificate)
14. Account Closure (from account opening date)
15. ECS Return Charges
16. Stop Payment Charges
17. International ATM/ POS Transaction Charges
18. Charge for Insufficient Balance per Transaction at ATM
19. Standing Instruction Charges
20. Managers Cheque/ Demand Drafts Cancellations/ Revalidation

21. Photo Attestation Charges
22. Signature Attestation Charges
23. Old records/ copy of paid cheques charges
24. Address confirmation charges
25. Any deliverable returned by courier due to negative reasons

Near-Dear Test:

IDFC FIRST Bank believes in undertaking a **‘Near-Dear Test’** before launching any product. The bank checks if it would be proud and happy to offer the same product, interest and fee structures to its “near and dear” ones as it offers to its customers. Without complicated charges, customers can be at complete peace of mind that IDFC FIRST Bank will not deduct any charges as fees towards the abovementioned services to their bank account.

Mr. V Vaidyanathan, Managing Director and CEO, IDFC FIRST Bank, said, “This is a customer friendly initiative from IDFC FIRST Bank. Since inception, IDFC FIRST Bank has always put together simple and transparent terms for all products at the Bank.

We have embedded “Ethical Banking” in our vision statement, and we did this deliberately and propagated it across the organisation, so that employees across the rank and file, from bottom to top, from product designers to sales teams, all align to this principle. In this connection, our Bank has truly simplified all the terms and conditions that go with our services, such that they are easy for customers to understand.

Often, customers are unaware of the fees and charges they pay. This is even more so for customers with lesser financial literacy levels. So, we have waived fees on 25 commonly used banking services so that our customers can bank with us at peace.

We firmly believe in ethical and clean banking which gives assurance to our customers that we do not touch their bank account for this fee or that.”

IDFC FIRST Bank offers a wide range of accounts and services to customers including an online account opening process, video KYC, and a new-age digital platform for mobile and net banking with an easy-to-navigate user interface. It constantly endeavours to offer services that are easy and affordable. The ZERO Fee Banking initiative is a step in the direction of making our bank customer-friendly. Most of these services have been offered free by the

Bank for the past four years, but we have formalised it under the Zero-Fee Banking program as part of this announcement.

About IDFC FIRST Bank

IDFC FIRST Bank was formed by the merger of IDFC Bank, which was largely into infrastructure and corporate financing and leading technology NBFC, Capital First which was largely into entrepreneur and consumer financing. The bank believes in making ethical customer-first products. The Bank was the first universal bank to offer monthly interest credit on savings accounts, first bank to offer dynamic and low APR rates on credit cards, first bank to make rewards points evergreen, revolutionized reward redemption by enabling redemption for online-spends, first bank to abolish fees for 25 commonly-used services in savings accounts, revolutionized credit cards by issuing lifetime free credit cards with no minimum spend conditions and 10X rewards, simplified commonly used descriptions in Banking, and introduced many other such customer-friendly practices and products.

The Bank's vision is to build a world-class bank in India, guided by ethics, powered by technology, and to be a force for social good.

IDFC FIRST Bank, has a balance sheet of Rs. 2,12,776 crore and has provided over 30 million loans in its combined history and serves customers in over 60,000 villages, cities and towns across the length and breadth of the country. In its combined history, the bank has maintained high asset quality on the retail loans at Gross NPA of around 2% and Net NPA of around 1% for over a decade, except during COVID, which has since normalized.

The Bank has 670 branches, 249 asset service centres, 812 ATMs and 606 rural business correspondent centres across the country, a next-generation net and mobile banking platform and 24/7 Customer Care services. IDFC FIRST Bank is committed to bring high-quality banking at affordable rates to India. The Bank also offers high-quality technology-enabled corporate banking solutions, contemporary cash management solutions, fleet card and FASTag solutions and wealth management solutions.

Annexure:

ZERO Fee Banking for 25 Commonly Used Services in Savings Account from IDFC FIRST BANK

Sr. No	Services	Commonly Seen Descriptions, Fees, and Charges in the Industry	Charges For IDFC FIRST Bank Customers
1	Number of Cash Transactions at the Branches/ month (Cumulative of Deposit and Withdrawal)	4 free cash transactions/ month. Thereafter, charge of Rs .150/ transaction. All free cash transactions at branch or cash deposits at cash recycler will be charged at Rs.100/ transaction for first two transactions and Rs.125/ transaction for any subsequent transactions in case of non-maintenance of MAB	FREE at IDFC FIRST Bank
2	Value of Cash Transactions (Cumulative of Deposit and Withdrawal) at Branches	Free limit: First 4 transactions or Rs. 1.5 lakhs whichever is earlier (Self/ Third Party). Cash transactions at non-home branch: Rs. 25,000/ day, Exceeding which Rs. 5/ Rs. 1,000 or part thereof, Subject to a minimum of Rs. 150 to be charged	FREE at IDFC FIRST Bank
3	Third-party Cash Transaction Charges (Cumulative of Deposit and Withdrawal) at Branches	Free limit: First 4 transactions or Rs. 1.5 lakhs whichever is earlier (Self/ Third Party). Cash transactions at non-home branch: Rs. 25,000/ day, Exceeding which Rs. 10/ Rs. 1,000 or Rs. 150, Whichever is higher	FREE at IDFC FIRST Bank
4	Demand Drafts/ PO (Issuance Charges) - at Bank Locations	Up to Rs. 10,000: Rs. 50, Above Rs. 10,000: Rs.5/ Rs. 1,000 on entire amount (minimum Rs. 75 & maximum Rs. 10,000), For Senior Citizens: Rs. 45, Above Rs. 10,000: Rs. 5/ Rs. 1,000 or part thereof (minimum Rs. 50 & maximum Rs. 10,000) DD request through Net Banking up to Rs. 10 lakhs: Rs. 50 + correspondent bank charges if applicable, Third party DD up to Rs. 1 lakh: Rs. 50 + correspondent bank charges, If applicable	FREE at IDFC FIRST Bank
5	IMPS Charges per Transaction- Outward	Up to Rs. 1,000: Rs. 2.5/ transaction, Rs. 1,000 to Rs. 1 lakh: Rs. 5/ transaction, Rs. 1 lakh to Rs. 2 lakhs: Rs. 15/ transaction	FREE at IDFC FIRST Bank
6	NEFT Charges per Transaction - Outward (Branch)	Up to Rs. 10,000: Rs. 2.25/ transaction, Rs. 10,001 to Rs. 1 lakh: Rs. 4.75/ transaction, Above Rs. 1 lakh to Rs. 2 lakhs: Rs. 14.75/ transaction, Above Rs. 2 lakhs and up to Rs. 10 lakh: Rs. 24.75/ transaction	FREE at IDFC FIRST Bank
7	RTGS Charges per Transaction - Outward (Branch)	Rs. 2 lakhs & above: Rs. 15/ transaction, For Senior Citizens Rs. 2 lakhs & above: Rs. 13.5/ transaction	FREE at IDFC FIRST Bank
8	Cheque Book	One multicity cheque book free/ year (20 leaves), Above free limits: Rs. 4/ leaf	FREE at IDFC FIRST Bank
9	SMS Alert Charges	Rs. 15/ quarter (For transactions other than specified by regulatory guidelines, SMS alerts will be triggered only if the transaction value is greater than Rs. 5,000)	FREE at IDFC FIRST Bank
10	Issue of Duplicate Statements	Soft copy - Online: free, Physical copy - Branch: Rs. 100, Phone Banking (Non IVR): Rs. 75, Phone Banking (IVR), NetBanking, Mobile Banking & ATM: Rs. 50, For Senior Citizens - Branch: Rs. 50, Phone Banking (Non IVR): Rs. 50, Phone Banking (IVR), NetBanking, Mobile Banking & ATM: Rs. 30	FREE at IDFC FIRST Bank
11	Passbook Charges	Free passbook, Duplicate passbook issue: Rs. 100. For Senior Citizens: Rs. 90	FREE at IDFC FIRST Bank
12	Balance Certificate (Charges per certificate)	Rs. 50/ certificate for balance in Savings Account and Fixed Deposit Account, Rs. 100/ certificate for balance in INR and the equivalent amount in USD in Savings Account and Fixed Deposit Account	FREE at IDFC FIRST Bank

13	Interest Certificate (Charges per Certificate)	Rs. 100/ request, For Senior Citizens: Rs. 75/ request	FREE at IDFC FIRST Bank
14	Account Closure (from account opening date)	Free for closure within 30 days of account opening, Rs. 500 for closure during 31 days to one year, Free after one year of account opening	FREE at IDFC FIRST Bank
15	ECS Return Charges	Return in a month - 1st: Rs. 450, 2nd: Rs. 500, 3rd onwards: Rs. 550, (Senior Citizens: Rs. 500)	FREE at IDFC FIRST Bank
16	Stop Payment Charges	Particular cheque: Rs. 100, Range of cheques: Rs. 200, For Senior Citizens, (w.e.f 1st Mar'21): Particular cheque: Rs. 90, Range of cheques: Rs. 180 (Free through NetBanking)	FREE at IDFC FIRST Bank
17	International ATM/ POS Transaction Charges	Cash withdrawal: Rs. 125, Balance enquiry: Rs. 25, Cross Currency mark-up on International Debit Card Transactions: 3.50%	FREE at IDFC FIRST Bank
18	Charge for Insufficient Balance per Transaction at ATM	Rs. 25/ transaction	FREE at IDFC FIRST Bank
19	Standing Instruction Charges	Setting-up charge: Rs. 150/ standing instruction, Amendment charge: Rs. 25/ amendment, Execution charge involving payment through DD/ PO etc.: As per remittance, Plus Rs. 25 towards out of pocket expenses SI Rejects: Rs. 200/ instance	FREE at IDFC FIRST Bank
20	Managers Cheque/ Demand Drafts Cancellations/ Revalidation	DD-Cancellation/Duplicate/ Revalidation Instrument value up to Rs. 200: Nil; For instrument value above Rs.200: Rs.100	FREE at IDFC FIRST Bank
21	Photo Attestation	Rs. 100/ application/ letter	FREE at IDFC FIRST Bank
22	Signature Attestation	Rs. 100, Senior citizen: Rs. 90	FREE at IDFC FIRST Bank
23	Old records/ copy of paid cheques	Rs. 100/ request, For Senior Citizens: Rs. 75/ request	FREE at IDFC FIRST Bank
24	Address confirmation	Rs. 50/ request	FREE at IDFC FIRST Bank
25	Any deliverable returned by courier due to negative reasons	Rs. 50/ instance	FREE at IDFC FIRST Bank

Though the bank has not charged these fees in the past during the last four years, and does not intend to do so in the near/medium term future, yet the Bank reserves the rights to do so. Further, these services are being offered free in good faith, and in case of abuse, the bank reserves the right to charge fees as per market norms.

Information mentioned is based on publicly available data as on 27th Oct'22.

The charges mentioned above are pertaining to Rs. 10,000 Average Monthly Balance Savings Account and higher account variants