



### 1. Who can open an Online Savings Account?

To open an account online, you need the following handy:

- a) Your Aadhaar number
- b) The mobile number linked to your Aadhaar number
- c) Permanent Account Number (PAN)

You also must be residing in any of the cities, that we are present in. These are the cities where IDFC FIRST Bank currently has branches, and we will not be able to open your account if you do not reside in these cities.

If you are already a customer of IDFC FIRST bank, you can continue to transact on your existing account without opening a new account.

### 2. How many such Aadhaar OTP accounts can I open?

You may open only one Aadhaar OTP based account with any bank in India. If you have already opened an Aadhaar OTP based account with any other bank, you cannot open another account with IDFC FIRST Bank or any other bank.

### 3. How does the Online Savings account work?

Just enter your Aadhaar number and PAN when prompted in our online account opening journey. The UIDAI will sent an OTP to your registered mobile, which you must enter in the same journey. You will also need to fill in a few more personal details, and we will open an account for you.

### 4. Which debit card will I get with my account and are there any minimum balance requirement with this account?

| Account Type                              | Debit Card Type | Minimum Funding required | Average Monthly Balance required |
|---|-----------------|--------------------------|----------------------------------|
| Savings Account with Signature Debit Card | Visa Signature  | Rs. 25,000/-             | Rs. 25,000/-                     |
| Savings Account with Classic Debit Card   | Visa Classic    | Rs. 10,000/-             | Rs. 10,000/-                     |

## 5. What are the features in my accounts?

### Features - Savings account with Visa Signature debit

- Benefits worth Rs. 3000 on usage of various banking services
- Free & unlimited ATM cash withdrawals
- Personal Accident Insurance: Free cover (death or permanent disability) of Rs. 35 lakh
- Purchase Protection: For burglary/ theft/ damage up to 90 days from the date of purchase up to Rs. 1 lakh
- Lost Card Liability: No liability up to a limit of Rs. 6 lakh
- Air accident cover of Rs. 1 crore
- Airport lounge access in major cities 2 times every quarter
- Higher daily cash withdrawal limit of Rs. 2 lakh and purchase limit of Rs. 6 lakh








### Visa Classic Debit Card features

- Benefits worth Rs. 1500 on usage of various banking services
- 5 Free ATM Transactions at Own Bank ATM & 5 Free ATM Transactions at Other Bank ATM Locations
- Personal Accident Insurance: Free cover (death or permanent disability) of Rs. 2 lakh
- Lost Card Liability of Rs. 1.5 lakh
- Daily cash withdrawal limit of Rs. 1 lakh and purchase limit of Rs. 1.5 lakh
- Usage offers across dining, shopping, travel, hospitality, entertainment and health






\*Terms and Conditions apply

## 6. What are the benefits worth Rs. 3000 and Rs. 1500 on usage of my account?

### Benefits with Savings account with VISA Signature debit card

|  |  |  |
|--|--|--|
|  <p>Account Successfully Opened<br/>Get voucher of ₹250</p>                     |  <p>Add Beneficiary &amp; do a Fund Transfer<br/>(min. amount ₹2,000)<br/>Get voucher of ₹500</p> |  <p>First online/offline Debit Card transaction<br/>(min txn amount ₹1,000)<br/>Get cashback of Upto ₹250</p>   |
|  <p>Book FD of min. ₹25,000/<br/>RD of min. ₹5,000<br/>Get voucher of ₹250</p>  |  <p>First UPI payment<br/>(min. amount ₹1,000)<br/>Get voucher of ₹250</p>                        |  <p>First Bill payment using<br/>Mobile app or Net banking<br/>(min. amount ₹1,000)<br/>Get voucher of ₹500</p> |
|  <p>Spend ₹20,000 or more<br/>with your Debit Card<br/>Get voucher of ₹1000</p> |  |  |

## Benefits with Savings account with VISA Classic debit card

|  |   |   |
|--|---|---|
|  <p>Account Successfully Opened<br/>Get voucher of ₹250</p>                 |  <p>Book FD of min. ₹25,000 or<br/>RD of min. ₹5,000<br/>Get voucher of ₹250</p> |  <p>Add Beneficiary &amp; do a Fund Transfer<br/>(min. amount Rs.2000)<br/>Get voucher of ₹500</p> |
|  <p>First bill payment<br/>(min. amount ₹1,000)<br/>Get voucher of ₹250</p> |  <p>* First UPJ payment<br/>(min. amount ₹1,000)<br/>Get voucher of ₹250</p>     |   |

### FAQs related to the offers on usage of the account:

- a. **I have not received my vouchers for doing a particular activity, what can I do?**
  - a. Check if all conditions are met to be eligible for the benefit like:
    - i. Amount of transaction is more or equal to the minimum amount for the respective offer
    - ii. Transaction is done within 30 days of account opening
    - iii. End of day balance, at the day of activity completion is more than minimum balance for your type of account
  - b. If all criteria are met and still vouchers are not delivered within 30 days of activity completion, please reach out to our Banker On Call Team and we will assist you on priority
- b. **When will I receive my voucher/cashback?**
  - a. You will receive the voucher on your registered email ID within 30 days from the date of activity completion
  - b. Cash back related to usage of Debit Card will be processed by 15<sup>th</sup> of next month.  
T&C: <https://www.idfcfirstbank.com/content/dam/IDFCFirstBank/offer-pdf/Personal-banking-Signature-First-purchase-offer-updated.pdf>
- c. **How to redeem my voucher?**
  - a. You can redeem your vouchers here: <https://www.gyfr.com/idfc rewards/>
  - b. Vouchers have an expiry date so ensure you claim your voucher for the brand of your choice as soon as you receive the email
  - c. Once you claim your voucher using the above link, the claimed brand voucher will be valid for another one year for your usage
- d. **Physical Kit is not received yet, how to fulfil Debit Card activation criteria**
  - a. You will receive the physical debit card generally within 5 working days of account opening
  - b. You can also use virtual debit card present in the IDFC First mobile app. Virtual debit card is instantly available as soon as you create your net banking credentials using the account number, customer ID (provided in the welcome emailer) and your mobile number registered with the bank.
  - c. You can view all card details under Card Summary of app to transact online

### **7. How do I know my account details?**

After your account is set up, we will send you your Customer ID, Account Number, & IFSC code over E-mail. Welcome kit will reach you shortly.

### **8. How much money can be transferred into this account?**

The maximum amount that you can have as a balance into this account is Rs. 1,00,000. Balances above this limits are restricted into this account, till you complete your KYC.

The best way to fund the account is through the payment gateway option at the time of account opening. The maximum amount you can transfer through payment gateway is Rs. 1,00,000. Your payment gateway transaction should be from an account where you are a holder.

Please also add this account as a payee for NEFT / IMPS transfer from your existing bank account. You must be an account holder in this account. Transfers through IMPS/ NEFT have to be within the overall limit of Rs. 1,00,000.

### **9. What can I do once my account is set-up?**

You can immediately set-up your own Internet Banking user ID and Password. Log in to IDFC FIRST Bank internet banking to discover what we have to offer – from viewing your profile, to easy funds transfer (IMPS & NEFT), to creating or breaking Fixed Deposits / Recurring Deposits, Bill Payments & more.

### **10. What does completion of KYC mean? Why is it required and how can I get it done?**

To allow you to operate this account without any restriction, you need to complete your KYC

- a. Bank will reach out to you for completing KYC. Currently for completion of KYC, there are three options available
  - i. Video KYC
  - ii. Physical meeting where either customers visits the branch or bank staff meets the customer
- b. Alternatively, you can also reach out to your nearest IDFC FIRST Bank branch to fix an appointment for any of the options available for KYC completion

### **11. How long can I operate this account without completing my KYC?**

We recommend you complete your KYC with us at the earliest as we have multiple modes of doing the same. For more details, please reach out to our Banker On Call Team or a branch near you. Your account will be closed, if your KYC is not completed within one year.