

Non-Resident Indian Account Opening with Federal Bank

Terms and Conditions for the Facility:

- The facility ("Facility") shall be applicable for select Mashreq Neo customers as solely identified by Mashreq ("**Customers**").
- The Facility is an exclusive option given to a Customer with Indian nationality to open a non-resident account with Federal Bank Limited (the "**Partner Bank**"), a retail bank in India regulated by the Reserve Bank of India.
- The document required for account onboarding will be governed exclusively by the Partner Bank and the final decision to activate the account will be the sole responsibility of the Partner Bank.
- Customers submitting the request to open an account with the Partner Bank agree to share the following documents:
 - Passport copy;
 - Customer photograph;
 - Personal, passport and residency /visa information validated from the UAE Ministry of Interior (MOI); and
 - Personal contact details including mobile telephone number and email address.
- The Partner Bank will complete the Customer enhanced due diligence via a KYC verification process and may require further documents in addition to those listed above.
- During the KYC verification process of the Partner Bank, the Customer will be required to present their original passport, Pan Card(optional), signature on plain white paper and any other document the Partner Bank requests.
- The Customer will be provided a valid account number upon successful completion of the KYC verification with the Partner Bank with a 'Pending Activation' status.
- Once the onboarding process ends, the Customer will be issued a pre-opening account number and CIF ID. The account number shared will have an 'inactive' status and will only be activated following partner bank auditor verification.
- The Customer can be contacted directly by the Partner Bank on the registered email address and registered mobile numbers to schedule a physical visit and/or requiring further information about the request to open the account and activate the same.
- Neither Mashreq nor the Partner Bank will be liable for any loss whatsoever for any transaction initiated before the activation of the newly opened account with the Partner Bank.
- Mashreq will act as an intermediary bank referring Customers upon their explicit consent for the sole purpose of non-resident account opening with no responsibility whatsoever or guarantee of opening the account upon request.



- The Customer agrees to comply with the account opening requirements for the Partner Bank and any queries must be sent directly to the Partner Bank via telephone or email.

Abu Dhabi :

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24 Hours Support Number (Federal Bank NRI Services) +91 484 2 630995

- Mashreq does not offer or provide any warranties or accepts any responsibility or liability of any kind in respect of this Facility and hereby disclaims any and all express or implied warranties in respect thereto.
- Mashreq reserves the right, at its absolute discretion, to amend, supplement and/or revoke these Terms and Conditions (in its sole discretion) at any time without any prior notification to the Customer.
- These terms and conditions shall be governed by and construed in accordance with the laws of the United Arab Emirates, as applicable in the Emirate of Dubai. Any dispute arising under or in connection with these Terms and Conditions shall be referred to the courts of Dubai.
- In no event shall Mashreq, or any of its affiliates, or any of its officers, directors, employees or agents shall be liable or responsible to the Customer for any loss, damage or expense arising out of or otherwise related to this Facility.
- Mashreq shall not be in breach of its obligations or otherwise be liable to conduct this Facility in the event of any Force Majeure Event. For purposes of these Terms and Conditions, "Force Majeure Event" shall mean any and all circumstances beyond the reasonable control of Mashreq including, amongst other things, acts of God, global health scare, industrial disputes, civil disobedience/unrest, war, acts and regulations of any governmental or authority in any jurisdiction. In such circumstances, Mashreq's obligations to the Customer shall automatically stand discharged without the need to provide notice to that effect.