



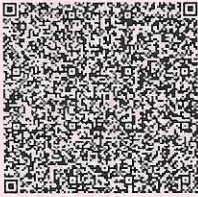
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Government of Assam

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Account Reference : NONACC (SV)/ as17054604/ GUWAHATI/ AS-KM
Unique Doc. Reference : SUBIN-ASAS1705460476336131803945X
Purchased by : AXIS BANK LTD NORTH EAST CIRCLE OFFICE GUWAHATI
Description of Document : Article 5 Agreement or Memorandum of an agreement
Property Description : MOU FOR AXIS SUVIDHA SALARY ACCOUNT PROPOSITION
Consideration Price (Rs.) : 0
(Zero)
First Party : STATE GOVERNMENT OF ASSAM DISPUR GUWAHATI
Second Party : AXIS BANK LTD NORTH EAST CIRCLE OFFICE GUWAHATI
Stamp Duty Paid By : AXIS BANK LTD NORTH EAST CIRCLE OFFICE GUWAHATI
Stamp Duty Amount(Rs.) : 100
(One Hundred only)



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Demalaya



Dr Deba Kalita

Director
Finance (IF) Department
Govt of Assam
Dispur, Guwahati

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MEMORANDUM OF UNDERSTANDING (MOU) BETWEEN THE GOVERNMENT OF ASSAM AND AXIS BANK LTD.

This Memorandum of Understanding (hereinafter referred to as "MoU") is made and executed on this 12th day of November 2025, at Guwahati.

- BETWEEN -

Finance Department, Government of Assam, represented by **Director, Finance (IF) Department**, having its headquarter at Dispur, Guwahati at Second Floor, F-Block, Janata Bhawan, Dispur, Guwahati, Assam-781006, hereinafter referred to as the **"First Party"**, which expression shall unless repugnant to the extent, mean and includes its successor, executors and permitted assignees of the **One Part**.

-AND-

Axis Bank Ltd. represented by the Circle Head -Northeast Circle, Axis Bank Ltd, Guwahati Branch, having its registered office at G.S. Road , Christian Basti Guwahati, Assam 781005, hereinafter referred to as the **"Second Party"** which expression shall unless repugnant to the extent, mean and includes its successor, executors and permitted assignees of the **Other Part**.

WHEREAS, Government of Assam and Axis Bank Ltd. are individually referred to as "Party" and collectively as "Parties".

WHEREAS, the Bank possessing technologically advanced infrastructural facilities has offered to provide banking services as detailed in the Memorandum of Understanding for the State Government of Assam serving, contractual and State Public Sector Undertaking (PSU) employees maintaining their salary accounts with the Bank;

AND WHEREAS the First Party in its efforts to make available modern banking facilities to its Contractual and State PSU employees has decided to accept the proposal submitted by the Bank.

NOW THEREFORE THIS MEMORANDUM OF UNDERSTANDING WITNESSETH AS UNDER:

1. OBJECTIVE

The objective of this Memorandum of Understanding (MoU) is to define the framework of collaboration between the Finance Department, Government of Assam and Axis Bank Ltd. for extending the Suvidha Salary Account facilities and associated insurance benefits to Government employees, contractual employees under the State Government and State PSU employees, under the Government of Assam, ensuring seamless salary disbursement, banking convenience and welfare coverage.

2. ROLE AND RESPONSIBILITIES OF THE FIRST PARTY

The Role and Responsibilities of the First Party are as follows:-

- to facilitate dissemination of information regarding the MoU to all concerned Departments, Offices, and eligible employees.
- to coordinate with the Bank for smooth implementation of the MoU and ensure timely resolution of issues raised by employees or departments.



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Director
Finance (IF) Department
Govt of Assam
Dispur, Guwahati

- (c) to nominate a Nodal Officer for liaison with the Bank for overall monitoring, claim coordination, and redressal of grievances related to benefits under this MoU.
- (d) to ensure that participation under this MoU is voluntary and that employees retain freedom to choose their preferred banking partner.

3. ROLE AND RESPONSIBILITIES OF THE SECOND PARTY

The Role and Responsibilities of the Second Party are as follows:-

- (a) to extend Suvidha Salary Account facilities and associated insurance benefits (including Personal Accident Insurance, Air Accident Insurance, Permanent Disability, and Group Term Life Insurance) to all eligible employees covered under this MoU, as per the applicable terms and conditions.
- (b) to ensure proper categorization of all eligible employee accounts under the correct Salary Package with the Assam Government label code.
- (c) to provide full support in claim settlement processes by coordinating with the concerned Insurance Company and facilitating prompt submission and processing of claims.
- (d) to appoint a senior-level Nodal Officer in Guwahati for coordination with the Finance Department and for ensuring effective redressal of employee complaints or grievances.
- (e) to share periodic (quarterly) reports with the Finance Department on claim status, pending cases, and overall implementation of the MoU.
- (f) to comply with all relevant laws, regulations and guidelines issued by Reserve Bank of India (RBI), Insurance Regulatory and Development Authority of India (IRDAI), and the Government of India concerning data protection, KYC, and insurance facilitation.

4. SALARY ACCOUNTS

- (a) The existing Account holders of the bank shall check whether their account is properly categorized, as "Salary Package Account" so that Salary Package benefits as contemplated under this MoU are linked with proper Label code of Assam Government for Salary Package accounts in Bank's system. This can be done referring to the "A/c Type" in the passbook, which can be checked at branches or via Passbook printing machines available at branches or ATM rooms or by any other arrangements.
- (b) If the account of any employee is found not to have been categorized as "Salary Package Account", under clause (a) above the employee concerned shall submit an application as provided clause 6 (a) along with additional documents as per Bank's prescribed guidelines and the Bank concerned shall make necessary correction and categorization.
- (c) All new accounts being opened by the bank in the training academies or offices or centers of the First Party shall be opened as Suvidha Salary Accounts on receipt of temporary employee numbers (for training) by training academies or centres and on receipt of Contractual/State PSU employee or service numbers,



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 Dispur, Guwahati

the employees shall advise the branch where account is maintained for requisite amendments in the number by respective branch.

5. SUVIDHA SALARY ACCOUNT

The facilities under this MoU shall be provided under Suvidha Salary Account of the Bank to serve Contractual and State PSU employees. Benefits of Suvidha Salary Account shall not be available in cases where salary being credited, however the accounts are not categorized as Suvidha Salary Account with correct mapping of label code. More details are included in clause 4(a) and clause 4(b) above.

6. FACILITIES TO SALARY PACKAGE ACCOUNT HOLDERS

The Second Party shall undertake to provide the following facilities or services to the First Party serving Contractual and State PSU employees drawing their salary through any of its branches:-

- (a) Existing salary or SAVINGS accounts of Contractual and State PSU employees of the First Party shall be converted to Suvidha Salary Account subject to an application-cum undertaking to be submitted by the respective account holder as per specimen attached in **Annexure-I**;
- (b) All other facilities being provided to Bank's normal customers as usual, subject to the standard policy of the Bank and prevailing regulatory guidelines from time to time.
- (c) Key highlights of Suvidha Salary Account for serving employees of the State Government of Assam (please refer **Annexure III** for indicative grid of major benefits).

Insurance Covers:

(i) Personal Accidental Insurance Cover:

₹ 100 lakh in case of Accidental Death (without POS condition)

(ii) Air Accidental Insurance Cover:

₹ 200 lakh as decided by the State Government with the Conditions of the Bank concerned.

(iii) Permanent Total Disability:

Up to ₹ 100 lakh

(iv) Permanent Partial Disability:

Up to ₹ 80 lakh (Disability Sum Insured payable as per prevailing regulatory guidelines)

(v) Group Term Life Insurance:

Minimum ₹ 10 lakh

[(Please refer Annexure II, III, IV, V, VI, VII for detailed T&C) Bank may consider offering other benefits based on business considerations. In Case, the banks allow or offers higher amount of insurance coverage (exceeding the above limit) with intimation to the Finance Department.



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such higher amount shall be deemed to be the amount of insurance coverage under this MoU.]

7. HEALTH INSURANCE COVER

All Government employees, State PSU employees and contractual employees of the First Party shall be eligible to avail benefits of Health Insurance at special discount premium and features as per the terms and conditions offered by the bank, in consultation with Finance Department, Government of Assam. The premium amount shall be on annual basis and the same shall be borne by the employees as per the term of the policy.

8. PERSONAL ACCIDENT INSURANCE (DEATH) {PAI} OR TOTAL PERMANENT DISABILITY OR PERMANENT PARTIAL DISABLEMENT COVER OR AIR ACCIDENT INSURANCE (DEATH) {AAI}

- (a) All Personal Accident Insurance (Death or Disability) claims of the State Government Salary package account holders shall be submitted at Axis Bank branch by the claimant in the proper forms along with the relevant documents as prescribed by the Insurance Company with whom the bank has a tie-up; the tie-up is being subject to annual review and renewal. The details of appointed insurance company has been placed by the bank on their website (<https://www.axisbank.com>) which can accessed by the employee of State Government of Assam for getting the terms and conditions of personal accidental insurance benefits and related claim process or grievance mechanism thereon. The terms and the related claim process or grievance mechanism thereon. The terms and conditions are mentioned in Annexures II.
- (b) The Home Branch of the deceased employees shall be a facilitator for prompt submission of all relevant claim documents to the Insurance Company with whom bank has a tie-up, expedition of the claim settlement process and addressing any issues faced by the nominees or claimants of the deceased employees concerning claim settlement.
- (c) The Insurance Company, after receipt of claim papers from the claimant, shall initiate the process of claim settlement. All the correspondence related to claim shall be directly taken up between the Insurance Company and the claimant. All the settlement or disputes shall be between the claimant and the insurance company, and the Bank shall not be a party to such disputes arising out of claim settlement process and the decision of the insurance company on any of the claims. Claims shall be settled by the Insurance Company independently as per terms and conditions of the Insurance Policy. However, Bank shall monitor and assist in early settlement of all legitimate claims.

9. GROUP TERM LIFE INSURANCE COVER

- (a) Parties shall understand and agree that the personal data of the salary package account holders shall be shared by the Bank with the third-party companies or entities offering the special features or complimentary benefits related to the said Suvidha Salary Accounts and also that such sharing shall be in accordance with the applicable laws like Digital Personal Data Protection Act 2023.
- (b) A list of all employees eligible for Group Life Insurance Cover under the Suvidha Salary Accounts shall be provided by the Finance Department to the



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Director
Finance (IF) Department
Govt of Assam
Dispur, Guwahati

Bank at the intimation of the MoU for onward submission to the insurance company. The Bank shall update the list based on the application collected for the conversion of normal accounts to salary accounts or for the creation of new accounts. The Life Insurance cover shall be applicable from the date of account addition with the appointed insurance provider, and not from the date of data provision by the bank.

- (c) All Group Term Life Insurance (Death or Disability) claims of the State Government salary package account holders shall be submitted at Axis Bank home branch by the claimant in the proper forms along with the relevant documents as prescribed by the Insurance Company with whom the bank has a tie-up.
- (d) On receipt of the complete set of claim documents, the insurance company shall settle the life insurance claims independently. All the settlement or disputes shall be between the claimant and the insurance company, and the Bank shall not be a party to any disputes arising out of claim settlement process or the decision of insurance company on any of the claims. The details of the appointed insurance company with whom the policy shall be placed shall be intimated to the Finance Department subsequently. The terms and conditions are mentioned in Annexure II & IV.
- (e) The Home Branch of the deceased employees shall be a facilitator for prompt submission of all relevant claim documents to the Insurance Company with whom the bank has a tie-up, expedition of the claim settlement process and addressing any issues faced by the nominees or claimants of the deceased employees concerning claim settlement.

10. DISSEMINATION

- (a) Upon execution of this Memorandum of Understanding by both the parties, the Government of Assam shall disseminate information regarding the Memorandum of Understanding to all employees of all ranks and staff through service letters, office memoranda, data networks, the internet, or any other available means of communication.
- (b) Furthermore, the Bank shall display hoardings in their bank branches (wherever applicable), outlining the benefits provided under this MoU. The bank shall send email or SMS notifications to each employee on a regular basis.

11. TERMINATION

- (a) This Memorandum of Understanding may be terminated by either party by giving three months' notice of termination in writing to the other party. In the event of termination or expiry of the term of the Memorandum of Understanding, the disbursement of salaries to the individual account holders may be done through the same account, but without the special benefits as offered through this Memorandum of Understanding.
- (b) In the event of termination, any health insurance coverage availed by the employee, where the employee contributes the premium to the Bank, shall be maintained until the expiration of the policy term as per norms or guidelines prescribed by the Insurance Regulatory and Development Authority of India



(IRDAI).

- (c) Notwithstanding the termination of this MoU, it shall not affect any valid claims arising out of Personal Accidental Insurance Cover, Air Accidental Insurance Cover, Permanent Total Disability, Permanent Partial Disability and Group Term Life Insurance cover provided under this MoU prior to the termination of the MoU. Such claims shall be dealt with in accordance with the norms/guidelines as per the provision of the insurance policies of the Insurance Company with whom the Bank has Tie up and Insurance Regulatory and Development Authority of India (IRDAI)

12. COMPLAINT REDRESSAL AND REVIEW MECHANISM

- (a) A Complaint Redressal Mechanism shall be established for the employees of the State Government of Assam. The Bank shall appoint a Nodal Officer with sufficient seniority, as mutually agreed upon with the Finance Department of the Government of Assam. This Nodal Officer, based in Guwahati, shall act as the primary liaison between the State Government of Assam Establishments and the Bank. The Nodal officer shall be responsible for ensuring that any complaints or queries from State Government Employees are promptly communicated to the relevant Circle or department within the Bank and monitored till resolution. Further the Nodal officer shall monitor each complaint till its resolution. To support effective complaint resolution, the Bank shall also provide an escalation matrix to be used if the Nodal Officer is unable to resolve an issue, thereby enabling employees to escalate complaints to higher levels as necessary.
- (b) In addition to the above, the Bank has a very well laid down comprehensive Customer Grievance Redressal Policy. This policy shall apply to all employees and outline the specific timeframes for redressal along with the various channels available for lodging complaints. The general guidelines related to the insurance policy and claim procedures/escalation matrix shall be available on the Bank's website for public access. Holders of the Suvidha Salary Account accounts shall also have the option to utilize these grievance redressal channels for addressing their individual complaints or grievances. Apart from this, the employees also have the option to refer matter to the Banking Ombudsman appointed by the Reserve Bank of India under the Banking Ombudsman Scheme, provided that the issue falls within the purview of the scheme.

13. PROCEDURE TO SUBMIT THE CLAIM CASES FOR LIFE AND ACCIDENTAL DEATH (INCLUDING DISABILITY)

- (a) All types of claims, whether life insurance or personal accident death insurance (PADI) or permanent or partial disability or Card cover etc., shall be submitted by that office within the prescribed time limit as set by the IRDAI after obtaining the prescribed and duly completed claim form and other desired documents from the claimant where the deceased or injured employee was last posted or currently posted, to the concerned Bank Branch where the employee is maintaining the salary account. A copy of such forwarding of proposal shall be given to the Nodal Officer (appointed by Government) of the district where the employee was last posted.
- (b) The concerned bank branch shall examine the claim case and if it finds that any



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Govt of Assam
Dispur, Guwahati

other document or documents and information are also desired then it shall inform about these requirements to the Nodal Officer of the District (appointed by Government) with copies to the department concerned as well as the claimant. The claimant may himself or through the nodal officer of the district shall provide the required documents etc. as early as possible to the concerned bank branch.

- (c) All types of claims, whether life insurance or personal accident death insurance (PADI) or permanent or partial disability or Card cover, Health Insurance etc., shall be submitted by the claimant directly to the Insurance Company concerned with whom the bank has a Tie-Up arrangement or to the Home Branch. The Home Branch of the deceased employees shall be a facilitator for prompt submission of all relevant claim documents to the Insurance Company with whom the bank has a tie-up, expedition of the claim settlement process and addressing any issues faced by the nominees or claimants of the deceased employees concerning claim settlement.
- (d) The Bank shall share the information about each claim case to the Finance Department whether settled or rejected once in a quarter. The detailed reasons shall also be shared in each case of rejection of claim case so that the Finance Department may know about these reasons and do the needful action. The Bank shall also examine the reasons of rejection and if it is found that the reasons are not justified, then it shall resubmit the case to the insurance company with reasons for re-consideration and the needful.
- (e) On disposal of each of the claims (settled or rejected), the concerned bank branch from where the claim case was originated shall intimate the same to the claimant, the nodal officer appointed by the Government as well as to the parent department of the concerned employee.
- (f) It is the responsibility of the bank to monitor, pursue and co-ordinate with the concerned insurers for ensuring early disposal of the claims.

14. PERIOD

This MoU shall be operative with effect from the date of signing and shall be in force unless terminated or till the next MoU is signed, as mutually agreed by both the parties.

15. AMENDMENT

Any provisions of this Memorandum of Understanding may be amended or waived, only by an instrument agreed in writing and duly signed by both the parties.

16. NOTICES

Each notice, demand, or any other communication to be given or made hereunder shall, except as otherwise provided herein, be given or made in writing and may be sent by one party to the other party by Registered post, hand or official e-mail to the address or such other address and email ID as one party may inform the other in writing.

Address of the First Party:

Director Finance (IF) Department 3rd

Address of the Second Party:

Circle Head Axis Bank Ltd Chibber House,



Eva Deha Kalita
Director
Finance (IF) Department
Govt. of Assam
Dispur, Guwahati

Floor, F Block, Janata Bhavan
Dispur, Guwahati, Assam-781 006

3rd Floor G S Road, Christian Basti
Guwahati: 781005

17. EMPLOYEE DISCRETION IN BANK SELECTION

Government of Assam shall not make any commitment or impose any requirement upon its employees to maintain their salary accounts with any specific bank. The decision of where to establish and maintain a salary account shall remain solely at the discretion of each individual employee, who may choose any scheduled commercial bank according to their preferences. The Government's involvement in this Memorandum of Understanding is limited to facilitating the availability of banking and associated facilities as outlined herein. Following the empanelment of banks, employees shall retain the freedom to either migrate to an empaneled bank of their choice or continue with their current salary account, without any interference from the Government of Assam.

18. NON-EXCLUSIVITY

This Memorandum of Understanding shall be expressly deemed a non-exclusive Memorandum of Understanding. Nothing in this Memorandum of Understanding shall restrict the Government of Assam, or any of its Departments, Agencies, or Organizations, from entering into similar Memorandum of Understandings with other banks for the provision of salary account services to its employees. This provision ensures that the Government retains the flexibility to offer its employees a choice of banking services, allowing them to benefit from competitive terms and offerings available in the market. The non-exclusive nature of this Memorandum of Understanding is intended to promote transparency, competition, and choice for the employees of the Government of Assam.

19. MISCELLANEOUS

- (a) The Insurance cover shall be effective from first salary credit in salary account post MoU execution. Thereafter regular salary credit into the account.
- (b) In the event of non - credit of salary or similar remuneration for more than three months in the Suvidha Salary account of any employee, Bank has the discretion to convert such account to normal Saving Bank account and all benefit extended to the Salary Package account holders shall stand withdrawn, without any communication. After resumption of salary credits in the account employee may apply in Bank again for converting the concerned account into Suvidha Salary Account with updation of Assam Government Label code.
- (c) Benefits of Salary Package Accounts are available only to Suvidha Salary Account categorized accounts updated with Assam Government label code. The Contractual and State PSU employees of Assam State Government to verify or ensure from their Pass Book or Statement of account or Internet Banking that their account is categorized under applicable Suvidha Salary Account as per their net salary.
- (d) As regards "Know Your Customer norms" as per RBI guidelines, PAN or Form-16 (mandatory) and one Officially Valid Documents (OVDs) shall be provided for opening of Bank accounts. These instructions shall be governed by directions issued by RBI or Bank from time to time. Along with PAN and OVD a certificate or letter issued or countersigned by the authorized signatory

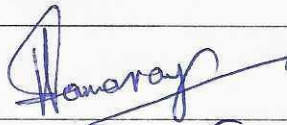

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Finance (IF) Department
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Dispur, Guwahati

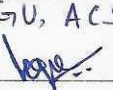
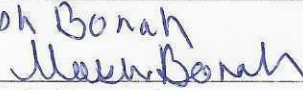
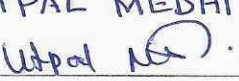
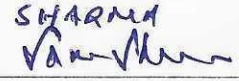


from the individual's office, certifying his identity and present address along with certified copy of salary slip or certificate shall be acceptable to the Bank.

- (e) This Memorandum of Understanding shall be binding upon both the parties and shall be governed by the Laws of India and shall be subject to the jurisdiction of the competent courts in Guwahati, Kamrup Metro only.
- (f) The Salary Package is being offered to the employees of Assam State Government by the Bank as a comprehensive solution for the purpose of providing various banking services and associated features and are not intended for mobilization of Deposits from them.

IN WITNESS WHEREOF the parties hereto have signed, sealed and delivered this Agreement on the 6th Day of February, 2025 in presence of:

SIGNED, SEALED AND DELIVERED	
For and on behalf of the First Party	For and on behalf of the Second Party
Finance Department, Government of Assam, F-Block, Janata Bhawan, Dispur, Guwahati, Assam-781006	Axis Bank Ltd, G.S. Road , Christian Basti Guwahati, Assam 781005
Name: Eva Deka Kalita	Name: Ansuman Samantaray
Designation: Director, Finance (IF) Department	Designation: Senior Vice President-II and Circle Head-Northeast
Signature: 	Signature: 
Date: 12/11/2025	Date: 12/11/2025

Witness (First Party)	Witness (Second Party)
1. KSHITISH CHANDRA DEGU, ACS Signature: 	1. Manish Borah Signature: 
2. UTPAL MEDHI Signature: 	2. SONU SHARMA Signature: 



Director
Finance (IF) Department
Govt of Assam
Dispur, Guwahati

<u>Annexure-I</u>	
Application-cum-undertaking to be taken from all account holders, whether new or existing (converting Saving Bank accounts to Suvidha Salary Account.	
The Branch ManagerBranch	
Dear Sir,	
Suvidha Salary Account	
(1)	Request For Conversion of Saving Bank Account To Suvidha Salary Account
(2)	Undertaking From Salary Pack Account Holders For Conversion Sharing of Personal Data With Third Parties.
1.	I maintain a SB account with your branch and the account number is _____ / I intend to open a new salary package account/ convert my existing Savings/ Salary Account. I am presently employed as _____ with _____, my personal number is _____ and my Date of Birth is _____. My mobile number is _____. My present address is appended below which may please be incorporated in your records for which I am enclosing a certificate issued from the unit and request you to accept it for satisfying the KYC norms as prescribed by your bank, along with other KYC document(s) as prescribed by the RBI.
	(strike out if not applicable, in case of existing customers)
2.	In this connection, I request that my existing SB account numberbe converted into a Suvidha Salary Account account with all its special features. (strike out if not applicable, in case of new customers)
3.	I hereby consent to sharing my personal data (limited to essential fields only) with companies/entities offering complimentary benefits or special features related to the salary package account, strictly for the purpose of enabling access to such benefits or features. The Bank shall ensure that any data shared with these companies/entities shall not be further disseminated and shall be utilized solely for the specific, limited purpose for which it has been disclosed.
Yours faithfully,	
Date:	
Place:	Name :
Address:	(with Rank/ Designation)
Mobile:	



[Handwritten Signature]

[Handwritten Signature]
 Director
 Finance (IF) Department
 Govt. of Assam
 Dispur, Guwahati

<u>Annexure-II</u>	
GENERAL TERMS AND CONDITIONS OF GROUP TERM LIFE INSURANCE (GTLI) (DEATH)	
1.	Policy Number:
2.	Name of Insurer:.....
3.	Current Policy Period: The policy period shall be yearly, starting from XX/XX/XXXX, and subject to renewal. It shall continue until superannuation or termination of service, whichever is earlier.
4.	Age Group: Entry age shall be 18 years (subject to condition of maintaining salary package account with Suvidha Account) and Coverage Age shall be till completion of 60 years or superannuation whichever is earlier.
5.	All activities of / at work are covered.
6.	The account holders under Assam State Government salary package shall be covered under the policy on the basis of list of employees provided by the Assam State as mentioned under clause 7 of the Memorandum of Understanding.
7.	24 hours death risk cover under one-year term insurance plan covering all deaths including suicide is covered from day one subject to addition of the eligible account holder in policy list maintained with the insurance company. The data for which is to be supplied to the insurance company as per the terms of clause 7 of this Memorandum of Understanding.
8.	No medical examination of individual Salary Package Account holder shall be undertaken as it shall be a group policy.
9.	Details of nominee shall not be asked for at the time of joining.
10.	Claimant / Beneficiary to be decided as under -.
	(a) In case of account opened in single name, the nominee recorded in Bank shall be beneficiary for the purpose of insurance claim. (Bank's role shall be limited only to certify the name of nominee as per Bank's records).
	(b) In case, the account is opened as joint account, then the beneficiary shall be the surviving account holder(s) for the purpose of insurance claim even if a nominee is available in the account. (Bank's role shall be limited only to certify the names of surviving joint account holder(s) as per Bank records).
	(c) In case, the account is opened as joint account, in event of death of all the account holders, the nominee in salary account in Bank's system, if available, shall be the beneficiary for the purpose of insurance claim. (Bank's role shall be limited only to certify the names of nominee as per Bank records).
	(d) In cases other than (a), (b) and (c) above, the nominee shall be the beneficiary in salary account holders service records with the employer, in whose favour terminal dues are paid by the employer, basis certificate issued by the employer to that effect.
	(e) In cases other than (a), (b), (c) and (d) above, the claim shall be settled as per the procedure of the insurer. The identification of legal heirs and the



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[Handwritten signature: Eva De Kalita]
 Director
 Finance (IF) Department
 Govt. of Assam
 Dispur, Guwahati

	authenticity of the claim shall be the responsibility of the Insurance Company.
11.	Claimants or their representatives shall submit an intimation of the death of the Salary Package Account Holder to the Insurance Company concerned directly within 90 (ninety) days of the date of death of the Holder or to the Home Branch concerned within 60 days of the date of death of the Holder. It is the responsibility of the Bank to forward this intimation to the concerned Insurance Company within next 30 days of receipt. The Insurance Company shall entertain claims where intimation from claimant/branch is received by them by email/ fax/ letter within 90 (ninety) days of the death of the Salary Package Account Holder. The claim shall be settled within 7 days on receipt of required documents at the centralized point of the insurer. All admissible claims where death happens within the Policy period are to be paid by the Insurance Company whether the Policy is subsequently renewed or not.

<u>Annexure III</u>				
Indicative grid view of major benefits as per account type: Burgundy, Priority, Prestige, Axis Republic.				
(* Terms and Conditions apply)				
Axis Bank Salary Offering				
Features	Burgundy	Priority	Prestige	AXIS Republic
Net Monthly Salary	Above Rs 3,00,000/-	Rs 1,00,000/- to Rs. 3,00,000	Rs.50,000 to Rs.1,00,000/-	Up to Rs. 50,000/-
Balance Required	Zero Balance	Zero Balance	Zero Balance	Zero Balance
Fuel Surcharge	Waived Off (Surcharge limit: Upto Rs.200 per month)	Waived Off (Surcharge limit: Upto Rs.200 per month)	NA	NA
ATM Withdrawal	Rs 2 Lac per day	Rs 1 Lac per day	Rs 1 Lac per day	Rs. 40,000 per day
Purchase Limit	Rs 6 Lac per day	Rs 5 Lac per day	Rs 5 Lac per day	Rs 1 Lac per day
ATM withdrawal	Monthly max 30 transactions (Financial & Non Financial) from all Bank ATMs	Monthly max 30 transactions (Financial & Non Financial) from all Bank ATMs	Monthly max 30 transactions (Financial & Non Financial) from all Bank ATMs	Monthly max 30 transactions (Financial & Non Financial) from all Bank ATMs



[Handwritten signature]

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 Director
 Finance (IF) Department
 Govt. of Assam
 Dispur, Guwahati

PA Insurance & TPD Cover	Rs 100 Lacs	Rs 100 Lacs	Rs 100 Lacs	Rs 100 Lacs
*Air Accident Cover (on purchase of tickets through Axis Bank Debit card)	Rs 200 Lacs	Rs 200 Lacs	Rs 200 Lacs	Rs 200 Lacs
Child Education Cover	Rs 4 Lacs (For Child upto 22 years of age). Additional Benefit of Rs 4 Lacs in case of Girl Child (Wherever Personal Accidental Claim is admissible)	Rs 4 Lacs (For Child upto 22 years of age). Additional Benefit of Rs 4 Lacs in case of Girl Child (Wherever Personal Accidental Claim is admissible)	Rs 4 Lacs (For Child upto 22 years of age). Additional Benefit of Rs 4 Lacs in case of Girl Child (Wherever Personal Accidental Claim is admissible)	Rs 4 Lacs (For Child upto 22 years of age). Additional Benefit of Rs 4 Lacs in case of Girl Child (Wherever Personal Accidental Claim is admissible)
Natural Death Cover(Based on Salary Credit Criteria)	10 Lacs	10 Lacs	10 Lacs	10 Lacs
Online NEFT/ RTGS	Free – Unlimited Transactions	Free – Unlimited Transactions	Free – Unlimited Transactions	Free – Unlimited Transactions
IMPS	Free	Free	Free	Free
Lounge access	Available on the Primary Debit Card	Available on the Primary Debit Card	Available on the Primary Debit Card	Available on the Primary Debit Card
Lockers	Available Enjoy Upto 60% discount* on small and medium size lockers + additional 10% off* on family banking on	Available Online Booking + Up to 50% annual discount* + 10% discount with Family banking on Annual lockers charges for first year	Available Online Booking + Upto 25% discount* on Annual lockers charges for first year	Available



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	Annual lockers charges for first year			
Movie Benefits on BookMyShow	Buy One Get One(BOGO) Free(capped at Rs 500 per ticket), Upto 4 monthly movie tickets free	25% discount on movies on BOGO(upto Rs 350 monthly)	Complimentary Movie Ticket BOGO upto Rs 200 through bookings on INOX website	NA
DD/PO/Cheque Book	Unlimited free	Unlimited free	Unlimited free	Unlimited free
DEMAT account	Lifetime free	Available 100% AMC waived off for First year	Available with 100% AMC waived off for First year	Available 100% AMC waived off for First year
Exclusive Silver Linings Program for Parents	• Age Criteria – 57+ years • Available in Senior Privilege Savings account/Prestige Senior Savings account/Senior privilege priority Accounts and Burgundy Senior Privilege Accounts • Complimentary TRAVEL EDGE voucher worth Rs 1500* and special pricing on domestic flight bookings • Comprehensive Health Services in the comfort of your home from Portea • Rewarding Milestone Benefits-Complimentary Sony Liv subscription • Preferential rates, personalized services, investment solutions. Pls note- T&C apply .Eligibility criteria is subject to change at bank's discretion. For details visit www.axisbank.com			
Other Benefits	1. NPS & PPF Account opening facility available. 2. My Design Debit Card- Print an image of your choice on your debit card. Seamless Application- Application through Internet Banking 3. EnCash24 – Flexi Deposit: Liquidity with higher interest earnings Balances over Rs 50,000 in multiples of Rs 500 will earn interest at 1 year FD rate. 4. Account portability – Option to simply change your branch through Axis Mobile Banking App. 5. Axis Bank Dining Delights Avail 15% off at over 5000			



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	restaurants on Axis Bank cards. 6. Now with the Salary Account, enroll into Pradhan Mantri Suraksha Bima Yojana & Pradhan Mantri Jeevan Jyoti Bima Yojana Enjoy Accident insurance worth Rs. 2 lacs at just Rs. 12 per annum in Pradhan Mantri Suraksha Bima Yojana Enjoy Life insurance worth Rs. 2 lacs at just Rs. 330 per annum in Pradhan Mantri Jeevan Jyoti Bima Yojana
Credit Cards / Travel Card	1. Credit cards available across Visa, Master Card platforms. 2. Travel currencies card available in 16 currencies.
Retail Loans	Home loan / LAP / PL / LAS /Gold Loan /Car loan / Education loan - Available at competitive rates and less documentations

Terms & Conditions apply. For more details, please visit our website www.axisbank.com All the benefits are applicable in case salary is regularly credited to the account.

Offers and joining / Annual fees on credit & debit card /Locker discounts are subject to change .Please refer our website for additional details

Air accident cover is valid on-air travel undertaken with purchase of air ticket on the debit card issued to the salary account subject to regular salary credits in the account. Refer T&C below in **Annexure -VII**

Rates & conditions for loans are subjected to change.



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Annexure IV

Personal Accident Insurance-Terms & Conditions

(As per SLA with Insurance Company)

The Insurance wordings for PA coverage is as mentioned below,-

"If Insured Persons shall Sustain any bodily injury resulting solely directly from accident caused by external, violent and visible means, the sum hereinafter set forth in respect of any of the Insured persons specified in the Schedule and If such injury shall within Twelve calendar months of its occurrence be the sole and direct cause of the death of the Insured person, the Capital Sum Insured agreed hereto, applicable to such insured person."

Disclaimer-

Please note that final authority to define any incident as an accident remains with Insurer.

1.	The Personal Accident Cover as specified in the MOU/ Proposal will be available ONLY to Axis Bank Salary Account holders wherein regular salary is credited to the account (at least one salary in last 6 months preceding the date of the incident).
2.	Normal Limit and Air Accident limits are non-cumulative.
3.	For Air Accidents PA cover, proof of ticket booking through AXIS Debit Card is required. This is Off-Duty cover.
4.	For Air Accidents PA cover, proof of ticket booking through AXIS Debit Card is required. This is Off-Duty cover.
5.	Only the Primary Account Holders of Salary Package accounts are covered.
6.	In case of multiple accounts related to a single customer, ONLY ONE account will be taken into consideration.
7.	Cover includes Partial & conditional on duty/off duty
8.	The Company shall not be liable to make any payment under this policy in respect of any claim, if such claim be in any manner fraudulent or supported by any fraudulent statement or device, whether by the Insured or by any person on behalf of the Insured.
9.	The Cover becomes operational only after the conditions laid out in the policy schedule are fulfilled.
10.	Where ever an Air Accident occurs, the maximum liability shall be as per PA sum insured, if On-Duty (Partial & Conditional as described above) and Rs. 1Cr if Off-Duty, (ticket booked through valid Debit Card only) provided all the conditions required are fulfilled.
11.	In case customer is eligible for both Debit Card and Salary PA cover, only higher cover amount will be payable , not both.
	The Company shall not be liable under this Policy for:
1.	Any payment in case of more than one claim in respect of such insured person under the Policy during any one period of insurance by which the maximum liability of the Company specified in the schedule applicable to such Insured person



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	would exceed the sum payable under sub-clause (a) of this Policy to such insured person. However, amount relating to medical expenses and carriage of dead body would be payable in addition if applicable.	
	(a)	Payment of compensation in respect of Death, injury or Disablement of the Insured person (i) from intentional self-injury, suicide or attempted suicide (ii) whilst under the influence of intoxicating liquor or drugs (iii) whilst engaging in Aviation or Ballooning whilst mounting into, dismounting from or traveling in any balloon or aircraft other than as a passenger (fare paying or otherwise) in any duly licensed standard type of aircraft anywhere in the world (iv) directly or indirectly caused by venereal diseases or aids (v) arising or resulting from the insured person committing any breach of law with criminal intent, (Standard type of Aircraft means any aircraft duly licensed to carry passengers (for hire or otherwise) by appropriate authority irrespective of whether such an aircraft is privately owned OR chartered OR operated by a regular airline OR whether such an aircraft has a single engine or multi engine (vi) From war (whether declared or not), civil war, invasion, act of foreign enemies, rebellion, revolution, insurrection, mutiny, military or usurped power, seizure, capture, arrest, restraint or detainment, confiscation or nationalization or requisition of or damage by or under the order of any government or public local authority. Any consequential losses of any kind, and/or any actual or alleged legal liability of the Insured.
	(b)	Any loss suffered by the Insured on account of his participation as the driver, co-driver or passenger of a motor vehicle during motor racing or trial runs.
	(c)	Death due to trespassing on railway track is not covered
	(d)	Suicide, attempted suicide or self-inflicted injury or illness .
	(e)	Whilst under the influence of intoxicating liquor or drugs;
	(f)	Any deliberate or intentional, unlawful or criminal act, error, or omission of the Insured.
	(g)	Payment of Compensation in respect of death of, or bodily injury or any disease or illness to the Insured person.
	(i)	directly or indirectly caused by or contributed to by or arising from ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purpose of this exception, combustion shall include any self-sustaining process of nuclear fission.
	(ii)	directly or indirectly caused by or contributed to by or arising from nuclear weapons
	Material.	



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	(a)	Curative treatments or interventions that the Insured performs or has had performed on his body.
	(b)	Venereal or sexually transmitted disease.
	(c)	HIV (Human Immunodeficiency Virus) and/or any HIV related illness including AIDS (Acquired Immune Deficiency Syndrome) and/or mutant derivatives or variations thereof however caused.
	(d)	Pregnancy, resulting childbirth, miscarriage, abortion, or complication arising out of any of the foregoing.
	(e)	The Insured's participation in any naval, military or air force operations whether in the form of military exercises or war games or actual engagement with the enemy, whether foreign or domestic.
	(f)	Absolute Exclusion for losses directly or indirectly arising out of, contributed to by, or resulting from Coronavirus (Covid-19) or any mutations or variation thereof" – Not Covered under policy
2.	Pregnancy Exclusion Clause :	
	The Insurance under this Policy shall not extend to cover death or disablement resulting directly or indirectly caused by, contributed to or aggravated or prolonged by child birth or from pregnancy or in consequence thereof.	
3.	The Company shall not be liable to make any payment under this policy in respect of any claim, if such claim be in any manner fraudulent or supported by any fraudulent statement or device, whether by the Insured or by any person on behalf of the Insured.	
	Please note that the cover is strictly for accidental death and all the conditions related to personal accident policy need to be complied.	
	EDUCATION GRANT:	
	(a)	In the event of death of the Insured person due to an accident as defined, the Policy shall pay as education grant for the dependent children as below:
	(b)	If the Insured Person has one or more dependent children between the age of 0-22 years, maximum of Rs. 8,00,000/- is payable on submission of the required documents. 08 Lakhs in case of all child and additional 08 in case of girl child.
	(c)	The amount will be payable in the name of the child towards his/ her education.
	(d)	This amount shall be paid provided the Personal Accident claim has been admitted.
	(e)	Not applicable for Pensioners
	Documents to be submitted:	
	Claim Form Fees Receipt Certificate/ Marksheet of successful completion of previous year.	



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		Birth Certificate/ Certificate establishing relation with the Insured person. OTHER CONDITIONS
	(a)	Upon the happening of any event which may give rise to a claim under this Policy, written notice with all particular must be given to the Company immediately. In case of death, written notice also for the death must, unless reasonable cause is shown, be so given before internment cremation, and in any case, within 180 Days after the death, and in the event of loss of sight or amputation of limbs, written notice thereof must also be given within 180 Days after such loss of sight or amputation.
	(b)	satisfactory Proof shall be furnished to the Company of all matters upon which a claim is based. Any Medical or other agent of the Company shall be allowed to examine the insured person on the occasion of any alleged injury or disablement when and so often as the same may reasonably be required on behalf of the Company and in the event of death, to make a postmortem examine of the body of the insured person. Such evidence as the Company may from time to time require shall be furnished and a postmortem examination report, if necessary, be furnished within the space of fourteen days after demand in writing and in the event of a claim in respect of loss of sight the Insured person shall undergo at the Insured's expense such operation or treatment as the Company may reasonably deem desirable provided that all sums are payable
		Note: The above list of terms and conditions/ documents is only indicative, the documents requirement may vary on a case-to-case basis. The final discretion to accept or reject a claim is that of the Insurance Company, in line with the policy terms and conditions between axis bank & new India assurance, while Axis Bank will be a facilitator for processing of the claims. For detailed terms and conditions please refer to www.newindia.co.in



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Annexure-V

TERMS & CONDITIONS OF TOTAL PERMANENT DISABILITY COVER

(Total Permanent Disability coverage up to 100% of S.I. under following conditions:

-	Type of PTD	Percentage of SI
Permanent Total Disability	Loss of Sight (Both Eyes)	100%
	Loss of Two Limbs	100%
	Loss of one Limb & One eye	100%

The Permanent Total Disability Cover is applicable in case of a personal accident and terms and conditions as applicable for PA Cover (as per Annexure-V)

Annexure-VI

TERMS & CONDITIONS OF PERSONAL PARTIAL DISABLEMENT ACCIDENT INSURANCE COVER

Sl. no	Type of Injury	% Of Capital Sum Insured
1	Loss of toes - all	20
	Great - both phalanges	5
	Great - one phalanx	2
	Other than great, if more than one toe lost each	1
2	Loss of hearing - both ears	75
3	Loss of hearing - one ear	30
4	Loss of four fingers and thumb of one hand	40
5	Loss of four fingers	35
6	Loss of thumb - both phalanges	25
7	Loss of thumb- one phalanx	10
8	Loss of index finger	



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	two phalanges or one phalanx	10
	three phalanges	10
9	Loss of Middle Finger	
	- three phalanges	6
	two phalanges or one phalanx	6
10	Loss of ring finger	
	- three phalanges	5
	two phalanges or one phalanx	5
11	Loss of little finger	
	- three phalanges	4
	two phalanges or one phalanx	4
12	Loss of metacarpals	
	first or second	3
	third, fourth or fifth (additional)	3
	(Percentage as assessed by the Company's Panel Doctor)	

Percentage as assessed by the Company's PANEL Doctor. The permanent partial disability cover is applicable in case of personnel accident and terms and conditions as applicable for PA cover



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Annexure VII

Air Accident Terms & Conditions:

Please refer below major terms and conditions on Air Accident Cover pertains to Debit card policy:

1.	For Air accident cover & other travel coverage's, the coverage will be effective only if the ticket is purchased by Axis Bank Debit Card.
2.	In case of multiple cards: PA /Air Accident, indemnity limit is restricted to Sum Insured of one card.
3.	PA Air Accident cover is 24 X 7 Worldwide., cardholder should travel as an passenger in commercial airlines (Pilot & Co Pilot not covered for air accident claims)
4.	Air Accident is defined as "Sustain any bodily injury resulting solely directly from accident caused by external, violent and visible means, the sum hereinafter set forth in respect of any of the Insured persons specified in the Schedule.
5.	The Insurer will pay the Sum Assured in the event of Accidental Bodily Injury causing the Insured's death within.
6.	12 months of the Accidental Bodily Injury being sustained due to Air Accident, where after the Policy shall expire.
7.	Air Accident Cover is available to only for Commercial / Private / Chartered flights subject to air ticket / Flight is booked via Axis Bank Debit Card

Claim Intimation / Documents Submission Time Lines and documents requirement:

1.	Death Claim should be intimated and claim documents should be submitted within 60 Days from the date of loss. Post 60 days, till 90 days 20% co-pay applicable and later 90 days claim is not admissible.
2.	Deficiency document Submission TAT : 60 Days from date of last query raised
3.	Copy of Air Ticket & Account statement highlighting the transaction for Air ticket purchase (Only for Air Accident) verified (with sign and stamp) by Axis Bank Ltd.
4.	Copy of Certificate from Airlines authority in case of Air accident.
5.	Other requirement as per surveyor.



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