

Frequently Asked Questions

ON LINE ACCOUNT OPENING

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Section -A: General Questions/Queries

1. What is Capital E-Savings account?

Glad you asked! Capital E-Savings account is a minimum balance DIGITAL savings account which offers the applicable savings interest as on date.

You can open the Capital E-Savings Account online by just register using your Aadhaar number, PAN and other basic details. It will only take a few minutes!

2. What are the features of Capital E-savings account?

Capital E-savings account is a fully loaded Digital Savings Account brought to you by Capital Small Finance Bank. Below are the key features of your account:

- Open account online.
- Earn savings interest on your savings account balance.
- Maintain Minimum Balance of Rs. 1,000/- on daily basis.
- Visiting a branch is old school. Now get all your banking transactions & other service requests executed from the convenience of your home with the help of our Capital Mobile+ App.
- Capital E-savings Account holders can avail **free funds transfer** online using NEFT or IMPS or RTGS through Capital Mobile+ App.
- VDC by default. Shop online with ease using your Virtual Debit Card (VDC) available on the Capital Mobile+ App.
- All deposits in a Scheduled Commercial Bank are insured up to an amount of INR 5 Lac under Deposit Insurance and Credit Guarantee Corporation (DICGC)
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3. Am I eligible to apply for Capital E-Savings account?

- The applicant should be a Resident Indian.
- The applicant should be 18 years and over.
- The facility shall only be available for accounts opened with "Self" mode of operation i.e. Joint account opening shall be restricted.
- Aadhaar and PAN are mandatory KYC documents.
- The applicant should have a valid mobile number and Email address.
- The facility is available only to the New to the Bank (NTB) customers i.e. the applicant should not be an existing customer of the bank.

4. What is Limited KYC Account and Full KYC account?

- An account opened through Online mode where the customer has not yet completed the Video KYC process or has not yet visited the branch with required documents for completing his account to a “Full KYC Account”, shall be treated as a “Limited KYC account”. Such accounts are required to be converted to a full KYC account within a period of 1year of their opening. Till the account is converted to a Full KYC account, following restrictions shall be applicable:

The aggregate balance of all the deposit accounts of the customer cannot exceed Rs. 1,00,000.

The aggregate of all credits in a financial year, in all the deposit accounts (SB and TD/RD) taken together, cannot not exceed rupees two lakh.

Further, if the account is not converted into Full KYC Account within a year, the account will be closed.

- An account opened through Online mode where the customer has completed the Video KYC process or has visited the branch with required documents for completing his account to a “Full KYC Account”, shall be treated as a “Full KYC account”.

5. What features are available under Limited KYC Account?

Under Limited KYC Account

- Permissible features:
 - i. Deposit/Withdraw funds through electronic mode including RTGS/NEFT/IMPS/UPI/etc.
 - ii. Shop online, make bill payments through the Virtual Debit Card
 - iii. Online Tax Payment
 - iv. Term Deposit up to the threshold for the period the account is valid
- Non Permissible features (below is not the exhaustive list):
 - i. Internet banking
 - ii. Cash deposit/withdrawal
 - iii. Cheque Book
 - iv. Physical Debit Card
 - v. Mandate Management

6. Which documents are required to convert my account from Limited KYC Account to Full KYC Account?

- While opening the account Online, the customer needs to select one of the available options to convert the account into Full KYC Account:
 - By opting Video KYC: You can select your Video KYC slot at the time of online account opening or at later stage.

- By visiting nearest branch: You can visit the nearest branch and complete the formalities.

7. How can I apply for Capital Mobile+?

- You are registered by default for the Capital Mobile+ App.
- On opening of Limited/Full KYC Account online, you will receive your client ID and other details over email as well as SMS
- You can use the details to login for Capital Mobile+

8. Is my information secure?

Absolutely! The security of your personal information and your online banking transactions is of utmost importance to us. We maintain strict security standards to prevent unauthorized access to your information.

9. I do not have a PAN. Can I still apply for a Capital E-savings account?

Having your PAN Card to open your Capital E-savings Account is a must.

10. What is a FATCA declaration and why do I need to make one?

- FATCA stands for the Foreign Account Tax Compliance Act.
- Government of India has made FATCA declaration mandatory for all bank account holders in India.
- FATCA is a self-certification provided by the bank account holders about their tax residence status for their compliance with FATCA.

11. Why do I need to add a nominee to my account?

Adding a nominee to your account is the smart thing to do.

In the unfortunate event of demise of the account holder, the funds in your account will be transferred to your nominee quickly and easily.

You don't have to add a nominee if you don't want to – Simply select the 'I don't wish to add a nominee' option while you open your Capital E-savings Account.

You can always change your mind and nominate an individual later.

12. Can I hold my account jointly with another applicant?

When you open a Capital E-savings account online, it is intended for a single user only. After the full KYC of your online account, you can add a joint account holder by visiting the nearest CSFB branch.

13. What will be the fees & charges for Capital E-savings account?

Enjoy the digital world of Capital E-savings! This means:

- If minimum balance is not maintained in the account charges will be debited from the account.
- Free Virtual Debit Card.
- Free online fund transfer.
- If you select one of our additional services, such as a physical debit card** or a cheque book*, there may be additional charges. For detailed features and charges, please check [here](#).

**Cheque books are available only to Full KYC customers*

14. How can I start a Term Deposit (TD)?

Following are the steps to apply for TD through CSFB Mobile Banking App:

- Log in to the Mobile Banking App.
- Please visit the 'Banking' section inside the Mobile Banking App
- Go to 'Fixed Deposits'
- Tap on 'Open Fixed Deposit'.

These features are available to customers within the prescribed threshold limits, with condition that in case full KYC is not completed by customer within prescribed time FD will be closed as per applicable interest rates.

Section B – Debit Card & Cheque Book related

15. What is a Virtual Debit Card? How do I use it?

Capital E-savings account comes with a free Virtual Debit Card. Since it is not a physical card, it is called as Virtual Debit Card. It can be used for all online shopping and payments similar to

How you use a physical debit card. It is completely safe & secure.

Follow the steps below to view Virtual Debit Card in the Mobile Banking App:

- Log in to the CSFB Mobile Banking App using your CRN and MPIN
- Once you've logged in, click on the 'Debit Card Management' tab
- Navigate to 'Virtual Debit card' tab to see the details
- Virtual Debit Cards cannot be used at ATMs or Point of Sale (POS) machines. If you wish, you can apply for a physical debit card as well.

16. Can I have a physical Debit Card? How do I apply for one?

Yes, you can apply for Physical Debit Card after converting your account to Full KYC Account! Steps to request for a Physical Debit Card are as follows:

1. The physical card can be applied through branch channel or at the time of VKYC
2. The physical card can also be applied through CSFB Mobile Banking app.

Few details about the process of availing the Physical Debit Card:

The physical Debit Card can be availed at a nominal charge. Refer Schedule of charges for the same.

You will need to have sufficient balance in your account to order one.

Once you've requested a Physical Debit Card, we'll charge the card fees to your account. Your card will be delivered to you within 7-10 working days at your communication address registered with us.

17. How do I view my Virtual Debit Card in the Mobile Banking App?

Follow the steps below to view Virtual Debit Card in the CSFB Mobile Banking App:

- Log in to the CSFB Mobile Banking App using your CRN and MPIN
- Once you've logged in, click on the 'Debit Card Management' tab
- Navigate to 'Virtual Debit Card' tab to see the details

18. When will I receive my Virtual Debit Card Number?

Instantly! You'll get your Virtual Debit Card number the moment you've finished opening your account.

Follow the steps below to view Virtual Debit Card in the Mobile Banking App:

- Log in to the CSFB Mobile Banking App using your CRN and MPIN
- Once you've logged in, click on the 'Debit Card Management' tab
- Navigate to 'Virtual Debit Card' tab to see the details

Section C - Funding related

19. How can I deposit money into my Capital E-savings account?

Following are the ways in which you can deposit money into your Capital E-savings account:

- You can deposit money using Net Banking of another bank.
- You can transfer money from another account through NEFT, IMPS or UPI

20. When will the funds I transferred be available in my account?

Generally, funds are credited instantaneously. In some cases, it may take up to 2 working days to credit money to your account. If funds are not reflected after two days, please get in touch with us with the transaction reference number.

Section D – Account Closure Related

21. Does my Limited KYC account have a validity?

Your Capital E-services Account has a validity of 1 year with some restrictions. If you haven't completed these formalities, your account will need to be closed at the end of a year (Year is calculated from the date of opening of the Capital E-services account).

IMPORTANT: Please ensure that you complete your Full KYC within 180 days from account opening to enjoy uninterrupted services at all times.

If Full KYC is not completed within 270 days from account opening, your account will be blocked from transactions. However, you would still be able to complete your Full KYC and resume banking easily.

If Full KYC is not completed within 365 days from account opening, your account will be closed permanently with no possibility of reactivation.

22. How can account closure be avoided and I can continue to operate the account?

It's easy. All you need to do is schedule an appointment to meet us once, to complete your KYC formalities. One of our bank representatives will visit you at your preferred location. It will just take a few minutes to complete your Full KYC formalities and you can continue to enjoy uninterrupted banking on your online Account.

You can give a call to "Toll free number "and complete your Full KYC process. Bank representatives will get in touch to help you complete the Full KYC process.

23. In case of account closure, how will the balance of my Capital E-services account be remitted to me?

If you have not completed the full KYC of your account within the stipulated time period, the account will be closed. Once closed, the balance amount will be sent to your registered communication address via Demand draft within 30 days' post closure of your account.

24. Once my Capital E-services account is closed, can I re-apply for another?

Unfortunately, once your Capital E-services account is closed, you won't be able to reactivate it or open a new Capital E-services Account.

You can open a different savings account by visiting the nearest bank branch or requesting our bank representative to visit you.

Section E – Schedule of Charges Related

25. What are the transaction charges in Capital online account?

Most of the services provided to customers are free such as online fund transfers, account opening, full KYC etc. However, some of the transactions carry a charge as per the General Schedule of Charges. Please check [here](#).

26. Will I be charged for fund transfer?

Online fund transfer using RTGS, NEFT, & IMPS, bill/ merchant payments using UPI[^] are free.

Fund transfer using UPI or through branches are charged as per General Schedule of Features & Charges(SOC). Please check [here](#).

[^]UPI merchant payments are free. For UPI fund transfer charges refer the General Schedule of charges. Please check [here](#).

27. Will I be charged for debit card or ATM transactions?

Virtual Debit Card is free of cost. The charge of the physical debit card will depend on the type of the Debit Card. To know more about transaction charges, refer to the General Schedule of charges. Please check [here](#).

28. My ECS has bounced. Will I be charged?

That's unfortunate. You will be charged as per the current the General Schedule of charges. Please check [here](#).

29. Will I be charged for bank statements and alerts?

Email account statements are free of cost. Physical statement and SMS alerts are charged as per the General Schedule of charges. Please check [here](#).

30. My question isn't listed here

If you have any other questions speak with any of our bank representatives for assistance. You can reach our customer care center on 1800 120 1600* (*Local charges applicable if applicable), Customerrelations@capitalbank.co.in.