

TERMS AND CONDITIONS

1. Reliance My Gold Plan (henceforth referred to as “the Plan”) is offered by Reliance Money Precious Metals (RMPM) to enable disciplined accumulation of Gold Grams through regular purchase by customers for their personal requirements. The plan enables Customers to purchase physical gold in small quantities at periodic intervals through “Daily Cost Averaging”.
2. The Plan is NEITHER a financial product NOR a deposit; but is a Mode of purchasing gold for the personal requirements of the customer. RMPM offers no investment advice or any assured returns while promoting the Plan.
3. The Customer authorizes:
 - a. RMPM to appoint a Trustee who shall act for an on behalf of the Customers.
 - b. RMPM to deliver the gold purchased on behalf of the Customer to the Trustee who shall safe keep the gold purchased under the plan either by itself or by appointing a Safekeeping agency
 - c. RMPM to consolidate daily purchases across all its Customers and deliver gold in defined lot size of 100 gram/1 Kg bars to the trustee.
 - d. The Trustee to hand over his/her accumulated gold to RMPM or an appointed Logistics Provider of RMPM to enable fulfilment.
4. On the occurrence of an event of default as described under the provision of the security documents, more particularly described in the Trustee Agreement between RMPM and Trustees, the Trustee shall take all such steps to enforce the security interest and distribution of compensation in the manner set out under said security documents
5. Fulfilment is the complete process starting from placing of request for delivery of the gold grams accumulated by the customer till the actual physical delivery of gold in form of coin or jewellery to the customer.
6. Participation in this Plan is voluntary on the part of the Customer. The Plan is NON-TRANSFERABLE and fulfilment of the Plan would be made solely to the Customer/his Nominee in Person.
7. The gold offered under this Plan is of '24 Karat' purity at '995' fineness. Customer can opt for fulfilment of his/her accumulated Gold Grams in either coins or jewellery through the registered fulfilment partners. No claims whatsoever will be entertained by RMPM once the gold coin(s) or jewellery has been collected by the customers from the fulfilment partners.
8. Participation under this Plan is open to Resident and Non-Resident Individuals (having Indian correspondence address), including minors (through their guardians) and Hindu Undivided Families (HUF) only.
9. Business day referred to herein means any day other than Saturday or Sunday or a day declared as holiday under the Negotiable Instruments Act, 1881 or a day on which normal business could not be transacted due to storms, floods, bandhs, strikes, riots or any other events as RMPM may specify from time to time.
- 10. Subscription Details**
 - a. Customers are required to indicate their choice of tenure, initial subscription amount and monthly subscription amount at the time of filling the application form.
 - b. The various tenures available under the Plan are 1 year to 15 years, however, each term shall be of and in multiples of one year each.
 - c. The initial subscription amount may be greater than or equal to the monthly subscription amount.
 - d. The minimum monthly subscription amount shall be equal to or more than Rs. 1000/- and in multiples of Rs. 100/- thereafter. No change permitted in the Monthly Subscription Amount and the Tenure, once selected at the time of registration by the Customer.
 - e. Additional subscriptions is permissible for a minimum sum of Rs. 1000/- and in multiples of Rs. 100/- thereafter any time during the Tenure
 - f. The remittance of the initial subscription amount shall be made through internet banking/debit card/credit card/Cheque within the local limits. The subsequent payments will be processed through a ECS/Direct Debit mandate on the user's bank account

- g. On making an initial subscription payment of Rs. 12,000 or more, the customer has the option of having the requirement for submitting ECS/Direct Debit mandate. In such a case the customer doesn't have to fill the Monthly Subscription details.
- h. Against the subscription amount, Gold will be invoiced to the customer as prescribed under clause '**Gold Price and Gold Grams Credit**'.

11. Renewal Option

The Customer has the option to renew his/her subscription via the same ECS mandate issued for the tenure he chooses. The debit instructions for the ECS will be sent as per the revised tenure chosen by the customer.

12. Customer ID

- a. A "Customer ID" will be generated within the next 10 Business Days of the date of submission of the Application Form at the Official Points of Presence. Any application Forms received after 4.00 pm on any business day- shall be processed on the next business day.
- b. The Application shall be processed only, if the same is complete in all respect and the Customer ID shall be created subject to the supporting documents being valid and complete in all respect , and credit of gold grams will be done upon realization of the subscription amount.
- c. Upon creation of the "Customer ID", RMPM shall endeavour to inform the Customers by way of an email or by way of an SMS alert on the registered mail id / mobile number.

13. Rejection of Application

- a. In the event the application is rejected for any reasons whatsoever, the Application Form shall not be returned to the Customer. RMPM reserves the right to reject any application on any grounds whatsoever, including for non compliance of requisite norms. In the event of rejection of application, RMPM will refund the initial subscription amount directly to the Customer. It is understood that the Customer shall not be entitled to claim any interest on the said subscription amount so refunded.
- b. However, once the application is accepted, the customer shall not be entitled to cancel the subscription and or claim refund of the subscription amount paid. The subscription received from a customer cannot at any given point of time be transferred or assigned to any other person or persons.

14. Customer Communication

- a. Upon enrolment in the Plan, a physical Welcome Letter will be sent to registered address of the customer. A monthly holding statement shall be mailed to the customer.
- b. The Statement of Holdings shall reflect the initial, monthly and additional subscription amounts paid by the customer and the Gold Grams credited into the account.
- c. The Tax Invoice of the customer will be made available on the Company's website www.reliancemgp.com on daily basis. A summary of Invoice generated for the month shall be mailed to the registered mail address of the customer by 5th business day of next month.

15. Know Your Customer (KYC) Compliance

- a. Customers shall provide self attested copies of acceptable proofs of identity and address.
- b. In the event the total subscription amounts exceeds Rs. 5 lakh anytime during the tenure of the Plan or single monthly subscription amount is Rs. 50,000 or more, a self certified copy of the PAN card of the customer (designated guardian in case of a minor) shall be mandatorily submitted along with the Application Form.

16. Gold Price and Gold Grams Credit

- a. The daily price at which the Gold grams are invoiced on Business Days will be as displayed on the website of RMPM. The Daily Gold Price of RMPM under this Plan may be different from that available in the open market and / or at any other retail outlets.

- b. The Gold gram invoiced to the customer would be after adding the Administrative Charges on the Daily Gold Price. The Administrative Charge would be 1.5% of the Daily Gold Price and shall be non-refundable. For example, if the Daily Gold Price was Rs. 2800 per gram, then the price charged to the customer after applying the Administrative Charge would be Rs. 2842 per gram.
- c. The purchase of gold against the monthly subscription amount shall be based on "Daily Averaging" method. Under this method, a Daily Purchase Amount will be arrived by dividing the subscription amount into 20 equal instalments and gold gram will be invoiced on a daily basis, as prescribed in clause b above. Gold Grams up to 4 decimal points rounded down shall be credited to the customer's account.
- d. At the time of making additional purchases the customer has the option to do a "One Time Purchase" of gold grams or do a "Daily Averaging" of the Additional Purchase Amount. If no option is selected then the default would be "Daily Averaging". If "One Time Purchase" option is selected then the gold grams equivalent to the additional purchase amount shall be credited to customer account on T+1, T being the date of realization.
- e. In case of erroneous credit of Gold Grams to any customer's account, RMPM reserves its rights to reverse such credits at its sole discretion.

17. Nomination

- a. Nomination is mandatory for all customers registered under the Reliance My Gold Plan.
- b. A Minor can be nominated by the customer and in such an event, the name, address and signature of the guardian of the minor shall be provided by the customer. However, the customer cannot be a designated guardian for a minor nominee.
- c. In the event of death of the customer, the nominee (or the designated guardian of the nominee in the case a nominee being a minor) can take delivery of accumulated gold under the Plan. In such cases, the nominee (or the designated guardian, as the case may be) needs to provide (i) proof of identity bearing his/her signature, and (ii) the death certificate of the customer.

18. Fulfilment Process

- a. The fulfilment process can be initiated either on maturity or a partial fulfilment or prior to the maturity date (Pre-mature) as detailed below. All fulfilment requests shall be processed on one business day after the maturity date or fulfilment request date whichever is earlier.
- b. At the time of submitting the fulfilment request, the customer will have to specify his/her preferences as detailed below:
 - i. Fulfilment Type: Coin (Default) OR Jewellery. A combination of the two is NOT permitted.
 - ii. Fulfilment Location: Coin/Jewellery Fulfilment location. Default will be the fulfilment centre nearest to the Customer's Address (details of fulfilment locations will be made available in the website of RMPM – www.reliancemgp.com).
 - iii. Denomination of Coins: Customer can specify the quantity of various denominations required or alternatively select the "Optimum" option (Default). In both the events, the Company on best effort basis and subject to availability shall make available the required denomination. In case of "Optimum" option, the system shall calculate the optimum quantity of each denomination so as to minimize the making charges, subject to necessary stock being available at the fulfilment locations.
- c. Fulfilment upon Maturity

The customer will have to specify the fulfilment preferences at least 1 month prior to maturity date failing which the default fulfilment preferences shall apply. The maturity date is defined as the date on which the 20th daily credit of gold grams corresponding to the last monthly subscription happens as per the tenure chosen by the customer at the time of subscription. The Deemed Maturity Date is stated in the Statement of Holding sent to the customer.

- d. Partial Fulfilment

- i. Customer can request for a partial fulfilment at least 1 month prior to maturity date subject to a minimum fulfilment of 5 grams and in multiples of 0.5 grams thereafter. Customer can opt for the partial fulfilment in form of Coin as well as Jewellery. No change to the fulfilment preferences shall be allowed once the partial fulfilment request has been submitted
 - ii. In case there are any balance grams at the time of maturity, then the same shall be processed as "Fulfilment upon Maturity" as explained above.
- e. Pre-mature fulfilment
 - i. Pre-mature fulfilment can be requested by submitting a fulfilment request form indicating pre-mature fulfilment along with cessation of monthly payment (ECS Cancellation Form)
 - ii. Fulfilment Processing Charge of 2.5% will be charged on fulfilment requests made within 1 year of Customer ID generation. The fulfilment Processing Charge will be levied on 12 times the monthly subscription amount minus the cumulative subscription amount realized. For example, if the monthly subscription amount of the customer is Rs. 3000/- and the customer has so far paid Rs. 10,000 then Fulfilment Processing Charge @ 2.5% will be levied on Rs. 26,000 (i.e. Rs. 3000 x 12 – Rs. 10,000).
 - iii. In case of pre-mature fulfilment, gold grams shall be invoiced as per the "One-Time Purchase" option instead of "Daily averaging" method for the residual amount corresponding to the last subscription amount realized. In the event the customer submits a pre-mature fulfilment request just before an ECS/direct debit due date, it is possible there may be instances where the amount has already been deducted from the customer's bank account. In such a case, the said amount will be fully refunded to the account of the customer by way of credit to the customer's bank account by RMPM within the next 15 business days, free of any interest.
- f. Upon successful processing of the fulfilment request, the system shall generate a maturity advice which shall bear the following details
 - Total Grams accumulated till date
 - Residual Grams for rounding-off to the nearest 0.5 grams
 - Denomination of Coins (only applicable for coins)
 - Round-off payments to be made for the residual grams. The Daily Gold Price shall be applicable on the date the fulfilment process runs as described above.
 - Coin Making Charges as per the denomination of coins specified
 - Delivery Charges as may be applicable.
 - Applicable Local Taxes and State levies like Octroi, Local Body Tax, Entry Taxes, etc
 - VAT/CST receivable from the customer
- g. The fulfilment related payments shall be made by a single Cheque/DD payable locally, in the city where the collection centres of RMPM are present or online through www.reliancemgp.com or by way of cash at any of the Itz Cash collection points authorized by Reliance My Gold Plan or through ECS/Direct mandate. Outstation Cheques/DD will not be accepted. Cheque/DD should be crossed "Account Payee" and drawn in favour of "Reliance My Gold Plan Customer ID.". The customer shall be issued an acknowledgement receipt/fulfilment voucher for delivery of Gold coin / jewellery respectively, upon successful realization of fulfilment related payments. The fulfilment voucher shall have a validity of 60 days from the date of issue of voucher.
- h. The customer shall walk in-person to the fulfilment centre specified in the voucher during the validity of the voucher and shall provide a copy of his/her photo id proof along with the voucher. If the customer is a minor then the guardian shall accompany the minor and a copy of the guardian's photo id proof shall be required. Alternatively the customer can opt for Home Delivery of Coins at the time of making fulfilment related payments. The Gold Coin/Jewellery Voucher shall be handed over to the customer upon successful in-person verification. In case of Jewellery fulfilment, the specifications like type of jewellery, the conversion rate and making charges are as mutually agreed between Jeweller and customer

- i. In case the customer doesn't make the fulfilment related payments within 60 days from the date of issuance of Maturity date then the customer shall be liable to pay "Safekeeping Charge" (towards the cost of storage and Insurance) at the rate of 0.50% per annum on the subscription amount. The responsibility of RMPM ends (I) on delivery of coins or (ii) on successful processing of fulfilment voucher by the Jeweller. RMPM is not responsible for any losses arising after delivery of the coins to the customer. RMPM is not responsible for the purity of jewellery provided by the Jewellery Fulfilment Partner. No claims whatsoever will be entertained by RMPM once the gold coins/jewellery has been collected by the customers from the fulfilment partner.

19. Modes of Payment

All Subscription and fulfilment related payments can be made through either of the following modes:

▪ECS/Direct Debit ▪ Online (internet banking, debit card and credit card)

20. RMPM reserves its right to alter, amend, add or delete a part or whole of the Plan, upon prior written notice of at least 2 months and in such an event the Customer shall be at liberty to either continue with the plan with the changes/amendments or have an option to opt for an immediate fulfilment by following the procedures laid down under clause 18 herein above.
21. RMPM also reserves its right to discontinue the Plan any time after 3 years by providing prior written notice of at least 2 months and in such an event no new subscriptions will be accepted and all fulfilment requests of the existing customers of the Plan will be processed as per the above terms and conditions immediately on such discontinuation.
22. In the event the customer fails to make 3 consecutive monthly subscriptions, the Customer ID would go into a dormant mode on the date the 3rd payment failed. In such a case the customer can reactivate the same by making the payment or by submitting another ECS mandate.
23. The fulfilment partners, Trustee, Safe Keepers or Service Provider may be changed by RMPM at any point of time. Details of such changes would be available on the website www.reliancemgp.com.
24. Disputes if any are subject to the exclusive jurisdictions of the courts at Mumbai. The Terms & Conditions shall be governed by the Laws of India.
25. By participating in this plan the customer is deemed to have read, understood and accepted the Terms and Conditions of the Plan as contained herein. These Terms and Conditions are binding on the customers upon their signing the Application Form and tendering payment thereof.