



## Citizencredit Bank Social Media User Guidelines

Dear Customers/ Friends,

We are glad that you like our page. We are here to inform you about what is new and exciting at our end and take your feedback on how you like our products and services. We would love to hear from you and we really appreciate your participation. However, we would request you to please respect the decorum of social media and keep the following “Guidelines “in mind-

1. Please don't use offensive, defamatory, abusive, unpleasant, unparliamentary and inappropriate language while communicating with us / others on our page. Also, please stay on the topic of discussion while commenting or posting any content.
2. We reserve the right to remove comments or posts that use any obscene, defamatory, threatening, harassing, discriminatory, hateful or inappropriate language or are spam or violate any intellectual property rights or may contain virus or are irrelevant and unrelated to the topics discussed on our page.
3. Views and opinions of any third party in the comments or posts are solely and exclusively of the user/such third party. Please note that we do not take any responsibility for such views, nor do we endorse such views. This includes the text, images, documents, audio and videos added, posted or linked by the users/such third parties.
4. We do not control the comments, messages, links or uploads that are posted by users on and/or via this page or when recommending the page to friends. We do not accept any liability for any such comments or messages and will not be liable for any infringing content that is uploaded and/or linked by Facebook/ Instagram users.
5. By using our page on Social media, you also agree to abide by the Facebook/ Instagram 's Terms and Conditions and their Privacy Policy.
6. Please note that we do not endorse the advertisements and any content or links provided by Facebook/ Instagram on this page and we are not responsible for the same. Whilst using this page you may be provided by us with links to the website ([www.citizencreditbank.com](http://www.citizencreditbank.com)) or related pages or any other related websites including those of our, alliance partners, merchants etc. for further information on the products, offers. Your use of our website and/or such third party websites shall be governed by the respective terms and conditions of such websites. The products and services offered by us exclusively or in alliance with third parties shall be governed by the terms and conditions applicable to such products and services.
7. We will not be responsible for the content, privacy or security policies of any external websites or links.
8. The information, material and content provided on this page or these Guidelines may be changed from time to time without prior intimation.



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CO-OPERATIVE BANK LTD  
(A Scheduled Multi-State Bank)

9. No information or opinion provided by us or through a third party on the page is intended to constitute legal, tax, securities or investment advice, or opinion regarding the appropriateness of any investment, or a solicitation for any product or service.
10. If you are a Citizencredit Bank customer, we apologize but we will not be able to take up your specific queries due to privacy and confidentiality issues. We would request you to please contact customer care number 1800 123 0209 or write to us on [ccbl@citizencreditbank.com](mailto:ccbl@citizencreditbank.com) for any specific issues .
11. We request you not to provide any sensitive or personal data on this page like any account related detail or card number etc on this page.
12. We make no representations or warranties regarding the accuracy, functionality or performance of any third party software that may be used in connection with the page. We cannot guarantee complete security of sending or posting or uploading any content over the Internet as they are subject to possible interception, alteration or loss.
13. No one may use, modify, alter, change, amend, revise, translate, copy, publish, distribute or otherwise disseminate any part or content uploaded on our page or related pages, or link any other Social media page or other website to this page, without our prior written permission except as specifically enabled by the functionality of the page.
14. You permit us to use edit, alter, publish or distribute the content that you have posted on the page in any manner without any legal or monetary obligation.
15. Please note that Citizencredit Bank reserves its rights to initiate appropriate legal proceedings in the event of any breach/violation of these Guidelines/ other terms and conditions as may be specified by Cltizencredit Bank from time to time, including but not limited to blocking access to our page without any further notice.
16. In no event shall we or any of our affiliates or representatives, be liable to you for any direct or indirect, claims or damages whatsoever resulting from any errors, mistakes, or inaccuracies of content, personal injury or property damage, of any nature whatsoever, resulting from your access to and use of our page, You specifically acknowledge that Cltizencredit Bank shall not be liable for content or the defamatory, offensive, or illegal conduct of any third party and that the risk of harm or damage from the foregoing rests entirely with you. The foregoing limitation of liability shall apply to the fullest extent permitted by law in the applicable jurisdiction.
17. To the extent permitted by applicable law, you agree to defend, indemnify and hold harmless Citizencredit Bank, its affiliates, officers, directors, employees, from and against any and all claims, damages, obligations, losses, liabilities, costs or debt, and expenses (including but not limited to attorney's fees) arising from: (i) your use of and access of our page; (ii) your violation of any of these Guidelines; (iii) your violation of any third party right, including without limitation any copyright, proprietary, or privacy right; or (iv) any claim that content posted by you caused damage to a third party.

The indemnification obligation contained herein shall survive these Guidelines and your use of our page



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18. These Guidelines shall be governed by the laws of India and any claim or dispute that may arise shall be decided exclusively by a court of competent jurisdiction located in Mumbai.