

Celesta Eligibility & Features

Celesta Eligibility

Onboarding Criteria

- Initial funding of Rs 5 Lakhs or more for new customers onboarded to Bank. Account to be funded within 3 working days from account opening date. **OR**
- For Resident Salary Customers: Salary credit of Rs. 2 Lakhs or more in the SB account. (Single salary Credit of above 2L)

On-going eligibility criteria - On-going eligibility criteria calculated at a Customer ID level or Family ID level

Customer ID level:

- Maintenance of an Average Monthly Balance of Rs 10 Lakhs in Celesta savings account **OR**
- Maintenance of an Average Monthly Balance of Rs 10 lakhs across savings accounts (In all SB accounts including Noor CA) **OR**
- Maintenance of an Average Monthly Balance of Rs 5 Lakhs across savings accounts (In all SB accounts including Noor CA) and Fixed Deposits for a minimum amount of Rs 25 Lakhs **OR**
- Maintenance of a minimum Total Relationship Value ^ (TRV) of Rs 1 Crore. **OR**
- For Resident Salary Customers: Salary credit of Rs. 2 Lakhs or more in the SB account.

Family ID level:

- Maintenance of Family Monthly Average Balance (FMAB) of Rs 10 Lakhs across Savings accounts (Including Noor CA) of all customer IDs linked to a particular family ID# **OR**
- Maintenance of Family Monthly Average Balance (FMAB) of Rs 5 Lakhs in savings accounts (Including Noor CA) of all customer IDs linked to a particular family ID# and FD(s) for a minimum amount of Rs. 25 Lakhs linked to that particular family ID# **OR**
- Maintenance of a minimum Total Relationship Value ^ (TRV) of Rs 1 Crore.

^ Total Relationship Value (TRV), aggregated at Customer ID or Family ID level is composed of savings accounts, Noor Current accounts and FDs.

Family ID is generated at the time customer enrolls into Family Banking program.

Customers who do not maintain any one of the mentioned criteria will be converted to a lower category Savings Account with appropriate advance intimation (on half yearly basis); fees and charges of the lower SB A/c will apply accordingly.

Celesta Family Banking Program

Celesta customers can extend their exclusive privileges to their family members as under.

- Customer can include a maximum of 4 members as part of the Family Banking Program. Family is defined as Spouse, Father, Mother, Son, Daughter, Father-in-law, Mother-in-law and Siblings.
- Customer holding a Celesta account can add any of their family member (as per the family definition) maintaining an SB account in personal name with the Bank to the Family Banking Program.
- Celesta account holder will be the primary holder in the family group.
- The customer ID of the Celesta account holder would be marked as the Primary customer ID in the Family ID.
- Other Terms and Conditions as applicable to the standard 'Savings Account' will also be applicable to the accounts under this 'Family Banking program'. Hence, members who are part of Family Banking program will have to maintain balances as per their individual savings account requirement.
- Facility to link and delink a Customer ID to Family Banking Program can be availed by submitting an application form.
- Any member of the Family Banking Program can leave the group at any point of time by submitting the Family Banking Application form. However, if a family member who holds the Primary Customer ID wishes to leave the group / close his Celesta account, the Family Banking Program will then stand dissolved forthwith automatically.
- A new member can be added to the Family Banking Program at a later point of time, subject to maximum of 4 members. The Application form (request to become a member of Family Banking Program) is to be filled-in and signed by the new entrant & primary customer and must be submitted to the Bank.
- NRI customers can be part of Celesta Family Banking Program either as a primary account holder or as a member.
- Current accounts (except Noor CA accounts), accounts maintained by Hindu Undivided Families and No-Frills accounts are excluded from the purview of the Family Banking Program.
- Primary account holder cannot be a minor and Celesta debit card cannot be offered to minors.
- Family ID is mandatory for all Celesta accounts.
- KYC Non-Complied customers are not eligible to join Family Banking Program.

Offers to family members under Family banking program

- As part of the Celesta Family Banking Program, Celesta customer gets a chance to extend these benefits to their linked family members as well and the eligibility for specific services is listed below:

Segment Propositions	Celesta SB Account Holder (Eligible for offer Yes / No)	Family Member (Eligible for offer Yes / No)
Airport Lounge Access program - <i>Extended as part of Celesta Master / VISA card lounge access program. Applicable only for Celesta debit card holders.</i>	Yes	Yes
Debit Card related offers - <i>Offers extended by the Bank on shopping with Celesta debit card.</i>	Yes	Yes

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Welcome On-board Gifting - Welcome reward extended by our concierge partner to Celesta customer and family members opting for Celesta debit card. A welcome reward of 5000 bonus reward points will be credited to Federal Reward balance on a minimum spend of Rs 1000 or above on Federal Bank Celesta Debit card.	Yes	Yes
Insurance Coverage* - Bank offers following insurance coverage as part of Celesta Insurance program in tie up with TATA AIG General Insurance Company Ltd & Ageas Federal Life Insurance Company Ltd. - o Air Accidental Coverage – Upto Rs 3 Crore - o Personal Accidental Coverage – Upto Rs 60 Lakhs* (For Celesta Salary scheme) / Upto Rs 50 Lakhs* (For Celesta holders and family members maintaining any other eligibility criteria). - o Card protection Plan – Upto Rs 5 Lakhs - o Group Hospital Cash – Rs 5000 / day (1 day deductible) - * Terms & Conditions Apply; For family member the benefits are offered in the individual SB account	Yes	Yes
Concierge Services - Services offered by the concierge partner – Ms Loylty Rewardz Mngt. Pvt. Ltd.	Yes	Yes
Free subscription to Wealth Management Services - Free Portfolio review, research notes, etc. - Bank in tie up with Equirus Wealth offers Wealth management services to Celesta clients and their family members.	Yes	Yes
Yearly Birthday rewards - Yearly birthday reward extended by our concierge partner to Celesta customer and family members opting for Celesta debit card. Reward - Earn 5X Reward Points (up to 1000 points) on all eligible transactions during the birthday month	Yes	Yes
Dedicated Customer Care - Specialised team is assigned at Contact centre to handle the calls / emails from Celesta customers.	Yes	Yes
Concessions on Locker Rent - Concession on locker occupied by Celesta Family. Concession of 50% subject to a cap of Rs 2000 is extended to entire family as a single unit. Concession can be availed by any one member in the family.	Yes (For Family as a single unit)	
Doorstep Banking - Service available only at selected branches.		
Concessional Processing Fees (Housing Loan / Car Loan)	Yes	No

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- 50% concessions in processing fees for retail loans (Housing / Car loan) subject to a cap of Rs 10,000		
Demat Account AMC waiver*	Yes	No
- Free lifetime Demat account		
Personalized Digital Touch points	Yes	No
- Personalised digital products offered to Celesta customers like WhatsApp Banking, personalised mobile banking platform, personalised net banking platform etc.		

- Celesta family members has to maintain the savings account AMB criteria as per their account scheme.

Offers clubbed with Celesta debit card

Master card variant

Complimentary Domestic & International Airport Lounge Access

Debit card Type	Domestic lounge access (Lounges within India)		International lounge access (Lounges outside India)	
	Card Holder Visit	Minor Member Visit	Card Holder Visit	Minor Member Visit
Celesta Resident (BIN No – 515630)	2/ Quarter	1/ Quarter	4/ Year	4/ Year
Celesta NR (BIN No – 555915)	2/ Quarter	1/ Quarter	4/ Year	4/ Year

- Quarter will be calendar quarter and year is calendar year.

- While swiping Master World Series (Celesta) Debit Card at domestic lounge an authorization for an amount (Rs. 2/-) will be taken on the card for validation purposes only which is non-refundable, whereas in case of International lounge access customers will be charged as per lounge charges and the same will be reimbursed within 30 days. After customers have exceeded the complimentary accesses, the applicable lounge access fee (plus taxes) will be charged to his account.
- List of participating lounges**
 - Domestic - <https://www.federalbank.co.in/airport-lounge-access-program-domestic>
 - International – <https://www.loungekey.com/en/federalcelesta/our-lounges>
- Reward points on all debit card spends** - All Celesta Debit Card holders are automatically enrolled as Federal Rewards program. Reward Points earned on your Celesta Debit Card transactions can be used for shopping, dining, watching movies, paying bills and more. Celesta debit card holders can earn 1 point for every Rs 100 spent.
- Daily shopping limit of ₹ 6 Lakhs** (Applicable for all retail POS / ECOM transaction)
- Daily ATM Withdrawal limit of ₹ 1 Lakh**
- Complimentary Golf Access** – For details visit - https://specials.priceless.com/en-in/offers/Mastercard_World_Card_India_Golf_Program?Oid=201902180041
- Features and Offers of Master Celesta contactless debit card** - <https://www.federalbank.co.in/celesta-personal-contactless-debit-card>
- Other Offers** - <https://www.federalbank.co.in/mastercard-domestic-usage-offers>

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VISA card variant (Discontinued for fresh issuance)

▪ Complimentary Domestic & International Airport Lounge Access

Debit card Type	Domestic lounge access (Lounges within India)		International lounge access (Lounges outside India)	
	Card Holder Visit	Minor Member Visit	Card Holder Visit	Minor Member Visit
Celesta NRE / Resident (BIN No – 453795)	2/ Quarter	1/ Quarter	4/ Year	4/ Year

- Quarter will be calendar quarter and year is calendar year.

- While swiping Visa Infinite (Celesta) Debit Card at domestic lounge an authorization for an amount (Rs. 2/-) will be taken on the card for validation purposes only which is non-refundable, whereas in case of International lounge access customers will be charged as per lounge charges and the same will be reimbursed within 30 days. After customers have exceeded the complimentary accesses, the applicable lounge access fee (plus taxes) will be charged to his account.
- **List of participating lounges**
 - 1) Domestic - <https://www.federalbank.co.in/airport-lounge-access-program-domestic>
 - 2) International – <https://www.loungekey.com/en/federalcelesta/our-lounges>
- **Reward points on all debit card spends** - All Celesta Debit Card holders are automatically enrolled in Federal Rewards program. Reward Points earned on Celesta Debit Card transactions can be used for shopping, dining, watching movies, paying bills and more. Celesta debit card holders can earn 1 point for every Rs 100 spent.
- **Daily shopping limit of ₹ 6 Lakhs** (Applicable for all retail POS / ECOM transaction)
- **Daily ATM Withdrawal limit of ₹ 1 Lakh**
- **Features and Offers of VISA Celesta contactless debit card** - <https://www.federalbank.co.in/visa-celesta-contactless-cards>
- **Other Offers** - <https://www.federalbank.co.in/visa-debit-card-offers>

Celesta Insurance Program

Bank offers following complementary insurance coverage for Celesta main account holder and family members as part of family banking program.

- Accidental Death - Air Accidental Cover – Upto Rs 3 Crore*
- Accidental Death – Personal Accidental Death cover– Upto Rs 60 Lakhs* (For Celesta Salary scheme) / Upto Rs 50 Lakhs* (For Celesta holders and family members maintaining any other eligibility criteria).
- Fraudulent charge cover (Debit Card) – Upto Rs 5 Lakhs*
- Daily Hospital Cash (Accident & illness) – Rs 5,000 for 10 days (1 day deductible) *

*T&C Apply Visit - <https://www.federalbank.co.in/celesta-insurance> for details

Celesta Concierge Program

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Enjoy the exclusive 24/7 Concierge Services on your Celesta Debit card. Call the Federal Bank Concierge Service desk at 1800-258-2566 or +91-40-67284302 (Monday – Saturday; 9AM – 6PM) to book a Concierge Service or email at concierge@federalrewards.in to receive a call back from our agent to take the booking request. Services can be booked through FedNet also.

Services offered under the program

Travel Services and Premium Services	Golfing Services
▪ Hotel Referral and Reservation Assistance ▪ Flight Information and Ticketing Assistance ▪ Luxury Car Rental and Limousine Referral and Reservation Assistance ▪ Pre-trip Inoculation and Visa Requirement Information ▪ Airport Limousine Concierge ▪ Airport VIP Service pick up & drop ▪ Airport Lounge Access ▪ Currency Rates and Conversions ▪ Trip Planning and Assistance ▪ Overseas Language/Translation Support ▪ Sightseeing and Destination Recommendations ▪ Luxury Yacht and Cruise Information and Reservations	▪ Golf Course Referral and Reservation Assistance ▪ Golf Lessons Information ▪ Golf Equipment and Apparels ▪ Golf Events Assistance
	Arts and Culture Services
	▪ Arts and Antiques Dealers Information Assistance ▪ Flower and Gift Delivery Assistance ▪ Jewellery and Watches Referral Assistance ▪ Major Shopping Belts/Locations Information ▪ Spa, Fitness Centre and Sports centre Information and Referral Assistance
	Business Services
	▪ Courier Service Assistance ▪ Translation Services
	Other Services
	▪ Event Planning ▪ Pet Care Assistance ▪ Massage and Aromatherapy Services

Services listed above are chargeable. All concierge service bookings have a non-refundable convenience fee (exclusive of taxes) of 2% of the booking amount or Rs.500, whichever is lower. For details of service please contact Federal Bank Concierge Service desk.

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Celesta Fee & Charges

Basic Charges for Celesta main account holder

Features	Charges Applicable
Service charges if eligibility criteria's are not met	NA
Debit card type for Primary Celesta Holder	Celesta Resident / NR debit card
Issuance Fee for Primary Celesta Holder	NIL
Annual maintenance Charge for Primary Celesta Holder	Rs 1000* (Excluding GST) * AMC is exempted if the annual spend is above ₹ 2,00,000 through ECOM/POS or if the eligibility criteria in the previous year is above stipulated limits.
Debit card type for Celesta Family Holder	Celesta Resident / NR debit card
Issuance Fee for Family Celesta Holder	NIL
Annual maintenance Charge for Family Celesta Holder	Rs 1000* (Excluding GST) * AMC is exempted if the annual spend is above ₹ 2,00,000 through ECOM/POS
Debit card renewal	Free
Cheque Book Issuance	Unlimited, Free
FedNet (Internet Banking)	Free
FedMobile (Mobile Banking)	Free
Ledger Folio Charges	Free
Daily Debit card cash withdrawal limit	Rs 1 Lakh
Daily POS transaction limit	Rs 6 Lakhs
DD Charges	Free (Local DD Only)
NEFT	Free
RTGS	Free
IMPS	Free
AWB Charges	As per <u>Service charges & Fees</u>
ECS / NACH Transaction Fee	As per <u>Service charges & Fees</u>
Cash Handling Charges	As per <u>Service charges & Fees</u>
Collection of cheques (outstation)/Inward LCC	As per <u>Service charges & Fees</u>
Transaction Failure charges	As per <u>Service charges & Fees</u>
Demat Charges – Demat Account AMC	NIL for life
Subscription to Wealth Management Services	Free
Locker Rent	50% Concession to a cap of Rs 2000. (Offered to Family as a group)

- Upon continuous non-maintenance of any of the Celesta eligibility conditions, the account will be migrated to SB Plus for resident customers and for non-resident customers, it will be migrated to NRE Power. Fees and charges will apply accordingly. For knowing more on these schemes, please click on the link below.

SB Plus – <https://www.federalbank.co.in/sb-plus>

NRE Power - <https://www.federalbank.co.in/fed-nri-power>

- The charges mentioned in the above document is subject to modification from time to time solely at Bank's discretion.
- Charges not specified above will be as per the service charges and fees structure of Bank.

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