

BILL PAYMENT

These terms are in addition to terms applicable to Customers account, general terms and conditions and terms and conditions specified for any Service offered by the Bank.

1. Definitions

In these Terms and Conditions, the following terms shall have the following meanings:

“Bill Payment” or **“Bill Payment Service”** means a service provided through the Bank’s channels for making payment from the Customer’s account with the Bank to Billing Organisations.

“Billing Organizations” means any third party billing organization/(s) registered with the Bank/the Bank’s partner organisations, to which payments can be made using the Customer’s account with the Bank.

“Third Party Provider/Third Party” means and indicates any person or entity with whom the Bank has a partnership for rendering its services for the Customer either directly through the Bank’s channels or through third party sites or applications

2. The Customer may make a Bill Payment(s) from the Bank’s channels on which this service is enabled to certain Billing Organisation
3. The Customer acknowledges and recognises that the Bank is merely providing a platform for Bill Payment facility at the Customer’s request.
4. The Bank reserves the right to add or remove a Billing Organisation in any of its channels at any time.
5. In order to make a Bill Payment, the Customer shall be required to enter details as may be required for each Bill Payment transaction, and the Customer shall be responsible for the accuracy of the details provided.
6. The Customer also agrees to inform/update the Bank of any change in identification details as registered with the Billing Organisation through the Bank’s channels, where the facility is provided.
7. The Customer consents to the Billing Organisation disclosing the Customer’s billing details to the Bank.
8. While the Bank shall take all reasonable steps to ensure the accuracy of the billing details, it shall not be liable for bill payments with incorrect details including late payment charges, loss, duplicate or incorrect payments made from the Customer’s account with the Bank. The Customer shall not hold the Bank responsible for any loss, damages, etc. that may be incurred/suffered by the Customer if the information provided by the Customer turns out to be inaccurate/incorrect and for the biller rejecting the bill amount because of incorrect or incomplete entries.

9. The Customer agrees that any disputes on bill details shall be settled directly with the Billing Organisation and the Bank's responsibility is limited to provision of information received from the Third Party Providers.
10. The Customer agrees that the Bank's record of the Customer instructions and transactions with the Bank shall be conclusive proof of the same and binding for all purposes and can be used as evidence in any proceeding.
11. The Customer agrees that the Bank is at liberty to withdraw the Bill Payment facility, or any services provided there under at any time, without assigning any reason whatsoever, and without giving any prior notice to the Customer.