

NET BANKING

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 and Interpretations:**

In these Terms and Conditions, the following terms shall have the following meanings: **"Net Banking Terms and Conditions"** shall mean the Terms and Conditions applicable to Net Banking services/facility offered by the Bank, as modified from time to time.

"Payment Instruction" shall mean an instruction given by a Customer to transfer funds from his Saving Account / Full KYC Wallet to any other Account held with the Bank or any other Bank in India or to make payments of the nature of bill payments or such payments of similar nature. The Bank may in its sole and exclusive discretion confine this facility only to certain permitted customers or may extend it from time to time to be generally available to all customers.

"NET BANKING SERVICES" refers to the Internet Banking service offered by the Bank to the Customer including services such as enquiry about balance in the account, details about transactions in the account, statement of account, transfer of funds, bill payment and any other service as the Bank may decide to provide from time to time.

"Customer Identification Number" ("Cust ID") is a system generated random Unique Identification Number that is given to each customer of the Bank.

2. NETBANKING SERVICES shall be available to the Customers upon opening of account with the Bank and completion of any formalities for activation of such service as deemed fit by the Bank. The customer hereby agrees that the terms and conditions for Net Banking shall be applicable in addition to the applicable terms of the Bank including terms and conditions of account opening.

3. **SOFTWARE:**

The Bank shall advise from time to time, the internet software, such as browsers, which are required for using Net Banking. There shall be no obligation on the Bank to support all the versions of internet software. The Customer agrees that he shall be responsible for upgrading his software, hardware and the operating system at his own cost from time to time so as to be compatible with that of the Bank. The Bank shall be at liberty to change, vary or upgrade its software, hardware, operating systems, etc., from time to time and shall be under no obligation to support the software, hardware, operating systems used by the Customer and that the same shall be the sole responsibility of the Customer.

4. **NET BANKING SERVICE:**

The Bank shall endeavor to provide through Net Banking, such services as the Bank may decide from time to time. The Bank shall take reasonable care to ensure the security of

and prevent unauthorized access to the Net Banking Service using technology reasonably available to the Bank.

5. NET BANKING Password:

The Customer understands and acknowledges that if any third person obtains access to his Net Banking User ID and Password, such third person would be able to provide Payment Instructions / other instructions to the Bank. The customer shall ensure that the Terms and Conditions applicable to the use of the Net Banking and to User ID and Password, as contained herein are complied with at all times. The Customer further understands and agrees that he must:

- Keep the Net Banking Password totally confidential and not reveal the same to any third party.
- Set password in line with criteria defined by the Bank from time to time and shall consist of a mix of alphabets, numbers and special characters which must not relate to any readily accessible personal data such as his name, address, telephone number, driver license etc. or easily guessable combination of letters and number;
- Commit the Password to memory and not record them in a written or electronic form;
- Not allow any unauthorized person have access to his computer/device or leave the computer/device unattended while accessing Net Banking.
- Not disclose and take all reasonable steps to prevent disclosure of the Net Banking Password to anyone including Bank staff;
- Advise the Bank in a reasonable time about unauthorized access to or erroneous transactions in his accounts.

6. Banks Liability:

The Bank shall be responsible for direct losses incurred by Customer due to a system malfunction directly within the Bank's control. However, the Bank shall not be held liable for any loss caused by a technical breakdown or any act/incidence which is beyond Bank's control.

7. Transaction processing:

All the instructions for instantaneous transactions shall be given effect to instantaneously unless and until some processing work or maintenance activity is being carried out. In case the services are not available during the end of the day processing then the transaction shall get credited on the next day.

8. Risks:

The Customer hereby acknowledges that he is availing the payments facility such as transferring funds from account with the Bank to another account, bill payment etc. at his own risk.

9. Internet Frauds:

The Internet per se is susceptible to a number of frauds, misuse, hacking and other actions that could affect payment instructions / other instructions to the Bank. Whilst the Bank shall aim to provide security to prevent the same, there cannot be any guarantee from such Internet frauds, hacking and other actions that could affect payment instructions / other instructions to the Bank including result in delay or failure in processing the instructions. The Customer shall separately evaluate all risks arising out of the same and the Bank shall not be responsible for the same. Customer

understands that doing a Net Banking transaction at a cybercafe/shared computer terminal is risky and he shall not use the services of a cybercafe/shared computer terminal to do any Net Banking transactions.

10. Mistakes and Errors:

The filling in of applicable data for transfer of funds would require proper, accurate and complete details. In the event of any inaccuracy in this regard, the funds could be transferred to incorrect accounts and there is no guarantee of recovery of the same thereafter. The Customer shall therefore take all care to ensure that there are no mistakes and errors and that the information given by him to the Bank in this regard is error free, accurate, proper and complete at all points of time. The Customer shall indemnify and hold harmless the Bank against any loss, damage, liability arising out of or due to an error on his part. The Customer shall be liable and responsible to the Bank and accept the Bank's instructions without questions, for any unfair or unjust gain obtained by him as a result of such erroneous credit.

11. The Bank's sole obligation and the Customer's sole and exclusive remedy in the event of interruption to the Net Banking services or loss of use and/or access to the Bank's website/app shall be to use all reasonable endeavor to restore the services and/or access as soon as reasonably possible. The Bank makes no express or implied warranty with respect to the Net banking services provided hereunder including without limitations any warranties of uninterrupted/error-free performance of the Net banking System.

12. Proprietary Rights:

The Customer acknowledges that the software and hardware underlying the Net Banking Service as well as other internet related software which are required for accessing Net Banking Service are the legal property of the respective service providers/Bank. The permission given by the Bank to access Net Banking Service shall not convey any proprietary or ownership rights in the above software / hardware. The Customer agrees that he shall not attempt to modify, translate, convert, adapt, alter, enhance, add to, delete, disassemble, decompile, reverse engineer or in any way tamper with, or gain access to, any part of the services or the Banks Website or any software / hardware underlying Net Banking or create any derivative product based on the software / hardware.

13. Termination of NET BANKING Service:

The customer may request for termination of the Net Banking Service any time by contacting the Bank through its Phone Banking Services / Banking Point. The customer agrees that he shall remain responsible for any transactions made on his account(s) through Net Banking Service prior to the time of such cancellation of the Net Banking Service by the Bank basis Customer request. The closure of all his accounts shall automatically terminate the Net Banking Service. The Bank may suspend or terminate Net Banking Service either wholly or partially at any time by giving to the Customer at least 30 days' notice under normal circumstances.