

NRBCBank Mobile Apps Form

Customer Information	Please fill up the following information correctly: (To be filled by Customer)											
Customer Type:	<input type="checkbox"/> Individual			<input type="checkbox"/> Joint			<input type="checkbox"/> Corporate					
Name of the Applicant												
Father's Name												
Mother's Name												
Occupation	<input type="checkbox"/> Service			<input type="checkbox"/> Business			<input type="checkbox"/> Student			<input type="checkbox"/> Other		
Purpose of Transaction	<input type="checkbox"/> Personal			<input type="checkbox"/> Business			<input type="checkbox"/> Others					
Name of the Nominee	<input type="checkbox"/> Age						<input type="checkbox"/> Relation					
Bank Account Number												
└ Branch Code ─┘												
Customer ID												
Email Address (in capital)												
Mobile Number (including country code)	Country Code											
Date of Birth	d	d	m	m	y	y	y	y				
National ID Number (if any)												
Balance Transfer	<input type="checkbox"/> Own Account			<input type="checkbox"/> Other Account			<input type="checkbox"/> BEFTN			<input type="checkbox"/> RTGS		
	<input type="checkbox"/> Credit Card											
Bill Payment	<input type="checkbox"/> Mobile Top-up			<input type="checkbox"/> Utility Bill			<input type="checkbox"/> Ecommerz					

For Joint/Corporate Accounts only

My / Our co-account holder and I / we will be solely responsible for the instructions / transactions in the said account(s). I / We also authorize NRBCB to debit my/our account for applicable charges related to mobile apps service.

Pronouncement :

I / We confirm that information given above is complete and I agree to comply with the **Terms and Conditions** of NRB Commercial Bank Mobile Apps as mentioned overleaf.

Signatory-1:
.....

Signature:
(Name:)

Signatory-2:
.....

Signature:
(Name:)

Date :

For Bank Use Only : Branch

Branch Name & Seal:	Verified by: Name:
	Signature: Date:

For Bank Use Only: ICT Division

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Login ID & Password Generated by:	Authorized by:

[Signature]

[Signature]

Lidwal Hossain



Terms & Conditions

(Please read these terms & conditions carefully before submitting online application for Mobile apps user registration)

Use of Online Banking Service of NRBC Commercial Bank Limited through mobile apps is subject to the following terms and conditions which set out the general rights and obligations of the mobile apps User(s) and NRBC Commercial Bank Limited. For the purpose of this document, "Banking Services via Mobile Apps" refers to the Online Banking services provided by NRBC Commercial Bank Limited through internet or e-commerce banking such as balance enquiry, utility bill payment, fund transfer services within the accounts of NRBC Commercial Bank Limited and other local banks etc. or other services as may be made available by the NRBC Commercial Bank Limited from time to time. "User", "he/she" and/or "his/her" means NRBC Commercial Bank Limited's bank account holder(s) registered to Mobile Apps to avail banking services through internet. "NRBC Bank" means NRBC Commercial Bank Limited, a company duly incorporated under the Companies Act 1994 and a scheduled banking company licensed under the Banking Companies Act, 1991, having its Head Office at 114 Motijheel C/A, Dhaka-1000, Bangladesh; and its branches or its assigns in respect of which the service will be available.

1. APPLICATION FOR NRBC BANK MOBILE APPS ONLINE BANKING:

1.1. The User shall apply to NRBC Bank through mobile apps for using Online Banking Services through mobile devices which subject to the terms and conditions stated herein including any other terms and conditions as modified or added. NRBC Bank at its sole discretion may accept or reject any such applications. Once the application is accepted by NRBC Bank, these Terms & Conditions shall form the contract and govern the relationship between the User and NRBC Bank in relation to use of Online Banking Services through mobile apps.

1.2. By applying for Online Banking Services via mobile apps for the first time, the User acknowledges and accepts these Terms & Conditions. Notwithstanding anything contained herein, all Terms & Conditions pertaining to the accounts shall continue to apply. In the event of any conflict between these Terms & Conditions and the Rules and regulations governing the User(s) account with NRBC Bank, these Terms and Conditions shall prevail with regard to NRBC Bank mobile apps online banking.

2. MOBILE ONLINE BANKING USERS REGISTRATION, LOG IN ACCESS, PASSWORD & SECURITY PROCEDURES:

2.1 To avail mobile apps based online banking service, user must register his own unique mobile number and own unique e-mail address at their respective home branch for the correspondent bank account number(s). This registration of mobile number and e-mail address can be done initially via fill up A/C opening designated form/section for mobile apps based online banking or iBanking based online banking service. Those users, who didn't register yet for mobile apps based online banking service or iBanking based online banking service can register from their respective home branch for the correspondent account number.

2.2 NRBCB PLANET mobile apps possess user self registration process for individual user ID creation of mobile apps and its required previously registered user's unique mobile number and unique e-mail address for the correspondent account number(s). After successful registration and authorization from bank, User will get unique User Identification Number ("User ID") and a temporary Password in the first instance through sms/email. The User(s) hereby authorize to log-in to the Mobile Apps. The User shall not be liable for any non-delivery or miss-delivery of User ID or Password unless such non-delivery or miss-delivery is caused due to willful misconduct of the Bank.

2.2. The User shall log in to the Mobile Apps by using the User ID and Password. As a safety measure, the User shall immediately change Password upon his/her first login. It is solely user's responsibility and user is requested to change his/her Password frequently thereafter to avoid any possible hacking, inherent risk or misuse/fraudulent use of his/her account. User must choose password with complex combination and password must contain numbers, symbols, uppercase letters, and lowercase letters. The password must be free of repetition, dictionary words, usernames, pronouns, IDs, and any other predefined number or letter sequences.

2.3. The User acknowledges that the Login ID (User ID) and the Password shall act as User's authorized signature. This signature authorizes and validates directions given just as an actual written signature does.

2.4. User is therefore responsible for maintaining the confidentiality and secrecy of User ID and Password. User should not under any circumstances disclose his/her User ID and/or Password to anyone, including anyone claiming to represent the Bank or to someone giving assistance on a technical helpline in connection with the service. It is clearly understood that Bank employees do not need Password for any reason whatsoever. Bank shall not be held liable in any manner or in any form whatsoever in case of any unauthorized or fraudulent use of the User's account through mobile apps or for loss, misplace or fraudulent use of the User ID and Password.

2.5. If User gives or shares his/her Password to anyone or fails to safeguard its secrecy, he/she does so at his/her own risk because anyone with User Password will have access to his/her accounts.

2.6. If User forgets the Password, he/she has to request for issue of a new password by sending a written request to NRBC Bank.

2.7. If User's Password is lost or stolen, or is known by another individual, he/she must notify NRBC Bank in writing immediately. NRBC Bank upon receipt of written request from the User shall at the earliest stop operation of the Online Banking Services through Mobile Apps of the respective User account. If Bank receives any information orally or in writing from anyone including the User, Bank may immediately suspend the services in good faith for the safety and security of User.

2.8. The User agrees and acknowledges that NRBC Bank shall in no way be held responsible or liable if the User incurs any loss as a result of information being disclosed by NRBC Bank regarding his Account(s) or carrying the instruction of the User pursuant to the access of the Online Banking and the User shall fully indemnify and hold harmless NRBC Bank in respect of the same.

2.9. User hereby acknowledges and understands the inherent risk of using internet and availing the mobile apps online banking services and accordingly shall take all necessary precautions at his/her end to safeguard him/her from such risk. Bank shall not be held liable in any form whatsoever if the User suffers any loss or damages due to such inherent risk of internet and mobile apps online banking services unless such loss or damage is caused due to willful negligence of the Bank.

3. SERVICE SOFTWARE & HARDWARE REQUIREMENTS

3.1. User is solely responsible for the maintenance, installations and operation of User's handset and for the software used in accessing Online Banking through Mobile Apps.

3.2. NRBC Bank shall not be responsible if the Online Banking System through mobile apps does not work properly or the service is interrupted due to failure of electronic or mechanical equipment or communication lines, telephone or other interconnect problems, normal maintenance, unauthorized access, theft, operator errors, severe weather, earthquakes, floods and strikes, or any other causes beyond the reasonable control of the Bank.

4. CHARGES:

4.1. NRBC Bank shall initially provide the Online Banking Services through mobile apps at free of cost. However, NRBC Bank reserves the right to change and recover from the User(s) service charges, as may be fixed by NRBC Bank from time to time. The User hereby authorizes NRBC Bank to recover such charges from his/her account(s).

4.2. Charges are subjected to change from time to time at NRBC Bank's discretion, without any prior notice and amount will be deducted from user respective account.

5. UNAUTHORIZED/ FRAUDULENT ACTIVITIES:

5.1. Upon obtaining User ID and Password, User is requested to check the list of his/her accounts with NRBC Bank. If any of User account is missing, please inform this to NRBC Bank immediately. If a third party account is linked to User's ID, please inform this to NRBC Bank also. Do not access it or do not perform any transaction on that account. Such activity, if done, will be treated as fraudulent activity.

5.2. If User believes unauthorized transactions are being made with his/her account, he/she should change the Password immediately and notify the NRBC Bank.

5.3. The User should check the Statements for all of his/her accounts for any unauthorized transaction. In case of any discrepancy in details of any transactions carried out in respect of the account, in that event User should immediately inform NRBC Bank in writing.

5.4. Bank's only responsibility would be to use its best efforts to prevent such unauthorized transaction if already not been made.

5.5 The User hereby indemnify the Bank against claim, demand, expenses, direct loss or other liabilities whatsoever which may arise as a result of or consequence of such unauthorized transaction.

6. ON-LINE FUND TRANSFER:

6.1. User shall be responsible for all type of fund transfers transactions. Fund Transfer can be made only from User account to another account held with NRBC Bank and other banks of Bangladesh as per Bangladesh Bank Policy. No transfer can be initiated for a bank account maintained with other bank.

7. UTILITY/CREDIT CARD BILL PAYMENT

7.1. The Utility Bill Payment services is only available to Users of the NRBC Bank mobile apps online banking service and shall cover all the utility bill payments of different utility service provider(s) (Billers) as mutually agreed between NRBC Bank and the utility service provider(s).

7.2. The User should accept that he/she will be responsible for putting in the correct account number and transaction amount for the fund transfer request. In such case, NRBC Bank will not be liable for any erroneous transactions incurred arising out of or relating to the User entering wrong account number and amount.

7.3. Upon NRBC Bank decision, there will be a transaction amount limit for online banking services through mobile apps. Maximum amount of transaction limit can be subject to change from time to time at NRBC Bank's discretion.

7.4. Any transaction made after working hours or on public/bank holidays, the transaction value date will be the next working day.

7.5. No transaction is allowed from a non-convertible taka account to a convertible account.

7.6. In addition to the terms and conditions stated above, the existing policy of the Bank (including amendments from time to time) regarding Bill Collection shall also be applicable for Bill Collection so far it does not contradict with the provisions stated herein. The policy of the Bill Collection shall be available from the branches of the Bank.

7.8. Payment amount must be accurate as per the Bill. Any less payment or higher payment is the sole responsibility of the User and the Bank shall not held liable for any losses, damages or disconnection of utility services due to payment of less amount or whatsoever.

7.9. This agreement does not bind NRBC Bank as an agent of Utility agency. NRBC Bank shall not be held responsible for disconnection of the utility service for any reason by the utility service provider.

8. MAINTENANCE OF SUFFICIENT FUND:

8.1. The User shall ensure that there are sufficient funds (or prearranged credit facilities) in his/her account for transactions through the mobile apps online banking service. All instructions of the User shall be carried out subject to sufficient fund in the respective accounts. NRBC Bank shall not be liable for any consequences arising out of its failure to carry out the instructions due to inadequacy of funds.

9. ANTI MONEY LAUNDERING:

9.1. User should agree and confirm that he/she will not use this mobile apps online banking facility for money laundering, illegal, unlawful purpose.

9.2. User shall fully comply with the laws related to the money laundering and shall not use the mobile apps online banking services for any anti-terrorism or anti-state activities.

9.3. NRBC Bank reserves the right to demand explanation from the User regarding any matter pertaining to money laundering and anti-terrorism law of the country.

10. PROPRIETARY RIGHTS:

10.1. The User acknowledge that the Mobile apps software underlying the Internet/Online Banking as well as other internet related software which are required for accessing Internet/Online Banking are the legal property of the respective vendors or NRBC Bank as the case may be.

10.2. The permission given by NRBC Bank to access Internet/Online Banking through mobile apps will not convey any proprietary or ownership rights in such software. User shall not attempt to modify, translate, disassemble, decompile or reverse engineer the software underlying Mobile apps (Planet) Internet/Online Banking or create any derivative product based on the software.

10.4. User shall keep all information whether of the User, NRBC Bank or any other third party/customer derived from the Online Banking Services strictly confidential and shall not disclose to any third party without prior written consent of NRBC Bank.

11. GOVERNING LAW:

11.1. These Terms & Conditions and/or the operations in the Accounts of the User shall be governed by and construed in accordance with the relevant laws of People's Republic of Bangladesh. If any Term or Condition is found to be illegal or unenforceable, in whole or in part under any enactment or rule of law, such Term or Condition or part shall to that extent be deemed not to form part of the contract but the validity and enforceability of the contract shall not be affected because of such illegal or unenforceable part/ Term or Condition.

11.2. NRBC Bank may, in its absolute discretion, commence any legal action or proceedings arising out of breach or violation of any of the Terms for Mobile Apps based Internet/Online Banking in any other court, tribunal or other appropriate forum irrespective of the place from where the User access the Internet/Online Banking Services through Mobile Apps "Planet", and the User hereby consents to that jurisdiction.

11.3. Any provision of the Terms for Internet/Online Banking through Mobile Apps (Planet) which is prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective to the extent of prohibition or unenforceability but shall not invalidate the remaining provisions of the Terms or affect such provision in any other jurisdiction.

12. CHANGES OF TERMS:

12.1. NRBC Bank shall have the absolute discretion to amend or supplement any of the Terms at any time and will attempt to give prior notice at least of three (3) working days for such changes wherever feasible. In case of major changes on critical scenario and or security threat NRBC Bank may change terms and condition with immediate effects. Such change to the Terms shall be communicated to the User and User shall be deemed to have accepted the changed Terms. Moreover, by using any new services as may be introduced by NRBC Bank, the User shall also be deemed to have accepted the changed Terms.

13. TERMINATION ON INTERNET/ONLINE BANKING THROUGH MOBILE APPS "PLANET":

13.1. The User may request for termination of the Internet/Online Banking through mobile apps "Planet" any time by giving a written notice of at least three (3) working days before to NRBC Bank. The termination shall take effect on and or within the completion of the third working day. However, the User shall always be held liable for all accrued obligation or instruction given before or on the effective date of termination.

14. SCHEDULE OF CHARGES, FEES AND COMMISSION

As per BANK policy.

15. BREACH OF TERMS & CONDITIONS:

15.1.

The User must compensate for any loss that may occur as a result of his/her breaching any term of these Terms & Conditions and

hereby indemnifies, keep indemnified and hold harmless the Bank against any sort of claim, demand, expenses, direct loss or other liabilities whatsoever which may arise as a result of or in consequence of any material breach of these Terms & Conditions.

PRECAUTIONARY NOTE:

In order to prevent unauthorized transaction through Online Banking Service through Mobile apps, Users are advised to strictly maintain the following:

1. The User ID, Password, CARD PIN number, Security Question & Answer and CARD expiry date should not be written anywhere accessible to third party including his/her family members.
2. User should make sure that no one is physically watching his/her passwords and or pin number when he/she is logging in.
3. It is important to remember "Log out" after completing his/her Internet/Online Banking session through mobile apps "Planet".
4. User should not leave his/her mobile handset unattended with the Mobile Apps running and a valid user name and Password.

I hereby acknowledge that I have read and understood the terms and conditions for Online Banking through mobile apps "Planet" and the risk involved in Internet/Online Banking operation and further declare and affirm that by digitally accepted below, I apply for the NRBC Commercial Bank Limited Mobile Apps "Planet" user registration for Internet/Online Banking Services subject to the aforesaid terms and conditions.

Signature & Date of the Accountholder's

If you need any help with the login process of Mobile Apps or any other technical questions, please contact respective branch.
NRBCBank Mobile Apps Support can be reached via e-mail at planet@nrbccommercialbank.com