

Terms & Conditions

(PLEASE READ THESE TERMS & CONDITIONS CAREFULLY BEFORE SUBMITTING APPLICATION)

Use of NRB Commercial Bank Limited Internet-Banking Service is subject to the following terms and conditions which set out the general rights and obligations of the User(s) and NRB Commercial Bank Limited in connection with the use of NRB Commercial Bank Limited Internet-Banking Services.
For the purpose of this document, "Internet-Banking Service" refers to the internet banking services provided by NRB Commercial Bank Limited through internet or e-commerce banking such as balance enquiry, utility bill payment, fund transfer within the accounts of NRB Commercial Bank Limited services etc. or other services as may be made available by the NRB Commercial Bank Limited from time to time. "User", "he/she" and/or "his/her" means NRB Commercial Bank Limited's bank account holder(s) registered to use Internet-Banking. "NRBCB Bank" means NRB 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 NRBCB BANK INTERNET BANKING:

1.1. The User shall apply to NRBCB Bank in the prescribed form for use of Internet Banking Services subject to the terms and conditions stated herein including any other terms and conditions as modified or inserted by NRBCB Bank from time to time. NRBCB Bank at its sole discretion may accept or reject any such applications. Once the application is accepted by NRBCB Bank, these Terms & Conditions shall form the contract and govern the relationship between the User and NRBCB Bank in relation to use of Internet Banking Services.
1.2. By applying for Internet Banking 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 NRBCB Bank, these Terms and Conditions shall prevail with regard to NRBCB Bank Internet Banking.

2. INTERNET BANKING USERS LOG IN ACCESS, PASSWORD & SECURITY PROCEDURES:

2.1 NRBCB Bank will provide the User with unique User Identification Number ("User ID") and a temporary Password in the first instance through email. The User(s) hereby authorizes and instructs NRBCB Bank to email him/her the User ID and Password relating to his/her access-log-in to the Internet Banking Services to the email address given in the application at his/her own risk and responsibility. The User shall not be liable for any non-delivery or mis-delivery of User ID or Password unless such non-delivery or mis-delivery is caused due to willful misconduct of the Bank.
2.2. The User shall log in to the internet banking by using the User ID and Password. As a safety measure, the User shall immediately change Password upon his/her first login. 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.
2.3. The User acknowledges that the Login ID (User ID) and the Password shall act as User's authorized signature. This signature authenticates 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 helpdesk 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 Internet Banking Services 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 NRBCB Bank.
2.7. If User's password is lost or stolen, or is known by another individual, he/she must notify NRBCB Bank in writing immediately. NRBCB Bank upon receipt of written request from the User shall at the earliest stop operation of the Internet Banking Services 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 NRBCB Bank shall in no way be held responsible or liable if the User incurs any loss as a result of information being disclosed by NRBCB Bank regarding his Account(s) or carrying the instruction of the User pursuant to the access of the Internet Banking and the User shall fully indemnify and hold harmless NRBCB Bank in respect of the same.
2.9. User hereby acknowledges and understands the inherent risk of using Internet and availing the Internet Banking Services and accordingly shall take all necessary precautions at his/her end to safeguard himself/herself 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 Internet 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 computer and for the software used in accessing Internet Banking.
3.2. NRBCB Bank shall not be responsible if the Internet Banking System 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. NRBCB Bank shall initially provide the Internet Banking Services at free of cost. However, NRBCB Bank reserves the right to change and recover from the User(s) service charges, as may be fixed by NRBCB Bank from time to time. The User hereby authorizes NRBCB Bank to recover such charges from his/her account(s).
4.2. Charges are subjected to change from time to time at NRBCB 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 NRBCB Bank. If any of User account is missing, please inform this to NRBCB Bank immediately. If a third party account is linked to User's ID, please inform this to NRBCB 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 NRBCB 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 NRBCB 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.

PERCAUTIONARY NOTE:

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

1. The User ID and Password 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 when he/she is Logging in.
3. It is important to remember to click "Log out" after completing his/her Internet Banking session.
4. User should not leave his/her PC unattended with the browser running and a valid user name and Password.

I hereby acknowledge that I have read and understood the terms and conditions for Internet-Banking and the risk involved in Internet Banking operation and further declare and affirm that by signing below, I apply for the NRB Commercial Bank Limited Internet Banking Services subject to the aforesaid terms and conditions.

Accountholder-1 Sig & Date

Accountholder-2 Sig & Date

Accountholder-3 Sig & Date

Accountholder-4 Sig & Date

*If you need any help with the login process of Internet Banking or any other technical questions, please contact respective branch.
NRBCB Bank Internet Banking Support can be reached via e-mail at: ibanking@nrbccommercialbank.com*