

This is a strong security feature - Please fill in and return to your Relationship Manager.

One-Time-Password Application Form - Personal

All fields below are mandatory.

Full Name of User: Date:

Username – Internet Banking:

Account Name:

NID/Passport Number:

One-Time-Password for Login will be sent by: SMS

Mobile Number: -

(country code) (phone number)

Email Address:

I have registered for the One-Time-Password facility for your Internet Banking service.

I understand that it is a unique and time-sensitive password used as added security on Internet banking. The password does not replace the password I use to log on to Internet banking but provides an additional layer of security.

I understand that a One-Time-Password will be sent to me by SMS and is valid for one time use only. Once I have used the password for an Internet banking session, I cannot use it again.

In case of loss of mobile, the Internet Banking platform will not allow me to make any financial transactions. To revive the transaction, I will have to register for the One-Time-Password facility again.

I formally and unreservedly declare that I have read and understood the attached Terms and Conditions applicable to the One-Time-Password facility and agree to be bound by them.

Name:

Authorised Signatory:

Bank Use Only	
CIF:	Signature Verified: <input type="checkbox"/>
Input by:	Signature:
Authorised by:	Signature:

Terms and Conditions

The use of the One Time Password by the customer is subject to the below terms and conditions.

The registration, activation or use of the One Time Password by the customer will constitute conclusive evidence of the customer's acceptance to these Terms and Conditions.

1. The bank reserves the right at any time and from time to time to modify or suspend or discontinue, temporarily or permanently, the One Time Password facility with or without notice where the bank considers it necessary or advisable to do so, including when the bank suspects breach of security, or when the bank has reasonable grounds to suspect that the customer's registration data is untrue, inaccurate, not current or incomplete, or when the bank needs to suspend the One Time Password facility for maintenance or other reasons. Any online or other transactions conducted using the One Time Password facility prior to its termination or suspension will remain valid and the customer will continue to be bound by his/her liabilities and obligations under these Terms and Conditions in respect of such transactions.

2. Description of the One Time Password facility - The One Time Password facility is a service provided by the bank to its customers to protect the use of the Internet banking by the customer by requiring the customer to verify his/her identity using a One Time Password. The One Time Password shall be transmitted to the mobile number registered by the customer during activation of the One Time Password facility.

3. Activation - The customer shall provide its current and complete information (including the mobile number) and any other verification information to the bank to activate the One Time Password facility, and the customer shall comply with any activation procedures that the bank may from time to time prescribe in order to use the One Time Password facility.

4. Accuracy of information - The customer undertakes to maintain and promptly update his/her information, to keep it true, accurate, current and complete and upon the request of the bank provide such information to the bank as the bank sees fit. The customer acknowledges and confirms that if the customer information provided is untrue, inaccurate, not current or incomplete, or if the bank has reasonable grounds to suspect that the customer's information provided by the customer is untrue, inaccurate, not current or incomplete, the bank shall have the right to suspend, terminate or refuse the bank's current or future use of the One Time Password facility.

5. After the registration and activation of the One Time Password facility in accordance to these Terms and Conditions, the customer will be provided with a One Time Password when effecting an Internet banking transaction. If the customer is unable to insert the One Time Password which is provided by the bank, within the prescribed period of time as instructed, or if the authentication through the One Time Password facility otherwise fails, the customer will not be able to effect any transaction.

6. Internet Banking Session Timeout – To protect customer information when using Internet banking, the bank will require the customer to choose a session timeout duration. If the customer is idle during a time period greater than the chosen session timeout duration, the customer will be logged out of the Internet banking portal automatically. The session timeout duration is chosen by the customer. The customer assumes all risks associated with his/her selection. If an authorised transaction takes place within the session timeout duration chosen by the customer, the bank will not be liable.

7. The customer acknowledges that he / she may be late in receiving or may not be able to receive the One Time Password SMS due to the below reasons:

- Issues in mobile network;
- transmission due to the network performance of the mobile service provider; or
- change in mobile number without having informed the bank.

The mobile service provider may also levy service charge to the customer on receiving the One Time Password SMS. The bank is not liable for any service charge levied by mobile service provider or damage to / loss of the One Time Password due to the performance of mobile network.

The bank is not responsible for any delay or non-delivery of the One Time Password SMS caused by the mobile network.

The One Time Password SMS will only be sent to the customer's mobile phone number registered with the bank. The customer acknowledges that the One Time Password SMS will not be forwarded to any other phone number.

8. Customer security duty – The customer agrees and undertakes to act prudently and in good faith when using the One Time Password facility. The customer will be solely responsible for maintaining the confidentiality of the One Time Password received or transactions involving the use of the One Time Password facility. The customer must not disclose to any other person or otherwise permit or enable any other person to obtain any One Time Password.

9. The customer shall immediately notify the bank of any suspected or actual unauthorized use of his/her One Time Password.

10. Liabilities and obligations of customer - The customer agrees that the bank will not, in any circumstances whatsoever, be liable for any loss, damage, interruption, delay or non-performance arising out of the customer's use of the One Time Password facility and the customer agrees to indemnify the bank in each of these instances. The customer will be liable for all transactions conducted through Internet Banking, with/without the One Time Password, whether such One Time Password was transmitted to the customer via email or SMS. The customer shall be fully liable for all claims, losses and consequences arising out of or in connection with the use of the One Time Password facility if the customer has acted negligently, dishonestly and/or fraudulently.

11. The customer agrees that the Bank may use, hold, store and/or process, by computer or otherwise, in any location whatsoever, any information given by the customer in dealings with the Bank, or obtained by the Bank in connection with the OTP and any information relating to the customer's accounts. The Bank will disclose data only if the Bank has obtained the prior written consent of the customer, or has a right, or duty to disclose or is compelled to do so by law, regulation or a court of competent jurisdiction.