

SEBL Internet Banking Terms and Conditions

This Internet Banking “Terms and Conditions” describes Customer’s rights and obligations as a user of the Internet Banking service. It also describes the rights and obligations of Southeast Bank Limited. These terms apply in a supplementary manner to the Bank’s General Terms and Conditions for payment services and the Privacy Notice as in force which the Customer has already accepted, and which constitute, in conjunction with these terms, a single document and agreed upon as essential terms and conditions. Please read this “Terms and Conditions” carefully. By requesting and using this Service and by registration/commencement of the Service shall mean, and the Bank shall consider, that the Customer has expressly and unreservedly accepted to these terms and any amendments of same as such are notified to the Customer by the Bank.

Definitions:

SEBL-Southeast Bank Limited; IB/iBank/iBanking- Internet Banking; A/C-Account; NRB-Non Resident Bangladeshi; He/She/You/Client/They-Customer of SEBL iBank; 2FA-Two Factor Authentication; OTP-One Time Password; Credentials- A set of information that proof any one’s identity for a particular job or activity; PC-Personal Computer, Tab – Tablet PC.

Application for Internet Banking Services:

- Individual, Joint, Proprietorship and Corporate Account holders can get a SEBL Internet Banking User ID by applying on prescribed form (signing in front of desk official of SEBL) through branch or through online self-registration. Self-registration is applicable for Individual and Proprietorship customer and allowed for view only services.
- The mobile number and e-mail address written on the application form will be treated as the mobile number and e-mail address of the account(s) owner who has applied for internet banking services. The mobile number and e-mail address must match with customer profile information stored in the banking system.

Internet Banking Password Policy:

Password should be 8-15 character Alpha Numeric with at least one special character. System will force to change the initial temporary password and the existing password after 90 days of use. User ID will be locked for more than 3 unsuccessful attempts by wrong password. Usernames / Passwords are unique, individual, strictly personal and confidential. The Customer acknowledges that he/she is obliged and bears exclusive liability in this regard to show diligence and check that the username / password are safely stored and to ensure that they or other particulars required to verify his/her identity are not disclosed to third parties. In all events, the Customer acknowledges and accepts that when instructions or orders are given using the Service, those shall become irrevocable when they arrive with the Bank provided that the Bank has not suspended or removed the Customer’s right to enter into transactions. The Customer acknowledges that he is obliged to immediately notify in writing the Bank on any change of his/her e-mail address, otherwise the Bank shall not be liable for any loss the Customer may suffer due to its non prompt notification on this change.

Functionalities and Services:

- **Account(s) Access:** All accounts under the Customer ID/ Joint (Group) ID will be accessible to the respective internet banking user. For corporate user, access allowed to particular account(s).
- **Transactional and Payment Services:** In order to use transactional and payment services through internet banking, customer has to take two factor authentication tool/solution (Token/ OTP/ Accept Notification/ Biometric Verification etc.) from the Bank. For corporate client, each signatories need internet banking user ID and board resolution of the organization.
- **NRB Client:** For NRB client, self registration/self service support may not work from abroad. NRB client may not be allowed for transactional and payment services from abroad as per rule of government. Support service will be provided based on e-mail request.
- **A/C Opening, Encashment and Standing Instruction Services:** Customer can open FDR and Scheme Account and set Standing Instruction over internet banking. These accounts will be encashed against encashment request over internet banking and the encashed amount will be credited to the respective demand deposit account. No instrument will be issued; client may print account opening receipt from the system. Therefore, no loan will be allowed by lien on such deposit account.
- **Other Services:** The list/functionality of internet banking services will be displayed on the home page of internet banking site or after login to the internet banking system. New services may be introduced through Internet Banking time to time and Internet banking client will get newly incorporated view only &/ transactional services automatically.

Transaction and Payment Limit:

- Fund transfer or bill/fees payment transaction(s) limit will be set / restricted according to the Policy of Bangladesh Bank.
- Mobile Airtime Recharge limit for any prepaid number is Tk. 10/- to Tk. 1000/- and for any postpaid number Tk. 50/- to Tk. 1000/- and system will not allow multiple recharge within 10 minutes to the same mobile number.

SEBL App Services:

Internet banking users will get banking services through SEBL App as well if s/he install the SEBL App to his/her smart phone. The credential of SEBL App will be same as internet banking. Similar terms and conditions will be applicable for related services through this App.

Customer’s Responsibility:

- iBank users should learn internet banking operation from the branch official(s) before activation of the service through call center. Customer must keep and use his/her password of iBank ID, e-mail and two factor authentication tool secured and confidential. He/She should keep his/her mobile/PC/Tab lock at idle period.
- In case of leakage of internet banking / e-mail credential &/or stolen of mobile phone, client has to reset the password of the services immediately or stop the service through call center of the Bank (16206).

I hereby acknowledge that I have read and understand the aforesaid terms and conditions and risk involved in Internet Banking operation and agree to comply with them.

- In case of change of mobile number/e-mail address, client has to fill up Value Added Service (VAS) Amendment Form and submit it to the respective branch.
- As there is no reversal/return policy in internet banking, customer should check and verify the transaction carefully before final submission.
- **Dispute Reporting:** Customer should inform the Bank about any iBank related dispute elaborately within 7 working day(s) through ibank@southeastbank.com.bd. After proper investigation Bank will try to provide resolution or feedback to client within 30 working days.

SEBL’s Rights, Liability and Disclaimer:

SEBL shall be responsible for performing iBank services expressly and shall not be liable for any unauthorized access or misuse of his/her account(s) or transaction to the account(s) through internet banking due to the following reasons:

- Disclose of password of internet banking or registered e-mail
- Unlock of Mobile/PC/Tab during unattended period i.e. careless use or locking security disclose to other
- Cloning of mobile SIM by the personnel of mobile operator or other
- Registered e-mail credential changed by the related service provider or hacked by any means
- Compromise of two factor authentication tool/information to other
- Use of self service to Unlock of User ID &/ Reset of Password due to above cause(s)
- Insertion of wrong account no. /mobile no./bill no./customer no./amount/month etc. during transaction or mobile airtime recharge.

Due to the nature of the Service and conditions outside the Bank’s control, the Bank does not warrant that the information provided by the Service is accurate or free of errors. Some information available via the Service may be specified on screens or in user guides subject to the Bank’s disclaimer or other provisions, in which case the Customer should rely on that information subject to the reservations entered by the Bank.

The Bank shall expressly not be liable where there is any interruption in service due to events beyond the Bank’s control, to force majeure such as network down time or delays, or black outs or strikes by bank staff, scheduled or unscheduled maintenance or upgrade work on infrastructure, erroneous keys typed by the Customer or delays, errors or technical inadequacy or malfunction of the telecom network or technical equipment of the Customer or a third party, such as internet service providers, which make it impossible to obtain access to the Service on a temporary or permanent basis, or any other cause which is not due to the Bank’s gross negligence. The Bank shall not be liable for any expenses, losses or damages incurred by the Customer and/or any person in the case of interference or attempted interference with systems, non-operation thereof due to force majeure, which includes strike or termination of work by Bank staff on any grounds, faults or improper manufacture of the equipment used to operate them or relating to information whose origin is outside the Bank and any other case not due to the Bank’s negligence.

Service Support: Service support will be available from Branch/Call Center/ over e-mail. Bank will treat e-mail request as authorized request if the email is sent from the customers’ registered email and the Bank will perform the request accordingly.

Schedule of Charges:

The charge for internet banking will be deducted from the account of customer who will avail transactional services. Fees will be changed as per banks policy and/or stipulated in the internet banking application form. Charge may be deducted from customers account without prior notification.

Anti money laundering:

Customer agrees and confirms that he/she/they will not use these facilities for money laundering or violate any law of the land related to money laundering. SEBL reserve the right to cancel internet banking services facility of a client immediately if the bank suspect any money laundering activities. The bank may ask the client about purpose of transaction &/or source of fund and require written reply.

Governing Laws:

This Agreement is subject to the provisions of all applicable operating circulars of Bangladesh Bank, SEBL and any other applicable provisions of Laws of the land.

Amendment and Waiver:

SEBL may add, change and waive any term & condition for any reason by giving notification to the customer or by publishing the change on the web site.

Assignment:

SEBL may assign the rights and delegate the duties under this agreement to any present or future, directly or indirectly, affiliated company or to any third party for performance.

Termination:

Either party may terminate this agreement by giving 15 days notice to the other party. Any operation made within these 15 days should be deemed to have been done by the customer. If SEBL terminates customer’s access to internet banking it reserves the right to immediately stop making transfers or payments from customers account(s) including those customers previously authorized.

The Bank reserves the right to suspend or/and terminate use of the Service by the Customer without notice on serious/ objectively justified grounds such as irregular use of the Service by the Customer; infringement of any of these terms by the Customer.

Discontinuation of Service:

If the Board or Management of the Bank decides to discontinue the Internet Banking &/or SEBL App service, the service will be discontinued by prior at least 15 days notification over SMS/e-Mail/Web/publishing to news paper.

Breach of Terms & Conditions:

User must compensate for any loss that occurs as a result of his/her breaching any term of the agreement.

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Signature of the Applicant / Signatory 1 with date

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Signature of Other Signatories with date