



ལྷོ། འབྲུག་རྒྱལ་ཡོངས་དངུལ་ཁང་ཚོང་འཛིན།

BHUTAN NATIONAL BANK LIMITED

PCI DSS, ISO 9001 : 2015 & ISO 27001 : 2013 CERTIFIED

Application form for Internet Banking – Individual account

Date: DD / MM / 20YY

To
The Branch Manager

Please enable Internet Banking facility against my account number as below:

Account number:

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Name: _____

Nationality: Bhutanese Non-Bhutanese (Please specify): _____

CID/ Passport/ Work permit number: _____ Expiry date: _____

Date of birth: _____

Mode of operation: SINGLE

If minor:

Name of minor: _____

Relationship with you: _____

[Please mention below any other accounts you may have and want to access]

	Account No. to be accessed	View Only? (Y/N)
1		
2		
3		
4		

1. View Only Rights:

(Balance Inquiry; Accounts statement, Account summary and information; Cheque book request, Cheque book status and cheque stop; Loan details, Rates for Fx, View Loan Details)

2. View and Transaction Rights:

(Balance Inquiry; Accounts statement, Account summary and information; Cheque book request, Cheque book status and cheque stop; Rates for Fx, FD creation; View Loan Details, Loan Repayment; Fund transfer: own account, within BNB account; Fund transfer to other banks – BOB in Bhutan and HDFC / AXIS in India; Bill Payment)

Your Relationship Bank



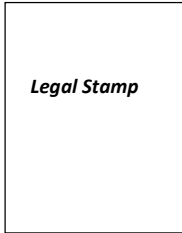
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DECLARATION

I accept and agree to be bound by the Terms and Conditions (next page) and any changes applicable if any or made to it from time to time. I understand that the Bank may discontinue the Internet Banking services completely or partially without any notice to me. I/We also declare that all the particulars and information given in this application form are true, correct, complete and up-to-date in all respects.



Signature

FOR BANK USE ONLY

Signature, account no. and names of the applicant(s) verified and found as per Bank's records. Required services are enabled at the account level. Recommended and permitted for provided internet Banking services.

Application Received Date* _____

Name & Signature of Dealing/Passing Officer* _____

User ID allotted* _____ Created by * _____ Authorized by* _____

Password/ PIN Mailer Received By

Name..... Signature.....
Date.....

Your Relationship Bank



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Internet Banking Terms and Conditions

These terms and conditions specify your duties and rights as a BNBL customer (in connection with your use of our Internet Banking facility. All the terms and conditions form a part of the application form, and as these are legally binding upon you, you must read and understand clearly the terms mentioned herein before you sign the form. These terms and conditions supersede any/ all earlier terms and conditions relating to this service, except/unless we inform you otherwise. The terms and conditions apply to all the accounts that you may access through this facility. If there is a conflict between the terms and conditions of this Agreement and any other relevant terms and conditions, these new terms and conditions shall prevail. These terms and conditions relate to:

1. Any account in your individual name; or
2. Accounts maintained in joint names, but where you are authorised to operate it singly; or
3. Any other account maintained by you for operational convenience of your business and operated by you singly.

By signing on this form and clicking on the "I agree" button in the Internet Banking portal (before log in), you agree to be legally bound by all these terms and legally liable for any consequences arising thereof. These terms and conditions are subject to amendments from time to time and any such changes made by us shall be communicated to you in due course, either by email or via public announcements.

You, as a BNB Customer, must conform to the standard security/authentication procedures while using the service, including taking all reasonable measures to ensure that any password/ PIN is not revealed to any third party. If there is misuse of this facility by your own carelessness, and you lose money from your account due to this lapse on your part, it shall be your own liability and the BNBL shall not bear any loss whatsoever. If you do not agree to any of these terms and conditions, you are not obliged to sign and execute this document.

The following specific terms apply to your use of the facility:

1. You will be allotted a secure User ID, Password and Transaction PIN by the BNBL when you first apply for the facility; you are required to change the Password assigned by BNBL on accessing the portal for the first time. As a safety measure, you should change the Password as frequently as possible thereafter or as and when the system requires for the same (which is usually 90 days from the last change) whichever is earlier. In addition, BNBL may at its discretion advise the user to adopt such other means of authentication as it may deem fit.
2. You should understand that when a transaction is carried out by logging in to the **BNBL internet banking portal**, by entering the Password/ PIN provided to you, the Bank shall not carry any liability for the same, and that is the bank is only carrying out the instructions entered by you on portal. Since it is you who will enter the Password/PIN on the portal, any transaction thus carried out by the BNBL shall be deemed to have been duly authenticated/authorized by the customer with the secure credentials provided.
3. You must understand and agree that the transaction PIN is for the purpose of authenticating the transaction you initiate and shall have same effect as your specimen signature on a withdrawal form/ cheque and that you are legally bound for all transactions initiated by you and authenticated through the use of your transaction PIN.
4. In case you forget the Password, a new Password can be obtained from the BNBL against a formal written request. Such replacements shall not be construed/deemed as the commencement of new contract. In such an event the BNBL

shall provide the new Password within a reasonable period. However, till such time no transactions should be initiated.

5. You are totally responsible for and must take due all the precautions in respect of confidentiality/ safekeeping/ secrecy of the User Credential/ Password/ Transaction PIN. If a third-party gains access to the service to your account through your carelessness with your User Credential/ Password/ Transaction PIN, YOU and only YOU are fully and totally responsible and shall indemnify the BNBL against any liability, cost or damages arising out of any transactions happening from your account.
6. You should refrain from accessing the **internet banking portal** from public locations like Internet Cafés and the like, which are susceptible to hacking and other mischiefs. In cases where you have to access the banking portal from public locations, you should be aware that you will be fully and unequivocally responsible for the safekeeping of your credentials and BNBL remains indemnified against any liability, costs and damages arising out of such hacking or misuse.
7. You should not attempt to access the information and other details stored with BNBL through any means other than the Internet Banking services provided. You should also ensure that unauthorized persons do not access his/her/ their/its account(s).
8. The User desirous of availing this facility from the bank must either be the account holder themselves and sole signatory or authorized to act independently in case of a joint account. The other joint account holders should expressly agree with the arrangement and provide their consent for all transactions arising from the use of **BNB's internet banking service** in the joint account, which shall be binding on all the joint account holders, jointly and severally. The Bank shall in no way be liable for any loss / damage whatsoever that may be incurred or alleged to be incurred by the other joint holder in such an event.
9. In case of accounts opened for and on behalf of minors, the natural guardian shall undertake to provide all instructions relating to the operation of the account and further undertake not to reveal the User ID and Password to the minor; all transactions in this account shall be deemed to have been undertaken by the guardian.
10. The BNBL shall have the complete right of set-off and lien, irrespective of any other lien or charge, present as well as future, on the deposits held in your accounts whether in your single name or in joint name(s), to the extent of all outstanding dues whatsoever, arising as a result of your using this facility.
11. BNBL shall not be responsible, if the system does not pass the transaction on the transaction date due to system problem and if the payment confirmation is successful in the confirmation page but transaction failed at backend.

NOTICES:

BNBL shall provide any notices in one of the following manners: and the customer are as under:

1. Electronically to the mail box of either party; or
2. In writing by delivering them by hand/post/courier/fax/email to the last address given by the customer; or
3. By SMS to his/her registered phone number.

BNBL may also publish notices of general nature on its website/ social media pages, which is applicable to all customers. Such notices shall have the same effect as a notice serviced individually to each customer.

Your Relationship Bank



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CHARGES

The BNBL reserves the right to charge and recover from the user, all charges as necessary for providing the Internet Banking facility (including but not limited to the right of charging the user for funds transfers). By accepting these terms and conditions, you authorize the BNBL to recover these charges by debiting one of your accounts or by raising a bill to you, who shall be liable to make the payment within the specified period. Failure to do so shall result in recovery of the service charge by the BNBL in a manner as the BNBL deems fit, along with such interest, if any, and/or suspension of the Internet Banking facility without any liability to the BNBL.

CHEQUE BOOK ISSUE REQUESTS:

The customer can request for the issue of a cheque book through the portal and collect it from a branch nearest to him/her.

UTILITY PAYMENTS & BULK UPLOADS

If you are paying for utilities and/or making bulk uploads, you should, upon completing these transactions, crosscheck/confirm the payment/ upload from "Account Statement View" to confirm that the transaction has successfully been completed.

OPERATING TIMES AND DISRUPTIONS

The Internet Banking facility is available for use at all times, 24x7x365. You must accept, however, that routine maintenance requirements, excess demand on the systems and circumstances beyond our control may mean it is not always possible for the service to be available during its normal operating hours. In connection with the Service, we are entitled at any time to:

1. Change the mode of operation; or
2. Add to, remove or otherwise change, end or suspend any of the facilities available; or end the Service.

If we decide to change or end the facility/service, we shall endeavor to provide you an adequate prior notice; however, we shall in no way be liable in case of such termination/ end of service and/ or for any loss caused/ suffered in this regard.

EXCLUSIVITY:

When you place your signature at the end of this document, you agree to use the internet banking portal strictly for your internal use and not for any illegal purpose or in any manner inconsistent with the terms and conditions. You also agree:

1. Not to use, transfer, distribute or dispose of any information provided to you to aid you in using the facility, in any manner that could compete with the business of BNBL or otherwise is against the interests of BNBL.
2. To comply with all reasonable written requests made by BNBL and regulatory authorities in the context, equipment or otherwise to protect their and other parties' contractual, statutory and common rights as detailed in the portal.
3. To notify BNBL in writing promptly on becoming aware of any unauthorized access or use of the website by any party or any claim that website infringes upon any copyright, trademark or contractual, statutory or common legal rights.
4. That all the intellectual property in the website/portal and the service provided continues to vest BNBL and the customer shall not claim any right on such.

5. That you are allowed to download and retrieve data from the website on your computer screen, print individual pages on paper, photocopy and store such paper in an electronic form on desk for your exclusive personal use only.
6. You will not be compensated by BNBL for the orders, instructions or directions which could not be executed
7. To hold BNBL harmless from any and all claims and agrees that BNBL shall not be liable for any loss, actual or perceived, caused directly or indirectly by government restriction, market regulation, war, strike, virus attack, equipment failure, communication line failure, system failure, data corruption, security failure on the internet, unauthorized access, hacking, theft or any problems technological or otherwise or other conditions beyond BNBL's control, that might prevent the customer from entering/ executing or BNBL from executing an instruction, order or direction.

CLOSURE OF ACCOUNT

You will be able to exercise the right to close the account(s) with BNBL only if there is no obligation pending towards BNBL, whether it be financial or otherwise.

DECLARATION OF LINKED BANKING FACILITIES

In case I legally transfer the authority to operate accounts that I currently operate, to another person/party, I hereby agree to submit in writing to the BNBL the details of all the banking facilities linked to the account. If I fail to notify the same to the BNBL in writing, any consequences thereof shall be purely at own risk and liability. Also, in the event of failure to declare the same, the BNBL shall not be responsible for any action by a user whose authority may have been revoked by you.

NON-TRANSFERABILITY

The facilities granted under these terms to you as a user are not transferable under any circumstances by BNBL without the prior written your/ account holder's written consent.

ARBITRATION

Any dispute arising between the parties hereto in connection with the validity, interpretation or implementation of this agreement, the matter shall be resolved mutually to the extent possible. If a mutual resolution is not possible, the matter shall be referred to Royal Court of Justice, Bhutan.

SURVIVAL OF OBLIGATION

The duties of customers under these terms and conditions shall continue to be in full force and effect, notwithstanding the termination of these services. The termination of the services shall be without prejudice to any accrued right of BNBL.

CANCELLATION OF THE FACILITY

In case any user does not login to the internet banking portal for a period exceeding 90 days, the Bank shall have the right to revoke the user ID and cancel it.

RIGHTS RESERVED

You hereby acknowledge and agree that any rights not expressed herein are reserved. You also agree that the terms and conditions are subject to change from time to time and all customers shall be automatically bound by such changes, irrespective of the time taken in displaying them on our website/ social media handles/ newspapers/ other media.

Having read these terms and conditions and having understood them clearly, I place my signature on the document below:

Signature:
Name:

Date:
Place:

Your Relationship Bank