



ལྷན་ རྒྱལ་ཡོངས་དངུལ་ཁང་ཚད་འཛིན།
BHUTAN NATIONAL BANK LIMITED

Issue No.: v 1.1

Issue Date: 23-Dec-2021

Revision

Date: 14-Dec-2023

BNB MyPay Registration Form

Date: DD/MM/20YY

1. Salutation: Mr. Mrs. Master Miss
2. Full Name:
3. CID/Work Permit/Passport No.:
4. Date of Birth (DD/MM/YYYY):
5. Mobile No:

--	--	--	--	--	--	--	--

The **Mobile Number** will be assigned to your MyPay wallet.

6. Email ID:
7. Gender: Male Female Others
8. Current Address:
 - a. For Bhutanese
 - i. If Employed:

Name and Address of Organization:

.....
 - ii. If Unemployed/Minor:

C/O Name & CID No.:

Relationship and Address:
 - b. For Non-Bhutanese

Country of Origin

Present Address in Bhutan:

.....
9. BNB Account(If any)



Disclaimer

Minimum age limit to register to BNB MyPay is 10 years old. Customers are categorized as per the limit mentioned in the following table:

Customer Categories	Daily Transaction Limit	Daily Balance Limit	Aggregated Monthly Limit
Basic User (Resident & not submitted CID copy and limit enhancement form)	2,000	5,000	10,000
Verified User (Resident & submitted CID copy and Limit Enhancement Form)	30,000	50,000	100,000
Premium User (Tourist)	100,000	200,000	500,000

By registering to BNB MyPay, you are a Basic User by default and can upgrade by submitting the Limit Enhancement Form.

By Registering to BNB MyPay, you acknowledge and agree to the following terms and conditions. Therefore, please read the terms and conditions carefully.

Registration Terms and Conditions

- The Bank reserves the right to introduce additional services with or without giving any notice to the customer. The Bank reserves the right to send SMS to the registered mobile number regarding its products, services, offers or any related matter without the express consent of the Customer.
- The Bank may at any time, at its sole discretion charge a fee for use of any or all of the facility, under a notice to the customer through any medium of Communication available.
- The bank reserve the right to impose limits on the volume of transactions and transaction amount.
- The bank or its employee/contractual staff shall not be liable for
 - a) Any unauthorized use of the Customer's mobile phone and TPIN.
 - b) Unauthorized access by any other person to any information/instructions given by the customer.
 - c) The bank shall not be held liable for any disruption or failure of providing mobile telecommunication services by ISP
- When adding funds from international cards, the user agrees to abide by all applicable laws and regulations regarding international transactions and to provide accurate and



ལྷོ། །འབྲུག་རྒྱལ་ཡོངས་དངུལ་ཁང་ཚད་འཛིན།
BHUTAN NATIONAL BANK LIMITED

Issue No.: v 1.1

Issue Date: 23-Dec-2021

Revision

Date: 14-Dec-2023

complete information about the card being used. Amount once added cannot be refunded back to the card.

- The Customer shall be responsible for the safekeeping/secretcy, usage of Password/MPIN, TPIN, mobile handset, card details and they shall be held liable for any damage and other consequences of their misuse.
- The customer shall be responsible for keying in the correct mobile number or account number for the fund transfer. BNB shall not be held liable for any erroneous transactions arising out of or relating to customer entering wrong account Number or mobile number or amount.
- Any request for change in mobile number shall be entertained only after receiving a written request.
- The terms and conditions agreed upon and duly signed by the customer shall remain legal and binding until such a time any amendment, rectification or termination with mutual consent of all parties take place.
- The Bank reserves the right to change these terms and conditions at any time.

Declaration

I have read and understood the above Terms and Conditions. I accept and agree to be bound by the said Terms and Conditions and any changes applicable if any or made to if from time to time. I understand that the Bank may discontinue the BNB MyPay services completely or partially without any notice to me. I also declare that all the particulars and information given in this application form are true, correct, complete and up-to-date in all respects.

Consent

I acknowledge that I have read, understood, and agree to the terms outlined in BNBL's Privacy Policy. I hereby grant my explicit consent for the collection, use, storage, and sharing of my personal data as described in the Privacy Policy. The information I provide may be used for contacting me for service-related or marketing communications, Enhancing and personalizing my customer experience with BNBL and to comply with legal and regulatory obligations.

Signature of the Applicant

FOR BANK USE ONLY	Application Received Date: DD / MM / 20 YY
Proof of identity of the applicant(s) verified as per the document(s) submitted. Required services are enabled at the BNB MyPay Level. Recommended and Permitted for provided the services.	
Name & Signature of Maker:	Name & Signature of Checker:



ལྷ། །འབྲུག་རྒྱལ་ཡོངས་དངུལ་ཁང་ཚད་འཛིན།
BHUTAN NATIONAL BANK LIMITED

Issue No.: v 1.1

Issue Date: 23-Dec-2021

Revision

Date: 14-Dec-2023



ལྷ། །འབྲུག་རྒྱལ་ཡོངས་དངུལ་ཁང་ཚད་འཛིན།
BHUTAN NATIONAL BANK LIMITED
Your Relationship Bank

BNB-PO-002-Privacy-Policy

Version No.1.0

Release Date: 01/06/2023

Revision Date: 0

Privacy Policy:

1. The Bhutan National Bank gathers personal information (PII) from customers and employees for various purposes, such as account opening, loan approval, identity verification, customer response, and product or service updates.
2. The bank does not disclose customer and employee personal information (PII) with third parties or transborder sharing. However, it may share data with regulators, governments, and law enforcement agencies. Other entities may share PII data, and the bank must comply with applicable laws and guidelines.
3. The bank takes steps to protect personal details against unauthorized disclosure.
4. Our website and other online platforms use cookies and related technologies to track visitor information, make the platform easier, tailor products and services, collect user data, and analyze server logs. Some cookies are from third-party companies for web analytics and intelligence.
5. The bank protects personal data by preventing unauthorized access, but cannot guarantee data security or website entry. Users should use secure online platforms, passwords, and secure browsers, and report any unauthorized use to the bank immediately.
6. Our website may link to third-party websites, but we are not responsible for their privacy practices and encourage users to learn about their policies, even if co-branded with our logo or trademark.
7. The policy and website use are governed by Bhutanese laws and bank regulations, with the bank acting as a Data Controller, ensuring consent before access
8. Bank upholds privacy by providing various rights such as access, consent withdrawal, objecting to data processing, rectification, erasure, data portability, processing restriction, automated decisionmaking protection, and complaint lodgment.
9. Our office securely stores personal information for at least 10 years, with the information destroyed after. We do not share, sell, or rent PII, but may store it with third parties. Third parties must respect data security and treat it lawfully.

The detailed Policy can be found from BNBL website ([privacy_policy.pdf \(bnb.bt\)](#))

Ihereby confirm that I have read privacy policy of Bhutan National Bank Limited.

Signature of the applicant.

Your Relationship Bank