



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

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Revision
 Date: 14-Dec-2023

MyPay Limit Enhancement Request Form

Date: DD / MM / 20YY

To,

The Branch Manager

.....

I would like to increase MyPay limit for the following detailed wallet holder:

Name: Mr/Mrs./Ms/Master.....

Registered Mobile Number:.....

CID/Work Permit/Passport No:

Date of Birth (dd/mm/yyyy):

Nationality:

Email Address:

Select the customer category as per the Limits (mentioned below):

- Basic User Verified User Premium User

I would like to inform you that I am fully aware of the risks involved in online transactions, and I will be fully responsible for such transactions conducted through the application with my credentials.

I also agree to the disclosure of my transaction information as required by the regulatory authority and laws of the kingdom.

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.

Name :

Signature



For Bank Use Only

Created By:.....on DD / MM / YY YY

Verified by on DD / MM / YY YY

Authorized byon DD / MM / YY YY

Documents Required:

1. Copy of CID/Work Permit/Passport

Customers are categorized as per the limits 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



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.

