

ACCOUNT OPENING FORM (Individual)

For Bank Use Only													
Date	D	D	M	M	Y	Y	Y	Y					
Party ID													
Customer ID													
Account Number											-		

Customer Photo

Manager, _____ Branch/Uposhakha

IFIC Bank PLC

Dear Sir/Madam,
I/we am/are applying to open an account in your Branch/ Uposhakha. All information required to Account Opening is given below:

A. Account Related Information

Account Title (BLOCK LETTER)												
Account Title (Bengali)												
Type of Account	<input type="checkbox"/> Amar <input type="checkbox"/> Shohoj <input type="checkbox"/> Savings <input type="checkbox"/> Current <input type="checkbox"/> FC <input type="checkbox"/> Others (specify)_____											
Currency	<input type="checkbox"/> BDT <input type="checkbox"/> USD <input type="checkbox"/> GBP <input type="checkbox"/> EUR <input type="checkbox"/> JPY						Nature of Account <input type="checkbox"/> Individual <input type="checkbox"/> Joint					
Initial Deposit (In Figure)							Initial Deposit (In Words)					
Other Facilities	<input type="checkbox"/> Debit Card <input type="checkbox"/> SMS Alert <input type="checkbox"/> IFIC Amar Bank (Digital Banking) <input type="checkbox"/> E-Statement Facility											
	<input type="checkbox"/> Cheque Book <input type="checkbox"/> Number of Cheque Leaves: _____											

B. Personal Information

Mobile Number									E-mail (BLOCK LETTER)						
Account Holder's Name (BLOCK LETTER)															
Account Holder's Name (Bengali)															
Date of Birth	D	D	M	M	Y	Y	Y	Y	Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Third Gender					
Father's Name															
Mother's Name															
Spouse's Name															
Nationality (Passport copy with Visa must be obtained for foreign nationals)							Residential Status	<input type="checkbox"/> Resident <input type="checkbox"/> Non-Resident <small>(For Non-Resident Status, Guidelines for Foreign Exchange Transactions directives to be followed by the Bank)</small>							
Monthly Income							Profession (Details)								
Source of Fund							TIN (If available)								
Present Address															
Permanent Address															
Contact/Mailing Address															
Account Holder's Identity Document	National ID No. _____ or _____														
	<input type="checkbox"/> Passport <input type="checkbox"/> Birth Certificate <input type="checkbox"/> Driving License <input type="checkbox"/> Employee ID <input type="checkbox"/> Student ID														
	Identity Document Number _____														
Introducer's Information (Applicable if account holder doesn't have NID)	Introducer's Name _____														
	Account No. of Introducer _____ or _____														
	NID Number of Introducer _____														
	Introducer's Signature						Date		D	D	M	M	Y	Y	Y

C. Nominee Information

I/We, nominate the following person(s) to receive/draw the balance held in my/our account after my/our death. I/We reserve the right to cancel or change this nomination at any time. I/We hereby accord my/our consent that the bank shall not be liable in any manner whatsoever to make payment as per my/our instruction.

Name of the Nominee											Nominee Photo
Address											
Percentage											
Relationship with A/C Holder											
Date of Birth	D	D	M	M	Y	Y	Y	Y			
Identity Document	<input type="checkbox"/> NID <input type="checkbox"/> Passport <input type="checkbox"/> Birth Certificate <input type="checkbox"/> Driving License <input type="checkbox"/> Employee ID <input type="checkbox"/> Student ID										
Identity Document Number											

If the nominee remains minor during settlement of the deposit amount after my/our death, I/We hereby authorize the following person to receive/draw the amount as per Bank Company Act, 1991 section 103(2),

Name of Authorized Person											Relationship with Nominee		
Permanent Address													
Identity Document	<input type="checkbox"/> NID <input type="checkbox"/> Passport <input type="checkbox"/> Birth Certificate <input type="checkbox"/> Driving License <input type="checkbox"/> Employee ID <input type="checkbox"/> Student ID												
Identity Document Number													
FATCA Declaration	Are you a US resident?	Y	N	Do you hold a US Permanent Resident Green Card?	Y	N							
	Are you a US citizen?	Y	N	Do you have a US residence address?	Y	N							
	Do you have a US correspondence address or a US telephone number?			Y	N								
	US Social Security Number												

Hereby confirm the information provided above is true, accurate & complete. Subject to applicable laws, I hereby give consent to IFIC Bank PLC or any of its affiliates (including branches) (collectively 'The Bank') to share my information with domestic or overseas regulators, or tax authorities or other concerned authorities where necessary to establish my tax liability in any jurisdiction. Where required by domestic or overseas regulator or tax authorities, I consent and agree that the bank may withhold, and pay out, from my account(s) such amounts as may be required according to applicable laws, regulations, agreements with regulators or authorities and directives. I agree and undertake to notify the bank within 30 calendar days if there is a change in any information which have been provided to the bank.

D. Declaration & Signature

I/We, hereby am/are declaring that, the above information is true. I/We are ready to provide further Information/documents as per requirement of IFIC Bank PLC

Signature Admitted/Verified By Bank Official Account No. : _____ Mode of Account Operation : <input type="checkbox"/> Singly <input type="checkbox"/> Jointly <input type="checkbox"/> Either/Survivor <input type="checkbox"/> Anyone <input type="checkbox"/> Others (If no. of Account Holders is more than two) _____ Branch/Uposhakha Code : _____ Signature : _____ Name : _____ EID : _____ PA No. : _____	1st Applicant signature Please affix here recent Passport Size Photograph Signature Signature Name : _____ Customer ID : _____ Mobile No : _____	2nd Applicant signature Please affix here recent Passport Size Photograph Signature Signature Name : _____ Customer ID : _____ Mobile No : _____	3rd Applicant signature Please affix here recent Passport Size Photograph Signature Signature Name : _____ Customer ID : _____ Mobile No : _____	

E. For Bank (Branch/Uposhakha) Use Only

Industry Scale ID		WLC Checked	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes,	<input type="checkbox"/> WLC False Positive <input type="checkbox"/> WLC Positive
Account Marketed By	<input type="checkbox"/> Bank Official <input type="checkbox"/> By DSA <input type="checkbox"/> N/A			Sector Code	
Name of Account Marketing Official/ DSA				Employee ID/ DSA Code	
Account Opening Officer Signature : _____			Account Approving Officer Signature : _____		
Name :			Name :		
EID :			EID :		
Date :			Date :		

Branch/Uposhakha _____

KYC PROFILE FORM (Individual)

Confidential & To be filled by Bank Only

Date	D	D	M	M	Y	Y	Y	Y					
Customer ID													
Account Number									-				
Name of Account													
Type of Account	<input type="checkbox"/> Aamar <input type="checkbox"/> Shohoj <input type="checkbox"/> Savings <input type="checkbox"/> Current <input type="checkbox"/> FC <input type="checkbox"/> Others (please specify) _____												
Purpose of Account Opening	<input type="checkbox"/> Personal Account Transaction <input type="checkbox"/> Loan/Deposit Scheme Payment <input type="checkbox"/> Foreign Remittance <input type="checkbox"/> Salary <input type="checkbox"/> Savings <input type="checkbox"/> Investment <input type="checkbox"/> Others (please specify) _____												
Profession (Details)											Monthly Probable Income		
Source of fund(s) in details											Document(s) collected against source of fund		
Collected document(s) verified	<input type="checkbox"/> Yes <input type="checkbox"/> No		Has Actual beneficiary owner been selected? <small>(If Yes, fill up the Beneficiary Owner form for each of the beneficial owner.)</small>						<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable				
Politically Exposed Persons (PEPs)/ Influential Persons (IPs): <small>(Head of international organizations or higher-level officials and their family members or close associates) [According to BFIU Circular]</small>	<input type="checkbox"/> Yes <input type="checkbox"/> No		If Answer is Yes,										
			Obtained approval from Senior Management?						<input type="checkbox"/> Yes <input type="checkbox"/> No				
			Face to Face interview with the Customer?						<input type="checkbox"/> Yes <input type="checkbox"/> No				
<small>The name of customer is listed or related to person or entity under relevant laws, regulations and circulars in the light of different UN security Council Resolutions on suspicion of involvement in the financing of terrorism, terrorism and the spread of weapons of mass destruction and listed under the Government of Bangladesh to the list of persons or entities/organization banned, is found matched (personally or under entity)?</small>												<input type="checkbox"/> Yes <input type="checkbox"/> No	

If the Answer, yes, disclose the details of action taken _____

Has the present address of the account holder been verified?	<input type="checkbox"/> Yes	How it is verified?	<input type="checkbox"/> Electronic Verification	<input type="checkbox"/> Physical Document Verification	<input type="checkbox"/> Validated by Introducer
Has the permanent address of the account holder been verified?	<input type="checkbox"/> Yes	How it is verified?	<input type="checkbox"/> Electronic Verification	<input type="checkbox"/> Physical Document Verification	<input type="checkbox"/> Validated by Introducer
Has the contact/ mailing address of the account holder been verified?	<input type="checkbox"/> Yes	How it is verified?	<input type="checkbox"/> Electronic Verification	<input type="checkbox"/> Physical Document Verification	<input type="checkbox"/> Validated by Introducer
Name of Address Verifying Officer				Employee ID	
Reason for opening of Account of Non-residents and Foreigners				Type of Visa	<input type="checkbox"/> Resident <input type="checkbox"/> Work <input type="checkbox"/> Other _____
Have Work Permit Letter & Permission Letter from competent authority been obtained in case of account opening of Work Permit Holder?	<input type="checkbox"/> Yes <input type="checkbox"/> No	*Passport copy for non-resident Bangladeshi & Passport copy with Visa for foreigner must be obtained		Validity till	

Customer Identification

Sl. No.	KYC Supporting Document Number (Where Applicable)	Photocopy Obtained?		Document Verified?	
a.	National ID Number	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
b.	Passport Number	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
c.	Birth Certificate Number	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
d.	Other documents	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Branch/Uposhakha

Customer ID																				
Account Number																				
Name of Account																				

Risk Rating

Risk Type		Comments
<input type="checkbox"/> Low (<15)	<input type="checkbox"/> High (≥ 15)	
Overall Score		

If the risk is below 15, Customer can be decided as High Risk regarding the high-risk rating of Beneficial Owner by mentioning reason with subjective consideration.

Prepared by: (Account Opening Officer/Relationship Manager) <div style="border: 1px solid black; width: 100%; height: 40px; display: flex; align-items: center; justify-content: center;">Signature</div>	Verified & Confirmed By: (BAMLCO) <div style="border: 1px solid black; width: 100%; height: 40px; display: flex; align-items: center; justify-content: center;">Signature</div>
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Name :	Name :
EID :	EID :
Date :	Date :

Approving Officer for PEP/IP/High Official of International Organization	
<div style="border: 1px solid black; width: 100%; height: 40px; display: flex; align-items: center; justify-content: center;">Signature</div>	Name : EID : Date :

Account and Customer Information Review and Update

Last date of account and customer information review & update:	D	D	M	M	Y	Y	Y	Y
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Reviewing & Updating Officer <div style="border: 1px solid black; width: 100%; height: 40px; display: flex; align-items: center; justify-content: center;">Signature</div>	Name : EID : Date :
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TRANSACTION PROFILE

For Bank Use Only												
Date	D	D	M	M	Y	Y	Y	Y				
Customer ID												
Account Number										-		
Title of Account												
Purpose of Account Opening	<input type="checkbox"/> Personal Account Transaction			<input type="checkbox"/> Loan/Deposit Scheme Payment			<input type="checkbox"/> Investment			<input type="checkbox"/> Foreign Remittance		
	<input type="checkbox"/> Salary			<input type="checkbox"/> Savings			<input type="checkbox"/> Others (please specify) _____					
Source of fund(s) in details	<input type="checkbox"/> Salary			<input type="checkbox"/> Own Business			<input type="checkbox"/> Commission			<input type="checkbox"/> Foreign Remittance		
	<input type="checkbox"/> Inheritance/Gift/Return on Investment			<input type="checkbox"/> Others (please specify) _____								
Deposits	Number of Deposit (Monthly)			Total Amount (Monthly)			Maximum Amount (Per Transaction)					
Cash Deposit (including online & ATM)												
Deposit by Transfer/Instrument												
Deposit by Foreign Inward Remittance												
Deposit of Income from Export												
Receive/Transfer from BO Account												
Others (please specify)												
Total Probable Deposit												
Withdrawal	Number of Withdrawal (Monthly)			Total Amount (Monthly)			Maximum Amount (Per Transaction)					
Cash Withdrawal (Including online & ATM)												
Payment by Transfer/Instrument												
Payment for Foreign Outward Remittance												
Payment against Import												
Deposit/Transfer to BO Account												
Others (please specify)												
Total Probable Withdrawal												

For Branch/Uposhakha Use Only

Transaction Profile (TP) of Customer has been scrutinized as per instruction of BFIU	
Reason behind the changing/not changing of customer's probable transaction profile:	
<div style="border: 1px solid black; padding: 10px; text-align: center; margin-bottom: 10px;"> Certifying Bank Officer <div style="border: 1px solid black; width: 100px; height: 40px; margin: 0 auto 10px auto;"> <div style="text-align: center; color: gray;">Signature</div> </div> </div>	Name : _____ EID : _____ Date : _____

Form for Customer Risk Grading -KYC

1. Type of On-Boarding	Score	4. Product and Channel Risk	Score	
Branch Manager/Relationship Manager	2	Type of Product		
Sales Representative	3	Savings account	1	
Walk-in	3	Current account	4	
Internet/Non-Face to Face	5	FDR	3	
2. Geographic Risks		Deposit Scheme up to 12 lacs	1	
Client is-		Deposit Scheme above 12 lacs	3	
Resident Bangladeshi	1	FC account	5	
Non-resident Bangladeshi	2	S.N.D.	3	
Foreign Citizen	3	R.F.C.D.	5	
For Foreigners;		5. Business and Activity Risk		
Does the client's country of citizenship feature in FATF/EU/OFAC/UN Black List/Grey List?		(a)Business (Please pick Applicable from Annexure and put the relevant score in the next column)		
No	1	(b)Profession (Please pick Applicable from Annexure and put the relevant score in the next column)		
Yes	5			
3. Relationship Risks		6. Transactional Risks		
Is the client a PEPs/IPs/Chief or High Official of International Organization, as per BFIU Circular?		What is the client's Average Yearly Transactions Worth?	Individual	Institution
No	0	<BDT 1 million	1	0
Yes	5	From BDT 1 million to 5 million	2	1
Is the client's family/close associates related to PEPs/IPs/Chief or High Official of International Organization?		From BDT 5 million to 50 million (5 crores)	3	2
No	0	More than BDT 50 million (5 crores)	5	4
Yes	5	7. Transparency Risk		
		Does the client has Provided a credible source of funds?		
		No		
		Yes		

Annexure: Select Business or Profession

Client Business	Score	Client Business	Score
Jeweler/Gold/Valuable Metals Business	5	Business Agent	3
Money Changer/Courier Service/Mobile Banking Agent	5	Thread/"Jhut" Merchant	3
Real Estate Developer/Agent	5	Transport Operator	3
Construction Projects Promoter/Contractor	5	Business (Medicine Manufacturer & Marketing)	3
Art and Antiquities Dealer	5	Cold Storage	3
Restaurant/Bar/Night Club/Parlor/Resident Hotel Business	5	Business (Advertisement)	3
Import/Export and Import/Export Agent	5	Service Provider	3
Manpower Export Business	5	Tobacco and Cigarettes Business	3
Firearms Business	5	Amusement Park/Entertainment Provider	3
Garments Business/Garments Accessories/Packaging/Buying House	5	Motor Parts Trader/Workshop	3
Share/Stocks Dealer, Broker, Portfolio Manager, Merchant Banker	5	Poultry/Dairy/Fishing Firm	2
Software/Information and Technology Business	5	Agro Business/Rice Mill/Beverage	2
Off-Shore/Non-Resident Corporation	5	Small Business (Investment below BDT 5 million)	2
NGO/NPO	5	Computer/Mobile Phone Dealer	2
Film Production & Distribution Organization	5	Manufacturer (except, weapons)	2
Mobile Operator/Internet or Cable Operator	5	Others: (Please State Below and circle numerical score as needed)	
Land/House Broker	5		1..2..3..4..5
Insurance/Brokerage Agency	5	Client Profession	
Religious Org/Institution & Educational Institution	5		Score
Trust	5	Pilot/Flight Attendant	5
Business (Petrol Pump/CNG Station)	5	Trustee	5
Software Business	5	Professional (Journalist, Lawyer, Doctor, Engineer, CA etc.	4
Ship Breaking Business	5	Director (Private/Public Limited Company)	4
Bank/Leasing/Finance Company	4	High Official of Multinational Company (MNC)	4
Business (Indenting)	4	Homemaker	4
Business (Outsourcing)	4	Information Technology (IT) sector employee	4
Law Firm/Engineering Firm/Consultancy Firm	4	Athlete/Media Celebrity/Producer/Director	4
Fuel & Power Production Company	4	Freelance Software Developer	4
Print & Electronic Media	4	Government service	3
Chain Store/Shopping Mall	4	Landlord/Homeowner	3
Travel Agent/Tourism Company	4	Private Service: Managerial	3
Merchant with over BDT 10 million invested in business	4	Teacher (Public/Private/Autonomous Educational Institution)	2
Freight/Shipping/Cargo Agent/C&F Agent	4	Private Sector Employee	2
Automobiles business (New or Reconditioned)	4	Self-employed Professional	2
Leather/Leather goods Business	4	Student	2
Construction Materials Trader	4	Retiree	1
		Farmer/Fisherman/Laborer	1
		Others: (Please State Below and circle numerical score as needed)	
			1..2..3..4..5

15. Reversal of Wrongly Credited Amount

The Bank reserves the right to debit any account that may have been inadvertently credited with an item/transaction subsequently unpaid on collection or detected to be the wrong entry without giving any information to the customer.

16. Dormancy and Unclaimed Amount

- 16.1 Savings account being inoperative for two year will be marked as Dormant status.
- 16.2 (As per Clause 35 of Banking Company Act 1991) Account will be transferred to unclaimed account status after 10 (ten) years if there has been no transaction in the said account by the customer.
- 16.3 No customers'-initiated transaction is allowed in the Dormant account unless the account holder(s) apply to IFIC in writing to regularize the status of an account.

17. Joint Account

- 17.1 Each of us (if more than one) hereby authorize and empowers each other to endorse for deposit and to deposit with the Bank any and all cheques, notes or other instruments for the payment of money, payable to or purporting to belong to anyone or all of us and if any such instruments be received by the Bank without having been so endorsed then the Bank is hereby authorized to endorse any such instrument on behalf of us and to credit the same to the account.
- 17.2 Any overdraft or other obligations incurred on the account or otherwise shall be the joint and several liability of each and every joint account holder. In the event of the death or legal disability of any of the individuals constituting the account holder, the other individual(s) shall immediately (but in any event not later than ten (10) days after such death or disability) and before effecting any transactions in this account, notify the bank of such death or legal disability.
- 17.3 Each of us authorize the Bank to hold, on the death of either of us, any credit balance on my account in our joint name and any securities deeds, boxes and parcels and their contents and property of any description held in our joint names, to the order of the survivor (if any). Each of us hereby agrees that the instruction given by us in the mandate are to remain in force until written revocations thereof by us or either of us.
- 17.4 In the event that there is no survivor or nominee, that account will then be frozen until the legal successor to the deceased or disabled individual is appointed/determined by the relevant court or department.

18. Short Notice Deposit

7 days prior notice is required to withdraw fund. The rate of interest on short notice deposit is subject to change from time to time.

19. Hold Mail Service

- 19.1 If I request this service, the Bank will hold all mails, addressed to me for a maximum period of three (3) months from receipt and such mail will be deemed to have been received by me. I will collect any mail so held personally or through an authorized person, unless I advise you to the contrary in writing. The Bank is authorized to charge a reasonable fee for this service and to hold, open and/or handle all such mails in such manner as the Banks deems fit. If fails to collect any such mails the Bank may destroy it in accordance with Bank's policy and in doing so the Bank shall be discharged from all responsibilities or liabilities.
- 19.2 Notwithstanding that until I have collected any mail, although I may not have the knowledge of the contents of the mail which may have legal consequences or affect my rights with the Bank, I shall bear the risk of any such consequences.
- 19.3 My ignorance of the content of any mail being held by the Bank is not, and will not, be a defense to the Bank's claims for all purposes and in all courts or law whether before or after the termination of my account relationship with the Bank.

20. Holiday Processing

Any transaction on a Bank Holiday or after Business Hours of the Bank shall be shown in the Account, at the sole discretion of the Bank, as having taken place on the succeeding Working Day and not the actual day of the transaction and all deductions/accretions on such amount shall be deducted/accreted as of such Working Day. Bank shall not be responsible for any loss of interest or exchange rate or liability incurred/suffered by the Customer including but limited to return of cheques, loss of interest arising due to such transaction being not shown on the day the same actually occurred. C

21. Communications

- 21.1 The Customer shall inform the Bank in writing about any change in the Customer's address or residential status as and when such changes take place.
- 21.2 The Customer understands, acknowledges and accepts the communication sent via facsimile machines, internet, diskettes or any other method over public lines, is not encrypted, and that these transmission methods are not necessarily secure mean of transmission and delivery of information, and that there are associate risks, including of breach of confidentiality, possible unauthorized alteration and/ or unauthorized use, and failure of communication. The Customer agrees to exempt the Bank from any misuse of communication, and to hold the Bank harmless for any cost or loss that the Customer may incur due to the same and any error, delay or problem in transmission or otherwise.

22. Confidentiality

Whilst the Bank maintains strict confidentiality in all matters relating to my account(s) and business, I hereby authorize the Bank (and/or/any of its officers or employees) to disclose any information concerning me., my business, my accounts held with the Bank or another Group Member, or my relationship with the Bank or another Group Member, to any of the following. (a) any office or branch of the Bank or another Group Member; (b) any agent, contractor or third party service provider, or any professional advisor of the Bank or another Group Member; (c) any regulatory, supervisory, governmental or quasi-governmental authority with jurisdiction over the Bank or another Group Member; (d) any person to whom the Bank is required or authorized by law or court order to make such discloser, (e) any person who is under a duty of confidentiality to the Bank; (f) any Bank or financial institution with which I have dealings, regardless of whether the recipient in each case is located in Bangladesh or in another country, and regardless of whether such information will, following disclosure be held, processed used or disclosed by such recipient in Bangladesh or another country.

23. Waiver

No forbearance, negligence or waiver by the Bank in the enforcement of any of these terms and conditions shall prejudice the Bank's right thereafter to strictly enforce the same. No waiver by the Bank shall be effective unless it is in writing.

24. Variations

The Bank may amend these terms and conditions at any time by not less than fourteen (14) day notice to me specifying the effective date of the amendment. If I use my Banking facilities after the effective date of the amendment, I shall be deemed to have received notice of the amendment and to have decided to continue to use the Banking facilities upon the revised terms and conditions. I further acknowledge that in the event of any changes being communicated to me, the Bank is not obliged to obtain my signature for receipt of such communication.

25. Notice

Save as otherwise provided in these terms and conditions, any demand or communication made by the Bank under these terms and conditions shall be in writing or in official mail and made at the address given by me (or such other addresses as I shall notify the Bank from time to time) and, if posted, shall be deemed to have been served on me on the date of posting.

B. GOVERNING LAW, REGULATION AND RULES

The terms and conditions shall apply to such accounts and service offered by the Bank to its customers from time to time and herein shall be governed by the Laws, rules, and regulations of the Central Bank of Bangladesh, Government of Bangladesh and the Bank's policies and practices. Any person opening an account shall be deemed to have read, understood and accept the terms and conditions herein governing the account. IFIC Bank Limited may, at any time, as it deems necessary, add to, delete from or change these terms and conditions. Bank will attempt, but is not required to provide prior notice of such changes; notice, if provided by ordinary mail, shall be deemed sufficient.

1. Exchange of Information

It is the Bank's policy to maintain confidentiality of customer's information. However, the Laws and regulations in Bangladesh may require disclosure of customer information to Government Organization and/or regulatory bodies such as the Central Bank. The Bank also considers sharing customer information in a way that it considers most suitable with other Organizations to improve Banking service and protect the interest of the Bank. The customer authorizes the Bank to disclose or share information at the sole discretion of the Bank and indemnifies the Bank from any accidental disclosure of information during the process of printing, transportation and filing of information.

2. Fees

The Bank shall be entitled without notice to levy or impose all customary Banking and other charges and expenses including collection fees and legal expenses in respect of any account or in respect of any other Banking facilities provided to the customer by the Bank and to debit the relevant account(s). Such charges are not refundable upon termination of any or all of a customer's account.

3. Credits to the Account

The Bank acts only as of the collection agent and assumes no responsibility for the realization on any item any reason deposited with the Bank for collection. The proceeds of cheques or other instruments deposited are not available for withdrawal until collected by the Bank. The Bank reserves the right to debit any account with charges and interests (if any) that may have been inadvertently credited with an item subsequently unpaid on collection for any reason.

4. Fund Transfer

The bank will attempt to execute the fund transfer instructions as specified by the customer and reserves the right to route the fund transfer via any means available in order to execute the transfer instructions. Neither the bank nor subsequent banks in the transfer process will necessarily investigate discrepancies between names and identity or account numbers and may execute instructions on the basis of the numbers given in the instructions even if such number identifies a person different from the named bank or beneficiary.

5. Force Majeure/Technical Problem

The Bank will not be liable for any loss or damage if it is unable to provide services to the customer due to an act of God, catastrophe, war, civil or industrial disturbance, electrical, mechanical, communications or computer failure or any other cause beyond Bank's control and that cannot be overcome by reasonable diligence and without the unusual expense.

6. Issue and Safety of Cheques

Cheques will only be issued to a customer when all documentation considered necessary by the Bank has been obtained. It is the responsibility of the account holder to ensure that cheques held in their possession are kept safely. The customer must at all-time exercise due care to prevent cheques, payment orders and other order or instruments from being altered or forged in a manner which may facilitate fraud. In such events, the Bank is not responsible for any loss suffered by the customer or any other person. Any loss or misuse of the cheques or orders or other instruments must be immediately reported to the Bank and confirmed in writing without any delay.

7. Minimum Balance and Interest Payment

The minimum balance as prescribed from time to time is required to be maintained in current, savings and STD account. The Bank reserves the right to change the minimum balance requirement and/or to close such account with prior notice if the balance falls below this amount. For interest-bearing accounts, the rate of interest may be changed from time to time. Any change in interest rate will be displayed in the branches.

8. Interest on Account

- 8.1 No interest will be payable on Current Account.
- 8.2 Interest on Savings Account will be payable on Monthly Minimum Balance at the prescribed rate. No interest is payable (for the relative month) if a customer withdraws more than twice in a week from his/her account or if a customer withdraws more than 25% of his/her balance at a time (by a single cheque). Interest will be credited to Party's account on a half-yearly basis.
- 8.3 Interest on Short-Term Deposit will be payable on a daily product basis at prescribed rate.
- 8.4 Interest on Fixed Deposit or any other special deposit will be payable at prescribed rate for specific period of time.
- 8.5 No interest will be paid on savings/SND account if the account is closed within 3 (three) months from the last date of half-yearly/annual closing. The account which is closed after three months from end June/December, interest will be allowed for the number of months it remains with the Bank. No interest will be paid for the fractional period (this is not applicable for Govt./Corporation/Autonomous bodies).
- 8.6 The rate of any interest payable on any Account may be displayed by the Bank at its various branches in Bangladesh and further, I/We accept that this may be subject to change without notice to me/us. Interest of any Account will accrue in arrears from day to day in or, as otherwise determined by the Bank (in its absolute discretion), and be credited by the Bank to the relevant Account(s).
- 8.7 The Bank may, as its sole discretion, allow pre-mature withdrawal of fixed deposits. I/we accept that, such pre-mature withdrawals will be subject to levy or penalties and charges, as the Bank may determine and these may be subject to change without notice to me/us from time to time.

9. Overdrafts

The customer hereby authorizes Bank to charges interest on the amount of any overdraft or its account during the continuance of such overdraft at the prevailing rate charged on lending by the Bank during the period of the overdraft unless otherwise agreed. Unless otherwise agreed to in writing, Bank is under no obligation to permit any overdraft or to continue to permit any overdraft and may any time require payment of an outstanding overdraft allowed temporarily during the course of business.

10. Suspicious Transactions

The Bank may refuse to process any transaction on any account of the customer if the Bank suspects fraud or illegality therein. The decision of the Bank with regards to whether the transaction is or is likely to involve a fraud or irregularity shall be final and conclusive and binding on the customer.

11. Closure of Accounts

The Bank reserves the right to close any account or related service without giving prior notice if the conduct of the account is unsatisfactory in the opinion of the Bank or for any other reason(s) whatsoever. The Bank shall pay to the customer all available and final collected balance after all Banks have been recovered/realized at the time of closure of the account.

12. General Indemnification

Customer hereby agrees to indemnify and hold the Bank, its successors, assigns, correspondents, directors, officers, employees and agents harmless from and against all loss, costs, damages, expenses (including legal fees) and liability for any claim or demand based in whole or part of an action or omission of Bank resulting from a request, direction, instruction, from the customer, including claims or demands expressly based on the alleged negligence of the Bank.

13. Nominee

- 13.1 The account holder for each account can appoint nominee as per section 103 of the Bank Companies Act.
- 13.2 Nomination will be cancelled if the nominee dies in the lifetime of the account holder. The account holder in such cases will advise in writing a new nominee.
- 13.3 The account holder, with written instruction, may change the nominee any time before the maturity of the account
- 13.4 In the event of account holder's death, his/her nominee will not be allowed to continue the account and the amount deposited prior to the death of the account holder shall be paid to the nominee after proper identification and upon obtaining such documents as the bank may require.
- 13.5 Account holder can name and authorize any competent person to represent the nominee, so that such person can withdraw money from the account of the customer on behalf of nominee in case nominee is a minor at the time of death of the customer and the bank shall be discharged from its liberty upon making payment to such person.
- 13.6 In case where there is no nominee the Succession Certificate from the appropriate court will be required for releasing the balance amount after the death of the account holder.

14. Set-Off and Consolidation Rights

The Bank may at any time and from time to time without notice combines all or any of my accounts and liabilities with it in Bangladesh or elsewhere, whether singly or jointly with any other person or set off all or any money standing to the credit of such accounts including my deposits with the Bank (whether matured or not) towards satisfaction of any of my liabilities to the bank in Bangladesh or elsewhere whether as principal or actual or contingent, primary or collateral, singly or jointly, with any other person and the bank may affect any necessary currency conversion, at the Bank own rate of exchange that prevailing.

C. DEBIT CARD

1. The Bank may in its absolute discretion issue card(s) to me/us; A card is the property of the Bank and I/we will surrender it unconditionally at the time of closing my account(s) or upon demand by the Bank at any time.
2. I/we will immediately notify the Bank of the loss or theft of a card or of unauthorized acquisition of the personal identification number relating to it and shall accept full responsibility for all ATM transaction effected by use of a card until such time as the Bank confirms to me that it has receipt this notice.
3. The Bank's record of all ATM transactions effected by use of a card will be conclusive and binding on me for all purposes. The amount stated on the ATM screen or printed on ATM screen or printed ATM inquiry slip shall not be taken as conclusive of the state of my account with the Bank.
4. I/we will indemnify the Bank and keep it indemnified for any loss, damage, costs (including legal costs) claims or demands arising in connection with the misuse, loss or theft of any ATM card issued to me/us or, resulting from any mechanical defect in or malfunction of, or insufficiency of funds in the ATM.
5. The use of the Local Debit Card confined to Bangladesh only and International Debit Card may be used anywhere in the world subject to applicable charges. Use of the Local Debit Card outside Bangladesh shall make the card liable for immediate cancellation and any other appropriate action as stipulated by Bangladesh Bank or other regulatory body. The cardholder will also be liable to clear all outstanding without prejudice to any right, remedy or action against him/her, by the Bangladesh Bank, the Bank, court or any regulatory agency.
6. The Bank shall be under no liability whatsoever to the cardholder in respect of any loss or damage arising directly out of the refusal of any merchant or member institution of Visa Card to honor or accept the card or for any defect or deficiency in the goods or services supplied to the cardholder
7. Fees and charges may be determined periodically by the Bank or other Visa authorized acquirers without prior notice to the cardholder
8. I/we acknowledge that my/our use of Debit Card shall be governed by the Bank's prevailing Terms and Conditions available in the Bank's website at www.ificbank.com.bd and accept the same.

D. STATEMENT OF ACCOUNT (SOA)

1. The Bank shall send the statement of account as per frequency stipulated by Bangladesh Bank and the Customer shall check the entries made therein. Customer may notify any discrepancies in the statement of account within 15 days from the date of issue, after which Bank's statement will be considered final and conclusive, for all purposes whatsoever.
2. Statement of account shall not be sent to the Customer whose account has been marked as dormant, as per directives of the Bangladesh Bank. The Bank will take a due care to see that the credit and debit entries are correctly recorded in the accounts of the account
3. Apart from mandatory provision of the statement of account (SOA), SOA may be provided by the Bank, subject to charges, as applicable under its schedule of Bank Charges, upon receipt of written request by the customer/ account holder only.

- In case of the account holder, at his/her request, being registered for an e-statement, the bank shall discontinue sending the mandatory statement of account via post/courier and provide the e-statement facility as per the frequency indicated.

E. E-Statement

- I/we fully understand the risk and accept that the Bank does not use encrypted e-mail and generally, the internet is not encrypted and is not a secure means of transmission of the information. It involves the risk of unauthorized alteration, usages and disclosure of the information by the parties;
- I/we fully understand the risk and accept that transmission of the information to a corporate ID involves the risks of the information to be viewed, altered, used or disclosed to third parties, once authorized but afterwards no more in the employment of the organization, in future. I/we agree to indemnify the Bank and hold the Bank indemnified and harmless from any and all costs, expenses, liabilities, loses, responsibilities, whether direct or consequential, arising out or in connection with such view, alteration, usage or disclosure of the information or otherwise caused by using the internet as a means of transmission and also for any error, delay or problem in transmission of the information.
- That my/our legal representatives, executors, successors-in-interest and assigned are bound by this E-statement Enrolment.
- That this E-statement Enrolment shall be governed by and construed in accordance with the laws of Bangladesh;
- Electronic statement delivery will supersede hard copy statement delivery (if any).
- The "e-statement" means the statement of account sent through email at the Designated Email Address provided / Registered by the Customer/Account holder.
- The Customer will provide his/her email address to the Bank for receiving e-statement ("Designated Email Address").
- The Customer hereby unconditionally agrees to accept the e-statement sent at the Designated Email Address. Any errors or exception noted in the e-statement shall be reported to the Bank within 15 days on receipt of e-statement, otherwise the same shall be considered as correct.
- The e-statement will be electronically sent at the Customer's request and at the entire risk and responsibility of the Customer.
- The Customer shall use the e-statement or its printed version as information for his personal record and shall not submit this for any legal requirement or for submission to visa granting authorities or admission statement of account from Branch.

E. SMS ALERT FACILITY

- The Customer hereby subscribes to the SMS Alert Facility ("SMS Alert Facility") of the Bank whereby the Customer shall receive short messaging service alerts ("SMS Service") on the Customer's Authorized Mobile Number in the form of customized messages. The Customer shall not be able to undertake any transaction through the SMS Alert Facility. The SMS alerts shall only be sent to the mobile phone number which has been specifically provided by the Customer for the purposes of these clauses ("Authorized Mobile Number").
- The SMS alerts will be available to the Customer only if the Customer is within the cellular service range of the particular cellular service provider of the Customer. Charges will be realized half-yearly for SMS alert facility as per the schedule of charges.
- If the Customer suspects that there is an error in the information contained in the SMS alert sent to him, he/she shall inform the same to the Bank /Branch as soon as possible and the Bank/Branch shall endeavor to correct the error, wherever possible on a best effort basis.
- The Customer agrees that SMS Alert Facility provided to the Customer is an additional facility for his / her convenience and is susceptible to delay, error, omission and/or inaccuracy. The Customer shall not hold the Bank liable for any loss, damages etc. that may be incurred/suffered by the Customer on account of the SMS Alert Facility.

F. SMS BANKING

The application form must be sent directly to the Bank and not by facsimile. The Bank will require 7 working days after receiving the SMS Banking Application Form for activation of the service. In case of Bank Account, the Bank will accept the application form signed by the authorize signatories of the Account only (subject to signature verification for PUSH service, the Bank will use the respective Mobile Phone Operator's Text Mail Service (SMS) to send the financial information related to customer's account on the following working day after the statement has been generated. The PUSH service will be offered free of charge. For PULL service the Account or Cardholder will be able to obtain a range of financial information related to account by typing a predefined keyword with a PIN as a message in the Mobile Phone and sending this message to a prescribed SMS shortcode. For this service, regular SMS charges of the respective Mobile Phone Operator will apply. The Account or Cardholder is solely responsible to ensure the possession of mobile disruption in SMS Banking Service due to any technical failure on the part of the Bank/Mobile Phone Operator. SMS Banking shall remain effective until otherwise advised in writing by the Account/Cardholder,

which should reach the Bank at least one week before the next statement is due. The laws of Bangladesh govern these Terms and Conditions. The Bank may revise and/or change any of the Terms & Conditions at any time with notice to you, but doesn't require any consent.

G. CONTACT CENTER

- I/we authorize the Bank (in its absolute discretion) to follow/act on my/our oral or instruction by telephone (including any instructions required by or, given by me/us, in relation to these Terms and Conditions unless these terms and Conditions otherwise expressly stated to the contrary).
- I/we shall not reveal my/our telephone Identification Number (TIN) to anyone. My/our oral instruction(s) identified by my/our correct Bank Account Number and TIN shall be deemed to be proper. Accordingly, the Bank shall be entitled to rely on any such instructions. Should the Bank accept any such instruction from me/us, or from some other person purporting to be me/us, I/we hereby agree to indemnify the Bank against any loss, damage, costs (including legal costs), or demands incurred by the Bank as a result of or, in connection therewith.
- The Bank may in its absolute discretion require that written confirmation of my/our oral instruction(s) be received by it within such period as the Bank may specify. Where any of the above accounts are opened by more than one person any such one person shall be entitled to give any such oral instructions and the Bank shall entitle to rely upon such instructions.
- I/we acknowledge that my/our use of Call Center shall be governed by the Bank's prevailing Terms & Conditions available in the Bank's website at www.ificbank.com.bd and accept the same.

H. IFIC AAMAR BANK

Use of IFIC Aamar Bank Service is subject to the following terms and conditions which set out the general rights and obligations of the User(s) and IFIC Bank Ltd in connection with the use of IFIC Aamar Bank.

For the purpose of this document, "Aamar Bank" or "Online Banking/Mobile Banking" refers to the Aamar Bank services provided by IFIC Bank Limited through the internet such as balance enquiry, bill payment, fund transfer within the accounts of IFIC Bank Limited/Other banks etc. or other services as may be made available by IFIC Bank Limited from time to time.

"User", "he/she" and/or "his/her" means IFIC Bank Limited's account holder(s)/credit cardholder registered to use Online Banking/Mobile Banking. "IFIC" means "We", "us", "IFIC Bank", "IFIC Bank Limited", a company duly incorporated under the Companies Act 1994 and a scheduled banking company licensed under the Banking Companies Act, 1991, having its Head office at IFIC Tower, 61, Purana Paltan, Dhaka -1000; and its branches or its assigns in respect of which the service will be available.

1. Application for IFIC Aamar Bank

- Singly operated account holders, Joint account holders (operating in either or survivor mode), or proprietorship account holders may apply for IFIC Aamar Bank. In case of Joint Accounts, transactions through DB, shall be available if the mode of operation is indicated as 'either or survivor' or 'anyone or survivor'. The User desirous of using the DB should either be the account holder and sole signatory or authorized to act independently in case of a joint account. For such joint accounts, User-ID and password for DB will be issued against respective customer ID to the joint account holders as per the mode of operations when requested. The other joint account holders shall expressly agree with the arrangement and give their consent on the application form for use of DB. In case of joint accounts operated by more than one User, IFIC Bank shall act on the instruction received first and any subsequent instruction shall be neglected. All correspondence will be addressed to the first named person only. All transactions arising from the use of DB in the joint account shall be binding on all the joint account holders, jointly and severally.
- The User shall apply to IFIC branches in the prescribed form and must submit at his/her presence for use of IFIC Aamar Bank subject to the terms and conditions stated herein including any other terms and conditions as modified or inserted by IFIC Bank from time to time.
- To perform Aamar Bank transactions, the customer will be required to avail Mobile Token after activating Mobile Banking apps. Customer will have the option to select Mobile Token to perform Aamar Bank Transactions or he/she may choose none of these and in such cases where customers do not choose Mobile Token, the customer shall avail OTP (One Time Password) in his registered mobile.
- IFIC Bank at its sole discretion may accept or reject any such applications. Once the application is accepted by IFIC Bank, these Terms & Conditions shall form the contract and govern the relationship between the User and IFIC Bank in relation to use of Aamar Bank.
- The User must need to use a unique mobile number for Aamar Bank enrollment. S/he can provide e-mail (if any) for Aamar Bank purpose but e-mail is optional.
- By applying for Aamar Bank for the first time, the User acknowledges and accepts these Terms & Conditions. Notwithstanding anything contained herein, all Terms & Conditions pertaining to the accounts shall continue to apply. In the event of any conflict between these Terms & Conditions and the Rules and Regulations governing the User(s) account with IFIC, these Terms and Conditions shall prevail with regard to IFIC Aamar Bank.

2. IFIC Aamar Bank Users Log in Access, Password & Security Procedures

- 2.1. IFIC will provide the User with unique User Identification Number ("User ID") and a temporary Password in the first instance through SMS. The User(s) hereby authorizes and instructs IFIC to email him/her the User ID and Password relating to his/her access/log-in to the Aamar Bank Services to the email address given in the application at his/her own risk and responsibility. If the customer does not have any e-mail account then if he loses his/her mobile phone, s/he will not receive any transaction alert until SIM replacement. IFIC shall not be liable and responsible for the loss of his mobile number where the user will receive the User ID and Password and IFIC shall not be responsible and liable for share of User ID and Password.
- 2.2. The User shall log in to the Aamar Bank by using the User ID and Password/PIN/Touch ID/Face ID (depends on the authentication method). As a safety measure, the User shall immediately change Password upon his/her first login. User is requested to change his/her Password frequently thereafter to avoid any possible hacking, inherent risk or misuse/fraudulent use of his/her account. In case of hacking/sharing of a User ID and Password IFIC shall preserve the right to close the Online Banking/Mobile Banking Service without prior consent from the User. However, IFIC shall preserve the right to file a case against the User if it is observed by IFIC that the User has/may any involvement with the incident.
- 2.3. The User acknowledges that the system generated Login ID (User ID) and the Password shall act as User's authorized signature. This signature authorizes and validates directions given just as an actual written signature does.
- 2.4. The User is therefore responsible for maintaining the confidentiality and secrecy of User ID and Password. User should not under any circumstances disclose his/her User ID and/or Password to anyone, including anyone claiming to represent the Bank or to someone giving assistance on a technical helpdesk in connection with the service. It is clearly understood that the Bank's employees do not need Password for any reason whatsoever. Bank shall not be held liable in any manner or in any form whatsoever in case of any unauthorized or fraudulent use of the User's account through Aamar Bank Services or for loss, misplacement or fraudulent use of the User ID and Password.
- 2.5. Two Factor Authentication (2FA) device is the device where the Mobile Banking Application is installed, which generates a random OTP (One Time Password) that acts as a second level of authentication (depends on the authentication method). After registering for IFIC Bank Aamar Bank, the customer will need the 2FA Device to login to their Aamar Bank accounts for secured and successful transactions. In these particular and other associated documents, we are referring 2FA Device as "Mobile Token". The User shall have to use the OTP generated by the Mobile Token from mobile banking to conduct his/her Aamar Bank during that session. User will solely be responsible for bearing the security of his/her own mobile Token and registered email. IFIC Bank Limited shall not liable and responsible for any compromise or hacking of the customer's computer, SMS or the device through which the OTP (One Time Password) will be generated. Customers are requested to check back the precautionary notes shared below.
- 2.6. If the User gives or shares his/her User ID, Account Password or OTP to anyone or fails to safeguard its secrecy, he/she does so at his/her own risk because anyone with a User ID and Password will have access to his/her accounts.
- 2.7. If the User's password is lost or stolen, or is known by another individual, the user should change the password first but if failed he/she must notify IFIC through calling in Contact Center to deactivate the Online Banking/Mobile Banking account and submit a written application at any nearest IFIC Service Outlet. IFIC upon receipt of the written request from the User shall at the earliest, stop the operation of the Aamar Bank Services of the respective User account. If the Bank receives any information verbally or in written form from anyone including the user, Bank may immediately suspend the services in good faith for the safety and security of the user
- 2.8. The User agrees and acknowledges that IFIC shall in no way be held responsible or liable if the User incurs any loss as a result of information disclosure to any third party by the user him/herself regarding his Account(s) or carrying the instruction of the User pursuant to the access of the Aamar Bank and the User shall fully indemnify and hold harmless IFIC in respect of the same.
- 2.9. User hereby acknowledges and understands the inherent risk of using the Internet and availing the Aamar Bank Services and accordingly shall take all necessary precautions at his/her end to safeguard him/her from such risk. Bank shall not be held liable in any form whatsoever if the User suffers any loss or damages due to such inherent risk of internet and Aamar Bank Services unless such loss or damage is caused due to willful negligence of the Bank.
- 2.10. Transactions on Behalf of Corporate or Joint Customers
Corporate or joint customers acknowledge, that a person (whether the System Administrator, other users appointed by us on the instructions of such corporate or joint customers or by the System Administrator, if any, or any authorized or unauthorized third party) who provides the IFIC Password/PIN or the Security Number/s and/or the Mobile Token/PIN, as applicable, of a corporate customer or joint customers when using the Aamar Bank channels (Online & Mobile) shall always be entitled to use the Channels (as if it were a user who is using the Channels-Online & Mobile), even though we had not been separately notified of this. Furthermore, user understands and accepts that corporate customers are responsible, and joint customers are jointly and severally responsible, for all transactions carried out by the person providing the IFIC Password/PIN or the Security Number/s or the IFIC Mobile Token/PIN, as applicable.

User must observe any user instructions that we may notify him/her from time to time. In future, the user instructions may change. If this happens, we will inform the user accordingly, as stated herein, and the user must observe any new user instructions that we inform the user about.

- 2.11. User needs to call 16255 to reset password, lock or change account to non-transactional mode of Aamar Bank status. Nonresident User needs to call +880 9666716255.

3. Service Software & Hardware Requirements

- 3.1. User is solely responsible for the maintenance, installations and operation of User's computer and for the software used in accessing Aamar Bank.
- 3.2. IFIC shall not be held responsible if the Aamar Bank System does not work properly or the service is interrupted due to failure of electronic or mechanical equipment or communication lines, telephone or other interconnect problems, normal maintenance, unauthorized access, theft, operator errors severe weather, earthquakes, floods and strikes, or any other causes beyond the reasonable control of the Bank
- 3.3. For Mobile Token, A smartphone and mobile banking app is required to get OTP (One Time Password)

4. Charges

Charges can be applied by the Bank in relation to payments inwards or outwards in accordance with the Bank's Tariff of Charges,

- 4.1 IFIC shall initially provide the Aamar Bank Services at free of cost.
- 4.2 In case of Lost/Physically Mobile Banking app-enabled phone, please unlink the Mobile Banking app from the online channel or call our 24hour Call Center 16255. For overseas callers call at +880 9666716255 and request for permanent deactivation/unlink of Mobile Banking App.
- 4.3 However, IFIC reserves the right to change and recover from the User(s) service charges, as may be fixed by IFIC from time to time. The User hereby authorizes IFIC Bank to recover the service charge by debiting one of the Accounts of the User or by sending a bill to the User who will be liable to make the payment within the specified period. Failure to do so shall result in the recovery of the service charge by IFIC Bank in a manner as IFIC Bank may deem fit along with such interest, if any, and/or suspension of the facility of DB without any liability to IFIC Bank.
- 4.4 If User would like to effect a Priority Payment, which is a payment which reaches the beneficiary on the same day that his/her instructions are processed.
- 4.5 If his/her instructions to affect a payment are Non-Automated, that is user instructs them to us in a non-electronic format, e.g. by completing the Bank's payment order form or by sending instructions through e-mail or fax (where applicable).
- 4.6 If the payment user request or receive requires manual intervention on the part of the Bank and is therefore considered as being a Non-Straight through processing payment e.g. where the user does not provide the Bank with the correct routing number (as and if applicable).
- 4.7 If the user asks us to enquire why a payment he/she instructed has not reached the intended beneficiary or any other enquiry regarding payments instructed by user

5. Cancelling or Changing a Payment Instruction

- 5.1. If the user asks us to make a payment immediately, we cannot change it or cancel the payment instruction because we start processing it when we receive it. User can cancel a direct debit standing order and any other payment which user asked us to make on a future date as long as user tell us by the end of our office business hours of the Business Day before the payment is due to be made. For the purpose of this clause, Business Day shall mean Sunday to Thursday excluding Public Holidays and Bank Holidays.
- 5.2. If the user asks us to cancel a payment instruction, we may charge user our costs, for trying to cancel it, whether or not we succeed, in accordance with the Bank's Tariff of Charges as mentioned in Schedule of Charges. There may also be third party bank charges related to funding transfer, credit card payment, e-normal service and unable to perform its obligations under this agreement, that case IFIC shall not be commerce etc., in which case, these will also be charged by us.

6. Unauthorized/ Fraudulent Activities

- 6.1. Upon obtaining User ID and Password, User is requested to check the list of his/her accounts with IFIC. If any of User account is missing, IFIC must be informed immediately. If other customer's account (account and/or credit card) is linked to User's ID, IFIC must be informed also. Do not access it or do not perform any transaction on that account. Such activity, if done, will be treated as fraudulent activity.
- 6.2. If User believes unauthorized transactions are being made with his/her account, he/she should change the Password immediately and notify IFIC.
- 6.3. The User should check the Statements for all of his/her accounts for any unauthorized transaction. In case of any discrepancy in details of any transactions carried out in respect of the account, in that event, User should immediately inform IFIC in writing. Bank's only responsibility would be to use its best efforts to prevent such unauthorized transaction(s) if none had already been made.
- 6.4. The Bank will not be responsible for any transaction in case of Joint Account Holders (operating in either or survivor mode), where a transaction made by one account holder is not in agreement with the other joint account holder.

7. Online Fund Transfer

- 7.1. User shall be responsible for all "Fund Transfer" transactions. Fund transfer can be made from user account to another account held with IFIC and other Banks.
- 7.2. EFT/RTGS/NPSB Disclaimer
 - a. Beneficiary Banks/Branches should be capable to process RTGS/ EFT/ NPSB transaction.
 - b. BEFTN (Regular Transfer): Transactions processed before 04.00 PM. Transfer processed through BEFTN would be credited as per BEFTN rules and schedule.
 - c. RTGS (Instant Transfer): Transactions processed from 10:30 AM to 3:00 PM on a working day any amount.
 - d. NPSB (instant transfer): Transfer can be processed anytime.
 - e. Any transfer submitted after the cutoff time or on Friday/ Saturday/Public Holiday will be processed on the next working day. Per transaction charge for RTGS transfer is BDT 100 including 15% VAT as instructed by Bangladesh Bank (Latest charge schedule will be followed).
 - f. For any losses due to unauthorized EFT/RTGS/NPSB transaction, the originator/payer must notify in writing to IFIC Bank within 7 days from the date of issuance of the statement of account name(s), to the extent of all outstanding dues, whatsoever, arising as a result of the Digital Bank extended to and/ or used by the User.
 - g. IFIC Bank will not be liable for any Electronic Fund Transfer (EFT)/Real Time Gross Settlement (RTGS)/National Payment Switch Bangladesh (NPSB) request rejected by system for the mistake/noncompliance of BEFTN/RTGS/NPSB rules by the originator. The originator will bear/accept in case the execution of any EFT/RTGS/NPSB request is delayed due to unavoidable system malfunction or some other technical issues.
 - h. IFIC Bank will not be liable for any wrong credit to destination Bank account executed based on the data input (i.e. A/C No, amount, routing number etc.) of the originator.
 - i. IFIC Bank will not be liable for any delay by the concerned bank to credit beneficiary A/c and the same is also applicable for the reversals.
 - j. IFIC Bank shall have the right to reject any NPSB/EFT/RTGS entry if not fully complied with requirements of NPSB/EFT/RTGS transaction and the originator is in default, including but not limited to the requirement, to maintain an adequate account balance or line of credit.
 - k. IFIC Bank Limited shall not be held liable for any financial loss, if any, sustain by the customer, due to system related complications during the period of transaction.
 - l. IFIC Bank will not reinitiate any returned entries automatically, but the originator may reinitiate, if necessary, any returned entry at their discretion following the same NPSB/BEFTN/RTGS process.
 - m. IFIC Bank may add or modify the standard terms of conditions, (if needed) extended to and/ or used by the User.

8. Exchange Rates

When payments to IFIC Credit card, from user's Account are in a currency which is different from that of the Account, the Bank will apply the Bank's standard official spot buying or selling rate at the time the payment is processed by the Bank.

9. Maintenance of Sufficient Fund

- 9.1. The User shall ensure that there are sufficient funds in his/her account for transactions through the Aamar Bank. All instructions of the User shall be carried out subject to sufficient fund in the respective accounts.
- 9.2. IFIC shall not be liable for any consequences arising out of its failure to carry out the transactions.
- 9.3. Overdrawn balances
User agrees not to use the Aamar Bank in any way that would create unauthorized borrowing on any of his/her Accounts. User may only incur borrowing with our prior written consent. If the user does create unauthorized borrowing, we may debit any interest and charges payable. IFIC Bank will not be obliged to act on any withdrawal instruction from the user if sufficient funds, including overdraft lines of credit, are not available in the Account designated. IFIC Bank reserves the right to apply charges when Accounts are overdrawn without our prior authorization, as per Tariff of Charges.

10. Anti-Money Laundering and Combat Financing of Terrorism

- 10.1. User should agree and confirm that he/she will not use this Aamar Bank facility for money laundering, terrorist financing, illegal, unlawful purpose etc.
- 10.2. User shall fully comply with the laws related to the money laundering & terrorist financing and shall not use the Aamar Bank services for any terrorism, proliferation financing or anti-state activities.
- 10.3. IFIC reserves the right to request an explanation from the User regarding any matter pertaining to the Money Laundering Prevention Act and Anti-Terrorism Act of the country.

11. Proprietary Rights

- 11.1. The User acknowledges that the software underlying the Aamar Bank as well as other Internet related software which is required for accessing Aamar Bank are the legal property of the respective vendors or IFIC as the case may be.
- 11.2. The permission given by IFIC to access Aamar Bank will not convey any proprietary or ownership rights in such software.

- 11.3. The User shall not attempt to modify, translate, disassemble, decompile or reverse engineer the software underlying Aamar Bank or create any derivative product based on the software.
- 11.4. User shall keep all information whether of the User, IFIC or any other third party/customer derived from the Aamar Bank Services strictly confidential and shall not disclose to any third party without the prior written consent of IFIC.

12. Liabilities of Online Services

We will endeavor to give a complete service at all times. However, to the fullest extent permitted by law, and except to the extent that loss or damage is caused directly by our gross negligence or willful misconduct and subject to the following paragraph and to the clauses under the heading Security Notice below, we shall not be liable to user for any loss or damage that the user may suffer as a result of his/her use of the Channels. In particular, but without limiting the generality of the foregoing, we will not be liable for the delay in performing or failure to perform our obligations hereunder if the delay or failure results from:

- 12.1. These Terms and/or the operations in the Accounts of the User shall be governed by the existing Laws of Bangladesh, in force.
- 12.2. IFIC may, in its absolute discretion, commence any legal action or proceedings arising out of breach or violation of any of the Terms for Aamar Bank in any other court, tribunal or other appropriate forum irrespective of the place from where the User access the Aamar Bank Services, and the User hereby consents to that jurisdiction.
- 12.3. Any provision of the Terms for Aamar Bank which is prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective to the extent of prohibition or unenforceability but shall not invalidate the remaining provisions of the Terms or affect such provision in any other jurisdiction.
- 12.4. If for any reason beyond its control including but not limited to a system error, network problem, strikes, labor disputes, accidents, governments requisition, restrictions or regulations on travel, hospital responsible anymore.

We shall not be liable for any direct or indirect loss of profit, goodwill, business or anticipated savings nor for any indirect or consequential loss or damage.

We shall not be liable for any losses resulting from third-party services, equipment, software, hardware or any other component, outside our reasonable control (including, but not limited to, fixed line/mobile telephony and Internet-based services and equipment, other service providers' services and equipment, software, browsers and computer components and systems and third-party web sites, whether or not user access such web sites through the Site or the Channels), whether such services, equipment, software, hardware or any other component are used by user to access and/or use the Site or the Channels or used by us in order to comply with his/her instructions.

We reserve the right to modify, suspend or discontinue, temporarily or permanently, the use of the Channels or any part thereof, with or without notice, during downtime (i.e. during such times, whether scheduled or unscheduled, when our systems, whether in whole or in part, are shut down for maintenance purposes). User agrees that we shall not be liable to user or to any third party for any such modifications, suspension or discontinuance of the use of the channel or any part thereof.

13. Changes of Terms

IFIC shall have the absolute discretion to amend, repeal or add any of the terms at any time and shall attempt to communicate such change(s) wherever feasible by any possible means. By using any new services as may be introduced by IFIC, the user shall be deemed to have accepted the changed terms.

14. Non-Transferability

The grant of Aamar Bank to a User is not transferable under any circumstance and shall be used only by the User.

15. Applicability to Future Accounts

IFIC Bank and the User agrees that if the User opens further Accounts with/subscribes to any of the products/services of IFIC Bank, and IFIC Bank extends the DB to such Accounts or products or services and the User opts for use thereof, then the Terms shall automatically apply to such further use of the DB by the User.

16. Right of Set-Off and Lien

IFIC Bank shall have the right of set-off and lien, irrespective of any other lien or charge, present as well. as future, on the deposits held in the Account(s) or in any other account, whether in a single name or joint.

17. Refusal or Termination of Instructions

User's instruction to affect a payment may be refused or terminated by us for a valid reason, including:

- 17.1. If the user does not have available funds to make the payment or user has exceeded a limit we have applied to his/her Account or card; or
- 17.2. The payment instruction is invalid, not clear or user has not provided us with the correct details and information; or
- 17.3. There is a legal requirement or court or other authority that tells us to act that way; or
- 17.4. The payment seems unusual compared with the way user normally use his/her Account; or

- 17.5 We reasonably believe user or someone else has used or is using or obtaining, or may use or obtain a service or money illegally or fraudulently; or
- 17.6 For any other reason which may be separately set out in this Information or in any other Terms and Conditions regulating the Account or any other Bank product or service.

In such case, IFIC bank shall have no liability to the user if user suffers loss as a result of our refusal or termination in these circumstances and, in addition, user shall be liable for the damages caused by us, if any. Unless the law prevents us from doing so, IFIC Bank will try to contact user by telephone or through any other available and appropriate means to tell the user that we are refusing to act on his/her payment instruction or that we are terminating his/her instruction, including (where possible) the reasons for the refusal or the termination. We will do this at the earliest opportunity but in any case, by the time the payment should have reached the bank user asked us to make the payment to.

18. Equipment Specification

User will be responsible for the supply and maintenance of his/her computer system, telephones, whether mobile or fixed, and any other equipment and for ensuring their compatibility with our equipment and the equipment of any third-party service provider at all times.

I/We hereby acknowledge that I/we have read and understood the terms and conditions for Aamar Bank and the risk involved in Aamar Bank operation and further declare and affirm that by signing below, I/we apply for the IFIC Bank Limited Aamar Bank Services subject to the aforesaid terms and conditions.

If you need help with the log in process of Aamar Bank or have technical questions, please call IFIC Bank 24-hour Call Center: 16255 (from Overseas +880 9666716255)

Aamar Bank Support can be reached via e-mail at digitalbanking@ificbankbd.com

19. Termination on Aamar Bank

This Agreement is for an indefinite term. However, IFIC Bank may terminate this agreement or cancel or suspend the use of the Aamar Bank at any time by giving user One (1) months' notice in writing or such other shorter notice period as may be allowed by law, except where the Channels or the Account have been or are likely to be misused or in the event of any other serious reason including breach or possible breach by the user of these Terms and Conditions, in which case, termination, cancellation or suspension will be immediate.

In addition, the Bank may, at any time suspend the use of the Channels for any objectively justified reasons including, without prejudice to the generality of the foregoing, user's security and that of the Channels, the suspicion of unauthorized or fraudulent use of the Channels, or a breach or a possible breach by the user of the Terms and Conditions. In such cases, where possible, the Bank will inform user beforehand of the suspension and the reasons for the suspension and at the latest immediately thereafter, unless giving such information would compromise objectively justified security reasons or is prohibited at law. The Bank will inform the user by his/her register contact number or by any available or appropriate means.

Reactivation of a Channel which has been suspended by the Bank on account of a breach by the user of these Terms and Conditions is subject to a charge as per Schedule of Charges

The User may request for termination of the Aamar Bank to IFIC branches at any time by giving a written notice at his/her presence allowing 7 days times. The termination shall take effect on the completion of the fifteenth day. However, the User shall always be held liable for all accrued obligation or instruction given before or on the effective date of termination.

Termination of this Agreement will not affect any rights or obligations of either of us. Upon termination, the user will be required to immediately pay to us any outstanding fees or charges due.

In addition, unless otherwise agreed, on termination of access to or use of the Channels, for any reason, any and all instructions made by user through the Channels, save for the following, shall be automatically terminated and shall not be executed by us. The instructions which shall not be automatically terminated and which shall be executed by us are:

- Cheque book Request
- Stop Cheque
- Positive Instructions
- Order Bank Certificates
- Card Replacement Request
- Set a Standing Order
- Bill Payments

Furthermore, unless otherwise agreed, if the user ceases to have an account with us, for any reason, any and all instructions made by the user through the Channels and the use by himself/herself of the Channels shall be automatically terminated and shall not be executed by us.

CHANGES OF TERMS:

IFIC shall have the absolute discretion to amend, repeal or add any of the Terms at any time and shall attempt to communicate such change(s) wherever feasible by any possible means. By using any new services as may be introduced by IFIC, the User shall be deemed to have accepted the changed Terms.

20. Breach of Terms & Conditions

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

20.1 PRECAUTIONARY NOTE:

In order to prevent unauthorized transaction through Aamar Bank Service, Users are advised to strictly maintain the following:

- The User ID and Password should not be written anywhere accessible to third-party even if it his/her family members.
- User should make sure that no one is physically watching the password(s) when he/she is Logging in.
- It is important to remember to click 'Log out' after completing his/her Aamar Bank session.
- User should not leave his/her PC unattended while logged in to the Aamar Bank system and the browser running with a valid User ID and Password cached as in such case anyone can gain access to the account operation, political disturbances, acts of war, acts of God, which may hamper to provide regular and
- User should not choose Save Password options for any Auto Form fillers at any Public PC or the PC which is not owned by him/her.
- Avoid using Aamar Bank services at any public network (e.g.: Cyber Café, Public WIFI). Otherwise IFIC is not liable for any incident of System Hack, Intrusions, Account Hack or System infection of Malware or Virus occur.

I. GENERAL

- The Bank reserves the right to close any account without assigning any reason.
- While an existing customer opens a new account, the Bank shall replicate necessary information of the said customer from the previous account opening form.
- The Bank reserves the right to close any account having zero balance without transaction for six (6) months. Before effecting any transactions in the account, notify the Bank of such death or legal disability.
- Nomination/Succession to the amount lying to the credit of the account and/or operation thereof on the death of the person authorized to operate upon the account shall be in accordance with the rules for the purpose prescribed by the Bank from time to time and effective at the time of the claim.
- Statements of account are issued based on product feature Monthly/Quarterly/Half-yearly and/or when a statement sheet is completed in case of Current/Savings Accounts respectively. If statements are requested in frequencies higher than the above a charge will be levied as per the schedule of charges.
- Duplicate Statements of past transactions are issued against payment of charges as per our current Tariff.
- For joint accounts, all statements are addressed to the first named party.
- Accounts upon which an attachment order or other legal notice prohibiting the operation of the account has been received will be ruled off and no further operation will be allowed till such time as the prohibiting order is removed
- Customer transactions will be entertained during normal Banking hours that may be in force from time to time.
- The account holder should notify the Bank of any change of address in writing. Otherwise, Bank will not be liable for delivering account statement/Bank communication to the recorded address of the account holder.
- Each account will be allocated a distinct number which should be quoted by the depositor(s) when writing to the Bank or when making a deposit, etc.
- The Bank may without notice combine or consolidate account(s) with my liabilities to the Bank and set-off or transfer any sum(s) standing to the credit of such accounts or any other suit(s) owing to the customer from the Bank in or towards satisfaction or the customer's liabilities to the Bank on any other respect whether such liabilities be actual or contingent, primary or collateral and several or joint.
- In addition to any general lien or other rights or remedies to which the Bank shall be entitled, the Bank may at any and from time to time apply any credit balance to which the customer(s) is /are entitled on any account(s) with the Bank (including the above account(s)) in satisfaction of any of its indebtedness to the Bank. Further, any of the account(s) of the Customer(s) with any branch of the Bank shall be treated as combined account.
- Operations of the Non-resident accounts shall be governed as per the guidelines of Bangladesh Bank. Holders of Non-resident accounts should advise the Bank immediately upon return to Bangladesh if they intend to take permanent residence in Bangladesh. It is also the responsibility of the customer to inform the Bank in writing before leaving the country.
- The Bank reserves the right to amend the terms and conditions, current Tariff without notice.
- The account holder is solely responsible for the prompt examination of all entries in the statement and must give the Bank written notice within 14 days of the date of the relevant statement of any discrepancy that he believes exists between any such statement and his own records. In the absence of any such notice from the account holder, he/she will be deemed to have agreed and certified conclusively (for all purposes) the correctness of the relevant statement of account.

