

Terms and Conditions Relating to the e-Banking Services

Definition:

For the purpose of these terms and conditions, the following expressions shall, except where the context otherwise requires, have the following meanings:

The Bank: Citizens Bank International Limited with Head Office at Kamaladi

User: Bank's customer having an account in any branch and having access to e-Banking (Internet Banking) system

Customer: Bank's customer having an account in any branch of the bank.

Citizens Bank International Limited shall, subject to these Terms and Conditions, provide below listed services/transactions/facilities ('Services') from time to time through any Internet site - a group of related web pages - established, operated and/or maintained by or on behalf of the Bank (Internet Site) to enable Customers to give instructions to and communicate with the Bank for the purpose of conducting banking, financial and other transactions and dealings of various nature and obtaining services, products, benefits and privileges from the Bank.

The services provided are as follows:

1. Enquiry:

- General Information: Information about the customer.
- Account Information: Information about selected customers account.
- Account Statement: To view the account statement.
- Tax statement: To view the tax statement.
- Interest Statement: To view the interest statement
- L/C List: To view the list of L/Cs outstanding list.
- G/T List: To view the outstanding guarantee list.
- TR Loan List: the details of Trust Receipt (TR) list can be viewed.
- Client Report: To view the liability report.
- Client Detail: Shows the detail information of customer.
- Obligor Report: Shows the Obligor Report of the customer.
- User History: To view the detail login history.

2. Request:

- Cheque pad: Requesting for cheque books.
- L/C opening: Opening a letter of credit (L/C)
- Demand Draft: Requesting for demand draft.
- Telex Transfer: Requesting for telex transfer.
- Cashier cheque: Application for Manager's cheque.
- Status: Show request status of customer.

3. Message:

- To Bank: Messages to the bank by the customer.
- From Bank: Message sent by the bank to the customer is viewed here.

4. Act Now:

- Balance transfer: To transfer balance from one account to another (of self)
- Third party transfer: To transfer balance to third party's account.
- Good for payment: To inform the bank to hold balance for specific cheque.
- Withdrawal notice: To pre-inform the bank about the withdrawal of substantial amount.
- Stop cheque: To inform the bank to disqualify particular cheque(s)

5. Utilities:

- Change password: To change password
- Change II password: To change II password.
- Security questions: These personal questions are asked during login time to enhance the login security.

The bank reserves the right to determine and change from time to time the scope and type of the services to be made available including without limitation.

- i. Expanding modifying or reducing the services at any time.
- ii. Imposing and varying any restrictions on the use of the services such as minimum and maximum daily limits with respect to the value of any transactions or dealing or any type of transactions of dealings which the customer may conduct by using the service; and
- iii. Prescribing and changing the normal service hours during which the service are available and any daily cut-off time for any type of services of transactions. Any instructions of the customer received by the bank after any applicable daily cut-off time shall be deemed to be received on the next business day. The bank may specify business day and daily cut-off time by reference to the time of various markets operating in different time-zones.

The user must be a Customer of the bank and maintain an account at any branch of the bank in Nepal.

To access the services for the first time. The customer is required to authenticate a prescribed format manually indicating his/her acceptance of all the terms and conditions governing the use of the services and to provide such information as the Bank may reasonable specify for identifying him/her and designate accounts approved by Bank to be accessed by the Customer to avail the services.

By registering for the use of services, the Customer warrants that all information provided by the customer to the Bank in relation to the service is true, complete, relevant and up to date.

The services are for the sole and exclusive use by the customer.

The customer shall not use or knowingly allow any other person to use the services, with any illegal purpose or activity.

The customer shall notify the Bank immediately if he/she becomes aware of such use, Bank will not be liable for any of the transactions allegedly performed by any third party.

An exchange rate, interest rate, dealing rate and other prices and information quoted by the Bank on the Internet Site(s) or otherwise in response to an online inquiry is for reference only and is not binding to the bank.

The customer acknowledges that there may be a time lag in transmission of instructions, information or communication via the Internet for which the Bank shall not be held liable.

The customer shall follow the guidance provided by the Bank online in designating the user identification code (the 'User Name') and the password (the 'Password') for identifying the Customer for the purpose of availing the Services,

The Customer may change the password at any change shall be effective only if accepted by the Bank.

The Customer cannot change the User Name.

Under one User Identification Code (the 'User Name') and the password (the 'password') the customer can access aforementioned services for maximum of five (5) different accounts owned by the customer.

The Customer shall act in good faith; exercise utmost care and diligence in keeping the user Name and the Password secret. At no time and under no circumstances shall the customers disclose the user Name and/or the password to any other person. Should the customer do so, the bank shall not be liable for any transaction and/of financial loss that may occur to the customer.

The Customer shall be fully responsible for any accidental/negligent and/of unauthorized disclosure of the user Name and/or the password to other person and shall bear the risk of the user Name and/of the password being used by unauthorized persons of for unauthorized purposes or transactions.

The Customer is required to quote the user name and the password in order to log-on to the services and give instructions to the bank online. Instructions in connection with the services shall not be considered to be received by the bank unless they are given in such manner as the bank may prescribe from time to time and until the bank has actually received them.

Any instruction given in connection with the services by quoting the user name and the password of the customer, once given, may not be rescinded of withdrawn without the consent of the bank. All such instructions given, as understood and acted on by the bank in good faith, shall be irrevocable and binding on the customer whether given by the customer or by any other person purporting to be the customer. The bank shall be under on duty verify the identity or authority of the person giving any such instruction or the authenticity of such instruction apart from verifying the user name and the password of the customer.

The Bank as a rule does not ask for a Customer password.

The Bank will only act on an instruction in so far as it in the Bank's opinion practicable and reasonable to do so and in accordance with its regular business practices and producer.

The Bank will provide online advice or confirmation that and instruction has been received and/or a transaction has been effected through the services. Such advice or confirmation shall be deemed to have been received by the customer immediately after transmission and it is the duty of the customer to check such advice or confirmation. It is also the duty of the customer to enquire with the Bank, if the customer does not receive and advice or confirmation within the time usually required for a similar advice or confirmation to be received.

Information relating to any account or transaction made available on the Internet Site(s) for reference only. The bank's records of such account and transaction shall be conclusive unless and until the contrary is established.

The bank reserves the right to restrict the user to debit into his/her account(s) beyond the credit limit and or the available credit balance in the User's account.

The bank shall not be liable for any computer/cyber crimes such as hacking etc. and shall not be liable for any unauthorized transactions and/or any transactions carried out by using illegal and fraudulent methods.

The bank reserves the right to charge fees in relation to the use and/or termination of the Services and to revise such fees at any time with or without giving prior notice to the Customer. The Bank may determine and notify the Customer of the rate of any fees from time to time, which shall be binding on the Customer if the Customer continues to maintain or use the services after the effective date for imposing the fee or the revised fee. Fees shall be collected from the Customer in such manner and at such intervals as the Bank may specify. In addition to the Fees, the Bank may prescribe minimum balances to be maintained in accounts for availing the Internet Banking facilities.

The Customer shall provide such information as the Bank may from time to time reasonably request for the purpose of providing the Services.

The Bank shall authorize to share the information with any other person/entry, including its third party agents, as and when necessary according to the existing laws, NRB directives, etc.

The Customer shall not attempt to decompile reverse-engineer, translate, convert, adapt, alter, modify, enhance, add to, delete or in any way temper with or gain access to any part of the services or any Internet Site or any software comprised in them.

The Customer acknowledges and agrees that the Information, the reports and their form, format, mode or method of compilation, selection, configuration, presentation and expression are the intellectual property rights (copyright, trademark, patent, design, creation, invention etc.) trade secrets. Confidential/proprietary of the bank and the respective information providers. Unless expressly permitted by these terms and conditions, the customer shall not:

- i. Sell, transfer, disclose, assign, convey, lease, sub-license, share, loan, distribute transmit, broadcast, cablecast, put in circulation, download, reproduce, duplicate or otherwise provide or disseminate any confidential Information in any form or by any means to any other person or commercially exploit any confidential information,
- ii. Remove, obliterate, erase, relocate or modify in any way any proprietary marking on or appearing including, without limitation. Any trademark or copyright notice or
- iii. Incorporate, or combine the above with any other programs.

The customer agrees that all rights, title and interests in and relating to the above and any and all related copyright, patent, trademark, service mark, proprietary property, trade secrets and exclusive works are and shall remain the exclusive property of the bank and the respective information providers. No right title or interest other than the right to access the information and the reports subject to these terms and conditions is conveyed or transferred to the customer. The customer shall not make any representation or do any act which may be taken to indicate that the customer has any such right or interest.

The information will be made available as it is supplied and will usually identify the information provider supplying it to the bank. The bank does not endorse or express any comment on any information. The bank does not accept responsibility for the legality, validity, completeness, effectiveness, adequacy or enforceability of the data therein.

The Bank will take reasonably practicable steps to ensure that its systems in connection with the services are installed with adequate security designs and to control and manage the risks in operating the systems. None of the bank or any information provider warrants or represents that the services, the information are free from virus of other destructive features which may adversely affect the Customer's hardware, software or equipment. In no event shall the Bank or any Information Provider be liable to the Customer or any other person for any incidental, indirect, special, consequential or exemplary damages including, without limitation, any loss of use, revenue, profits or savings.

The Customer shall be fully liable and responsible for all consequences arising from or in connection with use of the Services and/or access to any information in the Internet Site or any other information as a result of such use by the Customer or any other person whether or not authorized. The Customer shall indemnify the Bank, any Information Provider and their respective officers and employees against all liabilities, claims, demand, losses, damages, costs, charges and expenses of any kind (including, without limitation, legal fees on a full indemnity basis) which may be incurred by any of them and all actions or proceedings which may be brought by or against any of them in connection with the provision of the Services, Information/reports in the Internet site except in the cases of willful default of the Bank.

The Bank may, at any time, without giving notice or reason suspend or terminate all or any of the Services or their use by the Customer.

The Customer may terminate the use of the Services at any time by giving days prior notice to the Bank.

The Services shall be deemed to cease and the Bank shall be entitled to the immediate restriction of the User in the event of

- i. Closure of Designated Account(s).
- ii. death of a User.
- iii. The User(s) authority to operate the Designated Account is terminated.
- iv. The User(s) ceases to be a Customer of the Bank.
- v. The Bank requests to stop the use of Internet Banking Facilities.
- vi. Customer user is blacklisted and/or defaults on a loan or other similar obligation.
- vii. Customer user fails to maintain the minimum balance as stipulated from time to time.

The Bank may revise these Terms and Conditions and/or introduce additional terms and conditions at any time and from time to time with or without notice to the Customer and shall be binding on the Customer if the Customer continues to maintain or use of Services on or after the effective date of variation.

Communications delivered personally, sent by post facsimile transmission, telex or email by the Bank at the last known address of the Customer shall constitute actual delivery of such communication to the Customer. Communications sent by the customer to the Bank shall be treated as delivered to the Bank on the day of acquittal receipt.

Each of the provisions of these Terms and Conditions is several and distinct from the others and, if at any time one or more of such provisions is or becomes illegal, invalid or unenforceable in any respect under the laws of any jurisdiction, the legality, validity, enforceability of the remaining provisions shall not be affected in any way.

Where the account in question is a joint account the reference in these Terms and Conditions to 'Customer' shall be deemed to mean all and each of the joint account holders. All the Customers shall be bound by these Terms and Conditions and be jointly and severally liable for all the transactions and dealing effected by using the Services.

Unless the context otherwise requires, 'person' includes an individual, firm company, corporation and an unincorporated body of persons.

These Terms and Conditions will stand amended if law, government regulations or instructions issued by the Nepal Rastra Bank, necessitate such amendments.

The Services and these Terms and Conditions shall be governed by the construed in accordance with the laws of Nepal and the Bank and the Customer submits to the nonexclusive jurisdiction of the Courts of Nepal.