

Al-Arafah Islami Bank Ltd. Internet Banking Transaction Allowed Form

Date:

Branch Name:

User Name/id:

E-mail id:

Mobile no:

I/We hereby want to approve my/our following account(s) for transactions:

SL No.	A/C Number	Customer Id	Signature (Signature according to signature guidelines)
1.			
2.			
3.			
4.			
5			

Comments:

Verified by Branch Official (full signature & Seal)

Name and Signature of Branch Manager/ 2nd Manager (full signature & Seal)

TERMS AND CONDITIONS FOR INTERNET BANKING SERVICE

In consideration of your (hereinafter referred to as the "Customer") acceptance of the terms and conditions for the alternative distribution channels of Al-Arafah Islami Bank Limited (the "Bank"), i.e. Internet Banking Service/ App named as *aibl i-banking*, the Bank agrees to provide the Services subject to their respective terms and conditions along with the common terms and conditions hereunder.

Terms and Conditions

All the terms and conditions of the Services and the Common Terms and Conditions are legally binding, so please read them carefully. Customer's signature at the end of the terms and conditions of the Account opening form implies that he/she has read, understood and accepted the terms and conditions of AIBL Internet Banking Services listed below.

Definitions

- A.** AIBL or Bank refers to Al-Arafah Islami Bank Limited.
- B.** Account refers to any types of Current and Savings Account.
- C.** Customer refers to Individuals/ Entity maintaining a CASA with AIBL.
- D.** Two Factor Security Token (2FA Token) is a software/hardware/SMS token to generate One Time Password for using Fund Transfer transactions.
- E.** BEFTN refers to Bangladesh Electronic Fund Transfer Network as per the rules of Bangladesh Bank and the amendments thereto, made from time to time.
- F.** RTGS refers to Real Time Gross Settlement as per the rules of Bangladesh Bank and the amendments thereto, made from time to time.
- G.** NPSB refers to National Payment Switch Bangladesh as per the rules of Bangladesh Bank and the amendments thereto, made from time to time.
- H.** Biller refers to a utility service provider to the Customer.

Account Requirements

To be eligible to use Internet Banking service, customer must maintain at least one Current or Savings Account with the Bank. However, Internet Banking will allow the customer to access more than one account. The Bank reserves the right to deny access or to limit access or transactions or to revoke access to Internet Banking service without advance notice to you at its sole discretion.

Customer ID, Password and Security

- ✓ Upon the Customer's registration for the Internet Banking Service, the Bank will provide each Customer with unique customer identification code (the "Customer ID" or "User ID") and a temporary password (Password) which will allow the person to access the Customer's Account information.
- ✓ Customer acknowledges that the User ID and the Password shall act as his/her authorized signature when using Internet Banking App.
- ✓ After the initial activation of customers, bank shall not contact the customers for their security details and we will not ask anyone else to do so on our behalf. If customers receive any such request then it is likely to be a fraudulent one and they must not supply their security details under any circumstance. They should report any such activity to us immediately via our Contact Centre or by visiting any of our AIBL Branches.
- ✓ The customer shall be responsible for all transfers, withdrawals, transactions and instructions initiated or originated by the use of the Customer's Internet Banking ID & password.

Please observe the following guidelines to protect against fraud:

- Do not share/ give out your account information, User Name, or Password.
- Never leave your account information out in an open area (including your PC screen) where it could be accessible to others.
- Never send privileged account information (account number, password, etc.) via any public or general email system.
- Never leave your PC unattended while you are within the Online Services.
- Under no circumstances will an AIBL employee ever request your password via the internet or any other type of contact. Do not respond to such a request even if the individual claims to represent AIBL.
- In order to maintain secure communications and reduce fraud, you agree to protect the security of your numbers, codes, marks, signs, public keys or other means of identification. We reserve the right to block access to the Online Services to maintain or restore security to our web site and systems if we reasonably believe your credentials have been or may be obtained or are being used or may be used by an unauthorized person(s).

Frequent Account Monitoring by Customer

- Since Internet banking services provides major/ sensitive access (through web) and control over Account, such as Fund Transfer, bills payment etc. to Customer/ Accountholder, it is under the responsibility of the customer to check account balance, statement frequently for any unexpected activities or anomalies.
- Customer shall report any unauthorized (attempt to) access and suspicious Transactions or Activities happened in the Account immediately to Bank for necessary action.
- Check carefully all the message/ notification sent from the Bank regarding any changes in the Customer profile or any kind of Transaction in the Account;
- Customer must take all reasonable steps to ensure that he/she safeguards his/her Internet Banking PIN, App Password, mobile phone recording of Identified Mobile Phone Number, Internet Banking Password and Bill Payment Subscriber ID at all times, whenever possible.
- Customer must not allow anyone else to operate the Services on his/her behalf.
- Customer must comply with any other requirements designed to protect the security of his/her use of the Services which are notified by the Bank to him/her in any other way.

Customer Authorizations and Instructions

- The Customer irrevocably authorizes the Bank:
 - ✓ To act on all instructions given or apparently given through the Bank's website access to Account in the name of the Customer,
 - ✓ To debit or credit the appropriate Account accordingly without taking any further steps to authenticate the instruction.
- If the Customer gives instructions contrary to these Internet Banking Terms or otherwise, the Bank may at its discretion without advance notice to the Customer and without affecting the other rights of the Bank:
 - Refuse those instructions,
 - Reverse bill payments or inter-Account transfers made on those instructions,
 - Require written confirmation from the Customer of a particular instruction, and
 - Suspend or stop the Account for any period of time. However, if the Customer asks the Bank to reverse the instruction after the Customer has given it the Bank may at its discretion try to do so to the extent that this is possible under the rules and practices of the banking system. The Customer agrees that the Customer will be responsible for any costs the Bank incurs as a result.
- If the Bank comes to believe that an instruction may not have been properly authorized by the

Customer, the Bank shall be entitled, after making reasonable efforts to check whether it was properly authorized, to take steps to reverse any action taken on the basis of that instruction without notifying the Customer. The Bank shall not be responsible for any loss to the Customer that results from such a reversal.

ON-LINE FUND TRANSFER

- Customer shall be solely responsible for all financial transactions via AIBL Internet Banking. Fund Transfers can be made from your account to another account held with AIBL. Fund Transfers can be initiated for a bank account maintained with other banks with the help of BEFTN. Therefore, Bangladesh Bank rules & regulations for BEFTN are applicable (please read the Terms and Conditions regarding this from the Bangladesh Bank website).
- For Fund Transfers to accounts maintained with other Banks, AIBL will send the fund transfer request through BEFTN, RTGS and NPSB. The time taken to process the transfer will depend on the beneficiary bank.
- Customers are fully responsible for putting in the correct account number and transaction amount for the fund transfer request. AIBL will not be liable for any erroneous transactions arising out of or relating to you, the User, entering wrong account numbers and/or amounts. If a customer thinks that payment was mistakenly made to a wrong account or if he/she paid an improper amount the customer needs to contact the receiver bank.
- Maximum amount of transaction limit is subject to change from time to time at AIBL's sole discretion.
- For transactions made after working hours or on public/bank holidays, value date will be the next working day.
- No transaction is allowed from a non-convertible taka account to a convertible account through Internet Banking portal. Transactions from Foreign Currency Accounts are also not allowed.

UTILITY BILL PAYMENT SERVICE

Electronic Utility Bill Payment Service is only available to Customers of the Bank who are already Customers of the Bank's Internet Banking Service, and shall cover all the utility bill payments of different Billers with which the Bank has agreement in writing. Each Biller will provide each subscriber availing Electronic Utility Bill Payment Service with a unique subscriber identification number ("Bill Payment Subscriber ID").

Mobile Top-up/ Recharge Service, BTRC rules will be applicable in case of mobile recharge through Internet Banking service.

CREDIT CARD BILL PAYMENT SERVICE

Now, you can pay your Credit Card (Visa/ Master Card etc.) bill through AIBL Internet Banking service, instantly at home or from anywhere. You can pay bill of any Credit Card issued by the commercial bank, operating in Bangladesh having necessary arrangement with AIBL for the same.

- The Customer, through the Bank's Internet Banking website/ app shall issue instructions to the Bank for payment of an amount to the Biller's account against the Customer's Credit Card bill by debiting designated Customer Account at his/her own risk and responsibility. After satisfactory verification and transmission of such instructions for payment, the Customer will be issued a unique confirmation reference number (the "Confirmation") visible on the computer/phone/tab screen. A printed copy of the page containing the unique confirmation reference number will be accepted by the Biller as payment against the Customer's Credit Card bill, subject to subsequent confirmation from the Bank.
- Payment instructions initiated through Internet Banking against insufficient or unavailable funds in the Account of the Customer and which are not covered by a prior overdraft agreement with the Bank, shall not be processed. There is no obligation on the part of AIBL to notify you in case a payment does not go through either due to insufficient funds or for any other reason.

- Credit Card bill payment can be made from your account for the Card issued by AIBL. Bill payment can be initiated for a Credit Card Issued by other banks with the help of BEFTN, RTGS and NPSB. Therefore, Bangladesh Bank rules & regulations for BEFTN, RTGS and NPSB are applicable.
- The Bank will not be responsible for disconnection (from AIBL or Card Issuer Bank) of the concerned Credit Card bill payment service.
- In cases of failure or unsuccessful transactions, a dual balance issue will be resolved according to the prevailing procedure of AIBL, in case of other Bank to their respective procedure.
- If a customer thinks that payment was mistakenly made to a wrong Card or if he/she paid an improper amount the customer needs to contact his Card issuing bank.
- In case of emergency, AIBL Internet Banking Service customer service representatives can take note only the last 4 digits of the card number in the ticketing system or anywhere else such as in email or on paper during the discussion. However, the customer needs to be aware NOT to disclose the full card number intentionally/ unintentionally.

TERMS AND CONDITIONS (2 FACTOR AUTHENTICATION-2FA)

Each customer is jointly and severally liable for all transactions initiated through Internet Banking service, including overdrafts, even if the Customer did not participate in a transaction, which resulted in an overdraft.

1. Customer will ensure due diligence in terms of safe keeping of the 2 FA key – Hardware or Software or SMS. Key number or OTP or secured PIN will not be shared with any person to avoid any fraudulent attempts.
2. The Customer acknowledges that the software underlying the 2FA key as well as other Internet related software which is required for accessing Internet Banking is the legal property of the respective vendors or AIBL as the case may be.

Customer's Undertakings and Liabilities

- i. Customer undertakes to use the Services subject to the Bank's stated process.
- ii. After the Customer's Enrollment for any of the Services, he/she shall be deemed to have accepted and be bound by terms and conditions of the relevant Services.
- iii. Customer undertakes that the Bank has the right to use his/her personal information and account information, and the Bank will make efforts to ensure the information confidential in the Bank unless:
 - To provide related information to authorized organizations according to the laws.
 - Customer acknowledges that it is his/her responsibility to monitor the Account activities frequently as part prohibiting fraud or unauthorized access and report immediately to Bank for any inconsistencies.
 - Customer must compensate the Bank for any loss the Bank suffers as a result of his/her breaking any of the terms and conditions for: Banking Internet Banking Service and App; and these Common Terms and Conditions.
 - This Agreement is subject to the provisions of all applicable operating circulars of Bangladesh Bank, the Bank and any other applicable provisions or Laws of the land including Anti Money Laundering Act, 2012. This Agreement may be amended at any time by AIBL and the revised information will be made available at any AIBL office and will be published on AIBL website within reasonable time.

The Bank's Liabilities

- i. In any event, the Bank will not be liable for any loss or damage to you if any of the Services or any feature or functionality of any of the Services is not available to you, including any direct, indirect, consequential or special loss.
- ii. Examples of circumstances in which the Bank will NOT be liable to you for any loss or damage resulting from the use of the Services include (but are not limited to):

- Acting on an instruction which has been validly authenticated as coming from you but which in fact may have been given by somebody else through the fraudulent use of your Identified Mobile Phone Number, IMEI number, AIBL App Password and Bill Payment Subscriber ID; or
 - Any misuse of your aforesaid equipment and/or systems by you or anyone else; or
 - Any access to information about your account(s) which is obtained by a third party;
- iii. In the event that you suffer any loss or damage as a result of using the Services, the bank shall only be liable for direct loss or damage which, in the ordinary course of events, might reasonably be expected to result from the circumstances in question and only if such loss or damage is proven, beyond reasonable doubt, to have been caused by the Bank's gross negligence or willful default.

Furthermore, under no circumstances whatsoever will the total liability of the Bank in connection with any of the Services exceed the fees/charges actually received by the Bank from you in the preceding six months period.

Reporting Unauthorized Transaction and Error Resolution

- If you suspect that unauthorized transactions are being made from your Account, you should change the AIBL Internet Banking Password immediately and notify the Bank.
- If you find any periodic statement to be incorrect or want more information about a transaction or have reason to believe that the Bank has executed your instructions incorrectly, you should contact the Bank Contact Center immediately/ Instantly at **16434** (From Mobile), **09611016434** (Any Local/ Abroad) or in writing within five (5) business days upon receiving your statement. If you disclose or suspect that your Internet Banking Password or any part of it is known to someone else, you must immediately change it personally through the Services.
- Should any unauthorized transaction take place we shall carry out an investigation and notify you the result of the same within ten (10) business days upon receipt of the notification and will correct the error (if any) promptly. If the Bank needs more time to investigate, we will inform you accordingly and this may take up to ninety (90) working days.

Availability of Services and Disruption

- You hereby acknowledge that the provision of the AIBL Internet Banking Services and Internet Banking App access to the accounts is dependent upon the continued availability of communication, processing, function and other facilities of the applicable systems, and the Bank cannot warrant such availability at all times. The service can be interrupted due to several technical and/or other reasons. The Bank cannot always ensure access to its website. The Bank is entitled to suspend, disconnect or discontinue the provision of the Services or AIBL App access to the account with or without any prior notice in the App's notification centers/website/mobile for the purpose of carrying out the maintenance, upgrades or other work. In the event the Bank suspends, disconnects or terminates the Services or AIBL App access to the account upon the occurrence of any event over which the Bank has no control, the Bank shall not be liable for any loss or damage caused to you as a result of such suspension, disconnection or termination.
- If for any reason beyond its control including but not limited to system error, network problem, strikes, labor disputes, accidents, governments requisition, restrictions or regulations on travel, hospital operation, political disturbances, acts of war, acts of God, which may hamper to provide regular and normal service and unable to perform its obligations under this agreement that case AIBL shall not be responsible.

Anti-money Laundering

- ✓ You hereby agree and confirm that you will not use the Internet Banking App service for money laundering or any other illegal, unlawful purpose.
- ✓ All transaction through AIBL Internet Banking platform must comply with Anti Money Laundering (AML) Act 2012 and Bangladesh Electronic Funds Transfer Network (BEFTN) operating rules 2010.

Exclusion of Liability

- ✓ Except as provided herein, the Bank shall not be liable to the Customer or any other person for any claim, loss or damage arising directly or indirectly from the Internet Banking Services to the Account or from the unauthorized use, interruption, unavailability or transmission of virus, failure to carry out instruction at the right time or any incorrectness, misstatements or omitted information or mistakes in utility bill payment or inter-account transfer or errors, deletion or failure that occurs as a result of any malfunction of the computer, software or system of the Biller or transaction reserved under these Internet Banking Service/ App Bill Payment Terms, or breach of confidentiality arising directly or indirectly from any other causes, expense or damages, including but not limited to loss of anticipated profit or other economic loss in connection with the Electronic Utility Bill Payment Service or website access (Internet Banking) and App access to the Account.
- ✓ The Bank shall be in no way responsible for any excess payment or partial payment made by the Customer while paying through the Internet Banking Service. It is the discretion of the Customer and he/she shall be solely responsible for any consequences as per the contract between the Biller and the Customer. The Bank assumes no responsibility on behalf of the Biller.
- ✓ It is the responsibility of the Customer to type the correct payee name, address, and amount and account number. The Bank shall not be responsible if the Customer makes any mistake by selecting the incorrect payee, provides an incorrect address or account number, or any other error or omission.

Service Charges or Fees

Once you are an enrolled user of the Internet Banking Services, you may be charged the applicable monthly/ yearly fee and/or usage fee whether or not you use the services. You authorize us to automatically deduct all applicable charges and fees from your primary eligible checking account you have with us.

Termination

- ✓ The Bank may, at any time, without giving prior notice or reason, suspend or terminate all or any of the AIBL App Services or their use. The Bank is not liable to you for any loss resulting from the action of the Bank.
- ✓ You can terminate the Services by visiting any branch of the Bank and on submission of a written termination letter/instruction.

Amendments

AIBL shall have the absolute discretion to amend or supplement any of the Terms at anytime and without prior notice to the customer. Such change to the terms shall be communicated to the Customer post facto basis.

Any revision and/or addition to these terms and conditions shall take effect subject to the Bank giving reasonable notice to the Customer which may be given by publishing or posting it on its website or by display, advertisement or other means as the Bank considers proper, and shall be binding on the Customer if the Customer continues to maintain or use the Services on or after the effective date of variation.

By using any (new/ existing) services, related to Internet Banking, as may be introduced by AIBL, the Customer shall be deemed to have accepted the changed terms and conditions.

Issued by AIBL

1.

2.

3.

Signature of Account Holder(s)