

Terms and Conditions of Mobile Banking/ Digital Services

1. The terms and conditions is applicable to all digital means of services such as mobile banking and SMS banking services.
2. The services requested as per this application are subject to verification of information / documents provided by the customer. The Bank shall be entitled at its sole discretion to reject this application or any part thereof, without furnishing any reasons. The customer must provide the demanded information by the bank from time to time relating to use of bank's service.
3. The services will be subjected to charges as per the Bank's prevailing standard tariff of charges. Those charges can be amended by the Bank from time to time publishing in Bank's official website with or without directly providing information to customer. The Bank shall debit the Nominated Account(s) for all fees, charges, including transaction charge / fee as determined by the bank and mobile/payment service provider or related third party relating to the Mobile Banking services thereby provided.
4. All the transaction requested through digital platform shall be executed by the bank at its sole discretion and the bank may reject or cancel such transaction with/without notice to the customer at any time.
5. The customer shall be responsible for all the transaction executed. No transaction shall be changed or reversed once executed. However in case any error/omission, the bank may hold such amount or settle those transaction only after written confirmation from the concern accountholder on basis upon customer lodges request to bank.
6. If customer wishes to use digital channel of banking services such as Mobile banking and Internet Banking etc. from abroad, customer shall mandatorily pre-inform to bank before going abroad.
7. Customer shall immediately inform to bank in case loss of PIN, Password and other banking instrument issued by bank.
8. Upon receiving the username and Password, the Password must be immediately changed by the customer. The customer shall be responsible for keeping username and password securely given by the bank for operating digital services.
9. The customer shall not use or try to use or instruct anyone to use bank's digital service through any kind of illegal means.
10. The customer shall be self-aware that the Bank shall not demand any information related to customer Log-in ID, Password or OTP from customer in any form by any means including through email or phone calls, web-chat or social sites.
11. The bank shall not be liable for a losses, risk, cost arising out of computer/cyber-crime such as hacking, unauthorized or illegal transaction, from the sharing of PIN, OTP, Log-in Password of Digital Channel Services to any unauthorized person by the customer. The customer shall not have right to claim to Bank for unauthorized use by the reasons. All the loss related to it as decide by the bank shall be held by customer and bank shall have the authority to block/inactivate the digital services in such accounts.
12. The usage of Mobile Banking facility shall be governed by circular issued by Nepal Rastra Bank from time to time.
13. The digital services are non-transferrable. The Bank reserves the right to cancel the digital services and stop its operations unilaterally.
14. The Bank shall debit the account designated by the customer for all transactions initiated including cash withdrawals by using the digital channel. For this purpose, the customer irrevocably authorizes the Bank to debit his/her nominated account with the amount of transaction effected through the use of the services.
15. In case of joint nominated account, all the members shall be jointly and severally responsible for all transactions performed through digital channel. In case of minor account, guardian of account shall be assumed to be authorized person to avail these digital channel services.
16. The Bank reserves the right to limit per/daily/monthly amount and no. of transaction by the customer using digital channel. The information related to the same is available in bank's official website.
17. The Bank shall not be responsible in any way for non-availability or delay of digital services at merchant outlets for any reason whatsoever and howsoever arising as a result of natural calamities, legal impediments, and failure of telecommunication networks, malfunctioning of the digital channel or power supply failure or otherwise.
18. The Customer should submit the documents against the transactions made other than Nepal, if demanded by the Bank, failing which customer agrees to bear punishment as per prevailing Act.
19. The Digital Channel Services should not be used for the payment of capital expenditure while using for INR transactions.
20. It shall be the responsibility of the customer to reconcile the transactions with the account statement every month. Any dispute on the transaction should be lodged immediately after noticed by the customer.
21. The customer shall provide written instruction to the bank for cancellation or non-renewal of the digital channel services one month prior to the expiry of the service; otherwise, service will be automatically renewed levying charges as per prevailing STC.
22. The bank reserves the right to amend these terms and conditions at any time and in any manner which the bank deems necessary with or without prior notice to the applicant or the public.
23. The Customer undertakes to indemnify the Bank and to keep the Bank indemnified against all losses, damages, cost or expenses incurred and sustained by the Bank arising out of Customer's failure to observe any of the terms and conditions herein mentioned.
24. The customer shall agrees that the bank shall not be liable for following cases:
 - (i) If any of the mentioned terms and condition is violated
 - (ii) If the bank is not notified timely in the event any unauthorized access or suspicious/wrong transaction
 - (iii) If information orders are lost or damaged before transfer to concerned party.
 - (iv) Unauthorized access or use, breach of confidentiality related to customers information and email by any person(s).
25. In addition to the terms and conditions mentioned above, related laws of Nepal, generally accepted banking norms, customs, practices, and all the terms and conditions as mentioned in the account opening form related to mobile banking, and internet banking shall be applied to this application request and it is assumed that customer have thoroughly read, understood, accepted and agreed to be bound by these/above terms and conditions.

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Authorized Signature(s)/stamp

Bank Use only

Signature Verified By:
Name & Sign:
Date:

Executed By:
Name & Sign:

Verified By
Name & Sign: