



Application for POSB Internet Banking

Personal Corporate New Internet Re-Set Internet

Branch Name-----

Personal Account

Surname-----First Name(s) -----Mr/Mrs/Miss/Ms/Dt.etc

Preferred User Name-----

National Identification Number-----

E-mail Address-----

Phone Number: Business----- Home----- Mobile-----

Corporate Account (*Corporates fill-in a separate application form for every account they wish to be on internet banking platform*)

Organizational Type Non Governmental Private Public Government

Other (specify)-----

Registered Name-----

Registration Number-----

Trading Name-----

Physical Address-----

Postal Address-----

Phone Number----- Mobile-----

Business Email Address-----

POSB Account Details

Acc Name _____ Acc No. _____ No. of Signatories _____ (if Corporate Account)

Terms and Conditions

These terms and conditions apply between the Bank and a client who uses the Bank's Internet Banking facility, hereinafter referred to as "the facility".

These terms and conditions also apply to any person or persons the client appoints to use the facility, hereinafter referred to as "authorized users".

By registering to use the facility and/or obtaining access to use the facility and/or using the facility the client and authorized user agrees to be bound by the terms and conditions hereunder:

1. SAVING OF PRE-EXISTING BANK-CLIENT RELATIONSHIP AND APPLICABLE TERMS AND CONDITIONS

1.1. The client agrees and acknowledges that notwithstanding these terms and conditions, it remains bound by any other terms and conditions and rules of the Bank that govern its accounts, the Bank's services and the bank-customer relationship between the Bank and the client.

1.2. This agreement and the use of the facility by the client shall not by whatsoever means vary or be construed so as to vary the salient bank-customer relationship between the Bank and the client.

1.3. The client undertakes to acquaint itself and to comply with any user guidelines in relation to the facility that the Bank may publish and make available from time to time by whatever acceptable means at its disposal, which guidelines are hereby incorporated by reference in these terms and conditions.

1.4. Where there is conflict between the guidelines and these terms and conditions, these terms and conditions shall prevail.

2. THE FACILITY

The Bank offers and the Client hereby accepts the facility, which enables the client to make use of remote electronic non-card based self-service banking channels in respect of the client's accounts which are held with the Bank, which banking channels enable the client to inter alia; conduct balance inquiry on its accounts, statement prints, conduct funds transfers, make bill payments, mobile cell-phone recharges, change of authorized users and otherwise electronically instruct the Bank as per the bank-customer relationship existing between the Bank and the client.

3. USE OF THE FACILITY

3.1. The client warrants and shall take care that all information (electronic or otherwise) that it provides to the Bank pursuant to its use of the facility and during the course of its use of the facility is and will be true and correct in all aspects.

3.2. Information and instructions given by the client to the Bank shall not be without legal force merely on the ground that they are wholly or partly in electronic form.

3.3. The Bank shall not be held liable to the client or to any authorized person for any loss or damage occasioned by failure of the same to adhere to these terms and conditions and to user guidelines or any such other terms and conditions (whether express or implied) that may apply to the client in terms of the legal relationship between the Bank and the client.

3.4. The Bank is entitled, without liability otherwise being attributed thereto, to act upon and accept all electronic communications pursuant to the client and/or authorized user and/or such other user having provided and/or entered the necessary information to identify the client with its associated accounts held with the Bank, where with the same information has been accepted by the Bank pursuant to the making use of the facility by the client and/or authorized user and/or such other person.

3.5. The Bank shall issue the client with certain access information to enable the client's use of the facility and to verify the client's identity in relation to the client's use of the facility in connection with the client's accounts which are held with the Bank. Such access information shall be in the manner of, but not necessarily limited to; an account number, a user name, a PIN (personal identification number), a password or all or a combination of the aforementioned.

- 3.6. It is the client's sole responsibility and duty to keep such access information secret and safe, divulging it only to authorized users where this is desirable to the client or as otherwise deemed necessary by the client.
- 3.7. By appointing an authorized user (either expressly or impliedly by words or conduct), and thereby through such appointment allowing the authorized user to access the facility in relation to its accounts, the client warrants and gives such authorized user authority to act as the client's agent. Any acts (commissions or omissions as the case may be) thereafter of the authorized user shall be attributed to the client by the Bank.
- 3.8. All electronic communications that are sent to the Bank once the client's verification requirements are met during access to the facility shall be treated as valid and authentic and shall otherwise have the same legal effect as written and signed paper communications transmitted by the client to the Bank.
- 3.9. Notwithstanding the transmission of electronic communications to the Bank by the client, the Bank reserves the right to refuse to act upon such electronic communications and to cancel the client's access to the facility (either temporarily or permanently) if the client does not meet the verification requirements.
- 3.10. It shall be the sole responsibility and duty of the client to notify the Bank immediately or as soon as reasonably possible where it suspects or has become aware that its access information has been lost or forgotten, or that it has been stolen, or that it may be otherwise used by another person or persons without the client's permission.
- 3.11. It shall further be the client's sole responsibility to procure or to otherwise acquire the necessary equipment to effectively use the facility, such equipment being but not necessarily limited to; computer hardware and computer software as may be recommended by the Bank from time to time and access to secure and speed- appropriate internet services provided by an Internet Service Provider (ISP).
- 3.12. The Bank shall not be held liable to the client for the acts or omissions of third parties both generally and in so far as such acts or omissions are performed by the third parties in relation to the client's use or intended use of the facility. For the avoidance of doubt a third party shall be regarded as a person (either fictitious or natural) who is not the Bank, the client or an authorized person.
- 3.13. The Bank shall furthermore not be held liable for hyperlinks to third party websites, or third party content, or third party software, or any other third party goods or services, notwithstanding that the Bank may make the aforementioned products available to the client from time to time in relation to the use of the facility. The terms and conditions that are applicable to these products form a separate agreement between the client and the third party.
- 3.14. Whilst the Bank will endeavour to provide uninterrupted access to the facility in so far as this is reasonably possible and while notwithstanding any provision to the contrary herein, the Bank may, at its sole discretion, temporarily suspend and/or terminate the facility at any time without notice to the client.
- 3.15. The Bank reserves the right to change the terms and conditions embodied herein by whatever acceptable means

4. TARIFFS AND FEES PAYABLE FOR USE OF THE FACILITY

- 4.1. The client undertakes to pay to the Bank such tariffs, service fees and other charges that are designated by the Bank from time to time for the use of the facility as per the Bank's pricing guide, guidelines, and/or practice.
- 4.2. Such tariffs, service fees, levies and charges so payable shall be debited from the client's accounts which are used in relation to the facility and which are thereby associated with the use of the facility by the client. Such debits may take place without notice having to be given to the client by the Bank.
- 4.3. If the client fails, refuses or otherwise neglects to pay the amounts constituting the mentioned tariffs, service fees, levies and stamp duties as they become due and payable to the Bank in the ordinary course of business, the Bank may refuse the client access to the facility either temporarily or permanently.

5. CLIENT SUPPORT

- 5.1 The Bank may, if the client so requests, provide the client and its authorized users with the necessary training in the operation and use of the facility, free of charge. However the Bank shall not be liable for any mistakes or errors made by the client or authorized users as a result of failure to request training or failure to follow the correct operational methods as trained by the Bank.
- 5.2. The client shall, at all times, follow the security procedures recommended by the Bank from time to time failing which, the Bank shall not be liable for any unauthorized online access to the client's bank account and any unauthorized

transactions resulting from such unauthorized access.

6. INDEMNITY

6.1 The client hereby waives its rights in respect of, and indemnifies and holds the Bank harmless against any demands, claims, loss or action related to or in connection with the use of the facility arising out of breach of security, malfunctioning hardware or software or unauthorized access to the client’s account unless such demand, claim or action arose as a direct consequence of the gross negligence or wilful misconduct of the Bank or any of its employees.

6.2 Any demand, claim or action arising against the Bank in connection with the circumstances outlined in 6.1 above shall be limited to direct damages. Special or consequential damages are hereby specifically excluded.

6.3 The client further indemnifies the Bank from all demands, claims, actions, losses and damages of whatsoever nature which the client may suffer or incur arising from its acting, or not acting, on any instruction or arising from the malfunctioning, failure or unavailability of hardware, software or equipment or the loss or destruction of any data, power failures, corruption of storage media, interruption or distortion of communication links, natural phenomena, riots, acts of vandalism, sabotage, terrorism or any other event beyond the Bank’s control.

(i) Full Name _____
Email Address _____
Signature _____
Date _____

(ii) Full Name _____
Email Address _____
Signature _____
Date _____

(iii) Full Name _____
Email Address _____
Signature _____
Date _____

(iv) Full Name _____
Email Address _____
Signature _____
Date _____

Bank Use Only

Identification Number verified by: _____

Customer Signature verified by: _____

Name & Signature of Authorizing Manager: _____

