



**SBL DigiBanking Registration Form**

New Application       Existing (Modification)  
Customer Type       Individual       Joint (Any One Can Operate)       Joint (Either or Survivor)

Customer ID

List of Active Account you want to facilitate with SBL DigiBanking. Please leave it blank for all account.

SL	Account Number	Account Title	Account Type
1			
2			
3			

Mobile Number:       Email ID:

Mobile Number and Email ID should match with the KYC.

IMEI Number: (Please Press \*#06# to get your IMEI number & for multiple SIM slot, please fill up all the IMEI number)

IMEI No	Add/Remove (√ or X)	Remarks
1.		
2.		
3.		

PIN RESET     DE-ACTIVATION     RE-ACTIVATION    (\*Applicable for Existing Users)

*I have read and accepted the terms and conditions related to the SBL DigiBanking and agree to be bound by all subsequent changes or amendments to such terms and conditions.*

\_\_\_\_\_  
Signature of the Applicant  
Name:  
Date:

For Branch use only	
<input type="checkbox"/> <b>Accept</b>  <input type="checkbox"/> Signature Matched <input type="checkbox"/> Mobile Number & Email Matched with KYC  <b>SBL DigiBanking ID*:</b> <input style="width: 150px; height: 40px;" type="text"/>	<input type="checkbox"/> <b>Decline</b>  <input type="checkbox"/> Signature Not Matched <b>Other Reason:</b> <input style="width: 150px; height: 40px;" type="text"/>
<p>_____ Signature Verified by Branch with seal Name: Date:</p>	<p>_____ Signature of Branch Operation Manager Name: Date:</p>

For ADC Department use only	
<input type="checkbox"/> <b>Decline</b> <input type="checkbox"/> <b>Accept</b> Reason of Decline: <p>_____</p>	
<p>_____ Authorized Officer (Maker) Name: Date:</p>	<p>_____ Authorized Officer (Checker) Name: Date:</p>

**Terms & Conditions**

**SBL DigiBanking**

This legal notice applies to the entire contents of this App and to any correspondence email between us and you. Please read these terms carefully before using this App. Using this App indicates you that you accept these terms regardless of whether or not choose to register with us. If you do not accept these terms, do not use this App. The notice is issued.

You acknowledge that the App systems, services and equipment may from time to time be inoperative in full or in part as a consequence of but not limited to, mechanical breakdown, maintenance, hardware or software upgrades, any communication connectivity problems or other facts beyond the control of this App and you acknowledge that this App will not be held liable for any failure or inability to provide continuous, error free, uninterrupted services under these or any other circumstances.

You will not be able to access some areas of this App without registering your details with us. Certain areas of this App are only open to you once you register.

By accessing any part of this app, you shall be deemed to have accepted this legal notice in full. If you do not accept this legal notice in full, you must uninstall this App immediately.

This content may revise this legal notice at any time by updating this posting. You should check these terms & condition from time to time to review current legal notice, because it is binding on you. Certain provisions of this legal notice may be superseded by expressly designated legal notices or terms located on particular section of this app.

The App services are not available to, and may not be used by, persons under the age of 18 years of age, or who are temporarily or indefinitely suspended members. If you are under 18 years old, you can use this service only in conjunction with the supervision of a parent or guardian. If you are business entity, you represent that you have the authority to bind that entity to this Agreement.

You must change your password on completion of registration. You shall be responsible for all actions taken under that password and shall only access the App by using your own password. You should not disclose your password to any other person.

This App may make changes in or withdraw any of the services described in this App and at any time without notice.

The services which this App offers to clients/customer are entirely gratuitous and this shall not be obliged to maintain or continue any services offered to you. Without prejudice to the generality of the foregoing this App reserves the right to suspend or cancel the provision of any service to any particular client/customer for any reason whatsoever.

**CUSTOMER'S RESPONSIBILITIES FOR SECURITY (Mobile Apps):**

To ensure that you alone are able to access and give instructions on your accounts using the Service, you must adopt and at all times maintain the following security procedures.

- You should change your Password regularly and may do so if the Service requires you to do so. Your password should be strong enough i.e Use a complex password, do not use dictionary word or easy guessing password.
- You must take all reasonable steps to ensure that you safeguard your Security Codes at all times. You must not disclose any details of your Password to anyone else, including to someone who is a member of our staff, or to someone giving assistance on a technical helpdesk in connection with the Service.
- You must not record your Security Codes in a way that could make them recognizable by someone else as Security Codes.
- If you discover or suspect that your Password or any part of them are known to someone else, you must immediately change the Password yourself through the Service. If this is not possible, you must notify us immediately by our contact center. We will suspend use of the Service until new Security Codes have been set up. Any transaction done prior to such a notification and done within 1 working day after giving such notice shall be entirely at your risk and cost.
- If you become aware of any transaction on any of your accounts that has not been validly authorized by you, you must notify us immediately by telephoning us on contact center. For this purpose, you are reminded that you must, as is required of you for all your accounts, check all bank Statements for any unauthorized transactions.
- You must not allow anyone else to operate the Service on your behalf.
- Avoid User Information and Device Locks that may be easily determined by others, such as birthdays, phone numbers, age, IMEI Number etc.; and
- Ensure that each password or other identifier is unique.
- Keep a lock screen or passcode lock (each a "Device Lock") on your Mobile Device at all times;
- Keep your User Information separate from the Mobile Device;
- You must not leave Your System unattended while you are on-line to the Service.
- You must comply with any other requirements designed to protect the security of your use of the Service which are set out in the User Guidance or notified by us to you in any other way.
- We will not be liable in any manner whatsoever due to unauthorized usage and for all purposes any usage will be construed as a proper and authenticated usage.
- During transaction, you are free to transfer fund to any SBL/Other Bank accounts/to recharge any mobile number/to pay any credit card/wasa bill etc. We are not liable if you are intentionally or un-intentionally send the fund to wrong account number/Wrong mobile number/wrong credit card etc.

**Disclaimers (Mobile Apps):** The bank shall be absolved of any liability in case:

- The user fails to avail the facility due to force majeure conditions including but not limited to not being in the required geographical range or any other reason including natural calamities; legal restraints any technical lapses in the telecommunication network or any other reasons beyond the actual control of the Bank the Bank shall not be accountable. Also the bank is herein absolved of any kind of liability arising due to a loss; direct or indirect incurred by the user or any other person due to any lapse in the facility owing to the above-mentioned reasons.
- The user is acting in good faith on any transaction instructions received by the bank;
- There is any unauthorized use of the Customer's PIN, or Mobile Phone or for any fraudulent, duplicate or erroneous transaction instructions given by use of the Customer's PIN or Mobile Phone;
- There is loss of any information during processing or transmission or any unauthorized access by any other person or breach of confidentiality.
- There is any lapse or failure on the part of the service providers or any third party affecting the said facility and that the bank makes no warranty as to the quality of the service provided by any such provider.
- The Bank does not warrant the confidentiality or security of the messages whether personal or otherwise transmitted through the Facility. The Bank makes no warranty or representation of any kind in relation to the system and the network or their function or performance or for any loss or damage whenever and howsoever suffered or incurred by the User or by any person resulting from or in connection with the Facility.
- The Bank, its employees, agent or contractors, shall not be liable for and in respect of any loss or damage whether direct, indirect or consequential, including but not limited to loss of revenue, profit, business, contracts, anticipated savings or goodwill, loss of use or value of any equipment including software, whether foreseeable or not, suffered by the User or any person howsoever arising from or relating to any delay, interruption, suspension, resolution or error of the Bank in receiving and processing the request and in formulating and returning responses or any failure, delay, interruption, suspension, restriction, or error in transmission of any information or message to and from the telecommunication equipment of the User and the network of any service provider and the Bank's system or any breakdown, interruption, suspension or failure of the telecommunication equipment of the User, the Bank's system or the network of any service provider and/or any third party who provides such services as is necessary to provide the Facility.
- Notwithstanding anything in the contrary provided in this terms and conditions, the Bank shall not be involved in or in any way liable to the User for any dispute between the User and a cellular services provider or any third party service provider (whether appointed by the Bank in that behalf or otherwise).
- Any loss incurred by the user due to use of the facility by any other person with an express or implied permission of the user. The bank shall not be held responsible for the confidentiality, secrecy and security of the personal or account information being sent through the facility for effecting the user's instructions.
- The bank shall not be held liable for any loss suffered by the user due to disclosure of the personal information to a third party by the Bank, for reasons inclusive but not limited to participation in any telecommunication or electronic clearing network, in compliance with a legal directive, for statistical analysis or for credit rating.
- Bill Payment made through the App must be 3 working days before the due date else, the payment might be rejected by the biller. The bank bears no responsibility in such cases of late payment or late payment fees levied by the biller.
- You will be held liable for all losses due to unauthorized use if you have acted fraudulently or with negligence or if you are in default of any of the security obligations described in "CUSTOMER'S RESPONSIBILITIES FOR SECURITY (Mobile Apps)"

This App reserves the right to change these terms and conditions of use by changing them on this App.

You should ensure that information you send to us is accurate and you are prohibited from posting or transmitting to or from this App any material that is libelous, obscene, indecent, seditious, pornographic, menacing, threatening, offensive, abusive, liable to incite racial hatred, discriminatory, scandalous, inflammatory, blasphemous, in breach of confidence, in breach of privacy, which may cause annoyance or inconvenience, fraudulent, which constitutes or encourages conduct that would be considered a criminal offence, gives rise to civil liability, or otherwise be contrary to the law of or infringes the rights of any third party, in Bangladesh or any other country in the world; which is technically harmful (including, without limitation, computer viruses, logic bombs, Trojan horses, worms, harmful components, corrupted data or other malicious software or harmful data) or for which you have not obtained all necessary licenses and/or approvals.

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This App or Bank is not liable if you add beneficiary/biller and transfer fund to a beneficiary/biller which is unknown to you. You are responsible for every transaction made by you. Neither Bank nor subsequent Banks in the process will necessarily investigate discrepancies between names and identifying or account numbers and may execute the fund transfer/Pay bill request based on the information customer provided during transactions. The customer hereby agrees to pay and here by authorizes the Bank to deduct the transaction Fees & Any Other charge to any account of the customer registered with Apps. SBL reserved the rights to change the fees and charges without prior notice to customer.