

SIBL Internet Banking & Mobile Apps Application Form



To sign up for SIBL Internet Banking all you need is to fill up this form and submit to your nearest SIBL Branch
 Please fill in the following information: (To be filled by Customer in CAPITAL LETTERS)

I Banking User ID

Account Name

Account Number

Date of Birth Gender Male Female
 D D M M Y Y Y Y

Citizenship Marital Status Single Married

Internet Banking Features Reports Only Own Bank Fund Transfer Other Bank Fund Transfer
 I Top Up Utility Bill Payment Credit Card Bill Payment

Registration Number for new user

Registration Date

User ID for existing user

Please write down your email address correctly and in BLOCK LETTERS. Bank will not bear any responsibility for any incident due to wrongly mentioned email address or mobile number. (All secured information will be forwarded to this email address/mobile number)

Email Address

Mobile Number

Rewrite Mobile Number

Declaration: I confirm that information given above is complete and I agree to comply with the terms and conditions of SIBL Internet Banking Service.

Date:

Client Signature

For Bank use only: Branch

Verified By	Approved By
Signature : _____	Signature : _____
Name : _____	Name : _____
Designation: _____	Designation: _____
PIN : _____	PIN : _____

(Respective Branch must verify the signature of the Client and Forward To: Manager, Internet Banking Registration Team, Operations Dept., SIBL Head Office, Dhaka. All the information of this form must be similar with the Account Opening form.)

For Bank use only: Operations

Activation Date & Time : _____

Activated By (Name, PIN & Signature) : _____

Registration Checker (Name, PIN & Signature): _____

N.B. Clients must change password at the first login. SIBL will not be liable for any sort of misuse of the USER ID & password.

Terms & Conditions for SIBL Internet Banking Services

(PLEASE READ THESE TERMS & CONDITIONS CAREFULLY BEFORE SUBMITTING APPLICATION)

Use of SIBL Internet Banking Service is subject to the following terms and conditions which set out the general rights and obligations of the User(s) and SIBL Ltd. in connection with the use of SIBL Internet Banking Service.

For the purpose of this document, "Internet Banking Services" refers to the internet banking services provided by SIBL through internet or e-commerce banking such as balance enquiry, utility bill payment, fund transfer within the accounts of SIBL services etc. or other services as may be made available by the SIBL from time to time.

"User", "he/she" and/or "his/her" means SIBL's bank account holder(s) registered to use Internet Banking. "SIBL" means SIBL, a company duly incorporated under the Companies Act 1994 and a scheduled banking company licensed under the Banking Companies Act, 1991, having its Head Office at 90/1, Motijheel C/A, Dhaka -

1000; and its branches or its assigns in respect of which the service will be available.

1. APPLICATION FOR SIBL INTERNET BANKING

1.1. The User shall apply to SIBL in the prescribed form for use of Internet Banking Services subject to the terms and conditions stated herein including any other terms and conditions as modified or inserted by SIBL from time to time. SIBL at its sole discretion may accept or reject any such applications. Once the application is accepted by SIBL, these Terms & Conditions shall form the contract and govern the relationship between the User and SIBL in relation to use of Internet Banking Services.

1.2. By applying for Internet Banking for the first time, the User acknowledges and accepts these Terms & Conditions. Notwithstanding anything contained herein, all Terms & Conditions pertaining to the accounts shall continue to apply. In the event of any conflict between these Terms & Conditions and the Rules and Regulations governing the User(s) account with SIBL, these Terms and Conditions shall prevail with regard to SIBL Internet Banking.

2. INTERNET BANKING USERS LOG IN ACCESS, PASSWORD & SECURITY PROCEDURES

2.1. SIBL will provide the User with unique User Identification Number ("User ID"). The User(s) hereby authorizes and instructs SIBL to email him/her the User ID /password/mobile no changing and relating to his/her access/login to the Internet Banking Services to the email address given in the application at his/her own risk and responsibility. The User shall not be liable for any non-delivery or mis-delivery of User ID or Password unless such non-delivery is caused due to willful misconduct of the Bank.

2.2. The User shall log in to the internet banking by using the User ID and Password. As a safety measure, the User shall immediately change Password upon his/her first login. User is requested to change his/her Password frequently thereafter to avoid any possible hacking, inherent risk or misuse/fraudulent use of his/her account.

2.3. The User acknowledges that the Login ID (User ID) and the Password shall act as User's authorized signature. This signature authorizes and validates directions given just as an actual written signature does.

2.4. User is therefore responsible for maintaining the confidentiality and secrecy of User ID and Password. User should not under any circumstances disclose his/her User ID and/or Password to anyone, including anyone claiming to represent the Bank or to someone giving assistance on a technical helpdesk in connection with the service. It is clearly understood that Bank employees do not need Password for any reason whatsoever. Bank shall not be held liable in any manner or in any form whatsoever in case of any unauthorized or fraudulent use of the User's account through Internet Banking Services or for loss, misplace or fraudulent use of the User ID and Password.

2.5. If User gives or shares his/her Password to anyone or fails to safeguard its secrecy, he/she does so at his/her own risk because anyone with User Password will have access to his/her accounts.

2.6. If User forgets the Password, he/she has to request for issue of a new password by sending a written request to SIBL.

2.7. If User's password is lost or stolen, or is known by another individual, he/she must notify SIBL in writing immediately. SIBL upon receipt of written request from the User shall at the earliest stop operation of the Internet Banking Services of the respective User account. If bank receives any information orally or in written from anyone including the user, bank may immediately suspend the services in good faith for the safety and security of the user.

2.8. The User agrees and acknowledges that SIBL shall in no way be held responsible or liable if the User incurs any loss as a result of information being disclosed by SIBL regarding his Account(s) or carrying the instruction of the User pursuant to the access of the Internet Banking and the User shall fully indemnify and hold harmless SIBL in respect of the same.

2.9. User hereby acknowledges and understands the inherent risk of using Internet and availing the Internet Banking Services and accordingly shall take all necessary precautions at his/her end to safeguard him/her from such risk. Bank shall not be held liable in any form whatsoever if the User suffers any loss or damages due to such inherent risk of Internet and Internet Banking Services unless such loss or damage is caused due to willful negligence of the Bank.

3. SERVICE SOFTWARE & HARDWARE REQUIREMENTS

3.1. User is solely responsible for the maintenance, installations and operation of User's computer and for the software used in accessing Internet Banking.

3.2. SIBL shall not be responsible if the Internet Banking System does not work properly or the service is interrupted due to failure of electronic or mechanical equipment or communication lines, telephone or other interconnect problems, normal maintenance, unauthorized access, theft, operator errors, severe weather, earthquakes, floods and strikes, or any other causes beyond the reasonable control of the Bank.

4. CHARGES:

4.1. SIBL shall initially provide the Internet Banking Services at free of cost. However, SIBL reserves the right to change and recover from the User(s) service charges, as may be fixed by SIBL from time to time. The User hereby authorizes SIBL to recover such charges from his/her account(s).

4.2. Charges are subjected to change from time to time at SIBL's discretion.

5. UNAUTHORIZED/ FRAUDULENT ACTIVITIES:

5.1. Upon obtaining User ID and Password, User is requested to check the list of his/her accounts with SIBL. If any of User account is missing, please inform this to SIBL immediately. If a third party account is linked to User's ID, please inform this to SIBL also. Do not access it or do not perform any transaction on that account. Such activity, if done, will be treated as fraudulent activity.

5.2. If User believes unauthorized transactions are being made with his/her account, he/she should change the Password immediately and notify SIBL.

5.3. The User should check the Statements for all of his/her accounts for any unauthorized transaction. In case of any discrepancy in details of any transactions carried out in respect of the account, in that event User should immediately inform SIBL in writing.

5.4. Bank's only responsibility would be to use its best efforts to prevent such unauthorized transaction if already not been made.

PRECAUTIONARY NOTE:

In order to prevent unauthorized transaction through Internet Banking Service, Users are advised to strictly maintain the following:

1. The User ID and Password should not be written anywhere accessible to third party including his/her family members.
2. User should make sure that no one is physically watching the passwords when he/she is Logging in.
3. It is important to remember to click 'Log out' after completing his/her Internet Banking session.
4. User should not leave his/her PC unattended with the browser running and a valid user name and Password cached as in such case anyone can gain access to the account.

I/We hereby acknowledge that I/we have read and understand the terms and conditions for Internet Banking and the risk involved in internet banking operation and further declare and affirm that by signing below, I/we apply for the SIBL Internet Banking Services subject to the aforesaid terms and conditions.

Account holder's Full Name

Account holder's Signature and Date

**If you need help with the log in process of Internet Banking or have technical questions, please call SIBL:
(Phone No – 8809612001122)**

Internet Banking Support can be reached via e-mail at ibanking@sibl-bd.com