HDFC BANK

APPLICATION FORM: CORPORATE INTERNET BANKING SERVICES
HDFC BANK - BAHRAIN

Barcode

Date of Application: D D M M Y Y Y Y

Application Type: ☐ New ☐ Modification

1. CUSTOMER INFORMATION

Company Account Name:

Account No.: Entity Customer ID:

CONTACT PERSON DETAILS (OPTIONAL):

Full Name:

Mobile Number with Country Code: -

Email ID:

2. NEW

2.1. USER INFORMATION

Title (Mr / Ms)	User Full Name	Customer ID	User Role (M / C / I)	User Email ID	Mobile No. with Country Code	Date of Birth (DD/MM/YYYY)

*M=Maker | C=Checker | I=Inquiry

Special Instructions (if any):	

Grace Period: 7 (Max 7 Days)

2.2. USER ACCESS RIGHTS INFORMATION

User Full Name	Account Number for access	Product to Access			Fund Transfer Transaction Limit (USD)
		Term Deposit	Fund Transfer	Trade Services	

Signature(s) of authorised signatory / ies along with the company stamp

3. MODIFICATION

☐ User Deletion ☐ Mobile Number Updation ☐ Email ID Updation ☐ User Access Rights Modification

3.1. USER INFORMATION

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Signature(s) of authorised signatory / ies along with the company stamp

For Bank use only:

Bank Official Name: Signature:

Important Guidelines:

- The application form and terms and conditions must be duly signed by authorised signatory as per Mode of Operation
- All fields in the form are mandatory
- Any overwriting or changes in the form needs to be countersigned as per Mode of Operation
- All Fixed Deposit / Loans / Call Accounts available under customer id can be viewed
- Each page of the form must be duly signed and stamped

HDFC BANK LTD BAHRAIN BRANCH – NETBANKING TERMS AND CONDITIONS

These terms and conditions (as may be amended from time to time), are applicable to availing of the NetBanking Services (defined hereunder) offered by HDFC Bank Limited (a banking company regulated by the Reserve Bank of India),having its address in the 'Contact us' section on its website through it's Bahrain Branch (here below referred to as the "Bank"), duly licensed by the Central Bank of Bahrain as a conventional wholesale bank. The NetBanking Services pertain to the Account/((s) (defined hereunder) which are existing or may be opened at any time in future with the Bank. -

1. Definitions and Interpretations

Account
Refers to the Customer's call account, loan accounts, fixed deposit, or any other account designated by the Bank as eligible for NetBanking operations.

Bank
Refers to HDFC Bank Ltd's Bahrain Branch, which is licensed by the Central Bank of Bahrain a conventional wholesale bank, which is bound by the Central Bank of Bahrain law and regulation and licensing conditions issued by the Central Bank of Bahrain.

Business Day
Refers to any day on which banks in the Kingdom of Bahrain are generally open for the transaction of normal banking business, excluding Saturdays, Sundays, and public holidays as declared by the Central Bank of Bahrain or any other relevant authority.

Confidential Information
Refers to information obtained by the Customer through the Bank for availing various services via NetBanking.

Customer
Any person who has a bank account, deposit account, or loan account and has been authorised by the Bank to avail of NetBanking Services.

Customer Identification Number (Customer ID)
A system-generated, random Unique Identification Number assigned to each Customer of the Bank.

Data Subject
Means the individual to whom the Personal Data relates.

Force Majeure
Means the incidents prescribed in clause 22.5 of these Terms and Conditions.

HDFC Group
shall mean and include HDFC Bank Limited, its parent company, subsidiaries, affiliates, associate companies, branches (whether in India, Bahrain, or any other jurisdiction), and any of their respective successors and assigns.

Internet
Refers to the network of computers, mobile phones, or other electronic devices capable of accessing the Internet, facilitating information dissemination and collaboration without regard for geographic location.

NetBanking Services
The Bank's service (including all modifications) providing access to account information, products, and other services (including both financial and non-financial transactions) as advised by the Bank from time to time, through the Bank's website, including but not limited to the Corporate Net Banking platform, OBDX.

NetBanking Terms and Conditions/Terms and Conditions
These Terms and Conditions, as amended from time to time, apply to NetBanking Services offered by the Bank, including but not limited to the Bank's Corporate Net Banking platform, OBDX.

OBDX
Refers to the Bank's NetBanking online platform through which NetBanking Services are offered.

Payment Instruction
Means an instruction given by a Customer to transfer funds from their Account to other accounts held by themselves within the Bank or with any other bank worldwide.

Personal Data Protection Law
Means the Personal Data Protection Law No. (30) of 2018 of the Kingdom of Bahrain, including any orders or regulations issued thereunder, as may be amended from time to time.

Signature(s) of authorised signatory / ies along with the company stamp

Personal Information/Personal Data
Information about the Customer obtained in connection with NetBanking or any other banking relationship with the Bank.

User Name and Password
The User Name is the unique identifier set by the Customer for NetBanking logins. The Password is a unique secret code set by the Customer, required for NetBanking transactions.

The defined terms used herein are provided solely for convenience and ease of reference. The inclusion or use of defined terms shall not affect, limit, or otherwise alter the meaning or interpretation of any clause or provision within these Terms and Conditions. Each clause shall be construed and given effect in accordance with its substance and intent, irrespective of the defined terms employed.

2. Scope and Availability of NetBanking Services
2.1 NetBanking Services will be available to Customers upon opening an Account with the Bank and completion of any required activation formalities.
2.2 The terms and conditions for NetBanking are in addition to the terms applicable to fund transfer (payee adding), fund transfer (initiation) and term deposit services.
2.3 The Bank reserves the right to determine the type of services offered on each Account, which may differ from Customer to Customer and may be offered in a phased manner at the Bank's discretion.
2.4 The Bank may add or remove services offered through NetBanking at its sole discretion. Availability or non-availability of a particular service will be communicated via email, SMS, the Bank's website, or written communication.
2.5 All Accounts attached to the same Customer ID will be accessible through NetBanking. For joint Accounts and Accounts with multiple signatories, services will be restricted as per the terms governing such Accounts.
2.6 No cheque book, ATM card, credit card, debit card, or nomination facility shall be provided for Accounts opened with the Bank. Customers acknowledge and accept that these facilities are not available in respect of any Account opened with the Bank.

3. Security and Software Requirements
3.1 The Bank will advise from time to time the Internet software, such as browsers and any multifactor authentication services (including but not limited to SPLIT OTP, role-based access, and approval workflows for transaction authorisation), required for using NetBanking.
3.2 The Bank is under no obligation to support all versions of Internet software. Customers are responsible for upgrading their software, hardware, and operating systems at their own cost to remain compatible with the Bank's requirements.
3.3 The Bank may change, vary, or upgrade its software, hardware (wherever applicable), and operating systems at any time and is not obliged to support the Customer's software, hardware, or operating systems.

4. NetBanking Access and Authentication
4.1 Customers must register for NetBanking by verifying personal details as maintained with the Bank and as per the Bank's safety procedures.
4.2 The Bank may require Customers to change their password on a compulsory basis.
4.3 In addition to Customer ID and Password, the Bank may require other means of authentication, including but not limited to digital certification, smart cards, or Two Factor Authentication (such as Public or Private Keys, Risk Engine, or Challenge Questions).
4.4 Customers must not attempt or permit others to access Account information stored in the Bank's computers by any means other than the NetBanking Service.
4.5 Transactions through NetBanking can only be effected by concurrent use of User Name and Password.

5. Password Security
5.1 Customers must keep their Password confidential and not reveal it to any third party.
5.2 Passwords must be at least eight characters long (or as specified by the Bank), consisting of a mix of alphabets, numbers, and special characters, and must not relate to readily accessible personal data.
5.3 Passwords should be committed to memory and not recorded in written or electronic form.
5.4 Customers must not allow unauthorised persons access to their computer or leave the computer unattended while accessing NetBanking.
5.5 In case of a forgotten Password, Customers may request a change of Password. Such replacement does not constitute the commencement of a new contract.
5.6 Customers must immediately notify the Bank of any suspected or unauthorised access or security breach to their Account(s).
5.7 The Bank reserves the right, but shall not be under any obligation, to block, delay, or refuse to process any transaction or instruction if, in its sole discretion, it determines that such transaction or instruction is, or may be, suspicious, unlawful, unauthorised, fraudulent, or in breach of any applicable law, regulation, or the Bank's internal policies and procedures. The Bank may exercise this right at any time and without prior notice to the Customer. The Bank shall not be liable to the Customer or any third party for any loss, damage, or expense arising as a result of the Bank exercising its rights under this clause.

6. Charges and Fees
6.1 The Customer authorises the Bank to recover all charges related to NetBanking, as determined by the Bank from time to time, by debiting the Customer's Account.
6.2 The schedule of charges applicable to NetBanking will be as mentioned on the Bank's website.

7. Communication and Correspondence

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7.1 All correspondence and delivery by the Bank shall be made to the address and/or email address registered with the Bank, or through the Bank's Corporate Net Banking platform, OBDX, or any other NetBanking products introduced by the Bank from time to time.
7.2 The Bank will send or deliver to the Customer a statement of Account(s) on a monthly basis, except for Accounts deemed inactive for one year or more, in which case statements will be sent or delivered annually. The Customer is solely responsible for promptly examining all entries and must notify the Bank in writing of any discrepancies within thirty (30) days of the statement date. In the absence of such notice, the statement shall be deemed correct and conclusive.

8. Transaction Processing

8.1 Instructions for instantaneous transactions will be effected immediately unless processing work or maintenance activity is being undertaken.
8.2 If services are unavailable during end-of-day processing, transactions will be credited on the next Business Day.
8.3 Requests for instantaneous transactions (such as term deposit opening or same currency fund transfers within HDFC Bank Bahrain) received after 13.30 hours Bahrain standard time will be processed with a value date of the next Business Day, on a first-in, first-out basis, subject to the availability of clear funds.
8.4 Instructions received on weekly offs, holidays, or public holidays will be effected on the next succeeding Business Day, subject to the prevailing Terms and Conditions.
8.5 The Bank is not responsible for not processing or effecting any transactions if it does not receive the instruction, even if the Customer has forwarded it electronically (e.g., by email or SMS).
8.6 In the event of any dispute regarding actual communication made to the Bank, the Bank's records shall be final and binding.
8.7 All transactions conducted via the Corporate Net Banking platform are subject to the Bank's KYC and AML policies, as well as the requirements of the Central Bank of Bahrain and any other applicable regulatory authorities. Customers are required to provide all information and documentation requested by the Bank to ensure ongoing compliance with KYC, AML, and other regulatory obligations. This includes, but is not limited to, updated identification documents, proof of address, and any other information deemed necessary by the Bank. Failure to comply with these requirements may result in the freezing or closure of the Customer's Account(s). The Bank reserves the right to request additional documentation at any time to fulfil new or evolving KYC/AML guidelines or regulatory requirements. Non-compliance with these requests will lead to the suspension or termination of NetBanking Services and may also result in the closure of the Customer's Account(s).
8.8 Customers must provide all information and documentation requested by the Bank to ensure ongoing compliance with KYC, AML, and other regulatory obligations.
8.9 Transaction records will be retained for a minimum of five years (5) years or as otherwise required by local regulations.
8.10 The Customer shall have the right, upon written request and subject to the Bank's standard procedures and applicable laws and regulations, to obtain copies of records, documents, and statements relating to the Customer's Accounts and transactions with the Bank. The Bank shall provide such copies within a reasonable period following receipt of the Customer's request. The Bank may charge a reasonable fee for the provision of such copies, as notified to the Customer from time to time. The Bank reserves the right to withhold or redact information where required by law or regulation, or where the disclosure of such information would compromise the security or confidentiality of the Bank or any third party.
8.11 The Customer acknowledges and agrees that all records, statements, and entries maintained by the Bank in relation to NetBanking transactions, whether in electronic, written, or any other form, shall be conclusive and binding evidence of the Customer's transactions and dealings with the Bank, save in the case of manifest error. The Customer shall have no right to dispute the accuracy or validity of such records, statements, or entries, except where a manifest error is clearly demonstrated. In the absence of such manifest error, the Customer waives any right to challenge or contest the Bank's records in any manner.

9. Customer Responsibilities and Undertakings

9.1 The Customer shall be at liberty to utilise the Payment Instruction services through NetBanking for any purpose deemed fit, provided such use is in accordance with applicable laws and regulations.
9.2 The Customer affirms that they have full right and authority to access and avail of the services and shall observe and comply with all applicable laws and regulations in each relevant jurisdiction.
9.3 The Customer shall not involve the Bank as a party to any transaction conducted via NetBanking.
9.4 The Customer shall provide the Bank with any information or assistance required for the performance of the services or any other obligations of the Bank.
9.5 The Customer shall not provide any person with details held by the Customer with the Bank, including but not limited to Customer ID, User Name, Password, or Account number.
9.6 The Bank is entitled to presume that all instructions received using the Customer's ID, User Name, and Password are genuine and have been given by the Customer, and the Customer shall be conclusively bound by the same.

10. Risks and Indemnity

10.1 The Customer acknowledges that they are availing the Payment Instruction services at their own risk.
10.2 If any third party obtains access to the Customer's User Name and Password, such third party would be able to provide Payment Instructions or other instructions to the Bank. The Customer shall ensure compliance with all Terms and Conditions regarding the use of User Name and Password.
10.3 The Internet is susceptible to fraud, misuse, hacking, and other actions that could affect Payment Instructions or other instructions to the Bank. While the Bank aims to provide security, there is no guarantee against such risks, and the Customer must evaluate all risks independently.
10.4 The Customer understands that conducting NetBanking transactions at a cybercafé or shared computer terminal is risky and undertakes not to use such facilities for NetBanking transactions.
10.5 The Customer is responsible for ensuring that all data provided for fund transfers (such as Account number, SWIFT code, payee details) is accurate and complete. The Bank is not liable for any loss due to errors on the part of the Customer.
10.6 In the event of the Customer's Account receiving an incorrect credit due to a mistake by another person, the Bank is entitled to reverse the incorrect credit at any time without the Customer's consent and to debit the Account to recover any amount credited erroneously. The Customer must accept the Bank's instructions in such cases without question and is liable for any unjust gain obtained as a result.

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11. Complaint Management

11.1 The Bank will provide dedicated support for Corporate Net Banking Customers, including an escalation matrix for urgent transactions or security issues.

11.2 Complaints related to Corporate NetBanking will be managed in accordance with the Bank's four-layered board-approved Grievance Redressal mechanism, as described in the product note.

11.3 All complaints will be logged, assigned a docket number, and addressed in line with the Bank's complaints management policy.

11.4 Any complaint shall be addressed to:

Name: Manish Dagha

Job title: Complaint Handling Officer

Address: HDFC Bank Ltd, Bahrain Branch, PO Box, 20246, Floor#49, West Tower, Bahrain Financial Harbor, Manama, Kingdom of Bahrain

Email:

Telephone number: +973 1657 7000 during business hours of Bahrain Branch (Monday to Friday 8.00 AM to 4.00 PM, Bahrain Time)

A simple and easy-to-use guide on the Bank's customer complaints procedures is available to Customers who are not satisfied with the Netbanking Services provided. The guide is available free of charge upon request and may be obtained by contacting the Bank at the details provided in these Terms and Conditions or by visiting the Bank.

12. Technology Risks and Service Availability

12.1 The technology enabling the transfer of funds and other services offered by the Bank may be affected by viruses, malicious code, or other destructive or corrupting programmes. The Customer acknowledges that such risks are inherent in the use of electronic banking services.

12.2 The Bank's website and NetBanking platform may require maintenance from time to time, during which it may not be possible to process Customer requests. This could result in delays or failures in processing instructions.

12.3 The Bank will endeavour to notify Customers in advance of any planned downtime or maintenance that may affect the availability of NetBanking Services.

12.4 The Bank disclaims all liability, whether direct or indirect, including loss of profit or otherwise, arising from any failure or inability to honour Customer instructions for any reason, except as otherwise provided in these Terms and Conditions.

13. Transaction Limits and Restrictions

13.1 The Bank may, from time to time, impose maximum and minimum limits, including daily limits, on the amount of funds that may be transferred through NetBanking.

13.2 The Bank may also impose transaction restrictions within particular periods, amount restrictions within a particular period, or per-transaction limits, as a risk mitigation measure.

13.3 The Customer shall be bound by such limits and restrictions as imposed by the Bank and shall strictly comply with them. The Bank will communicate such limits by displaying appropriate messages on the relevant page or the Bank's website.

14. Indemnity

14.1 The Customer shall indemnify and hold the Bank harmless from and against all losses and damages that may arise as a consequence of any breach of these Terms and Conditions by the Customer.

14.2 The Bank's sole obligation and the Customer's sole and exclusive remedy in the event of interruption to NetBanking services or loss of use and/or access to the Bank's website shall be for the Bank to use all reasonable endeavours to restore the services and/or access as soon as reasonably possible.

14.3 The Bank makes no express or implied warranty with respect to the NetBanking services provided, including but not limited to any warranties of uninterrupted or error-free performance, non-infringement of third-party rights, title, merchantability, satisfactory quality, or fitness for a particular purpose.

14.4 The Customer shall be liable for any loan or other facilities arising in connection with any Account(s) and hereby authorises the Bank to debit such Account(s) with all interest (including compound interest), commission, charges, costs, and expenses (including legal costs) incurred in connection therewith at such rates as may be determined, as per the applicable law, by the Bank from time to time.

15. Liability

15.1 If the Customer complies with these Terms and Conditions and promptly notifies the Bank in writing (with acknowledgement) immediately after suspecting that their User Name and Password have become known to another person, or upon noticing an unauthorised transaction in their NetBanking account, the Customer shall not be liable for losses arising from unauthorised transactions occurring after the Bank's receipt of such notice.

15.2 The Customer shall be liable for some or all loss from unauthorised transactions in their Accounts if they have breached these Terms or contributed to or caused the loss by negligent actions, including but not limited to:

A. Keeping a written or electronic record of the User Name and Password;
B. Disclosing or failing to take all reasonable steps to prevent disclosure of the NetBanking Password to anyone, including Bank staff;
C. Failing to advise the Bank of such disclosure within a reasonable time;
D. Not advising the Bank in a reasonable time about unauthorised access to or erroneous transactions in their Accounts.

16. Proprietary Rights

16.1 The Customer acknowledges that the software and hardware (if any) underlying the NetBanking Service, as well as other Internet-related software required for accessing NetBanking, are the legal property of the respective vendors or the Bank.

16.2 The permission granted by the Bank to access NetBanking does not convey any proprietary or ownership rights in the software or hardware (if any) to the Customer.

16.3 The Customer agrees not to attempt to modify, translate, disassemble, decompile, or reverse engineer the software or hardware (if any) underlying

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NetBanking, nor to create any derivative product based on such software or hardware (if any).

17. Termination of NetBanking Service

17.1 The Customer may request termination of the NetBanking services at any time by giving a written notice of at least fifteen (15) days to the Bank.
17.2 The Customer will remain responsible for any transactions made on their Account(s) through NetBanking prior to the time of such cancellation.
17.3 The closure of all the Customer's Accounts will automatically terminate the NetBanking service.
17.4 The Bank may suspend or terminate NetBanking services, either wholly or partially, at any time by giving the Customer at least thirty (30) days' notice under normal circumstances.
17.5 In the event that the Customer has breached any of these NetBanking Terms and Conditions, the Bank may refuse to process any pending or future transactions in respect of any Account accessible via NetBanking. The Bank may also close NetBanking access and/or the Account at any time without cause on five (5) days' prior written notice. The Bank reserves the right to freeze the Customer's Account(s) without prior notice in the event of: (a) breach of these Terms and Conditions; (b) receipt of an order from any enforcement authority; (c) suspicion of money laundering, fraud, or other financial crime; (d) undelivered mail and inability to establish telephone contact; (e) accrual of charges due to non-availability of funds; or (f) non-submission of KYC/AML documents as required by the Bank.
17.6 The Bank may freeze any Account without notice if it remains inoperative for a period of two (2) years from the date of opening or the last transaction, whichever is later (excluding system-generated transactions). Reactivation of such Account(s) shall be subject to submission of required KYC/AML documents to the satisfaction of the Bank.
17.7 Upon closure of the Account or termination of NetBanking access, the Bank will pay to the Customer an amount equal to any credit balance in the Account, following deduction of any charges and due amounts. This amount may be payable by cheque or credited to another account as notified by the Customer to the Bank, and such payment shall constitute a valid discharge of the Bank's obligation.

18. Notices

18.1 Notices under these Terms and Conditions may be given by either the Bank or the Customer as follows:

1. Electronically by email, to the mailbox of the other party. Such notices shall be regarded as being in writing and shall be deemed to have been received at the time the email is sent to the recipient's email address on record, provided that no delivery failure notification is received by the sender.
2. In writing, by delivering them by hand or by sending them by post to the last address provided by the Customer, or in the case of the Bank, to its registered address at Bahrain Financial Harbour West Tower, 49th Floor, Building No. 1459, Road No. 4626, Manama, Kingdom of Bahrain, or such other address as may be communicated by the Bank from time to time. Notices delivered by hand shall be deemed received at the time of delivery. Notices sent by post shall be deemed received seven (7) days after posting.

18.2 The Bank may also publish notices of a general nature, applicable to all NetBanking customers, on its website. Such notices shall be deemed to have been received and to have the same effect as if served individually to each Customer on the date of publication on the Bank's website.

19. InstaAlert Facility

19.1 The Bank may provide an alert facility, whereby customised messages based on triggers are sent as Short Messaging Service (SMS) over mobile phone or as messages via email to the Customer.
19.2 Alerts are generated by the Bank and sent to the mobile number or email address provided by the Customer. Delivery of alerts is dependent on the service availability of the relevant service provider and network connectivity.
19.3 The Bank cannot assure the final and timely delivery of alerts, as they are subject to various factors including network connectivity and the operational status of the Customer's mobile device. The Customer acknowledges that mobile phone/email alerts (InstaAlert Facility) may not be received if Account operations have been suspended for any reason, including but not limited to Account freezing or suspension of NetBanking Services.
19.4 The Customer assumes full responsibility for the security and confidentiality of their mobile phone, mobile phone number, and any identification numbers used to access Account information via mobile.
19.5 The Bank may, at its discretion, change the features of any trigger or alert, and the Customer is responsible for keeping themselves updated regarding available triggers or alerts, which will be notified by the Bank through its website or other legally recognised means.
19.6 The Bank is not obliged to acknowledge receipt of any request or form submitted by the Customer for setting triggers, nor is it responsible for verifying such requests or triggers.
19.7 The Bank shall endeavour to provide triggers and alerts on a best-effort basis and wherever operationally possible. The Customer shall not hold the Bank liable for non-availability of the facility or non-performance by any service providers, or for any loss or damage resulting from use of the facility.
19.8 Each alert may contain certain Account information relating to the Customer. The Customer authorises the Bank to send Account-related information, even if not specifically requested, if the Bank deems it relevant.
19.9 The Bank shall not be concerned with any dispute between the Customer and the service provider and makes no representation or warranty regarding the quality of service provided by the service provider or the accuracy or timeliness of alert delivery.

20. Disclosure and Data Handling

20.1 The Customer accepts that all information, instructions, and triggers will be transmitted to and/or stored at various locations and may be accessed by personnel of the Bank, its affiliates, or agents.
20.2 The Bank is authorised to provide any information or details relating to the Customer or the Customer's Account to service providers or agents as necessary to give effect to any instructions or triggers.

21. Liability and Indemnity for Alerts Facility

21.1 The Customer shall indemnify and keep the Bank free and harmless from and against all liabilities, losses, claims, and damages arising from negligence,

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fraud, collusion, or violation of these terms by the Customer or a third party, provided there is no gross negligence on the part of the Bank.

22. General Provisions

22.1 The Bank reserves the right to amend, modify, or supplement these Terms and Conditions at any time, and such changes will be communicated to the Customer by such means as the Bank may deem fit, including by posting on the Bank's website.

22.2 The continued use of NetBanking Services by the Customer after any such amendment shall constitute acceptance of the amended Terms and Conditions.

22.3 If any provision of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

22.4 The failure of the Bank to enforce any right or provision of these Terms and Conditions shall not constitute a waiver of such right or provision.

22.5 The Bank shall not be liable for any failure or delay in performing its obligations under these Terms and Conditions if such failure or delay is due to circumstances beyond its reasonable control, including but not limited to acts of God, war, riot, civil commotion, governmental action, any error in any software or hardware (if applicable) systems or interruption in telecommunication services ("Force Majure").

22.6 The Customer agrees that all records of the Bank relating to NetBanking transactions, including electronic records, shall be conclusive and binding on the Customer for all purposes.

22.7 The Customer shall not assign or transfer any of their rights or obligations under these Terms and Conditions without the prior written consent of the Bank.

22.8 The Bank may assign or transfer its rights and obligations under these Terms and Conditions to any affiliate or successor entity by providing notice to the Customer.

23. Personal Data Privacy and Processing

23.1 The Customer shall ensure that it complies with all applicable data protection laws in connection with the services provided under these Terms and Conditions. The Customer represents and warrants that it has obtained, and will maintain, all necessary approvals and consents from the Data Subject authorising the Bank to collect, use, store, and otherwise process any Personal Data as required to fulfil the Bank's obligations hereunder, in accordance with applicable data protection legislation including the Personal Data Protection Law. The Customer shall indemnify and hold the Bank harmless against any loss or liability arising from the Customer's failure to secure the required consents, approvals, or authorisations from the Data Subject or otherwise comply with its obligations under this clause.

23.2. The Bank shall process the Personal Data for the following purposes:

a. Provision of NetBanking Services, including but not limited to Account access, transaction processing, and customer support;
b. Compliance with legal and regulatory obligations, including anti-money laundering, counter-terrorism financing, and any orders issued by competent authorities;
c. Operational and administrative purposes, such as maintaining records, monitoring transactions, and ensuring the security and integrity of the Bank's systems;
d. Conducting customer profiling and suitability assessments as required by applicable regulations.
e. Any other related and incidental purposes.

23.3 The Customer represents and warrants that it has obtained, and will maintain, all necessary approvals and consents from the Data Subject authorising the Bank to disclose or transfer their Personal Data to third parties, whether within or outside the Kingdom of Bahrain, for the purposes described above, provided that such transfer is in accordance with the requirements of the Personal Data Protection Law. This may include disclosure to:

a. Service providers, agents, or sub-contractors engaged by the Bank for the provision of NetBanking or related services;
b. Regulatory authorities, law enforcement agencies, or other governmental bodies as required by law;
c. Any other party to whom the Bank is required or permitted to disclose Personal Data under applicable laws and regulations.

24. Instructions by Electronic Means

24.1 The Customer hereby requests and authorises the Bank to act upon and rely on any instructions or communications for any purpose, including but not limited to the operation of all Accounts or any other facilities or services provided by the Bank, which may from time to time be, or purport to be, given by telephone, facsimile, electronic mail, or any other form of electronic communication by the Customer (including such instructions or communications as may be, or purport to be, given by those authorised to operate the Customer's Account(s) with the Bank) ("Instructions").

24.2 The Customer acknowledges and accepts that there are inherent risks associated with transmitting Instructions to the Bank via telephone, facsimile, electronic mail, or any other form of electronic communication. The Customer agrees that all such risks shall be fully borne by the Customer, who assumes full responsibility for the same, and the Bank shall not be liable for any losses, damages, or expenses arising as a result of the Bank acting, or failing to act, wholly or in part, in accordance with such Instructions.

24.3 The Customer undertakes to confirm any telephonic Instructions by email or facsimile immediately after having given such Instructions and, in any event, within twenty-four (24) hours. In the event that such confirmation is not received within the stipulated period, the Bank shall be entitled (but not obliged) to reverse or not to act upon such telephonic Instructions.

24.4 In consideration of the Bank agreeing, subject to these Terms and Conditions, to act upon such Instructions, the Customer irrevocably agrees and undertakes as follows:

a. The Bank shall be entitled to act or refuse to act as it sees fit, without incurring any liability whatsoever to the Customer or any other person, upon any Instructions for any purpose which may from time to time be given or purported to be given by telephone, facsimile, electronic mail, or any other form of electronic communication by the Customer (including such Instructions as may be, or purport to be, given by those authorised to operate the Customer's Account(s) with the Bank).
b. The Bank shall not be required to verify the identity of the person giving any Instruction or to make any independent investigation of the authority of such person, or to verify the genuineness of any signature(s) which, in the Bank's opinion, appears to be that of the Customer or any person authorised by the Customer to operate the Account(s).
c. The Customer shall not make any claim against the Bank by reason of, or on account of, the Bank having so acted, or having acted wrongly or mistakenly,

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or by reason of the Bank's failure to act wholly or in part in accordance with any Instruction, except where such action, omission, or mistake is the direct result of the Bank's fraud or gross negligence

d. The Bank shall, as per the applicable laws and regulations, keep records of Instructions given or made by telephone, facsimile, electronic mail, or any other form of electronic communication in such form, as prescribed by the applicable laws and regulations.
e. The Bank shall be entitled to require any Instruction in any form to be authenticated by use of authentication details or tests as may be specified by the Bank from time to time, and the Customer shall ensure the secrecy and security of such authentication details and shall be solely responsible for any improper use thereof.
f. Notwithstanding the above, the Bank may, in its sole discretion, require confirmation of any Instruction in such form as the Bank may specify before acting upon the same.

24.5 The Customer acknowledges and agrees that the Bank's records of all Instructions and communications, whether in electronic, written, or any other form, shall be conclusive and binding evidence of the Customer's Instructions and dealings with the Bank, save in the case of manifest error.

25. FATCA/Foreign Tax Laws

25.1 The Customer acknowledges and agrees that, in accordance with applicable tax information sharing laws, including but not limited to the Foreign Account Tax Compliance Act (FATCA) and similar regulations, the Bank may be required to obtain additional personal, tax, and beneficial ownership information, certifications, and documentation from the Customer. Such information may be requested at the time of account opening or at any time thereafter. The Customer undertakes to provide all information and documentation as may be required by the Bank to comply with such laws and regulations.

25.2 In certain circumstances, including where the Bank does not receive a valid declaration or required information from the Customer, the Bank may be obliged to share information regarding the Customer's Accounts with relevant tax authorities or other institutions, such as withholding agents, for the purpose of ensuring appropriate withholding from the account or any proceeds in relation thereto. The Bank may also be required to withhold and pay out any sums from the Customer's Account or close or suspend the Customer's Account(s) as may be required by domestic or overseas regulators or tax authorities.

25.3 The Customer is responsible for ensuring that all information provided to the Bank is accurate and up to date, and must notify the Bank promptly, and in any event within thirty (30) days, of any change in such information. Neither the Bank nor any other member of the HDFC Group shall be responsible to the Customer or any third party for any loss incurred as a result of the Bank or any other member of the HDFC Group taking actions required under this clause.

26. Right of Lien

26.1 The Customer hereby grants and confirms the existence of the Bank's right of lien over all monies, securities, and other assets belonging to the Customer and lying or deposited with the Bank, whether held in the Customer's NetBanking accounts or otherwise, and whether singly or jointly with any other person(s), now or in future, in any capacity whatsoever.

26.2 The Bank may, at its sole discretion and as per the applicable law, exercise its right of lien to retain, hold, or sell such assets or apply the proceeds thereof towards the satisfaction of any or all liabilities, present or future, actual or contingent, primary or collateral, of the Customer to the Bank.

27. Right of Set-Off

27.1 The Customer hereby irrevocably authorises the Bank, at its sole discretion and without prior notice, to set off and apply any credit balance (whether matured or not) in any of the Customer's Accounts (including NetBanking accounts) with the Bank, whether held singly or jointly, towards the satisfaction of any or all liabilities or amounts due from the Customer to the Bank, whether such liabilities are actual or contingent, primary or collateral, and whether owed by the Customer alone or jointly with any other person(s).

27.2 The Bank's rights under this clause are in addition to, and without prejudice to, any other rights or remedies available to the Bank under law or contract.

27.3 Any and all amounts credited to the Customer's Account(s) while any loan or banking facility is current shall first be applied by the Bank to reduce any interest (including compound interest) payable until such interest is paid in full, and only thereafter to reduce the principal amount of such loan or facility.

28. Risks Associated with Foreign Currency Accounts

28.1 Customers should be aware that there are inherent risks associated with maintaining accounts denominated in foreign currencies. These risks include, but are not limited to, fluctuations in exchange rates and the availability of the relevant currency at the relevant branch. The Bank shall not be liable for any losses or damages arising from such risks, including any costs or expenses incurred due to international or domestic legal or regulatory restrictions.

28.2 Withdrawals or transactions involving foreign currency accounts are subject to the availability of the relevant currency at the relevant branch. Currency conversion from one currency to another shall be performed at the exchange rate determined by the Bank at its sole discretion. Customers are solely responsible for all risks and costs associated with foreign currency accounts.

29. Provisions for US Residents and Taxpayers

29.1 Customers who are residents or taxpayers of the United States of America ("USA") acknowledge that they are subject to the laws and regulations applicable in the USA, including but not limited to tax reporting and disclosure requirements. Such customers undertake to make all necessary filings and reports as required under the applicable laws of the USA or any other relevant jurisdiction in relation to their accounts and transactions with the Bank, including, if required, the Report of Foreign Bank and Financial Accounts (FBAR) to be submitted to the US Department of the Treasury.

29.2 The Bank may be required to disclose information pertaining to the customer's relationship with the Bank to the authorities of any applicable jurisdiction if required by law or order. Such disclosure shall not constitute a violation of any applicable banking secrecy laws or practices, and the customer expressly releases the Bank and its branches, affiliates, and officers from any liability arising from such disclosure.

29.3 It is the responsibility of US resident or taxpayer customers to ensure compliance with all relevant US laws and regulations. The Bank shall not be liable for any consequences arising from the customer's failure to comply with such requirements.

30. Death of Account Holder and Succession

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30.1 In the event of the death of an Account holder, the Bank shall immediately block the relevant Account(s) upon receiving notice of such death. The Bank shall not be under any obligation to release the monies or permit any operation of the Account(s) except upon the production of a legal heir certificate, probated will, and/or a court order issued in the Kingdom of Bahrain, and any other documents as the Bank may reasonably require.
30.2 For joint Accounts, the right to the Account balance or deposit proceeds does not automatically devolve upon the surviving Account holder(s). The Bank shall release the funds only upon satisfactory evidence and documentation as specified above.
30.3 Any documents issued outside the Kingdom of Bahrain must be either apostilled or finally legalised by the Ministry of Foreign Affairs in the Kingdom of Bahrain, unless otherwise agreed by the Bank. The Bank reserves the right to request any additional documents it may deem necessary for the purpose of releasing the monies in the Account(s).
30.4 The Bank may, at its sole discretion and without being under any obligation to do so, decline to effect any withdrawal from an Account (whether sole or joint) where a depositor has died, until the Bank has received evidence satisfactory to it as to the legal heirs, payment of estate duty, and any other matters as it may reasonably require.
30.5The Bank shall not be liable for any consequences arising from the blocking of the Account(s) or the refusal to release funds until all requirements under this clause have been fulfilled.

31. Minor Accounts and Guardianship
31.1The Bank may, at its discretion, permit the opening and operation of Accounts on behalf of a minor under the guardianship of the minor's father, paternal grandfather, or a person appointed as a guardian by a court of competent jurisdiction (the "Guardian"). The Guardian shall represent the minor in all permissible transactions and operations of the Account, including but not limited to access and use of NetBanking Services, until the minor attains majority.
31.2 The Guardian undertakes to ensure that the User Name and Password for NetBanking are not revealed to the minor and that all instructions and transactions through NetBanking in respect of the minor's Account are given solely by the Guardian.
31.3 Upon the minor attaining majority, the right of the Guardian to operate the Account and access NetBanking Services in respect of the Account shall cease. The Guardian shall immediately notify the Bank of the minor attaining majority, and the Bank may require the submission of such documents as it deems necessary to effect the change in Account status and NetBanking access.
31.4 The Guardian agrees to indemnify and hold the Bank harmless against any claims, losses, damages, or liabilities arising from any withdrawal, transaction, or operation made by the Guardian in the minor's Account, or from any breach of the obligations set out in this clause.
31.5 The Bank reserves the right to request any additional documentation or information it may reasonably require in relation to the operation of minor Accounts and the use of NetBanking Services in respect thereof.

32. Governing Law and Jurisdiction
32.1 These Terms and Conditions shall be governed by and construed in accordance with the laws of the Kingdom of Bahrain.
32.2 Any disputes arising out of or in connection with these Terms and Conditions shall be subject to the jurisdiction of the courts of the Kingdom of Bahrain.

33. Language
33.1 These Terms and Conditions are provided in English. If translated into any other language, the English version shall prevail in the event of any inconsistency.

34. Acceptance
By registering for and using the NetBanking Services, the Customer acknowledges that they have read, understood, and agreed to be bound by these Terms and Conditions, as amended from time to time.

Product Specific Terms and Conditions:

I. Terms and Conditions for Fund Transfer Payee Adding
This document sets out the terms and conditions (as may be amended from time to time) applicable to the process of adding a fund transfer payee ("Payee Adding") and the subsequent fund transfer services offered by HDFC Bank Limited, Bahrain Branch (hereinafter referred to as the "Bank"). These terms are to be read in conjunction with the NetBanking Terms and Conditions and are binding on all Customers availing of the Payee Adding and fund transfer services.

1. Definition and Scope
"Fund Transfer Payee Adding" refers to the process by which a Customer registers a new payee (beneficiary) within the NetBanking platform for the purpose of enabling subsequent fund transfers to that payee's account, either within HDFC Bank Bahrain Branch or with other banks.

2. Eligibility and Access
1. Only Customers who have successfully registered for NetBanking and whose Accounts are active and compliant with the Bank's KYC/AML requirements are eligible to add payees.
2. The service is available exclusively through the Bank's NetBanking platform and is subject to the Bank's verification and approval processes.

3. Payee Registration Process
1. The Customer must provide accurate and complete details of the payee, including but not limited to the payee's name, account number, bank name, branch, and SWIFT/BIC code (where applicable).
2. The Bank may require additional authentication or verification steps, such as One-Time Passwords (OTP), challenge questions, or other security measures, before a payee is successfully added.
3. The Bank reserves the right to reject or delay the addition of any payee at its sole discretion, without providing any reason, particularly if the Bank suspects fraudulent activity, non-compliance with regulatory requirements, or any breach of the Bank's internal policies.

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4. Customer Responsibilities

1. The Customer is solely responsible for ensuring the accuracy and completeness of the payee details provided. The Bank shall not be liable for any loss or delay arising from incorrect or incomplete information submitted by the Customer.
2. The Customer must not share their NetBanking credentials or authentication codes with any third party and must take all reasonable steps to prevent unauthorised access to their NetBanking account.

5. Security and Verification

1. The Bank may, at its discretion, impose additional security checks or require further documentation to verify the identity of the payee or the legitimacy of the relationship between the Customer and the payee.
2. The Bank may, at any time, suspend or remove a payee from the Customer's NetBanking profile if there is any suspicion of fraud, money laundering, or other financial crime, or if required by law or regulation.

6. Limits and Restrictions

1. The addition of payees is subject to limits on the number of payees that may be registered and the frequency of additions, as determined by the Bank from time to time.
2. The Bank may impose transaction limits for newly added payees, particularly for transfers to accounts outside HDFC Bank Bahrain Branch.

7. Liability and Indemnity

1. The Customer shall indemnify and hold the Bank harmless from any losses, claims, or damages arising from the addition of a payee, including but not limited to losses resulting from incorrect payee details, unauthorised access, or fraudulent activity.
2. The Bank's records of payee addition requests and approvals shall be conclusive and binding on the Customer.

8. Amendments and Termination

1. The Bank reserves the right to amend, suspend, or terminate the Fund Transfer Payee Adding service at any time, with or without notice, to the Customers.
2. The Customer may request the removal of a payee at any time through the NetBanking platform, subject to the Bank's verification and approval.

9. Governing Law

These terms and conditions shall be governed by and construed in accordance with the laws of the Kingdom of Bahrain, and any disputes shall be subject to the jurisdiction of the courts of the Kingdom of Bahrain.

10. Acceptance

By using the Fund Transfer Payee Adding service, the Customer acknowledges and agrees to be bound by these specific terms and conditions, in addition to the general NetBanking Terms and Conditions.

II. Terms and Conditions for Fund Transfer Initiation

This document sets out the terms and conditions (as may be amended from time to time) applicable to the initiation of fund transfers ("Fund Transfer Initiation") through HDFC Bank Limited, Bahrain Branch (hereinafter referred to as the "Bank"). These terms govern the process by which Customers instruct the Bank, via the NetBanking platform, to transfer funds from their Account to another eligible account, whether within HDFC Bank Bahrain Branch or with other banks, in accordance with the procedures and requirements established by the Bank. These terms are to be read in conjunction with the NetBanking Terms and Conditions and are binding on all Customers availing themselves of the Fund Transfer Initiation service.

1. Definition and Scope

"Fund Transfer Initiation" refers to the process by which a Customer instructs the Bank, via the NetBanking platform, to transfer funds from their Account to another account, either within HDFC Bank Bahrain Branch or with other banks, in accordance with the payee details registered and approved through the NetBanking system.

2. Eligibility and Access

1. Only Customers who have successfully registered for NetBanking, whose Accounts are active and compliant with the Bank's KYC/AML requirements, and who have completed the payee addition process, are eligible to initiate fund transfers.
2. The service is available exclusively through the Bank's NetBanking platform and is subject to the Bank's verification and approval processes.

3. Transaction Process

1. The Customer must select the registered payee and specify the transfer amount, currency, and any other required details as prompted by the NetBanking platform.
2. The Bank may require additional authentication or verification steps, such as One-Time Passwords (OTP), challenge questions, or other security measures, before processing the fund transfer.
3. All fund transfer instructions are subject to the Bank's processing timelines, cut-off times, and business day conventions. Requests received after the specified cut-off time or on non-Business Days will be processed on the next Business Day.

4. Limits and Restrictions

a. The Bank shall impose daily limits on the amount of funds that may be transferred by the Customer through NetBanking, as set out below:

1. For transfers to self-accounts within HDFC Bank Bahrain Branch, the per day limit shall be USD 25,000 or its equivalent in other currencies, calculated at the prevailing exchange rate on the date the transfer request is processed.
2. For transfers to self-accounts with other banks, the per day limit per added payee shall be:
   i) USD 5,000 or its equivalent in other currencies during the first 24 hours after the payee is added;
   ii) USD 50,000 or its equivalent in other currencies after 24 hours have elapsed since the payee was added.
   iii) The cumulative per day fund transfer limit per Customer ID shall not exceed:
3. USD 25,000 or its equivalent for self-accounts within HDFC Bank Bahrain Branch;
4. USD 50,000 or its equivalent for self-accounts with other banks.

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b. The term “equivalent” refers to the amount after conversion to USD at the prevailing exchange rate on the date the remittance request is processed by the Bank.
c. The Bank reserves the right to alter, reduce, or increase the per day fund transfer limits at any time, at its sole discretion, without prior notice to the Customer.
d. All fund transfer requests are subject to the Bank’s internal policies, including but not limited to anti-money laundering (AML) and know your customer (KYC) requirements. The Bank may reject or delay the processing of any fund transfer request if it appears fraudulent, non-compliant with regulatory requirements, or in breach of the Bank’s internal policies.
e. The Bank will endeavour to process transfer requests initiated on NetBanking within two (2) Business Days if such requests are received on or before 2:00 p.m. Bahrain time. Requests received after this cut-off time or on non-Business Days will be processed on the next Business Day.
f. The Customer acknowledges and agrees to comply with the above limits and conditions, and further agrees that the Bank’s records regarding the application of such limits shall be conclusive and binding except in case of manifest error.
g. NetBanking allows transfer of funds/remittances to self-account (within or outside the Bank) only. Third-party transfers are currently prohibited and the Bank may, at its sole discretion, allow this in future.

5. Currency and Exchange Rates

1. For cross-currency transfers, all currency conversions will be performed by the Bank at the prevailing exchange rate on the date the remittance request is processed.
2. The Customer acknowledges and accepts any risks associated with currency fluctuations and exchange rate differences.

6. Processing and Execution

1. The Bank will endeavour to process fund transfer requests within two Business Days if the request is received on or before 2pm Bahrain time.
2. The Bank is not responsible for any delay or non-execution of fund transfers due to incomplete or incorrect information provided by the Customer, insufficient funds, technical failures, or circumstances beyond the Bank’s control.
3. The Bank reserves the right to reject or not process any fund transfer request if it appears fraudulent, non-compliant with the Bank’s AML/KYC policy, or in breach of any applicable law or regulation.

7. Customer Responsibilities

1. The Customer is solely responsible for ensuring the accuracy and completeness of all information provided for the fund transfer, including payee details, amount, and currency.
2. The Customer must not share their NetBanking credentials or authentication codes with any third party and must take all reasonable steps to prevent unauthorised access to their NetBanking account.
3. The Customer must promptly notify the Bank in writing if they suspect any unauthorised transaction or security breach.

8. Liability and Indemnity

1. The Customer shall indemnify and hold the Bank harmless from any losses, claims, or damages arising from fund transfer instructions, including but not limited to losses resulting from incorrect information, unauthorised access, or fraudulent activity
2. The Bank’s records of fund transfer instructions and execution shall be conclusive and binding on the Customer.

9. Amendments and Termination

1. The Bank reserves the right to amend, suspend, or terminate the Fund Transfer Initiation service at any time, with or without notice, in accordance with the general NetBanking Terms and Conditions.
2. The Customer may request the cancellation of a fund transfer instruction only if the request is received by the Bank before the transfer has been processed. The Bank is not obliged to reverse or recall funds once a transfer has been executed.

10. Governing Law

These terms and conditions shall be governed by and construed in accordance with the laws of the Kingdom of Bahrain, and any disputes shall be subject to the jurisdiction of the courts of the Kingdom of Bahrain.

11. Acceptance

By using the Fund Transfer Initiation service, the Customer acknowledges and agrees to be bound by these specific terms and conditions, in addition to the general NetBanking Terms and Conditions.

III. Terms and Conditions for Term Deposit Services (HDFC Bank Limited, Bahrain Branch)

1. Scope and Applicability

These terms and conditions (as may be amended from time to time) apply to the booking, maintenance, and operation of term deposit accounts (“Term Deposit”) with HDFC Bank Limited, Bahrain Branch (hereinafter referred to as the “Bank”). These terms are to be read in conjunction with the NetBanking Terms and Conditions and are binding on all Customers availing themselves of the Term Deposit service through the Bank’s NetBanking platform.

2. Booking and Operation of Term Deposits

a. Term Deposits may be booked in such currencies and for such tenors as may be permitted by the Bank from time to time, subject to minimum and maximum deposit limits as specified by the Bank.
b. The Bank reserves the right to determine the eligibility criteria, permitted currencies, minimum and maximum deposit amounts, and available tenors for Term Deposits.
c. The interest rate applicable to each Term Deposit shall be as prescribed by the Bank at the time of booking and may vary for different currencies and tenors.
d. The Customer must provide clear and accurate instructions regarding the amount, currency, tenor, and maturity instructions at the time of booking the Term Deposit.
e. The Bank may, at its sole discretion, accept or reject any request for booking a Term Deposit without assigning any reason.

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f. Term Deposits through NetBanking may only be booked in USD, EUR, and GBP, with a minimum deposit amount of USD 5,000, EUR 5,000, and GBP 5,000, and a maximum deposit amount of USD 5 million, EUR 5 million, and GBP 5 million, or such other limits as may be prescribed by the Bank from time to time.

3. Interest, Maturity, and Renewal

a. Interest on Term Deposits will be calculated and paid in accordance with the Bank's prevailing policies and as specified at the time of booking.
b. Interest may be paid at maturity, periodically, or compounded, depending on the type of Term Deposit selected and as permitted by the Bank.
c. In the absence of specific maturity instructions provided by the Customer at least thirty. (30.) days prior to the maturity date, the Bank reserves the right to renew the Term Deposit (including accrued interest, if applicable) for the same tenor at the prevailing interest rate, or to credit the maturity proceeds to the Customer's designated account.
d. If the maturity date falls on a non-banking day, the Term Deposit shall be due for repayment on the next Business Day, with interest accrued only up to the original maturity date.
e. Maturity proceeds of Term Deposits will be credited only to the source call account in the same currency as the deposit. If the source account is unavailable, dormant, or in a different currency, the Customer must contact their relationship manager or the relevant branch for further instructions.

4. Premature Withdrawal and Partial Withdrawal

a. Premature withdrawal of Term Deposits is generally not permitted. The Bank may, at its sole discretion and in extraordinary circumstances, allow premature withdrawal of a Term Deposit (in full only; partial withdrawals are not permitted), subject to such terms, conditions, and charges as the Bank may determine.
b. In the event of premature withdrawal, the Bank may adjust the interest rate applicable for the period the deposit was actually held and may deduct any premature withdrawal charges as decided by the Bank. The amount returned to the Customer may be less than the principal amount in such cases.
c. The Bank's decision regarding the interest rate and charges applicable to premature withdrawal shall be final and binding.

5. Joint Deposits and Death of Account Holder

a. In the case of joint Term Deposits, the right to the deposit proceeds does not automatically devolve on the surviving Account holder(s) upon the death of one Account holder. The Bank shall release the proceeds only upon production of a legal heir certificate, probated will, and/or a court order issued in Bahrain, and any other documents as the Bank may require.
b. The Bank reserves the right to block the Term Deposit upon notification of the death of any Account holder until satisfactory evidence and documentation are provided.

6. Instructions and Communication

a. All instructions relating to Term Deposits, including booking, renewal, and maturity instructions, must be provided in writing or through the NetBanking platform, as per the Bank's prescribed procedures.
b. The Bank shall not be liable for any loss or delay arising from incomplete, inaccurate, or unclear instructions provided by the Customer.

7. Taxation and Regulatory Compliance

a. Applicable taxes, if any, will be deducted from the interest or principal at the time of payment, as per the laws and regulations in force.
b. The Customer is responsible for complying with all applicable laws, including tax and foreign exchange regulations, and for making any required disclosures or filings.

8. General Provisions

a. The Bank reserves the right to amend, modify, or supplement these terms and conditions at any time, and such changes will be communicated as deemed appropriate by the Bank.
b. The Bank's records regarding Term Deposit transactions shall be conclusive and binding on the Customer, save in the case of manifest error.

9. Governing Law and Jurisdiction

These terms and conditions shall be governed by and construed in accordance with the laws of the Kingdom of Bahrain. Any disputes arising out of or in connection with these terms shall be subject to the jurisdiction of the courts of the Kingdom of Bahrain.

☐ We have read and understood the terms and conditions relating to corporate net banking facility. We accept and agree to be bound by the said terms and conditions and any changes made to it from time to time.

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