



Terms & Conditions (IFIC AAMAR BANK)

IFIC Bank Limited

Last Updated on October 11, 2020



TERMS & CONDITIONS FOR IFIC AAMAR BANK

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

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

For the purpose of this document, "IFIC Aamar Bank" or "Online Banking/Mobile Banking" refers to the Digital Banking services provided by IFIC Bank Limited through internet such as balance enquiry, bill payment, fund transfer within the accounts of IFIC Bank Limited/Other banks etc. or other services as may be made available by IFIC Bank Limited from time to time.

"User", "he/she" and/or "his/her" means IFIC Bank Limited's account holder(s)/credit card holder registered to use Online Banking/Mobile Banking. "IFIC" means "We", "us", "IFIC Bank", "IFIC Bank Limited", 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 IFIC Tower, 61, Purana Paltan, Dhaka -1000; and its branches or its assigns in respect of which the service will be available.

1. APPLICATION FOR IFIC DIGITAL BANKING:

- 1.1. Singly operated account holders, Joint accountholders (operating in either or survivor mode), or proprietorship accountholders may apply for IFIC Aamar Bank. In case of Joint Accounts, transactions through IFIC Aamar Bank, shall be available if the mode of operation is indicated as 'either or survivor' or 'anyone or survivor'. The User desirous of using the IFIC Aamar Bank should either be the account holder and sole signatory or authorized to act independently in case of a joint account. For such joint accounts, User-ID and password for IFIC Aamar Bank will be issued against respective customer ID to the joint account holders as per mode of operations when requested. The other joint account holders shall expressly agree with the arrangement and give their consent on the application form for use of IFIC Aamar Bank. In case of joint accounts operated by more than one User, IFIC Bank shall act on the instruction received first and any subsequent instruction shall be neglected. All correspondence will be addressed to the first named person only. All transactions arising from the use of IFIC Aamar Bank in the joint account shall be binding on all the joint account holders, jointly and severally.
- 1.2. The User shall apply to IFIC branches in the prescribed form and must submit at his/her presence for use of IFIC Aamar Bank subject to the terms and conditions stated herein including any other terms and conditions as modified or inserted by IFIC Bank from time to time.
- 1.2 To perform IFIC Aamar Bank transactions, customer will be required to avail Mobile Token after activating Mobile Banking apps. Customer will have the option to select Mobile Token to perform IFIC Aamar Bank Transactions or he/she may choose none of these and in such cases where customers do not choose Mobile Token, customer shall avail OTP (One Time Password) in his registered mobile.
- 1.3 IFIC Bank at its sole discretion may accept or reject any such applications. Once the application is accepted by IFIC Bank, these Terms & Conditions shall form the contract and govern the relationship between the User and IFIC Bank in relation to use of IFIC Aamar Bank.
- 1.4 The User must need to use a unique mobile number for IFIC Aamar Bank enrollment. S/he can provide e-mail (If any) for digital banking purpose but e-mail is optional.

- 1.5 By applying for IFIC Aamar Bank 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 IFIC, these Terms and Conditions shall prevail with regard to IFIC Aamar Bank.

2 IFIC Aamar Bank USERS LOG IN ACCESS, PASSWORD & SECURITY PROCEDURES:

- 2.1. IFIC will provide the User with unique User Identification Number ("User ID") and a temporary Password in the first instance through SMS. The User(s) hereby authorizes and instructs IFIC to email him/her the User ID and Password relating to his/her access/log-in to the IFIC Aamar Bank Services to the email address given in the application at his/her own risk and responsibility. If customer does not have any e-mail account then if he loses his/her mobile phone, s/he will not receive any transaction alert until SIM replacement. IFIC shall not be liable and responsible for loss of his mobile number where the user will receive the User ID and Password and IFIC shall not be responsible and Liable for share of User ID and Password.
- 2.2. The User acknowledges that the system generated 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.
- 2.3. The 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's 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 IFIC Aamar Bank or for loss, misplacement or fraudulent use of the User ID and Password.
- 2.4. Two Factor Authentication (2FA) device is the device where Mobile Banking Application is installed, which generates a random OTP (One Time Password) that acts as a second level of authentication (depends on the authentication method). After registering for IFIC Aamar Bank, customer will need the 2FA Device to login to their IFIC Aamar Bank accounts for secured and successful transactions. In these particular and other associated documents we are referring 2FA Device as "Mobile Token". The User shall have to use the OTP generated by the Mobile Token from mobile banking to conduct his/her Digital Banking during that session. User will solely be responsible for bearing the security of his/her own Mobile Token and registered email. IFIC Bank Limited (IFIC) shall not be liable and responsible for any compromise or hacking of the Customer's computer, SMS or the Device through which the OTP (One Time Password) will be generated. Customers are requested to check back the precautionary notes shared below.
- 2.6. If the User gives or shares his/her User ID, Account Password or OTP to anyone or fails to safeguard its secrecy, he/she does so at his/her own risk because anyone with User ID and Password will have access to his/her accounts.
- 2.7. If the User's password is lost or stolen, or is known by another individual, user should change the password first but if failed he/she must notify IFIC through calling in Contact Center to deactivate the Online Banking/Mobile Banking account and submit a written

application at any nearest IFIC Service Outlet. IFIC upon receipt of the written request from the User shall at the earliest, stop the operation of the IFIC Amar Bank services of the

- 2.8. respective User account. *If the Bank receives any information verbally or in written form from anyone including the user, Bank may immediately suspend the services in good faith for the safety and security of the user.*
- 2.9. The User agrees and acknowledges that IFIC shall in no way be held responsible or liable if the User incurs any loss as a result of information disclosure to any third party by the user him/herself regarding his Account(s) or carrying the instruction of the User pursuant to the access of the Digital Banking and the User shall fully indemnify and hold harmless IFIC in respect of the same.
- 2.10. User hereby acknowledges and understands the inherent risk of using Internet and availing the Digital 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 IFIC Amar Bank Services unless such loss or damage is caused due to willful negligence of the Bank.

2.11. Transactions On Behalf Of Corporate Or Joint Customers

Corporate or joint customers acknowledge, that a person (whether the System Administrator, other users appointed by us on the instructions of such corporate or joint customers or by the System Administrator, if any, or any authorized or unauthorized third party) who provides the IFIC Password/PIN or the Security Number/s and/or the Mobile Token/PIN, as applicable, of a corporate customer or joint customers when using the IFIC Amar Bank channels (Online & Mobile) shall always be entitled to use the Channels (as if it were user who is using the Channels-Online & Mobile), even though we had not been separately notified of this. Furthermore, user understands and accepts that corporate customers are responsible, and joint customers are jointly and severally responsible, for all transactions carried out by the person providing the IFIC Password/PIN or the Security Number/s or the IFIC Mobile Token/PIN, as applicable.

User must observe any user instructions that we may notify him/her from time to time. In future, the user instructions may change. If this happens, we will inform user accordingly, as stated herein, and user must observe any new user instructions that we inform user about.

- 2.12. User needs to call 16255 to reset password, lock or change account to non-transactional mode of IFIC Amar Bank status. Nonresident User needs to call +880 9666716255.

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 IFIC Amar Bank.
- 3.2. IFIC shall not be held responsible if the IFIC Amar Bank 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.

- 3.3. For Mobile Token, A smart phone and mobile banking app is required to get OTP (One Time Password).

4. CHARGES:

Charges can be applied by the Bank in relation to payments inwards or outwards in accordance with the Bank's Tariff of Charges,

- 4.1 IFIC shall initially provide the IFIC Amar Bank at free of cost.
- 4.2 In case of Lost / Physically Mobile Banking app enabled phone, please unlink the Mobile Banking app from online channel or call our 24hour Call Center 16255. For overseas callers call at +880 9666716255 and request for permanent deactivation/unlink of Mobile Banking App.
- 4.3 However, IFIC reserves the right to change and recover from the User(s) service charges, as may be fixed by IFIC from time to time. The User hereby authorizes IFIC Bank to recover the service charge by debiting one of the Accounts of the User or by sending a bill to the User who will be liable to make the payment within the specified period. Failure to do so shall result in recovery of the service charge by IFIC Bank in a manner as IFIC Bank may deem fit along with such interest, if any, and/or suspension of the facility of IFIC Amar Bank without any liability to IFIC Bank.
- 4.4 If User would like to effect a Priority Payment, which is a payment which reaches the beneficiary on the same day that his/her instructions are processed.
- 4.5 If his/her instructions to effect a payment are Non-Automated, that is user instruct them to us in a non-electronic format, e.g. by completing the Bank's payment order form or by sending instructions through e-mail or fax (where applicable).
- 4.6 If the payment user request or receive requires manual intervention on the part of the Bank and is therefore considered as being a Non-Straight through processing payment e.g. where user does not provide the Bank with the correct routing number (as and if applicable).
- 4.7 If user asks us to enquire why a payment he/she instructed has not reached the intended beneficiary or any other enquiry regarding payments instructed by user.

5. CANCELLING OR CHANGING A PAYMENT INSTRUCTION

- 5.1. If user asks us to make a payment immediately, we cannot change it or cancel the payment instruction because we start processing it when we receive it. User can cancel a direct debit standing order and any other payment which user asked us to make on a future date as long as user tell us by the end of our office business hours of the Business Day before the payment is due to be made. For the purpose of this clause, Business Day shall mean Sunday to Thursday excluding Public Holidays and Bank Holidays.
- 5.2. If user asks us to cancel a payment instruction, we may charge user our costs, for trying to cancel it, whether or not we succeed, in accordance with the Bank's Tariff of Charges as mentioned in Schedule of Charges. There may also be third party bank charges related to fund transfer, credit card payment, e-commerce etc., in which case, these will also be charged by us.

6. UNAUTHORIZED/ FRAUDULENT ACTIVITIES:

- 6.1. Upon obtaining User ID and Password, User is requested to check the list of his/her accounts with IFIC. If any of User account is missing, IFIC must be informed immediately. If other customer's account (account and/or credit card) is linked to User's ID, IFIC must be informed also. Do not access it or do not perform any transaction on that account. Such activity, if done, will be treated as fraudulent activity.
- 6.2. If User believes unauthorized transactions are being made with his/her account, he/she should change the Password immediately and notify IFIC.
- 6.3. 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 IFIC in writing. Bank's only responsibility would be to use its best efforts to prevent such unauthorized transaction(s) if none had already been made.
- 6.4. The Bank will not be responsible for any transaction in case of Joint Account Holders (operating in either or survivor mode), where a transaction made by one account holder is not in agreement with the other joint account holder.

7. ON-LINE FUND TRANSFER

- 7.1. User shall be responsible for all "fund transfer" transactions. Fund Transfer can be made from User account to another account held with IFIC and other banks.
- 7.2. EFT/RTGS/NPSB Disclaimer:
 - 7.2.1. Beneficiary banks/branches should be capable to process RTGS/EFTN/NPSB transaction.
 - 7.2.2. BEFTN (Regular Transfer): Transactions processed before 11.30 AM will be processed same day and Transaction processed after 11.30 & before 4.00Pm will be credited by next working day. Transaction limit for BEFT any amount up to 5 lacs.
 - 7.2.3. RTGS (Instant Transfer): Transactions processed from 10:30 AM to 03:00 PM within working day. The amount must be between 1 lac to 5 lacs.
 - 7.2.4. NPSB (Instant Transfer): Transfer can be processed anytime.
 - 7.2.5. Any Transfer submitted after cut off time or on Friday/ Saturday/ Public holiday will be processed on next working day.
 - 7.2.6. Per transaction charge for RTGS transfer is BDT 100 including 15% VAT as instructed by Bangladesh Bank.
 - 7.2.7. Card Transfer limit through NPSB/Qcash channel is BDT 2 lacs in 5 transactions per day and maximum BDT 50 thousand per transaction.
 - 7.2.8. Credit card transfer limit: 50% of BDT limit or available cash limit whichever is lower.
 - 7.2.9. Processing fee: 1% or BDT 150 (Whichever is higher) +VAT will be applicable for Credit card to Account/Card Transfer.
 - 7.2.10. For any losses due to unauthorized EFT/RTGS/NPSB transaction, the originator/payer must notify in writing to IFIC Bank within 7 days from the date of issuance of the statement of account.
 - 7.2.11. IFIC Bank will not be liable for any Electronic Fund Transfer (EFT)/Real Time Gross

Settlement (RTGS)/National Payment Switch Bangladesh (NPSB) request rejected by system for the mistake/noncompliance of BEFTN/RTGS/NPSB rules by the originator.

7.2.12. Originator will bear/accept in case the execution of any EFT/RTGS/NPSB request is delayed due to unavoidable system malfunction or some other technical issues.

7.2.13. IFIC Bank will not be liable for any wrong credit to destination Bank account executed based on the data input (i.e. A/C No, amount, routing number etc.) of the originator.

7.2.14. IFIC Bank will not be liable for any delay by the concern bank to credit beneficiary A/c and the same is also applicable for the reversals.

7.2.15. IFIC Bank shall have the right to reject any NPSB/EFT/RTGS entry if not fully complied with requirements of NPSB/EFT/RTGS transaction and the originator is in default, including but not limited to the requirement, to maintain an adequate account balance or line of credit.

7.2.16. IFIC Bank Limited shall not be held liable for any financial loss, if any, sustain by the customer, due to system related complications during the period of transaction.

7.2.17. IFIC Bank will not reinitiate any returned entries automatically, but the originator may reinitiate, if necessary, any returned entry at their discretion following the same NPSB/BEFTN/RTGS process.

7.2.18. IFIC Bank may add or modify the standard terms of conditions, (if needed).

8. EXCHANGE RATES:

When payments to IFIC Credit card, from user's Account are in a currency which is different from that of the Account, the Bank will apply the Bank's standard official spot buying or selling rate at the time the payment is processed by the Bank.

9. MAINTENANCE OF SUFFICIENT FUND:

9.1. The User shall ensure that there are sufficient funds in his/her account for transactions through the Digital Banking. All instructions of the User shall be carried out subject to sufficient fund in the respective accounts.

9.2. IFIC shall not be liable for any consequences arising out of its failure to carry out the instructions due to inadequacy of funds.

9.3. Overdrawn balances

User agrees not to use the IFIC Aamar Bank in any way that would create unauthorized borrowing on any of his/her Accounts. User may only incur borrowing with our prior written consent. If user does create unauthorized borrowing, we may debit any interest and charges payable. IFIC Bank will not be obliged to act on any withdrawal instruction from user if sufficient funds, including overdraft lines of credit, are not available in the Account designated. IFIC Bank reserves the right to apply charges when Accounts are overdrawn without our prior authorization, as per Tariff of Charges.

10. ANTI MONEY LAUNDERING AND COMBAT FINANCING OF TERRORISM:

10.1. User should agree and confirm that he/she will not use this IFIC Aamar Bank facility for money laundering, terrorist financing, illegal, unlawful purpose etc.

- 10.2. User shall fully comply with the laws related to the money laundering & terrorist financing and shall not use the Digital Banking services for any terrorism, proliferation financing or anti-state activities.
- 10.3. IFIC reserves the right to request explanation from the User regarding any matter pertaining to Money Laundering Prevention Act and Anti-Terrorism Act of the country.

11. PROPRIETARY RIGHTS:

- 11.1. The User acknowledges that the software underlying the IFIC Aamar Bank as well as other Internet related software which are required for accessing IFIC Aamar Bank are the legal property of the respective vendors or IFIC as the case may be.
- 11.2. The permission given by IFIC to access IFIC Aamar Bank will not convey any proprietary or ownership rights in such software.
- 11.3. The User shall not attempt to modify, translate, disassemble, decompile or reverse engineer the software underlying IFIC Aamar Bank or create any derivative product based on the software.
- 11.4. User shall keep all information whether of the User, IFIC or any other third party/customer derived from the IFIC Aamar Bank strictly confidential and shall not disclose to any third party without prior written consent of IFIC.

12. LIABILITY

We will endeavor to give a complete service at all times. However, to the fullest extent permitted by law, and except to the extent that loss or damage is caused directly by our gross negligence or willful misconduct and subject to the following paragraph and to the clauses under the heading Security Notice below, we shall not be liable to user for any loss or damage that user may suffer as a result of his/her use of the Channels. In particular, but without limiting the generality of the foregoing, we will not be liable for the delay in performing or failure to perform our obligations hereunder if the delay or failure results from:

GOVERNING LAW:

- 12.1. These Terms and/or the operations in the Accounts of the User shall be governed by the existing Laws of Bangladesh, in force.
- 12.2. IFIC may, in its absolute discretion, commence any legal action or proceedings arising out of breach or violation of any of the Terms for IFIC Aamar Bank in any other court, tribunal or other appropriate forum irrespective of the place from where the User access the Digital Banking Services, and the User hereby consents to that jurisdiction.
- 12.3. Any provision of the Terms for IFIC Aamar Bank which is prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective to the extent of prohibition or unenforceability but shall not invalidate the remaining provisions of the Terms or affect such provision in any other jurisdiction.

FORCE MAJEURE:

- 12.4. If for any reason beyond its control including but not limited to system error, network problem, strikes, labor disputes, accidents, governments requisition, restrictions or regulations on travel, hospital operation, political disturbances, acts of war, acts of God, which may hamper to provide regular and normal service and unable to perform its

obligations under this agreement, that case IFIC shall not be responsible anymore.

We shall not be liable for any direct or indirect loss of profit, goodwill, business or anticipated savings nor for any indirect or consequential loss or damage.

We shall not be liable for any losses resulting from third party services, equipment, software, hardware or any other component, outside our reasonable control (including, but not limited

to, fixed line/mobile telephony and Internet-based services and equipment, other service providers' services and equipment, software, browsers and computer components and systems and third party web sites, whether or not user access such web sites through the Site or the Channels), whether such services, equipment, software, hardware or any other component are used by user to access and/or use the Site or the Channels or used by us in order to comply with his/her instructions.

We reserve the right to modify, suspend or discontinue, temporarily or permanently, the use of the Channels or any part thereof, with or without notice, during downtime (i.e. during such times, whether scheduled or unscheduled, when our systems, whether in whole or in part, are shut down for maintenance purposes). User agree that we shall not be liable to user or to any third party for any such modification, suspension or discontinuance of the use of the Channels or any part thereof.

13. CHANGES OF TERMS:

IFIC shall have the absolute discretion to amend, repeal or add any of the Terms at any time and shall attempt to communicate such change(s) wherever feasible by any possible means. By using any new services as may be introduced by IFIC, the User shall be deemed to have accepted the changed Terms.

14. Non-Transferability: The grant of Digital Banking to a User is not transferable under any circumstance and shall be used only by the User.

15. Applicability to Future Accounts: IFIC Bank and the User agree that if the User opens further Accounts with/subscribes to any of the products/services of IFIC Bank, and IFIC Bank extends the DB to such Accounts or products or services and the User opts for use thereof, then the Terms shall automatically apply to such further use of the DB by the User.

16. Right of set-off and Lien: IFIC Bank shall have the right of set-off and lien, irrespective of any other lien or charge, present as well as future, on the deposits held in the Account(s) or in any other account, whether in single name or joint name(s), to the extent of all outstanding dues, whatsoever, arising as a result of the Digital Bank extended to and/ or used by the User.

17. REFUSAL OR TERMINATION OF INSTRUCTIONS

User's instruction to effect a payment may be refused or terminated by us for a valid reason, including:

- a. If user does not have available funds to make the payment or user has exceeded a limit we have applied to his/her Account or card; or
- b. The payment instruction is invalid, not clear or user has not provided us with the correct details and information; or
- c. There is a legal requirement or court or other authority that tells us to act that way; or

- d. The payment seems unusual compared with the way user normally use his/her Account; or
- e. We reasonably believe user or someone else has used or is using or obtaining, or may use or obtain a service or money illegally or fraudulently; or
- f. For any other reason which may be separately set out in this Information or in any other Terms and Conditions regulating the Account or any other Bank product or service.

In such case, IFIC bank shall have no liability to user if user suffers loss as a result of our refusal or termination in these circumstances and, in addition, user shall be liable for the damages caused by us, if any.

Unless the law prevents us from doing so, IFIC Bank will try to contact user by telephone or through any other available and appropriate means to tell user that we are refusing to act on his/her payment instruction or that we are terminating his/her instruction, including (where possible) the reasons for the refusal or the termination. We will do this at the earliest opportunity but in any case by the time the payment should have reached the bank user asked us to make the payment to.

18. TERMINATION ON DIGITAL BANKING:

This Agreement is for an indefinite term. However, IFIC Bank may terminate this agreement or cancel or suspend the use of the IFIC Aamar Bank at any time by giving user One (1) months' notice in writing or such other shorter notice period as may be allowed by law, except where the Channels or the Account have been or are likely to be misused or in the event of any other serious reason including breach or possible breach by user of these Terms and Conditions, in which case, termination, cancellation or suspension will be immediate.

In addition, the Bank may, at any time suspend the use of the Channels for any objectively justified reasons including, without prejudice to the generality of the foregoing, user's security and that of the Channels, the suspicion of unauthorized or fraudulent use of the Channels, or a breach or a possible breach by user of the Terms and Conditions. In such cases, where possible, the Bank will inform user beforehand of the suspension and the reasons for the suspension and at the latest immediately thereafter, unless giving such information would compromise objectively justified security reasons or is prohibited at law. The Bank will inform user by his/her register contact number or by any available or appropriate means.

Reactivation of a Channel which has been suspended by the Bank on account of a breach by user of these Terms and Conditions is subject to a charge as per Schedule of Charges.

The User may request for termination of the IFIC Aamar Bank to IFIC branches at any time by giving a written notice at his/her presence allowing 7 days times. The termination shall take effect on the completion of the fifteenth day. However, the User shall always be held liable for all accrued obligation or instruction given before or on the effective date of termination.

Termination of this Agreement will not affect any rights or obligations of either of us. Upon termination, user will be required to immediately pay to us any outstanding fees or charges due.

In addition, unless otherwise agreed, on termination of access to or use of the Channels, for any reason, any and all instructions made by user through the Channels, save for the following, shall be automatically terminated and shall not be executed by us. The instructions which shall not be automatically terminated and which shall be executed by us are:

- ✓ Cheque book Request

- ✓ Stop Cheque
- ✓ Positive Instructions
- ✓ Order Bank Certificates
- ✓ Card Replacement Request
- ✓ Set a Standing Order
- ✓ Bill Payments

Furthermore, unless otherwise agreed, if user cease to have an Account with us, for any reason, any and all instructions made by user through the Channels and the use by himself/herself of the Channels shall be automatically terminated and shall not be executed by us.

19. BREACH OF TERMS & CONDITIONS:

User must compensate for any loss that occurs as a result of his/her breaching any term of these agreements.

PRECAUTIONARY NOTE:

In order to prevent unauthorized transaction through IFIC Amar Bank, Users are advised to strictly maintain the following:

1. The User ID and Password should not be written anywhere accessible to third party even if it his/her family members.
2. User should make sure that no one is physically watching the password(s) when he/she is Logging in.
3. It is important to remember to click 'Log out' after completing his/her IFIC Amar Bank session.
4. User should not leave his/her PC unattended while logged in to the Digital Banking system and the browser running with a valid User ID and Password cached as in such case anyone can gain access to the account
5. User should not choose Save Password options for any Auto Form fillers at any Public PC or the PC which is not owned by him/her.
6. Avoid using Digital Banking services at any public network (e.g.: Cyber Café, Public WIFI), Otherwise IFIC is not liable for any incident of System Hack, Intrusions, Account Hack or System infection of Malwares or Virus occur.

7. Equipment Specification

User will be responsible for the supply and maintenance of his/her computer system, telephones, whether mobile or fixed, and any other equipment and for ensuring their compatibility with our equipment and the equipment of any third party service provider at all times.

I/We hereby acknowledge that I/we have read and understand the terms and conditions for Digital Banking and the risk involved in IFIC Amar Bank operation and further declare and affirm that by signing below, I/we apply for the IFIC Bank Limited IFIC Amar Bank subject to the aforesaid terms and conditions.

If you need help with the log in process of IFIC Amar Bank or have technical questions, please call IFIC Bank 24-hour Call Center: 16255 (from Overseas +880 9666716255)

Digital Banking Support can be reached via e-mail at digitalbanking@ificbankbd.com

Definitions

In these terms and conditions, the words in bold below have the following meanings:

1. **Account(s):** means all current, saving and Loan accounts opened by the Bank in your name and includes all money or balances therein, all accrued and accruing interests and all related rights. Unless specified otherwise, reference to "Account" includes both your Current and Savings accounts. An Account with the Bank may only be held by an individual who is acting in his own name. Each Account is identified by its respective IBAN and will be associated with a person that opens a new Account.
2. **Agreement:** means the terms and conditions contained in this document and its Schedules and/or Sections.
3. **Bank:** International Finance Investment and Commerce Bank Limited (IFIC Bank) is a banking company incorporated in the People's Republic of Bangladesh with limited liability. It was set up at the instance of the Government in 1976 as a joint venture between the Government of Bangladesh and sponsors in the private sector with the objective of working as a finance company within the country and setting up joint venture banks/financial institutions abroad. In 1983 when the Government allowed banks in the private sector, IFIC was converted into a full-fledged commercial bank. The Government of the People's Republic of Bangladesh now holds 32.75% of the share capital of the Bank. Directors and Sponsors having vast experience in the field of trade and commerce own 11.31% of the share capital and the rest is held by the general public.
4. **Bank's Customer Support Centre:** the Bank's support service center that can be reached through the message center on the Website or the IFIC Mobile App, If you need help with the log in process of IFIC Aamar Bank or have technical questions, please call IFIC Bank 24-hour Call Center: 16255 (from Overseas +880 9666716255)
5. **Business Day:** any day other than Friday, Saturdays, or national holidays applicable for settlement currencies.
6. **Card or Cards:** the IFIC Card, as well as any other cards which may be issued by the Bank for the duration of this business relationship.
7. **Cardholder:** a person who has been issued with a Card by the Bank.
8. **Currency:** a system of money in general use in a particular country.
9. **Customer:** means (i) the person who now or hereafter is an Account holder or has an interest therein; and (ii) the person who now or hereafter subscribes to services or products offered by the Bank.
10. **Deposit:** to transfer funds into the Account(s).
11. **Evidence of your identity:** a clear and legible copy of a valid, unexpired, government-issued document containing photographic evidence of identity, specifically either your:
 - (i) National identity card (copy of front and back) or local equivalent, and/or
 - (ii) Passport (copy of photo and details).
12. **IFIC Current Account:** the interest free account you hold with the Bank, as set out further in the specific product description.
13. **IFIC Debit Card:** the Debit Card issued by the Bank to its customers for whom it has opened an account;
14. **IFIC Mobile App:** the software that you can install on your own mobile device through which you can:
 - i. Manage your IFIC Card;
 - ii. Check your balances and available funds;
 - iii. View your recent transactions;
 - iv. Transfer money between your accounts or to third parties' accounts;
 - v. Apply for a range of services being offered by the Bank.

15. **IFIC Savings Account:** the savings account you hold with us, and from which money can be withdrawn immediately, subject to Bank's approval.
16. **IFIC Fixed Term Deposit:** the fixed term deposit which you have opened and fixed with the Bank for a defined period as may be established by the Bank from time to time. The **IFIC** Fixed Term Deposit will be linked to a determined Savings Account.
17. **Frequently Asked Questions, FAQ:** means the document issued by the Bank in question and answer format that introduces customers to the Bank service or answers common questions. Please, to read **IFIC** Bank's FAQ go to the website <https://www.ificbankbd.com/customer-support>
18. **Identification Documents:** documents which the Bank can rely on as evidence of your identity and/or permanent residential address, access to which can be required as part of your account opening documentation or at any stage of the business relationship with the Bank;
19. **Office hours: between 1000 hours to 1800 hours on a Business Day.**
20. **Online Account:** the secure area within the **IFIC** Mobile App, which gives you access to your Profile and the different services offered by the Bank.
21. **Online Transactions Summary:** a list showing details of all transactions (including withdrawals, incoming payments, outgoing payments and interest paid, if applicable) on the Accounts. This can be accessed through your Online Account.
22. **Opening Deposit:** the first payment you make into the Savings/Current Account(s).
23. **Opening Hours:** the Bank's Customer Support Centre is currently open twenty-four hours a day, seven days a week. Opening Hours may change from time to time as notified on the Bank's Website.
24. **Password:** the secure string of characters that must be supplied by you in order to gain full or partial access to your Online Account.
25. **Personal Data:** the personal data of the Customer as defined under the Bank's Privacy Policy.
26. **Pin code:** the six-digit sequence of numbers used as a secret key for accessing your Online Account, when used in related with your User ID.
27. **Profile:** Your Accounts and transaction details as a Bank customer.
28. **Real time:** immediate processing.
29. **Savings Goal (comport zone):** is a Savings Account on which the Customer can manage his/her savings.
30. **Security Details:** your password, User ID and Pin code.
31. **Service:** the online banking service we agree to provide to you under this agreement from time to time.
32. **Statement:** a formal record listing all the transactions on your Account for a pre-determined or selected time-period, including withdrawals, deposits, interest earned on your Account (if applicable), deposits of a IFIC Fixed Term Deposit on maturity, withholding tax deductions on interest earned (if applicable) and other account activity as may be applicable.
33. **User ID:** the unique identifier enabling you to gain access to your Online Account.
34. **We, us, our:** IFIC Bank or the Bank, as defined above.
35. **Website:** the commercial Banking website, currently www.ificbank.com.bd (or any other URL as we may notify to you from time to time)
36. **You, your, yours** means (i) the person who now or hereafter is an Account holder or has an interest therein; and (ii) the person who now or hereafter subscribes to services or products offered by the Bank.
37. **Withdrawal:** to transfer funds out of an Account. Moreover, in all cases of transfers, unless otherwise agreed, if the Account to be debited is a credit card account, the transfer shall be subject to the charge, if any, applicable for cash advances (please refer to the terms and conditions of your credit card)