

C. Nominee Information

I/We, nominate the following person(s) to receive/draw the balance held in my/our account after my/our death. I/We reserve the right to cancel or change this nomination at any time. I/We hereby accord my/our consent that the bank shall not be liable in any manner whatsoever to make payment as per my/our instruction.

Name of the Nominee										
Address										
Percentage										
Relationship with A/C Holder										
Date of Birth	D	D	M	M	Y	Y	Y	Y		
Identity Document	<input type="checkbox"/> NID <input type="checkbox"/> Passport <input type="checkbox"/> Birth Certificate <input type="checkbox"/> Driving License <input type="checkbox"/> Employee ID <input type="checkbox"/> Student ID									
Identity Document Number										

Nominee Photo

If the nominee remains minor during settlement of the deposit amount after my/our death, I/We hereby authorize the following person to receive/draw the amount as per Bank Company Act, 1991 section 103(2),

Name of Authorized Person					Relationship with Nominee		
Permanent Address							
Identity Document	<input type="checkbox"/> NID <input type="checkbox"/> Passport <input type="checkbox"/> Birth Certificate <input type="checkbox"/> Driving License <input type="checkbox"/> Employee ID <input type="checkbox"/> Student ID						
Identity Document Number							
FATCA Declaration	Are you a US resident?	Y	N	Do you hold a US Permanent Resident Green Card?	Y	N	
	Are you a US citizen?	Y	N	Do you have a US residence address?	Y	N	
	Do you have a US correspondence address or a US telephone number?					Y	N
	US Social Security Number						

Hereby confirm the information provided above is true, accurate & complete. Subject to applicable laws, I hereby give consent to IFIC Bank PLC or any of its affiliates (including branches) (collectively 'The Bank') to share my information with domestic or overseas regulators, or tax authorities or other concerned authorities where necessary to establish my tax liability in any jurisdiction. Where required by domestic or overseas regulator or tax authorities, I consent and agree that the bank may withhold, and pay out, from my account(s) such amounts as may be required according to applicable laws, regulations, agreements with regulators or authorities and directives. I agree and undertake to notify the bank within 30 calendar days if there is a change in any information which have been provided to the bank.

D. Declaration & Signature

I/We am/are hereby declaring that, the above information is true. I/We are ready to provide further Information/documents as per requirement of IFIC Bank PLC.

Signature Admitted/Verified By Bank Official Account No. : _____ Mode of Account Operation : <input type="checkbox"/> Singly <input type="checkbox"/> Jointly <input type="checkbox"/> Either/Survivor <input type="checkbox"/> Anyone <input type="checkbox"/> Others (If no. of Account Holders is more than two) : _____ Branch Code : 9100 Signature : _____ Name : _____ EID : _____ PA No. : _____	1st Applicant signature <div style="border: 1px solid black; height: 150px; margin: 5px;"> Please affix here recent Passport Size Photograph </div> <div style="border: 1px solid black; width: 100%; height: 30px; margin: 5px; text-align: center;">Signature</div> <div style="border: 1px solid black; width: 100%; height: 30px; margin: 5px; text-align: center;">Signature</div>	2nd Applicant signature <div style="border: 1px solid black; height: 150px; margin: 5px;"> Please affix here recent Passport Size Photograph </div> <div style="border: 1px solid black; width: 100%; height: 30px; margin: 5px; text-align: center;">Signature</div> <div style="border: 1px solid black; width: 100%; height: 30px; margin: 5px; text-align: center;">Signature</div>	3rd Applicant signature <div style="border: 1px solid black; height: 150px; margin: 5px;"> Please affix here recent Passport Size Photograph </div> <div style="border: 1px solid black; width: 100%; height: 30px; margin: 5px; text-align: center;">Signature</div> <div style="border: 1px solid black; width: 100%; height: 30px; margin: 5px; text-align: center;">Signature</div>
	Name :	Name :	Name :
	Customer ID :	Customer ID :	Customer ID :
	Mobile No :	Mobile No :	Mobile No :

E. For Bank (Branch/Uposhakha) Use Only

Industry Scale ID		WLC Checked	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes,	<input type="checkbox"/> WLC False Positive <input type="checkbox"/> WLC Positive
Account Marketed By	<input type="checkbox"/> Bank Official <input type="checkbox"/> By DSA <input type="checkbox"/> N/A			Sector Code	
Name of Account Marketing Official/ DSA				Employee ID/ DSA Code	
Account Opening Officer <div style="border: 1px solid black; width: 100%; height: 30px; text-align: center;">Signature</div>			Account Approving Officer <div style="border: 1px solid black; width: 100%; height: 30px; text-align: center;">Signature</div>		
Name :	Name :		Name :		
EID :	EID :		EID :		
Date :	Date :		Date :		

KYC PROFILE FORM (Individual)

Confidential & To be filled by Bank Only

Date	D	D	M	M	Y	Y	Y	Y				
Customer ID												
Account Number								-				
Name of Account												
Type of Account	<input type="checkbox"/> Mudaraba Savings <input type="checkbox"/> AI- Wadeeah Current <input type="checkbox"/> Others (please specify) _____											
Purpose of Account Opening	<input type="checkbox"/> Personal Account Transaction <input type="checkbox"/> Investment/Deposit Scheme Payment <input type="checkbox"/> Foreign Remittance <input type="checkbox"/> Investment <input type="checkbox"/> Salary <input type="checkbox"/> Savings <input type="checkbox"/> Others (please specify) _____											
Profession (Details)								Monthly Probable Income				
Source of fund(s) in details								Document(s) collected against source of fund				
Collected document(s) verified	<input type="checkbox"/> Yes <input type="checkbox"/> No		Has Actual Beneficial Owner been selected? <small>(If Yes, fill up the Beneficial Owner form for each of the beneficial owner.)</small>					<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable				
Politically Exposed Persons (PEPs)/ Influential Persons (IPs): <small>(Head of international organizations or higher-level officials and their family members or close associates) [According to BFIU Circular]</small>	<input type="checkbox"/> Yes <input type="checkbox"/> No		If Answer is Yes,									
			Obtained approval from Senior Management?							<input type="checkbox"/> Yes <input type="checkbox"/> No		
			Face to Face interview with the Customer?							<input type="checkbox"/> Yes <input type="checkbox"/> No		
The name of customer is listed or related to person or entity under relevant laws, regulations and circulars in the light of different UN security Council Resolutions on suspicion of involvement in the financing of terrorism and the spread of weapons of mass destruction and listed under the Government of Bangladesh to the list of persons or entities/organization banned, is found matched (personally or under entity)?											<input type="checkbox"/> Yes <input type="checkbox"/> No	

If the Answer, yes, disclose the details of action taken _____

Has the present address of the account holder been verified?	<input type="checkbox"/> Yes	How it is verified?	<input type="checkbox"/> Electronic Verification	<input type="checkbox"/> Physical Document Verification	<input type="checkbox"/> Validated by Introducer
Has the permanent address of the Account Holder(s) been verified?	<input type="checkbox"/> Yes	How it is verified?	<input type="checkbox"/> Electronic Verification	<input type="checkbox"/> Physical Document Verification	<input type="checkbox"/> Validated by Introducer
Has the contact/ mailing address of the account holder been verified?	<input type="checkbox"/> Yes	How it is verified?	<input type="checkbox"/> Electronic Verification	<input type="checkbox"/> Physical Document Verification	<input type="checkbox"/> Validated by Introducer
Name of Address Verifying Officer				Employee ID	
Reason for opening of Account of Non-residents and Foreigners				Type of VISA	<input type="checkbox"/> Resident <input type="checkbox"/> Work <input type="checkbox"/> Other _____
Have work permit letter & permission letter been obtained from competent authority in case of account opening of a work permit holder?	<input type="checkbox"/> Yes <input type="checkbox"/> No	*Copy of Passport for non-resident Bangladeshi & Passport copy with VISA for foreigner must be obtained		Validity till	

Customer Identification

Sl. No.	KYC Supporting Document Number (Where Applicable)	Photocopy Obtained?		Document Verified?	
a.	National ID Number	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
b.	Passport Number	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
c.	Birth Certificate Number	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
d.	Other documents	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No

----- Branch

Customer ID															
Account Number											-				
Name of Account															

Risk Rating

Risk Type		Comments
<input type="checkbox"/> Low (<15)	<input type="checkbox"/> High (≥ 15)	
Overall Score		

Even if the risk score is below 15, the customer can be declared as high risk on subjective evaluation, considering other risks including beneficial owner.

<p>Prepared by: (Account Opening Officer/Relationship Manager)</p> <div style="border: 1px solid black; width: 80%; margin: 10px auto; text-align: center; padding: 10px;">Signature</div>	<p>Verified & Confirmed By: (BAMLCO)</p> <div style="border: 1px solid black; width: 80%; margin: 10px auto; text-align: center; padding: 10px;">Signature</div>
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<p>Name :</p> <p>EID :</p> <p>Date :</p>	<p>Name :</p> <p>EID :</p> <p>Date :</p>
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Approving Officer for PEP/IP/High Official of International Organization

<div style="border: 1px solid black; width: 80%; margin: 10px auto; text-align: center; padding: 10px;">Signature</div>	<p>Name :</p> <p>EID :</p> <p>Date :</p>
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Account and Customer Information Review and Update

Last date of account and customer information review & update:	D	D	M	M	Y	Y	Y	Y
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<p>Reviewing & Updating Officer</p> <div style="border: 1px solid black; width: 80%; margin: 10px auto; text-align: center; padding: 10px;">Signature</div>	<p>Name :</p> <p>EID :</p> <p>Date :</p>
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TRANSACTION PROFILE

For Bank Use Only												
Date	D	D	M	M	Y	Y	Y	Y				
Customer ID												
Account Number										-		
Title of Account												
Purpose of Account Opening	<input type="checkbox"/> Personal Account Transaction <input type="checkbox"/> Investment /Deposit Scheme Payment <input type="checkbox"/> Investment <input type="checkbox"/> Foreign Remittance <input type="checkbox"/> Salary <input type="checkbox"/> Savings <input type="checkbox"/> Others (please specify) _____											
Source of fund(s) in details	<input type="checkbox"/> Salary <input type="checkbox"/> Own Business <input type="checkbox"/> Commission <input type="checkbox"/> Foreign Remittance <input type="checkbox"/> Inheritance/Gift/Return on Investment <input type="checkbox"/> Others (please specify) _____											
Deposits	Number of Deposit (Monthly)	Total Amount (Monthly)						Maximum Amount (Per Transaction)				
Cash Deposit (including online & ATM)												
Deposit by Transfer/Instrument												
Deposit by Foreign Inward Remittance												
Deposit of Income from Export												
Receive/Transfer from BO Account												
Others (please specify)												
Total Probable Deposit												
Withdrawals	Number of Withdrawal (Monthly)	Total Amount (Monthly)						Maximum Amount (Per Transaction)				
Cash Withdrawal (Including online & ATM)												
Payment by Transfer/Instrument												
Payment for Foreign Outward Remittance												
Payment against Import												
Deposit/Transfer to BO Account												
Others (please specify)												
Total Probable Withdrawal												

For Bank Use Only

Transaction Profile (TP) of Customer has been scrutinized as per instruction of BFIU

Reason behind the changing/not changing of customer's probable transaction profile:

Certifying Bank Officer

Signature

Name :

EID :

Date :

Form for Customer Risk Grading -KYC

1. Type of On-Boarding	Score	4. Product and Channel Risk			Score
Branch Manager/Relationship Manager	2	Type of Product			
Sales Representative	3	Mudaraba Savings account			1
Walk-in	3	AI- Wadeeah Current account			4
Internet/Non-Face to Face	5	Mudaraba Term Deposit			3
2. Geographic Risks		Deposit Scheme up to 12 lacs			1
Client is-		Deposit Scheme above 12 lacs			3
Resident Bangladeshi	1	FC account			5
Non-resident Bangladeshi	2	Mudaraba S.N.D.			3
Foreign Citizen	3	R.F.C.D.			5
For Foreigners;		5. Business and Activity Risk			
Does the client's country of citizenship feature in FATF/EU/OFAC/UN Black List/Grey List?		(a)Business (Please pick Applicable from Annexure and put the relevant score in the next column)			
No	1	(b)Profession (Please pick Applicable from Annexure and put the relevant score in the next column)			
Yes	5	6. Transactional Risks			
3. Relationship Risks					
Is the client a PEPs/IPs/Chief or High Official of International Organization, as per BFIU Circular?		What is the client's Average Yearly Transactions Worth?	Individual	Institution	
No	0	<BDT 1 million	1	0	
Yes	5	From BDT 1 million to 5 million	2	1	
Is the client's family/close associates related to PEPs/IPs/Chief or High Official of International Organization?		From BDT 5 million to 50 million (5 crores)	3	2	
No	0	More than BDT 50 million (5 crores)	5	4	
Yes	5	7. Transparency Risk			
		Does the client has Provided a credible source of funds?			
		No			5
		Yes			1

Annexure: Select Business or Profession

Client Business	Score	Client Business	Score
Jeweler/Gold/Valuable Metals Business	5	Thread/"Jhut" Merchant	3
Money Changer/Courier Service/Mobile Banking Agent	5	Transport Operator	3
Real Estate Developer/Agent	5	Business (Medicine Manufacturer & Marketing)	3
Construction Projects Promoter/Contractor	5	Cold Storage	3
Art and Antiquities Dealer	5	Business (Advertisement)	3
Import/Export and Import/Export Agent	5	Service Provider	3
Restaurant/ Parlor/Resident Hotel Business	5	Amusement Park/Entertainment Provider	3
Manpower Export Business	5	Motor Parts Trader/Workshop	3
Firearms Business	5	Poultry/Dairy/Fishing Firm	2
Garments Business/Garments Accessories/Packaging/Buying House	5	Agro Business/Rice Mill/Beverage	2
Share/Stocks Dealer, Broker, Portfolio Manager, Merchant Banker	5	Small Business (Investment below BDT 5 million)	2
Software/Information and Technology Business	5	Computer/Mobile Phone Dealer	2
Off-Shore/Non-Resident Corporation	5	Manufacturer (except, weapons)	2
NGO/NPO	5	Others: (Please State Below and circle numerical score as needed)	
Mobile Operator/Internet or Cable Operator	5		1..2..3..4..5
Land/House Broker	5	Client Profession	
Insurance/Brokerage Agency	5		Score
Religious Org/Institution & Educational Institution	5	Pilot/Flight Attendant	5
Trust	5	Trustee	5
Business (Petrol Pump/CNG Station)	5	Professional (Journalist, Lawyer, Doctor, Engineer, CA etc.	4
Software Business	5	Director (Private/Public Limited Company)	4
Ship Breaking Business	5	High Official of Multinational Company (MNC)	4
Bank/Leasing/Finance Company	4	Homemaker	4
Business (Indenting)	4	Information Technology (IT) sector employee	4
Business (Outsourcing)	4	Athlete/Media Celebrity/Producer/Director	4
Law Firm/Engineering Firm/Consultancy Firm	4	Freelance Software Developer	4
Fuel & Power Production Company	4	Government service	3
Print & Electronic Media	4	Landlord/Homeowner	3
Chain Store/Shopping Mall	4	Private Service: Managerial	3
Travel Agent/Tourism Company	4	Teacher (Public/Private/Autonomous Educational Institution)	2
Merchant with over BDT 10 million invested in business	4	Private Sector Employee	2
Freight/Shipping/Cargo Agent/C&F Agent	4	Self-employed Professional	2
Automobiles business (New or Reconditioned)	4	Student	2
Leather/Leather goods Business	4	Retiree	1
Construction Materials Trader	4	Farmer/Fisherman/Laborer	1
Business Agent	3	Others: (Please State Below and circle numerical score as needed)	
			1..2..3..4..5

PSR & Weightage Acknowledgement Form

The following parameter to be maintained by IFIC Bank PLC

1. Profit Sharing Ratio (PSR) will be **65:35 (Depositor: Bank)** for Mudaraba Deposit until otherwise decided.
2. The profit distribution follows weightage method.
3. Weightage for **Mudaraba Savings Account** will be as follow until otherwise decided:

Weightage of Mudaraba Savings Accounts		✓
Mudaraba Savings Account	0.50	
Mudaraba SND Account	0.40	

4. Weightage for **Mudaraba Aamar Bhoishawt** will be as follow until otherwise decided:

Weightage of Mudaraba Monthly Savings		✓
1 Year	1.05	
2 Year	1.07	
3 Year	1.09	
4 Year	1.11	
5 Year	1.20	
6 Year	1.22	
7 Year	1.24	
8 Year	1.25	
9 Year	1.27	
10 Year	1.30	

5. Weightage for **Mudaraba Term Deposit** will be as follow until otherwise decided:

Weightage of Mudaraba Term Deposit		✓
1 Month	0.50	
3 Months	0.90	
6 Months	0.92	
12 Months	0.95	
24 months	1.00	
36 months	1.05	

Signature & Date:

6. Weightage for **Mudaraba Mashik Munafa Scheme** will be as follow until otherwise decided:

Weightage of Mudaraba Mashik Munafa Scheme		✓
1 Year	1.00	
2 Years	1.15	
3 Years	1.20	

I hereby declare that I am agree with the decision of Profit-Sharing Ratio (PSR) & Weightage of the Bank marked the product.

Signature & Date:

Account Title:

Account No:

Terms & Conditions for IFIC Islamic Banking Account Opening (Individual)

Account Number

These terms and conditions ("Terms and Conditions") as amended from time to time, set out the terms and conditions governing your banking accounts with IFIC Bank PLC ("Bank"). By opening, maintaining and using your banking accounts or services related to it, you agree and accept these Terms and Conditions and any subsequent changes to it. In the event of any inconsistency with the General Account Conditions of the Bank, these Terms and Conditions shall prevail.

Please read this document carefully.

A. DEFINITIONS

In these Terms and Conditions, the words and expressions below have the following meanings and are applicable to both the singular and the plural forms:

1. **Account:** Means the IFIC Bank Al-Wadeeah Current Account or IFIC Bank Mudaraba based or IFIC Bank Mudaraba SND account as identified in this Agreement.
2. **Accountholder:** means the holder of the Account being a single individual or a number of individuals signed these Terms & Conditions for opening of the Account.
3. **Agreement:** means the Terms and Conditions contained in this document.
4. **Bank:** IFIC Bank PLC.
5. **Business Day:** Any day other than Friday, Saturday, or national holidays applicable for settlement currencies.
6. **Card:** 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. **Deposit:** Transfer funds into the Account.
10. **Evidence of your identity:** A clear and legible copy of a valid, unexpired, government-issued document containing photographic evidence of identity, specifically either your:
 - a) National identity card (copy of front and back) or local equivalent, and/or
 - b) Passport (copy of photo and details).
11. **IFIC Mobile App:** the software that you can install on your own mobile device through which you can:
 - a) Manage your IFIC Card;
 - b) Check your balances and available funds;
 - c) View your recent transactions;
 - d) Transfer money between your accounts or to third parties' accounts;
 - e) Apply for a range of services being offered by the Bank.
12. **Office Hours:** between 1000 hours to 1700 hours on a Business Day (Subject to change).
13. **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.
14. **Opening Deposit:** the first payment you make into the account while opening account.
15. **Password:** the secure string of characters that must be supplied by you in order to gain full or partial access to your account online.
16. **Personal Data:** the personal data of yours as defined under the Bank's Privacy Policy.
17. **Pin Code:** the six-digit sequence of numbers used as a secret key for accessing your account online, when used in relation to your User ID.
18. **Profile:** Your accounts and transaction details as an accountholder.
19. **Real Time:** immediate processing.
20. **Security Details:** your password, User ID and Pin code.
21. **Schedule of Charges:** represents the fees and charges that the Bank may impose on the account for its maintenance and related services and as required by the regulatory and tax authorities in Bangladesh.
22. **Statement:** a formal record listing all the transactions on your account for a pre-determined or selected time period, including deposits, withdrawals, fees, charges, taxes, and excise duty.
23. **User ID:** the unique identifier enabling you to gain access to your account online.
24. **We/Us/Our:** IFIC Bank or the Bank, as defined above.
25. **Website:** the commercial Banking website, currently www.ificbank.com.bd (or any other URL as we may notify you from time to time)

B. ACCOUNT OPERATING TERMS:

1. Proper identification in the form of valid documents will be required before the Bank opens an account at its sole discretion. The identification will be independently verified by the Bank. Upon verification, if something is found wrong, the Bank at its sole discretion has the right to stop opening of the account. Each Account will be allotted a distinctive number, which should be quoted in all correspondence with the Bank relating to the account.
 2. The account shall be subject to the applicable laws of the Government of Bangladesh and the prevailing rules, regulations and directives of the Bangladesh Bank, as may be revised, from time to time. If any direction is contradicted with shariah the referred to Shariah Supervisory Committee.
 3. At any time, if it is found that an account is opened with incomplete information or document, the Bank may, at its sole discretion, restrict the operation of such account till such time that all the required information or document is provided to the Bank. If an ambiguity arises regarding the submitted information or document or if it is found that a falsified document is submitted to open the account, the Bank in its sole discretion has the right to suspend operation of the account or close the account.
 4. At the Branch/Uposhakha level, the accounts are opened on the basis of initial scrutiny and shall remain blocked for debit transactions till the time of its final scrutiny and completion of all the formalities and due approvals are in place.
- 5. IFIC Mudaraba based Account**
- It is an Agreement between the Bank and the accountholder which is approved by Mudaraba Principle of Islamic Shariah.
 - Here the accountholder(s) are the Rabb-al-Maal (Owner of The Fund) and the Bank is the Mudarib (Business Organizer).
 - Bank collects the deposit based on Islamic Shariah and invests the same under Shariah approved modes of investment.
 - There will be a specific Profit-Sharing Ratio (PSR) between bank & accountholders. PSR can be reviewed and will be notified to the customer. Without customer agreement, PSR will not be affected. If customer does not agree, account will be discontinued.
 - Mutual relief from commitments, in case of exit should be stipulated in the contracts of the Mudaraba-based accounts. The stipulation should indicate that the exiting party relieves the holders of the accounts (the depositors) from commitment towards his rights in any undistributed or non-apparent profit, as well as his rights in the remaining part of the reserves for investment risks and rate of return, and the remaining part of allocations for debts. Similarly, the stipulation should state that the holders of the account's relief the exiting party from commitment towards any losses that have not yet become apparent. If any direction is contradicted with Shariah then referred to Shariah Supervisory Committee of the bank.
 - If a customer closes the account before the end of an accounting year, then the customer will be given the profit based on the provisional rate. At the year end, if actual rate is higher than the provisional rate, then the customer will mutually relieve the extra amount to the bank and participating depositors.
 - Similarly, if the actual rate is lower than the provisional rate, then the Bank will try to retrieve the fund from the depositor. If it is not possible, then the extra amount given to the customer will be considered as 'Ehsan (gift)' by the participating depositors.
 - The Bank will deduct the fees and charges as per the Schedule of Charges of the Bank.
 - Zakat is not deducted from the account. It is the accountholder's sole responsibility to pay zakat due against the balance of the account along with other assets of the accountholder.

6. IFIC Al-Wadeeah Current Account

- This is an Islamic current account deposit accepted under the Al-Wadeeah principle of Shariah where the depositor deposits money with the Bank in the form of safekeeping. The Bank is a custodian and trustee of the fund, and the Bank is under obligation to return the deposited amount on demand by the accountholder. Unlimited number of transactions facilities are allowed.
- The accountholder permits the Bank to use the fund according to the Shariah. The Bank is not obliged to share any profit with the accountholder and the accountholder will not bear any loss which may incur due to the utilization by the Bank.
- The Bank will deduct the fees and charges as per the Schedule of Charges of the Bank.
- Zakat is not deducted from the account. It is the accountholder's sole responsibility to pay zakat due against the balance of the account along with other assets of the accountholder.

7. 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;

8. Withdrawals:

Cash withdrawals should only be made on the printed cheque forms supplied by the Bank. The account should not be overdrawn, nor should the cheques be drawn against funds in course of realization unless special arrangements have been made with the Bank, no overdrafts are allowed on any account. The Bank reserves the right to return cheques for valid reasons.

9. Deposits Survivor:

The initial minimum deposit to open an account is as per the Bank's current tariff. Average minimum balance as per the Bank's current Tariff should always be maintained, failing which the depositor will not entitle the profit for this period. The Bank reserves the right to close at any time any account in which the minimum balance is not maintained, without further notification to the Accountholder.

10. Closure of the Account:

When an account is closed either by the constituents or by the Bank, the constituent is required to return all the unused cheques and cards if any to the Bank. A charge as per the Bank's current tariff will be recovered from the accountholder. The Bank reserves the unequivocal right to close any unsatisfactory account as decided by the Bank at its absolute discretion.

11. Cheque Books

11.1 An application for a cheque book must be signed by the accountholder. Cheque book will not be issued to an accountholder until and unless all the documentation considered necessary by the Bank has been provided by the accountholder and duly obtained by the Bank. For issuance of each cheque book, the Bank will realize applicable charge. It is the responsibility of the accountholder to ensure that the cheques in his/her/their possession are kept safely.

11.2 The Bank reserves the right to refuse issuance of cheque books on such accounts which are not satisfactorily maintained and also when an excessive number of cheques from the previous cheque book remain unused.

11.3 The accountholder(s) should comply with the conditions as printed on the inside of the front cover of the issued cheque book.

11.4 All alteration on a cheque should be authenticated by the drawer's full signature; otherwise, payment of the cheque may be refused.

11.5 The amount of a cheque must be stated in both words and figures.

11.6 The accountholder should exercise care when drawing cheques and should not draw cheques by any means which may enable a cheque to be altered in a manner which is not readily detectable.

11.7 The cheque will be returned if the drawer's signature differs from that on record at the Bank. The same style and mode of signature as per specimen given to Bank must be adhered to.

11.8 A charge as per the Bank's prevailing tariff will be recovered for recording stop payment.

11.9 When new cheque books are delivered to the accountholder by post it will be according to the address record kept by the Bank (or by such other means as determined by the Bank). The Bank assumes no responsibility for any delay or loss caused by any mode of forwarding.

11.10 The Bank reserves the right to dishonor cheque(s) on a valid ground. In the event of a cheque being returned, the Bank may realize a penalty charge for each presentation and return, which will be distributed by the Bank to charitable causes.

11.11 Undelivered cheque book will be retained by the Bank for up to 90 (Ninety) Days. After 90 days undelivered cheque book will be destroyed by the Bank and necessary charges will be realized from the respective accountholder account as per Bank's current Tariff.

12. Stop Payment of the Cheque

The accountholder shall immediately notify the Bank if any of the cheque issued to him/her/them is lost or stolen. The Bank may in its absolute discretion, accept from the accountholder any stop cheque instructions (either orally or in writing) in cases where the accountholder have lost the relevant cheque or, in other circumstances in which it shall be allowed by law and agreed by the Bank. The Bank may accept any such instruction directly from the accountholder or from some other person authorized by the accountholder. The accountholder undertakes to indemnify the Bank against any loss, damage, cost (including any legal cost) or demand incurred by it as a result of, or in connection therewith. A charge as per the Bank's current Tariff will be recovered for recording stop order.

13. Fraud & Forgery Due to Payment of Cheque

The accountholder must at all times exercise due care to prevent cheque from being altered or forged in a manner which may facilitate fraud. In such events, the Bank is not responsible for any loss suffered by the accountholder or any other person. Any loss or misuse of the cheques must be immediately reported to the Bank and confirmed in writing without any delay.

14. Positive Pay

As per instruction of Bangladesh Bank on Positive Pay for clearing cheque, the accountholder must inform the Bank (IFIC Bank PLC.) in writing or through Contact Center after issuance of cheque for the amount one lac and above for company and five lac or above for individual. Otherwise, the Bank may return the cheque if presented through BACH at the risk and responsibility of the accountholder.

15. Collection of Cheque/Draft/Pay Orders

The Bank will refuse to accept an instrument for deposit through collection or internal transfer if the payee's name is not identical to the name of the accountholder in the Bank's record. The Bank acts as the collection agent and assumes no responsibility for the realization of any instrument deposited with the Bank for collection. Thus, proceeds of the cheques or other instruments deposited are not available for withdrawal until collected by the Bank.

16. Reversal of Wrongly Credited Amount

The Bank reserves the right to debit any account that may have been inadvertently credited with an item/transaction subsequently unpaid on collection or detected to be the wrong entry without giving any information to the accountholder.

17. Dormancy and Unclaimed Amount

17.1 IFIC Al-Wadeeah Current Account being inoperative for 01 (one) year will be marked as Dormant status.

17.2 IFIC Mudaraba Savings Account/ IFIC Mudaraba SND being inoperative for 02(two) years will be marked as Dormant status.

17.3 (As per Clause 35 of Banking Company Act 1991) Account will be transferred to unclaimed account status after 10 (ten) years if there has been no transaction in the said account by the accountholder.

17.4 No accountholder's-initiated transaction is allowed in the dormant account unless the accountholder apply to IFIC in writing to regularize the status of account.

18. Joint Account

18.1 Each of us (if more than one) hereby authorize and empowers each other to endorse for deposit and to deposit with the Bank any and all cheques, notes or other instruments for the payment of money,

payable to or purporting to belong to anyone or all of us and if any such instruments be received by the Bank without having been so endorsed then the Bank is hereby authorized to endorse any such instrument on behalf of us and to credit the same to the account.

18.2 Any overdraft or other obligations incurred on the account or otherwise shall be the joint and several liability of each and every joint accountholder. In the event of the death or legal disability of any of the individuals constituting the accountholder, the other individual(s) shall immediately (but in any event not later than ten (10) days after such death or disability) and before effecting any transactions in this account, notify the Bank of such death or legal disability.

18.3 Each of us authorize the Bank to hold, on the death of either of us, any credit balance on my account in our joint name and any securities deeds, boxes and parcels and their contents and property of any description held in our joint names, to the order of the survivor (if any). Each of us hereby agrees that the instruction given by us in the mandate are to remain in force until written revocations thereof by us or either of us.

18.4 In the event that there is no survivor or nominee, that account will then be frozen until the legal successor to the deceased or disabled individual is appointed/determined by the relevant court or department.

19. Overdrawn Account

If for whatever reasons the account has any unauthorized debit balance; the accountholder shall pay fees and charges in accordance with the Bank's Schedule of Charges and shall regularize the Account on the same day, unless the Bank specifically makes an exception.

20. Hold Mail Service

20.1 If I request this service, the Bank will hold all mails, addressed to me for a maximum period of three (3) months from receipt and such mail will be deemed to have been received by me. I will collect any mail so held personally or through an authorized person, unless I advise you to the contrary in writing. The Bank is authorized to charge a reasonable fee for this service and to hold, open and/or handle all such mails in such manner as the Banks deems fit. If fails to collect any such mails the Bank may destroy it in accordance to Bank's policy and in doing so the Bank shall be discharged from all responsibilities or liabilities.

20.2 Notwithstanding that until I have collected any mail, although I may not have the knowledge of the contents of the mail which may have legal consequences or affect my rights with the Bank, I shall bear the risk of any such consequences.

20.3 My ignorance of the content of any mail being held by the Bank is not, and will not, be a defense to the Bank's claims for all purposes and in all courts or law whether before or after termination of my account relationship with the Bank.

21. Holiday Processing

Any transaction on a Bank Holiday or after Business Hours of the Bank shall be shown in the Account, at the sole discretion of the Bank, as having taken place on the succeeding Working Day and not the actual day of the transaction and all deductions/accretions on such amount shall be deducted/acrued as of such Working Day. Bank shall not be responsible for any loss of profit or exchange rate or liability incurred/suffered by the accountholder(s) including but limited to return of cheques, loss of profit arising due to such transaction being not shown on the day the same actually occurred.

22. Communications

22.1 The accountholder(s) shall inform the Bank in writing about any change in the accountholder(s)'s address or residential status as and when such changes take place.

22.2 The accountholder(s) understands, acknowledges and accepts the communication sent via facsimile machines, internet, diskettes or any other method over public lines, is not encrypted, and that these transmission methods are not necessarily secure mean of transmission and delivery of information, and that there are associate risks, including of breach of confidentiality, possible unauthorized alteration and/ or unauthorized use, and failure of communication. The accountholder(s) agrees to exempt the Bank from any misuse of communication, and to hold the Bank harmless for any cost or loss that the accountholder(s) may incur due to the same and any error, delay or problem in transmission or otherwise.

23. Confidentiality

Whilst the Bank maintains strict confidentiality in all matters relating to my account(s) and business, I hereby authorize the Bank (and/or any of its officers or employees) to disclose any information concerning me., my business, my accounts held with the Bank or another Group Member, or my relationship with the Bank or another Group Member, to any of the following.

- Any office or branch of the Bank or another Group Member;
- Any agent, contractor or third party service provider, or any professional advisor of the Bank or another Group Member;
- Any regulatory, supervisory, governmental or quasi-governmental authority with jurisdiction over the Bank or another Group Member;
- Any person to whom the Bank is required or authorized by law or court order to make such disclosure;
- Any person who is under a duty of confidentiality to the Bank;
- Any Bank or financial institution with which I have dealings, regardless of whether the recipient in each case is located in Bangladesh or in another country, and regardless of whether such information will, following disclosure be held, processed used or disclosed by such recipient in Bangladesh or another country.

24. Waiver

No forbearance, negligence or waiver by the Bank in the enforcement of any of these Terms and Conditions shall prejudice the Bank's right thereafter to strictly enforce the same. No waiver by the Bank shall be effective unless it is in writing.

25. Variations

The Bank may amend these Terms and Conditions at any time by not less than fourteen (14) day notice to me specifying the effective date of amendment. If I use my Banking facilities after the effective date of the amendment, I shall be deemed to have received notice of the amendment and to have decided continue to use the Banking facilities upon the revised Terms and Conditions. I further acknowledge that in the event of any changes being communicated to me, the Bank is not obliged to obtain my signature for receipt of such communication.

26. Notice

Save as otherwise provided in these Terms and Conditions, any demand or communication made by the Bank under these Terms and Conditions shall be in writing or in official mail and made at the address given by me (or such other addresses as I shall notify the Bank from time to time) and, if posted, shall be deemed to have been served on me on the date of posting.

27. Indemnity

The accountholder shall keep the Bank indemnified at all the times against all losses, costs, damages, expenses (including legal fees), claims or demands arising in any way in connection with the accountholder's accounts or in enforcing these Terms and Conditions and in recovering of any amount due to the Bank or incurred by the Bank in legal proceedings of whatever nature.

C. GOVERNING LAW, REGULATION AND RULES:

These Terms and Conditions shall be governed by and construed in accordance with, the laws of Bangladesh and I hereby irrevocably submit to the non-exclusive jurisdiction of the courts of law of Bangladesh. Such submission shall, however, not prejudice the rights of the Bank to bring proceedings against me in any other jurisdiction or courts of law elsewhere. However, all accounts shall be subject to the provisions of the guidelines/circulars together with any alteration/modification thereto effected by Bangladesh Bank from time to time.

1. Exchange of Information

It is the Bank's policy to maintain confidentiality of accountholder's information. However, the Laws and regulations in Bangladesh may require disclosure of accountholder information to Government Organization and/or regulatory bodies such as the Central Bank. The Bank also considers sharing accountholder information in a way that it considers most suitable with other Organizations to improve Banking service and protect interest of the Bank. The accountholder authorizes the Bank to disclose or share information at the sole discretion of the Bank and indemnifies the Bank from any accidental disclosure of information during the process of printing, transportation and filing of information.

2. Fees

The Bank shall be entitled without notice to levy or impose all customary Banking and other charges and expenses including collection fees and legal expenses in respect of any account or in respect of any other Banking facilities provided to the accountholder by the Bank and to debit the relevant account(s). Such charges are not refundable upon termination of any or all of an accountholder's account.

3. Credits to the Account

The Bank acts only as the collection agent and assumes no responsibility for the realization of any item for any reason deposited with the Bank for collection. The proceeds of cheques or other instruments deposited are not available for withdrawal until collected by the Bank. The Bank reserves the right to debit any account with charges and profits (if any) that may have been inadvertently credited with an item subsequently unpaid on collection for any reason.

4. Fund Transfer

The Bank will attempt to execute the fund transfer instructions as specified by the accountholder and reserves the right to route the fund transfer via any means available in order to execute the transfer instructions. Neither the Bank nor subsequent banks in the transfer process will necessarily investigate discrepancies between names and identity or account numbers and may execute instructions on the basis of the numbers given in the instructions even if such number identifies a person different from the named bank or beneficiary.

5. Force Majeure/Technical Problem

The Bank will not be liable for any loss or damage if it is unable to provide services to the accountholder due to an act of God, catastrophe, war, civil or industrial disturbance, electrical, mechanical, communications or computer failure or any other cause beyond Bank's control and that cannot be overcome by reasonable diligence and without unusual expense.

6. Minimum Balance

Minimum balance amount for the Account will be fixed by the Bank within reasonable limit & the Bank has the right to change it time to time as an when required/ or to close such account with prior notice if the balance falls below this amount.

7. Suspicious Transactions

The Bank may refuse to process any transaction on any account of the accountholder if the Bank suspects fraud or illegality therein. The decision of the Bank with regards to whether the transaction is or is likely to involve a fraud or irregularity shall be final and conclusive and binding on the accountholder.

8. General Indemnification

(i) I also agree to fully indemnify the Bank against all costs and expenses (including legal fees) arising in any way in connection with the above accounts, these Terms and Conditions or, in enforcing these Terms and Conditions and in recovering of any amount due to the Bank or incurred by the Bank in any legal proceedings of whatever nature.

(ii) Notwithstanding anything contrary contained, I will fully indemnify the Bank as collecting banker for any loss costs and expenses (including legal fees) the Bank may incur by presenting in BACPS, guaranteeing any endorsement or discharge on a cheque bill, note, draft, dividend warrant or other instrument presented for collection and such guarantee as given by me shall be deemed to have been in every case at my express request.

9. Nominee

9.1 The accountholder for each account can appoint nominee as per section 103 of the Bank Companies Act, 1994.

9.2 Nomination will be cancelled if the nominee dies in the lifetime of the accountholder. The accountholder in such cases will advise in writing a new nominee.

9.3 The accountholder, with written instruction, may change the nominee any time before the maturity of the account.

9.4 In the event of accountholder's death, his/her nominee will not be allowed to continue the account and the amount deposited prior to the death of the accountholder shall be paid to the nominee after proper identification and upon obtaining such documents as the Bank may require.

9.5 Accountholder can name and authorize any competent person to represent the nominee, so that such person can withdraw money from the account of the accountholder on behalf of nominee in case nominee is a minor at the time of death of the accountholder and the Bank shall be discharged from its liberty upon making payment to such person.

9.6 In case where there is no nominee, the Succession Certificate from the appropriate court will be required for releasing the balance amount after the death of the accountholder.

10. Set-Off and Consolidation Rights

The Bank may at any time and from time to time without notice combine all or any of my accounts and liabilities with it in Bangladesh or elsewhere, whether singly or jointly with any other person or set off all or any money standing to the credit of such accounts including my deposits with the Bank (whether matured or not) towards satisfaction of any of my liabilities to the Bank in Bangladesh or elsewhere whether as principal or actual or contingent, primary or collateral, singly or jointly, with any other person and the Bank may affect any necessary currency conversion, at the Bank own rate of exchange that prevailing.

D. DEBIT CARD:

1. The Bank may its absolute discretion issue card(s) to me/us; a card is the property of the Bank and I/we will surrender it unconditionally at the time of closing my account(s) or upon demand by the Bank at any time.

2. I/we will immediately notify the Bank of the loss or theft of a card or of unauthorized acquisition of the personal identification number relating to it and shall accept full responsibility for all ATM transaction effected by use of a card until such time as the Bank confirms to me that it has receipt this notice.

3. The Bank's record of all ATM transactions effected by use of a card will be conclusive and binding on me for all purposes. The amount stated on the ATM screen or printed on ATM screen or printed ATM inquiry slip shall not be taken as conclusive of the state of my account with the Bank.

4. I/we will indemnify the Bank and keep it indemnified for any loss, damage, costs (including legal costs) claims or demands arising in connection with the misuse, loss or theft of any ATM card issued to me/us or, resulting from any mechanical defect in or malfunction of, or insufficiency of funds in the ATM.

5. The use of the Local Debit Card confined to Bangladesh only and International Debit Card may be used anywhere in the world subject to applicable charges. Use of the Local Debit Card outside Bangladesh shall make the card liable for immediate cancellation and any other appropriate action as stipulated by Bangladesh Bank or other regulatory body. The card holder will also be liable to clear all outstanding without prejudice to any right, remedy or action against him/her, by the Bangladesh Bank, the Bank, court or any regulatory agency.

6. The Bank shall be under no liability whatsoever to the cardholder in respect of any loss or damage arising directly out of refusal of any merchant or member institution of Visa Card to honor or accept the card or for any defect or deficiency in the goods or services supplied to the cardholder

7. Fees and charges may be determined periodically by the Bank or other Visa authorized acquirers without prior notice to the cardholder

8. I/we acknowledge that my/our use of Debit Card shall be governed by the Bank's prevailing Terms and Conditions available in the Bank's website at www.ificbank.com.bd and accept the same.

E. ACCOUNT STATEMENT

1. The Bank shall send account statement as per frequency stipulated by Bangladesh Bank and the accountholder(s) shall check the entries made therein. Accountholder(s) may notify any discrepancies in the account statement within 15 days from the date of issue, after which Bank's statement will be considered final and conclusive, for all purposes whatsoever.

2. Account statement shall not be sent to the accountholder(s) whose account has been marked as dormant, as per directives of the Bangladesh Bank. The Bank will take due care to see that the credit and debit entries are correctly recorded in the accounts of the account

3. Apart from mandatory provision of account statement (SOA), SOA may be provided by the Bank, subject to charges, as applicable under its schedule of Bank Charges, upon receipt of written request by the accountholder/ accountholder only.

4. In case of accountholder, at his/her request, being registered for e-statement, the Bank shall discontinue sending the mandatory account statement via post/courier and provide the e-statement facility as per the frequency instructed by Bangladesh Bank.

5. E-Statement

5.1 I/we fully understand the risk and accept that the Bank does not use encrypted e-mail and generally, internet is not encrypted and is not a secure means of transmission of the information. It involves the risk of unauthorized alteration, usages and disclosure of the information by the parties;

5.2 I/we fully understand the risk and accept that transmission of the information to a corporate ID involves the risks of the information to be viewed, altered, used or disclosed to third parties, once authorized but afterward no more in the employment of the organization, in future. I/we agree to indemnify the Bank and hold the Bank indemnified and harmless from any and all costs, expenses, liabilities, losses, responsibilities, whether direct or consequential, arising out of or in connection with such view, alteration, usage or disclosure of the information or otherwise caused by using the internet as a means of transmission and also for any error, delay or problem in transmission of the information.

5.3 That my/our legal representatives, executors, successors-in-profit and assigned are bound by this E-statement Enrolment.

5.4 That this E-statement Enrolment shall be governed by and construed in accordance with the laws of Bangladesh;

5.5 Electronic statement delivery will supersede hard copy statement delivery (if any).

5.6 The accountholder(s) shall use the e-statement or its printed version as information for his personal record and shall not submit this for any legal requirement or for submission to visa granting authorities or admission account statement from Branch.

F. SMS ALERT FACILITY:

1. The accountholder(s) hereby subscribes to the SMS Alert Facility ("SMS Alert Facility") of the Bank whereby the accountholder(s) shall receive short messaging service alerts ("SMS Service") on the accountholder(s)'s Authorized Mobile Number in the form of customized messages. The accountholder(s) shall not be able to undertake any transaction through the SMS Alert Facility. The SMS alerts shall only be sent to the mobile phone number which has been specifically provided by the accountholder(s) for the purposes of these clauses ("Authorized Mobile Number").

2. The SMS alerts will be available to the accountholder(s) only if the accountholder(s) is within the cellular service range of the particular cellular service provider of the accountholder(s). Charges will be realized half yearly for SMS alert facility as per schedule of charges.

3. If the accountholder(s) suspects that there is an error in the information contained in the SMS alert sent to him, he / she shall inform the same to the Bank /Branch as soon as possible and the Bank/Branch shall endeavor to correct the error, wherever possible on a best effort basis.

4. The accountholder(s) agrees that SMS Alert Facility provided to the accountholder(s) is an additional facility for his / her convenience and is susceptible to delay, error, omission and / or inaccuracy. The accountholder(s) shall not hold the Bank liable for any loss, damages etc. that may be incurred / suffered by the accountholder(s) on account of the SMS Alert Facility.

5. For PULL service the Account or Cardholder will be able to obtain a range of financial information related to account by typing a predefined keyword with a PIN as a message in the Mobile Phone and sending this message to a prescribed SMS short code. For this service, regular SMS charges of the respective Mobile Phone Operator will apply. The Account or Cardholder is solely responsible to ensure the possession of mobile disruption in SMS Banking Service due to any technical failure on the part of the Bank/Mobile Phone Operator.

6. The Bank may revise and/or change any of the Terms & Conditions at any time with notice to you, but doesn't require any consent.

G. CUSTOMER CARE:

1. I/we authorize the Bank (in its absolute discretion) to follow/act on my/ our oral or instruction by his account(s) or carrying the instruction of the user pursuant to the access of the Amar Bank and the User shall fully indemnify and hold harmless IFIC in respect of the same.

2. I/we shall not reveal my/our Telephonic Personal Identification Number (TPIN) to anyone. My/our oral instruction(s) identified by my/our correct Bank Account Number and TPIN shall be deemed to be proper. Accordingly, the Bank shall be entitled to rely on any such instructions. Should the Bank accept any such instruction from me/us, or from some other person purporting to be me/us, I/we hereby agree to indemnify the Bank against any loss, damage, costs (including legal costs), or demands incurred by the Bank as a result of or, in connection herewith.

3. The Bank may in its absolute discretion require that written confirmation of my/our oral instruction(s) be received by it within such period as the Bank may specify. Where any of the above accounts are opened by more than one person any such one person shall be entitled to give any such oral instructions and the Bank shall be entitled to rely upon such instructions.

4. I/we acknowledge that my/our use of Call Center shall be governed by the Bank's prevailing Terms & Conditions available in the Bank's website at www.ificbank.com.bd and accept the same.

H. IFIC Amar Bank:

Use of IFIC Amar 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 PLC in connection with the use of IFIC Amar Bank.

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

"User", "he/she" and/or "his/her" means IFIC Bank PLC's accountholder/credit card holder registered to use Online Banking/Mobile Banking. "IFIC" means "We", "us", "IFIC Bank", "IFIC Bank PLC", 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 Palatan, Dhaka -1000; and its branches or its assigns in respect of which the service will be available.

1. Application for IFIC Amar Bank

1.1 Singly operated accountholders, Joint accountholders (operating in either or survivor mode), or proprietorship accountholders may apply for IFIC Amar Bank. In case of Joint Accounts, transactions through Digital Banking (DB), shall be available if the mode of operation is indicated as 'either or survivor' or 'anyone or survivor'. The User desirous of using the DB should either be the accountholder and sole signatory or authorized to act independently in case of a joint account. For such joint accounts, User-ID and password for DB will be issued against respective accountholder ID to the joint accountholders as per mode of operations when requested. The other joint accountholders shall expressly agree with the arrangement and give their consent on the application form for use of DB. 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 DB in the joint account shall be binding on all the joint accountholders, 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 Amar 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.

1.3 To perform Amar Bank transactions, accountholder will be required to avail Mobile Token after activating Mobile Banking apps. Accountholder(s) will have the option to select Mobile Token to perform Amar Bank Transactions or he/she may choose none of these and in such cases where accountholders do not choose Mobile Token, accountholder shall avail OTP (One Time Password) in his registered mobile.

1.4 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 Amar Bank.

1.5 The User must need to use a unique mobile number for Amar Bank enrollment. S/he can provide e-mail (if any) for Amar Bank purpose but e-mail is optional.

1.6 By applying for Amar 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 Amar Bank.

2. IFIC Amar 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 Amar Bank Services to the email address given in the application at his/her own risk and responsibility. If accountholder 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 shall log in to the Amar Bank by using the User ID and Password/PIN/Touch ID/Face ID (depends on the authentication method). As a safety measure, the User shall immediately change Password upon his/her first login. User is requested to change his/her Password frequently thereafter to avoid any possible hacking, inherent risk or misuse/fraudulent use of his/her account. In case of hacking/sharing of User ID and Password IFIC shall preserve the right to close the Online Banking/Mobile Banking Service without prior consent from the User. However, IFIC shall preserve the right to file a case against the User if it is observed by IFIC that the User has/may any involvement with the incident.

2.3 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.

2.4 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 Amar Bank Services or for loss, misplacement or fraudulent use of the User ID and Password.

2.5 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 Bank Amar Bank, accountholder will need the 2FA Device to login to their Amar 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 Amar Bank during that session. User will solely be responsible for bearing the security of his/her own mobile Token and registered e mail. IFIC Bank PLC shall not be liable and responsible for any compromise or hacking of the accountholder's computer, SMS or the device through which the OTP (One Time Password) will be generated. Accountholder(s) 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 Amar Bank Services of the 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

2.8 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 originator. 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.

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

2.9 User hereby acknowledges and understands the inherent risk of using Internet and availing the Amar Bank 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 Amar Bank Services unless such loss or damage is caused due to willful negligence of the Bank.

2.10 Transactions on Behalf of Corporate or Joint accountholder(s) acknowledge, that a person (whether the

- 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.
- IFIC Bank may add or modify the standard terms of conditions, (if needed) extended to and/ or used by the User.
- System Administrator, other users appointed by us on the instructions of such corporate or joint accountholders 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 accountholder or joint accountholders when using the 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 accountholders are responsible, and joint accountholders 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.

2.11 User needs to call 16255 to reset password, lock or change account to non-transactional mode of Amar Bank status. Nonresident User needs to call +880 966716255.

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 Amar Bank.

3.2 IFIC shall not be held responsible if the 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 Amar Bank Services 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 DB without any liability to IFIC Bank.

4.4 If User would like to affect 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 affect 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-normal service and unable to perform its obligations under this agreement, that case IFIC shall not be 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 accountholder'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 accountholders (operating in either or survivor mode), where a transaction made by one accountholder is not in agreement with the other joint accountholder.

7. Online 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

a. Beneficiary Banks/Branches should be capable to process RTGS/ EFT/ NPSB transaction.

b. BEFTN (Regular Transfer): Transactions processed before 04.00 PM. Transfer processed through BEFTN would be credited as per BEFTN rules and schedule.

c. RTGS (Instant Transfer): Transactions processed from 10:30 AM to 3:00 PM on working day any amount.

d. NPSB (instant transfer): Transfer can be processed anytime.

e. Any transfer submitted after cutoff time or on Friday/ Saturday/Public Holiday will be processed on next working day. Per transaction charge for RTGS transfer is BDT 100 including 15% VAT as instructed by Bangladesh Bank (Latest charge schedule will be followed).

f. 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 account statement 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.

g. 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 obtain a service or money illegally or fraudulently.

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 Amar Bank. 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 transactions.

9.3 Overdrawn balances

User agrees not to use the Amar 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 actual charges and additional penalties 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 Amar 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 Amar Bank 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 Amar Bank as well as other Internet related software which are required for accessing Amar 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 Amar 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 Amar 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/accountholder derived from the Amar Bank Services strictly confidential and shall not disclose to any third party without prior written consent of IFIC.

12. Liabilities of Online Services

IFIC 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, IFIC 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, IFIC will not be liable for the delay in performing or failure to perform our obligations hereunder if the delay or failure results from:

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 Amar Bank in any other court, tribunal or other appropriate forum irrespective of the place from where the User access the Amar Bank Services, and the User hereby consents to that jurisdiction.

12.3 Any provision of the Terms for Amar 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.

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 responsible anymore.

12.5 IFIC 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.

12.6 IFIC 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.

12.7 IFIC 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 the systems, whether in whole or in part, are shut down for maintenance purposes).

12.8 User agree that IFIC shall not be liable to user or to any third party for any such modifications, suspension or discontinuance of the use of the channel 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 Amar Bank 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.

17. Refusal or Termination of Instructions

User's instruction to affect a payment may be refused or terminated by us for a valid reason, including: 17.1 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

17.2 The payment instruction is invalid, not clear or user has not provided us with the correct details and information; or

17.3 There is a legal requirement or court or other authority that tells us to act that way; or

17.4 The payment seems unusual compared with the way user normally use his/her Account; or

17.5 IFIC reasonably believes user or someone else has used or is using or obtaining, or may use or set-off or transfer any sum(s) standing to the credit of such accounts or any other suit(s) owing to the accountholder from the Bank in or towards satisfaction or the accountholder's liabilities to the Bank on any other respect whether such liabilities be actual or contingent, primary or collateral and several or joint.

17.6 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. Equipment Specification

18.1 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.

18.2 I/we hereby acknowledge that I/we have read and understand the Terms and Conditions for Amar Bank and the risk involved in Amar Bank operation and further declare and affirm that by signing below, I/we apply for the IFIC Bank PLC Amar Bank Services subject to the aforesaid Terms and Conditions.

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

18.4 Amar Bank Support can be reached via e-mail at digitalbanking@ificbankbd.com

19. Termination on Amar Bank

19.1 This Agreement is for an indefinite term. However, IFIC Bank may terminate this agreement or cancel or suspend the use of the Amar Bank at any time by giving user One (01) 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.

19.2 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.

19.3 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

19.4 The User may request for termination of the Amar Bank to IFIC Branches at any time by giving a written notice at his/her presence allowing 07 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.

