

## SMS Banking Application Form

(Each individual must complete a separate form)

Customer Account Number													Account Title	
1.														
2.														
3.														
4.														
5.														

Mobile No.

Note : More than one mobile cannot be registered for the same Customer ID and/or same account.

### Declaration :

I/we confirm that the information given above is true and complete and agree to comply with the terms and conditions given at other side of the page for SMS Banking of PBL. I/we also agree to be bound by the rules governing customer accounts with Prime Bank Ltd. I/we hereby agree to enroll in the SMS service offered by Prime Bank Limited where I/we shall receive transaction notifications and other bank related information at above mentioned mobile number.

.....  
1st Applicant's Signature & Date

.....  
2nd Applicant's Signature & Date

### Bank's Use Only

Customer ID

Information Verified By

Approved By



.....  
Authorized Signature Input By & Date

.....  
Authorized By with Name, Signature & Date

### Alternative Delivery Channels (ADC) use only

Initial PIN (Personal Identification Number)

.....  
User Created By: Signature & Date

.....  
Verified By: Signature & Date

# SMS Banking Terms & Conditions

(The Terms and Conditions shall be read carefully by the Customer)

By applying for SMS & Alert Banking Service (the Services) from Prime Bank Limited ("PBL") for the first time, the accountholder (also referred to as the "User" or "Customer") hereby acknowledges, accepts and confirms to abide by the following terms & conditions (the Terms & Conditions) which Terms & Conditions shall be in addition to and not in derogation of the terms and conditions pertaining to the account(s) (the Accounts) in connection of which the Services have been sought:

### Personal Identification Number ("PIN")

At the first instance PBL will provide the User with temporary PIN for SMS Banking.

### Safety Measures for PIN

It shall be the sole responsibility of the Customer to ensure the safety and confidentiality of the PIN and to protect the PIN from being stolen. It is understood by the Customer that anyone with the PIN can access his/her account and that PBL and/or its officials do not need the PIN for any purpose whatsoever. Accordingly, as safety measures the Customer shall:

- a) Change the PIN immediately upon receipt of the PIN and thereafter as frequently as possible.
- b) Memorize the PIN and shall not write down the PIN on any paper of anywhere.
- c) Delete from the "Sent Item" and "Outbox" of his/her mobile, any SMS containing the PIN, immediately after sending a SMS request.
- d) Not disclose the PIN under any circumstances to anybody else including but not limited to PBL and/or any representative of PBL.
- e) Ensure that no one is watching the PIN when the User is entering the PIN into his/her mobile for sending any SMS request.
- f) Inform PBL within 12 hours from any loss of mobile phone containing the PIN.

### Failure to comply the Safety Measures

In the event of failure by the Customer to comply with the Safety Measures for the PIN, the customer shall be liable for any loss suffered by him/her for such non-compliance and PBL shall not have any liability for such loss and the Customer shall fully indemnify PBL and shall hold PBL harmless for such loss.

### Authorization by PIN

Any SMS request send using the PIN shall become an authorized instruction of the customer as valid and effective as any written instruction signed by Customer and for this purpose the PIN shall have the same effect as a signature of the Customer.

### Replacement of PIN

If the PIN is lost or forgotten, PBL will issue new PIN upon written request made by the Customer to that effect.

### Charges

PBL will, from time to time fix and recover charges from the Customer for the Services. The Customer hereby authorizes PBL to recover the charges for the Services from the Account(s). In addition to the said charges, the Customer shall be liable to bear the usual SMS charges for the SMS sent by the Customer to PBL.

### Safeguard against Money Laundering

The Customer shall ensure that the Services are not used for Money Laundering and/or for any other illegal purposes. PBL shall have the right to ask for explanation from the Customer in connection with any SMS instruction if such SMS instruction gives rise to any issue regarding Money Laundering.

### Governing Law

The terms and conditions and the Services shall be governed by the laws in force in Bangladesh.

If you need help with the process of SMS & Alert Banking or have technical questions, please call:  
PBL SMS Help Desk at +880-2-9553837 ext: 141,118 Mobile: 01730326804

### Or Write Us

PBL SMS Help Desk, Prime Bank Limited  
29 Rajuk Avenue (5th floor), Motijheel C/A, Dhaka-1000  
Email: [adccare@primebank.com.bd](mailto:adccare@primebank.com.bd)

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1st Applicant's Signature & Date

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2nd Applicant's Signature & Date

### Disclaimer

Terms & Conditions are subject to review and changes as per bank's discretion, changes (if any) will be equally applicable to the customer(s).