

### **SMS Alerts Terms & Conditions**

- 1.** The accountholder requests the Bank to provide SMS Alerts ("SMS") in respect of banking transactions pertaining to accounts maintained by the accountholder with the Bank ("Account"). All information pertaining to the Bank and banking products offered by the Bank from time to time through SMS (the "Service"), shall be entirely at the risk and responsibility of the account holder, and in consideration of the Bank agreeing at its absolute discretion to accept the request, the account holder shall confirm that all SMS communications may be addressed to the account holders at the mobile number(s) mentioned as per the subscription form.
- 2.** The accountholder irrevocably agrees and undertakes that the Bank is authorized and instructed to provide the Service, as modified from time to time by the Bank.
- 3.** The accountholder understands that the Bank assumes no responsibility whatsoever for any delay, non-delivery, inaccuracy and/or general failure of the Service and confirms that should the accountholder be dissatisfied with any portion of the Service, the accountholder's sole and exclusive remedy is to discontinue using the Service. The Bank shall not be responsible for any loss, damage or claim sustained by the accountholder as a result of using the Service.
- 4.** The accountholder understands that the Bank reserves the right to make a correction to any information conveyed by an SMS in relation to the Services. The accountholder shall immediately inform the Bank of any erroneous information in an SMS so that the Bank may send a corrected SMS.
- 5.** The accountholder understands and agrees that the Bank shall not be held responsible in case of any disclosure of the contents of the SMS to any undesired recipients, who are not authorized to know such information.
- 6.** The accountholder acknowledges and places on record that there are inherent problems in verifying the authenticity of SMS transactions, and the Bank shall provide the SMS in an un-encrypted form for the convenience of the accountholder.
- 7.** The Bank may at any time terminate the Service without assigning any reason whatsoever to the accountholder.
- 8.** The accountholder agrees to pay the charges levied by the Bank for providing the Service. These charges shall be advised in the Bank's Schedule of Charges, which may be available as posted half-yearly on the Bank's website. If the accountholder does not wish to continue with the Service any further, Accountholder will be required to contact the Call Center for discontinuation of the Service. For Entity Accounts, accountholder is required to contact their relationship branch for discontinuation of the Service.
- 9.** In case of a change in the mobile number mentioned herein and/or the loss of the SIM, the accountholder shall immediately inform the Bank. The accountholder shall inform the Bank forthwith of any unauthorized use of the Service, or any breach of security.
- 10.** The accountholder will indemnify and hold the Bank and its officers harmless against any claims, demands, losses, fines, penalties of damages suffered by the accountholder or any proceedings of actions initiated against the accountholder on account of the use of the Service by the Accountholder and understands that the Bank does not warrant, either expressly or impliedly, that the Service will meet the accountholder's requirements as specified from time to time, or that the Service will be uninterrupted, timely, secure, or error free in any manner or respect. The accountholder further agrees that the Bank or any of its employees or representatives or officers will not be responsible for any direct, indirect or incidental consequences.
- 11.** Where the application for SMS Alert Service is jointly signed by persons maintaining joint account on either or survivor basis, the said person shall be jointly bound by these terms & conditions. All regulatory/mandatory SMS will only be sent to the primary accountholder of the joint account. For Entity Accounts, a maximum of one SMS alerts recipient will be allowed per account.
- 12.** In case of change in Mobile Network Operator (Port-in), accountholders (other than entity account holders) are required to contact 24/7 Call Center at 111-014-014, whereas, Entity Account holders will have to contact their relationship branch for network updation.
- 13.** SMS Alerts service shall be charged as per the rates specified in the Schedule of Charges + Federal Excise Duty per month per Account which may be subject to change from time to time.
- 14.** Initial subscription charges will be deducted at the time of registration of the Service on real time basis.
- 15.** Charges for foreign currency accounts will be deducted in native currency by applying the PKR currency conversion rate. The State Bank of Pakistan's EOD conversion rate for the day will be applicable on charges deduction date.
- 16.** If sufficient balance is not available, partial recovery of the charges will be done automatically if full recovery is not possible for that period. If no balance is available in the account, charges will be deducted whenever amount will be credited in the accountholder's Account. The Bank may deduct (without obligation to do so) outstanding charges from any other account of the Account holder maintained with the Bank.
- 17.** Withholding tax on banking transactions other than cash and any applicable Federal Excise Duty will be applied as per the Bank's existing practice.
- 18.** Once SMS Alerts service is subscribed, it shall be charged as per the rates specified in the Schedule of Charges + Federal Excise Duty per month per Account which may be subject to change from time to time. In such case accountholder will receive SMS alerts on transactions as appearing on our website in addition to all digital transactions & Bank's recommended / mandatory SMS alerts. In case accountholder does not subscribed to the service, all digital transactions & only Bank's recommended /mandatory SMS alerts will be sent free of cost on the registered mobile number of the accountholder as per Bank's policy. "(This is only applicable if the Account is operated on a singly, sole proprietor, or joint (either/survivor) basis)".
- 19.** I/We confirm having read and understand the Terms & Conditions.