

Terms and conditions governing Internet Banking Service of Indusind Bank Limited

1. Definitions

- I. "Client" shall mean the organisation or any such legal entity availing the e-Banking services under these Terms and Conditions. AND "User(s)" refer(s) to individual (s) duly authorised by the Client to use Internet Banking services on their behalf
- II. "Service" – refers to internet banking service(s) available on connect online or Indusnet for viewing of the transactions carried out and the balance in relation to the Accounts.
- III. "Terms " refer to terms and conditions herein for use of Internet Banking
- IV. "Website" refers to the website owned, established and maintained by Bank available under the URL www.indusind.com and all the webpages therefrom/thereunder.

2. Applicability of Terms

By applying for or availing of Internet Banking Services, the client acknowledges and accepts these Terms and bound by them as stipulated by the 'Bank'. Notwithstanding anything contained herein, all Terms stipulated by the Bank pertaining to the Account(s) and/or to any services/facilities offered by Bank, shall continue to be applicable to the Clients, provided, however, in the event of a conflict in such other terms and conditions stipulated by Bank and the Terms herein, the Terms shall have an overriding effect. Clients agrees that in the event the Client avails of any services/ facilities offered by Bank through the Website, the Client shall be bound by all the terms and conditions stipulated by Bank pertaining to such services/facilities, offered by Bank and availed by the Client through the Website.

3. Authority to the 'Bank' for providing Internet banking services

The Client irrevocably and unconditionally authorises Bank to access all his Account(s) for the Services. The Bank shall have no obligation to verify the authenticity of any instruction received or purported to have been received from the Client through Internet Banking channels or purporting to have been sent by the Client other than by means of verification of the Internet Banking static Client-Id, login password and/or 2nd factor authentication. Bank reserves the right to discontinue all or any of the Services at any point of time without any notice or intimation thereof.

4. General

Information on site - The information provided to the Client through the Internet Banking is not updated continuously but at regular intervals. Consequently, any information supplied to the Client through Internet Banking will pertain to the date and time when it was last updated and not as the date and time when it is supplied to the Client. Bank shall not be liable for any loss that the Client may suffer by relying on or acting on such information. Bank may keep its records of the transactions in any form it wishes.

Accuracy of Information: The "Client" is solely responsible for the correctness of information supplied to Bank for use of the Internet Banking / while using any facility of Internet Banking or through any other means such as electronic mail or written communication.

Change of Terms: Bank shall have the absolute discretion to amend or supplement any of the Terms and/or terms and conditions stipulated by Bank pertaining to the Accounts and/or to any services/facilities offered by Bank at any time and shall give prior notice of one month by hosting the same on the Website or in any other manner as decided by Bank. The Client shall be responsible for regularly reviewing these Terms stipulated by Bank including amendments thereto as may be posted on the Website or through any other channels as the Bank may deem fit. Such amended Terms stipulated by Bank will thereupon apply to and be binding on the Client at the expiry of one month from the date of notice.

5. Access to internet banking & Password Policy

The “Client” s users as provided in the Service Request would be allotted an Internet Banking User-id and a set of secret passwords by Bank in the first instance/setup . The User (s) will be required to change the password(s) assigned by Bank on accessing the Internet Banking channel for the first time login. As a safety measure, the system will force the user (s) to change the passwords as per the Bank's security policy User (s). The User (s) acknowledges, represents and warrants that the password which will be issued to them is the sole and exclusive owner and is the only authorised User of the password and accepts sole responsibility for use, confidentiality and protection of the password, for availing of the Internet Banking services. If the User forgets the Internet Banking password or the Internet Banking Password gets locked after a number of incorrect attempts, upto such number as may be intimated by Bank from time to time, then the User may request for the issue of a new password through the, Internet Banking Channel support and this shall not be construed as the commencement of a new contract. The “Client” agrees and acknowledges that Bank shall in no way be held responsible or liable if the User (s) incurs any loss as a result of information being disclosed by Bank regarding his Account(s) or carrying the instruction of the User (s) pursuant to the access of the Internet Banking and the Client shall fully indemnify and hold harmless the Bank in respect of the same.

If the Client forgets the Client-id or the same gets disabled after a number of incorrect password attempts, upto such number as may be intimated by Bank from time to time, then the Client may request for the re issue of his Client id by giving a request in writing or through, Internet Banking Channel support or the Bank and this shall not be construed as the commencement of a new contract.

In addition to Client-id and static login passwords Bank may, at its discretion, advice the client” to adopt such other means of re-authentication including but not limited to mobile OTP/digital certification.

The Client shall take all necessary precautions to prevent unauthorized and illegal use of Internet Banking channel and unauthorized access to the Accounts and services provided therein. ank shall endeavour to take all reasonable care to ensure the security of and to prevent unauthorised access to the Internet Banking Bank.

6. The Bank may withdraw or terminate the Internet Banking anytime either entirely or with reference to a specific service; or in case of breach of Terms by the Client without a prior notice; or if it learns of the, winding up, bankruptcy or lack of legal capacity of the Client.
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