

Terms and Conditions for HNB Alert Facility

- Customers can subscribe to HNB Alerts Facility by registering one mobile number and/or one Email address as provided in the Customer's Current or Savings Account Mandate/Application.
- If the mobile number and/or E-mail address differs from what the Customer has already provided, steps will be taken to update the new mobile number and/or E-mail address provided the customer informs HNB of the changes being made to mobile number and/or E-mail address.
- Customers have the options of registering all of their accounts or selected accounts for the purpose of subscribing to HNB Alerts Facility. Further, the Customers have the option of selecting the types of alerts that they require for the purpose of receiving HNB Alerts Facility
- For corporate accounts, a board resolution is required together with the completed Application signed by the authorized signatories in order to subscribe to HNB Alerts Facility
- For partnership accounts, the signatures of all partners/parties are required to subscribe to the HNB Alerts facility.
- The charges for the HNB Alerts Facility will be updated in HNB website <http://www.hnb.net/service-charges-fees-commissions> whenever there is a charge in the rates applicable.
- Facility will be cancelled in the event of HNB being unable to recover the applicable charges
- It is the responsibility of the customer/corporate account holder to inform HNB whenever the mobile number or the email address is changed.
- The Customer agrees at all times to fully and effectually to indemnify and keep HNB indemnified against all actions proceedings losses costs claims demands damages or expenses whatsoever, that may be caused to you or suffered by you or which may be taken or made against or become payable by you as a result of the bank sending alerts to the same mobile No. or the E-mail address even after you have changed the same.
- There can be delays/non-receipt of alerts due to reasons beyond the control of the bank. Therefore, account holders must not depend entirely on the HNB Alerts facility for the transactions on the customer's account.
- The existing SMS alerts services for the HNB debit and credit cards are independent of the HNB HNB Alerts facility.
- **You should not share any SMS alerts/notifications/passwords/email alerts received from the bank via SMS with any third party and bank will not be liable for any loss occurred due to above negligence.**
- The terms and conditions governing HNB Alerts facility can be updated from time to time. The updated terms and conditions will be displayed in www.hnb.net