

# CHANNEL SERVICES APPLICATION FORM FOR EXISTING CUSTOMERS

(Applicable for Individual / Joint, Current Accounts, Savings Accounts, Fixed Deposits & Foreign Currency Accounts)

Date

Account No.

CIF No. 1.

2.

The Manager,  
Hatton National Bank PLC,

..... Branch.

Dear Sir/Madam,

I/We the undersigned request you to update the following details relating to the account/s in my/our name/s with your Bank.

(Please fill all the details in **CAPITAL LETTERS** and mark (✓) where applicable. Strike off any cages which are not applicable.)

## Personal Details

Name in Full (Rev/Dr/Mr/Mrs/Miss/Ms)

  

NIC No.

PP No.

**(A photocopy of the document should be submitted. Submission of Passport will be applicable for Non Nationals.)**

Change of Permanent Address (from previous intimation to the Bank) YES

NO

If YES please indicate new address (Proof of residence required. Eg: Electricity/Water Bill etc.)

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## Contact Details

E-mail

Telephone (Residence)

(Office)

(Mobile)

(Fax)

## Requirement for Internet /SMS/Mobile Banking

Please provide Internet Banking facility  Preferred User Login

Please provide SMS/Mobile Banking facility  Mobile number to be used

## Issue of Password

Please send my Password to the indicated Permanent Address through courier.

Please send my Password to the indicated Communication Address through courier.

## Requirement for E-Statement

### Indicate Statement Frequency

Daily

Weekly

Monthly

E-Statement will be forwarded to the E-mail address indicated above.

**Communication Address, if different from the Permanent Address:**

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By signing below I/we confirm that I/we have read and understood  explained and understood  the terms and conditions governing the "Channel Services" facility. I/We agree to abide by them as well as the additional terms and conditions presented in the website updates from time to time. I/We request Hatton National Bank to provide me/us with the "Channel Services" facility.

Customer's Signature

Customer's Signature

**Personal Details - Joint Holder**

Name in Full (Rev/Dr/Mr/Mrs/Miss/Ms)

Two rows of 26 light blue input boxes for the full name.

NIC No. [26 light blue input boxes]

PP No. [26 light blue input boxes]

**(A photocopy of the document should be submitted. Submission of Passport will be applicable for Non Nationals.)**

Change of Permanent Address (from previous intimation to the Bank) YES

NO

If YES please indicate new address (Proof of residence required. Eg: Electricity/Water Bill etc.)

Two horizontal lines for providing a new address.

**Contact Details**

E-mail [26 light blue input boxes]

Telephone (Residence) [10 light blue input boxes]

(Office) [10 light blue input boxes]

(Mobile) [10 light blue input boxes]

(Fax) [10 light blue input boxes]

**Requirement for Internet /SMS/Mobile Banking**

Please provide Internet Banking facility  Preferred User Login [26 light blue input boxes]

Please provide SMS/Mobile Banking facility  Mobile number to be used [10 light blue input boxes]

**Issue of Password**

Please send my Password to the indicated Permanent Address through courier.

Please send my Password to the indicated Communication Address through courier.

**Requirement for E-Statement**

**Indicate Statement Frequency**

Daily  Weekly  Monthly

E-Statement will be forwarded to the E-mail address indicated above.

**Communication Address, if different from the Permanent Address:**

Four horizontal lines for providing a communication address.

By signing below I/we confirm that I/we have read and understood  explained and understood  the terms and conditions governing the "Channel Services" facility. I/We agree to abide by them as well as the additional terms and conditions presented in the website updates from time to time.

I/We request Hatton National Bank to provide me/us with the "Channel Services" facility.

Empty box for Customer's Signature

Customer's Signature

Empty box for Customer's Signature

Customer's Signature

**For Bank Use Only**

**Verification at Branch**

Account Title Checked

Signature Rule [10 light blue input boxes]

Names Checked

CIF Numbers Checked

Input by (Branch Name) [10 light blue input boxes]

Address Verified

All Signatures Witnessed

(Mandatory)

Created by [10 light blue input boxes]

EPF No. [5 light blue input boxes]

Signature [10 light blue input boxes]

Date [DDMMYYYY grid]

Verified by (A Class Officer) [10 light blue input boxes]

EPF No. [5 light blue input boxes]

Signature [10 light blue input boxes]

Date [DDMMYYYY grid]

**Verification at Centralised Operations**

Created by [10 light blue input boxes]

EPF No. [5 light blue input boxes]

Signature [10 light blue input boxes]

Date [DDMMYYYY grid]

Verified by [10 light blue input boxes]

EPF No. [5 light blue input boxes]

Signature [10 light blue input boxes]

Date [DDMMYYYY grid]



# CHANNEL SERVICES APPLICATION FORM FOR EXISTING CUSTOMERS

## Terms & Conditions

1. The Password /User ID required for the use of **“Internet Banking”** facility is strictly confidential and should not be revealed to any person at any time under any circumstances.
2. The Bank must be immediately informed of any knowledge that the Password/User ID has fallen into the hands of an unauthorized party.
3. The Bank’s records and statements of all transactions processed by the use of **“Internet Banking”** facility shall be deemed sufficient and conclusive proof of all such transactions and would be binding on the user/s for all purposes.
4. The Bank reserves the right to modify, not process, delay processing any instruction given by the user/s through the use of **“Internet Banking”**.
5. The terms & conditions governing Current Accounts, Savings Accounts and such other applicable accounts would be binding on the user/s of **“Internet Banking”** facility.
6. The Bank reserves itself the right to vary, modify or add to these terms & conditions and levy charges at any time, without notice and without assigning any reason thereof.
7. Usage of **“Internet Banking”** facility will be subject to scrutiny from time to time and may be withdrawn by the Bank at its absolute discretion.
8. Partners/joint account holders are jointly and severally liable for all transactions processed by the use of this facility.

## Agreement to Terms & Conditions

By signing below I/We confirm that I/We have **read and understood** / **explained and understood**  the **terms and conditions** governing **“Internet Banking”** facility. I/We **agree to abide** by them as well as the additional terms & conditions presented in the web site updates from time to time.

I/We request Hatton National Bank to provide me/us a **“Internet Banking”** facility.

**Signature** 1. .... 2. .... 3. ....

### Additional Terms & Conditions for the Use of HNB Internet Banking Facility

**IMPORTANT** – Please note carefully your security duties described in 2.1 – 2.5. If you breach any of the security duties you may be liable for transactions even if you did not authorize them. By accepting our terms and conditions you are requesting us to add all your accounts, including joint accounts, to the Internet Banking Service. These terms and conditions shall be read as part and parcel of the contract governing the terms under which you opened your account with HNB.

Once you have accepted these terms and we have acknowledged your acceptance you will be able to use the Internet Banking Service. You will be able to view the most current version of these terms whilst using the Internet Banking Service. The additional features we may offer from time to time may require us to modify the terms and conditions of this Agreement to facilitate the use of such features. By agreeing to these terms you also agree to abide by any additional conditions you may be required to comply in order to use new features introduced from time to time.

These terms may be accepted through the use of the HNB Website by following the instructions set out on the relevant screen page. In addition you agree that any use by you of the Internet Banking service shall constitute your acceptance of the terms. We recommend that you store or print a copy of the terms and conditions for your record.

### Section 1 About this Contract

#### 1 DEFINITIONS

**“Account”** means and includes all or any one or more of the accounts opened by you with HNB.

**“Internet Banking Service”** is the service provided by us to you, which is described in the terms by which you access information and give us instructions in respect of your accounts with us. We may make additional functions available to you from time to time.

**“Terms”** means these terms and conditions and any additional or supplementary terms and conditions which we may notify you from time to time.

**“The User Guide”** means the guidance and information set out on the manual of instructions or “help” pages of the Internet Banking Service and all other guidance issued by us in connection with the use of this service, as may be amended from time to time.

**“Instruction”** is any request or instruction, which is effected through the Internet Banking Service by use of a security number.

**“User ID”** is the unique identifier, which is issued to you in connection with the Internet Banking Service.

**“Password”** is used by you for accessing the Internet Banking Service.

Reference to “you”, “your” and “yours” are references to the person requesting the Internet Banking Service.

Reference to “we”, “us”, and “our” are references to Hatton National Bank Ltd.

The words importing the masculine gender shall include the feminine gender and the words importing the singular number shall include the plural and vice-versa in these presents.

The clause headings are given for convenient reference only and shall not affect the construction of the corresponding terms and conditions or

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## **Section 2 Your Security Duties**

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- 2.1 You agree to comply with the terms and any security procedures mentioned in them.
- 2.2 You hereby agree and you must keep the password secure and secret at all times and take steps to prevent unauthorized use of it and your User ID. For example: -
- (a) Never write or otherwise record the password in a way that can be understood by someone else;
  - (b) Never tell the password to someone else including our staff.
  - (c) Avoid security numbers which may be easy to guess such as birthdays, telephone numbers, dates of birth etc;
  - (d) Never record your password or your User ID on any software which can retain it automatically (for example any computer screen prompts or “save password” feature or similar function on your internet browser.)
- 2.3 Once you have logged on to the Internet Banking service, you must not leave the terminal or other device from which you have accessed the service at any time or let anyone else use it until you have logged off from the Internet Banking Service. You will be responsible for ensuring that you have logged off the Internet Banking Service at the end of a session.
- 2.4 You MUST tell us of any unauthorized access to the Internet Banking Service or any unauthorized transaction or instruction which you know of or if you suspect that someone else knows your security number. You are required to Contact the helpdesk at telephone numbers 2660520. You must, in such circumstances, change your password immediately to a different password that have used before. We may disclose information about you and your account to the Police or other investigator if we think that it will help prevent or recover losses or in order to investigate any activity, which will amount to a crime under the laws of Sri Lanka.
- 2.5 You agree to check your records and statements of accounts and inform us immediately of any discrepancy.

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## **Section 3 Processing Your Instructions**

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- 3.1 You request and authorize us to (a) rely and act upon all apparently valid instructions as instructions properly authorized by you, even if they may conflict with any other mandate given at any time concerning your accounts or affairs and (b) debit your accounts with any amounts we have paid or incurred in accordance with any instructions.
- 3.2 An instruction shall only be effected by us if it has been affected through the Internet Banking Service using an appropriate password but we will not further check the authenticity of an instruction.
- 3.3 You agree that we can act on any instruction given to us including deducting any money from your account even if you did not authorize these instructions. However your liability for transactions or instructions, which were not authorized by you could be limited in the manner described in Clause 4.
- 3.4 We may refuse to act on an instruction, for example if a transaction exceeds a particular value or other limit, or if we know of or suspect breach of security. Please refer to the user guide for details on the limits imposed on transactions using the Internet Banking Service.
- 3.5 We are not liable for any failure delay or other shortcoming by any third party with whom you have accounts or otherwise when they are executing our instructions to them. This will particularly apply when you use this service to make payments for utility bills etc.
- 3.6 We will make reasonable efforts to modify, not process or delay processing any instruction where you request us to do so, but we shall not be liable for any failure to comply with such a request unless it is due to our failure to make reasonable efforts to do so.
- 3.7 You must ensure that any instructions given to us are accurate and complete and we are not liable if this is not ensured.
- 3.8 A transaction being carried out is not always simultaneous with an instruction given to us by you. Some instructions may take time to process and certain instructions are processed during normal banking hours even though the Internet Banking Service may be accessible outside normal banking hours.

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## **Section 4 Your Liability for Unauthorized Transactions**

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- 4.1 You will be liable for any losses (including the amount of any transaction carried out without your authority) if you have acted with gross negligence so as to facilitate that unauthorized transaction, or if you acted fraudulently. For the purpose of this clause 4, gross negligence shall include failure on your part to observe the security duties referred to in Clause 2 above and any instructions contained in the User Guide, which will be updated from time to time.
- 4.2 If you have notified us of any unauthorized access to the Internet Banking Service or unauthorized instructions or that you suspect that someone else knows yours security number, you will not be responsible for any unauthorized instructions carried out, after we have had reasonable time to suspend and acknowledge the suspension of the Service in respect of your account(s), unless we can show you have acted fraudulently.

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## **Section 5 General Conditions**

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- 5.1 You agree to maintain minimum balances in the accounts as may be required by Bank from time to time.
- 5.2 Bank Charges – We may impose appropriate charges for this Service or for any additional functions provided under this service, as may be determined by us from time to time. The amounts deducted as charges for this service will be communicated to you and will be available on our website. Any modifications to charges shall be notified within (30) day’s notice to you.  
You agree and undertake to pay all charges imposed by the Bank for the Service.
- 5.3 We may suspend or modify any service provided to you under this service without notice where we consider it necessary or advisable to do so.
- 5.4 License – by giving you the right to use the Service, we are granting you a non-transferable and non-exclusive right to use the Internet Banking Service on terms and conditions described here and in the User Guide.
- 5.5 Termination – Either party may terminate this Service and this agreement on thirty (30) day’s notice to the other provided that the Bank shall be entitled to terminate this Agreement immediately in the event of a material breach of it by the Customer or upon closure of the Customer account (s) with the Bank. Upon such termination you are required to destroy all records of your User ID, and Passwords.