

## **Internet banking**

### **ANNEX 3**

#### **INTERNET BANKING SERVICES - TERMS AND CONDITIONS**

The Terms and Conditions referred herein describe rights and obligations of a subscriber of Internet banking Services. Please, read them carefully and if in acceptance, sign on the provided space at the end of the last page.

By requesting to use this Service, You agree to comply with the following terms and conditions.

#### **Definitions**

The following definitions apply to these Terms and conditions: "Internet banking" is the Internet-based banking service providing access to Your CRDB Bank account(s).

- "Internet banking Services" means any Internet banking refers to a banking service delivery channel that allows bank Customers to access accounts information and perform various transactions over the Internet.
- "Password" is the system-generated code sent to the customer by CRDB Bank PLC for use during the initial sign-on, or the codes you select after the initial sign-on, that establishes your connection to the Service.
- Identification number (ID) is the system-generated code sent to you by CRDB Bank PLC for use during the entire operations of Internet banking services.
- "One-time key" means the key which will be sent to the user mobile number and will be used every time a user attempts to login.
- "The Bank" means CRDB Bank PLC.

#### **Use of Your Security Password and Hardware token/SMS/MOTP**

You agree not to allow anyone to gain access to the Service or to let anyone know Your Password used with the Service. Should there be a breach in the use of your security password, you agree to assume responsibility for all transactions up to the limits allowed. CRDB Bank PLC cannot guarantee and is not liable for breaches in Internet security password, SMS, Hardware token, or MOTP.

#### **Forgotten or Exposed Password**

If your Password has been forgotten/blocked please call +255 2134498" or 0754 557788, or visit your nearest CRDB Bank and report such incidence. If you think that someone else knows your password, you should immediately change it.

## **When your Statement shows transactions you dispute**

If your statement shows transactions that you dispute, please notify us immediately by calling the Bank. You should follow up your notification in writing and mail to:

CRDB BANK PLC, Attention: Manager Online banking  
P. O. Box 268  
DAR-ES-SALAAM.

## **Business Hours**

The Internet banking Internet banking Service will be available 24 hours a day, seven (7) days a week; however Demand guarantee, Application for commercial documentary credit (LC), Demand guarantee amendment Application form, Application for amendment commercial documentary credit (LC), TISS and SWIFT and negotiate rate request will be carried out during working days not later than normal business hours.

## **Modifications to these Terms and Conditions**

CRDB Bank PLC may modify the terms and conditions applicable to Internet banking services or any service herein. The Bank reserves the right for the use of this service in whole or in part at all times.

## **Statements:**

The Bank will not be liable in the following instances:

1. If through no fault of CRDB Bank, you do not have enough funds in your Account to make the transfer.
2. If circumstances beyond CRDB Bank control (such as fire, flood, power outage, equipment or technical failure or breakdown) prevent the transfer, despite reasonable precautions that we have taken.
3. If there is a hold on your Internet banking Account, or if access to your Internet banking Account is blocked, in accordance with banking policy- as Government order to block your account.
4. If your funds are subject to legal process or other encumbrance restricting the transfer.
5. If your transfer authorization terminates by operation of law.
6. If you believe that someone other than you has accessed your account and you fail to notify CRDB Bank immediately as set forth in these terms and conditions.
7. If you have not properly followed the scheduling instructions on how to make a transfer as included in this agreement.
8. If we have received incomplete or inaccurate information from you or a third party involving the account or transfer.
9. If we have a reasonable basis for believing that unauthorized use of your Password or Internet banking Account has occurred or may be occurring;

You agree that the Bank shall not be liable for damages in excess of your actual loss due to our failure to complete a transfer, and we will not be liable for any incidental or consequential damages.

If any of the circumstances listed in subparagraph two (2) or eight (8) above shall occur, we shall assist you with reasonable efforts in taking appropriate corrective action to reprocess the transactions that may not have been completed or to correct incorrect transactions that have been processed.

### **Limits to transfer made using the Internet banking**

Limits for personal customers shall be defined in the system by Bank Administrators during system setup. These limits will be subject to change from time to time at management discretion.

### **The limit for retail customers' transactions shall initially be as set at:**

- a) TZS - TZS 20 Million per day
- b) USD - USD 20,000 per day
- c) GBP - GBP 20, 000 per day
- d)EUR - EUR 20,000 per day

### **Limit for Corporate customers**

The limit setup for corporate customers shall be TZS. 200million per day, USD.200, 000, EURO 200,000 and GBP 200,000. These limits shall take into consideration TISS, SWIFT and Personal Transfers only. Customers who require transaction above 200 Million will have to write an official letter to the respective domicile branch.

### **Disclosure of information to third parties**

The Bank shall not disclose information related to your account(s) and transaction(s) to third parties unless with your permission except under the following conditions:

1. Where it is necessary for completing transfers; or in order to verify the existence and condition of your Internet banking Account for a third party, such as a credit bureau or merchant; or
2. In order to comply with government or court orders.

### **Termination**

**Termination of the Internet banking services by either party shall be without prejudice to rights, which have already accrued to either of the parties to the**

**Internet banking services arrangement. This shall be done by the following methods:-**

1. By sending a letter to Manager Online Banking through:

CRDB BANK PLC, Attention: Manager Online Banking  
P. O. Box 268  
DAR-ES-SALAAM.

Or sending a termination letter to the Branch Manager/Director of his/her domicile branch

2. By sending e-mail to: [ibank@crdbbank.com](mailto:ibank@crdbbank.com)

**Fee Structure**

CRDB Bank PLC offers the benefits and convenience of the Internet banking Service to you at fees set and reviewed periodically by the Bank. Fees are subject to change without notice. Final fees will be assessed through your normal statement cycle.

**Governing Law**

The laws of the United Republic of Tanzania shall govern this Agreement.

**Acceptance.**

I / we have read and understood the above Terms and Conditions related to Internet banking and related services and that I / We have understood and hereby sign to accept and abide by them:

**Signed by (Customer)**

Name.....Signature.....Date.....

**Signed by (Bank Official)**

Name.....Signature.....Date.....

