

# Channel Registration Form

## Internet / Mobile/ Phone / E-mail / Debit Card / Bill Pay / AccountAlerts activation authorisation form

for individuals / sole proprietorship firms only

Branch : \_\_\_\_\_ Date : \_\_\_\_\_

Debit Card Number: \_\_\_\_\_ Customer ID : \_\_\_\_\_

(if you already have one)

Please activate the following service(s) on my account(s) with IDBI Bank (please tick)

- Receipt of bank statement by email
- Receipt of demat holding statement by email
- Use of internet banking for transacting bank & demat accounts
- Use of mobile banking services (SMS & WAP) for transacting bank & demat accounts
- Use of phone banking services for transacting bank & demat accounts
- Issue of debit card (I don't have one)
- Linking of existing debit card to additional accounts

### Details of accounts for which above selected services are to be activated.

Order	Bank Account Number	Scheme Code (To be filled by Bank)
1) Primary	_____	_____
2) Other	_____	_____
3) Other	_____	_____
4) Other	_____	_____

Demat Customer ID \_\_\_\_\_ Demat Customer ID \_\_\_\_\_

Demat Customer ID \_\_\_\_\_ Demat Customer ID \_\_\_\_\_

### Personal Details

Name \_\_\_\_\_ Date of Birth \_\_\_\_\_

Mailing Address \_\_\_\_\_

(If different from the one in our records)

(dd-mm-yyyy)

City \_\_\_\_\_ State \_\_\_\_\_ Pin Code \_\_\_\_\_ Country \_\_\_\_\_

Phone (Home) \_\_\_\_\_ (Office) \_\_\_\_\_ (Mobile) \_\_\_\_\_ Fax \_\_\_\_\_

E-Mail ID \_\_\_\_\_ Mother's Maiden Name \_\_\_\_\_

(preferably non-official id, max 25 characters) (max 25 characters)

Preferred language for transacting at ATM  English  Hindi  Marathi  Tamil

(Subject to availability)

Name for use on Debit Card \_\_\_\_\_

(If you don't have an Debit card yet)

(25 characters max)



banking for all

**Fill this section only if you already have an Debit Card (Details of existing account to be linked to Debit Card)**

Primary Account Number \_\_\_\_\_

**Other Accounts to be linked to Debit Card**

If you want your Debit Card to be linked to any other savings and/or current account(s), (including joint accounts where mode of operation is either or survivor) that you maintain with the bank, please provide details of these accounts in this section.

Debit Card Number \_\_\_\_\_

**Bank Account Number**

**Scheme Code**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(to be filled by bank)

**Comprehensive Declaration**

I confirm having read and understood IDBI Bank terms and conditions for all the services I have requested above.

I accept and agree to be bound by the said terms and conditions for the use of the above selected services.

Name \_\_\_\_\_ Signature \_\_\_\_\_

**In case of joint accounts, all account holders must sign.**

I/We authorize the applicant to access the account(s) via the channels selected and authorize IDBI Bank to link new accounts opened by the applicant to the channels selected. I/We accept and agree to be bound by the said terms and conditions for the use of the above selected services.

Name \_\_\_\_\_ Signature \_\_\_\_\_

Name \_\_\_\_\_ Signature \_\_\_\_\_

Name \_\_\_\_\_ Signature \_\_\_\_\_

Name \_\_\_\_\_ Signature \_\_\_\_\_

**For Bank use only**

**Important : (please tick wherever applicable)**

- For issue of new card, initiate issue of new card on finacle
- For re-issue of new card, initiate re-issue of new card on finacle
- For replacement of card, initiate replacement of card on finacle
- For any modification of card, initiate modification of card on finacle
- For linking any additional account to card, initiate linkage of card on finacle
- For card deletion, initiate deletion of card on finacle

**Confirmed that :**

- Customer has been properly introduced
- Signatures verified of all account holders
- ATM Card operation has been performed on finacle
- The customer is duly authorized to access the account
- This is not a minor account
- This is not a jointly operated account

Remarks \_\_\_\_\_

Prepared and confirmed by \_\_\_\_\_ Verified By \_\_\_\_\_ Date \_\_\_\_\_



## Application form for AccountAlerts

**(Please fill the form in block letters only)**

Personal Details:

Name:

Cust ID:

Account No:

Email ID:

Mobile No.: 9 1

(For CDMA phones, kindly prefix the STD code to the mobile number.) Valid only for Mobile numbers in India.

### Type of Alerts

- \*Salary deposit to my account
- My account getting credited above  5k  10k  20k  50k
- My account getting debited above  5k  10k  20k  50k
- Cheque stopped by me
- Cheque deposited by me returned
- \*\* Utility Bill Pay
- Weekly Balance (only if transacted last week)

### Mode

- Alert me on  SMS  Email
- Alert me on  SMS  Email
- Alert me on  SMS  Email
- Alert me on  SMS  Email
- Alert me on  SMS  Email
- Alert me on  SMS  Email
- Alert me on  SMS  Email

\* only for customer's who have salary account's with IDBI Bank \*\* only for registered presentment billers

### Application for AccountAlerts

I/We hereby request IDBI Bank Ltd. ("the Bank") to activate the AccountAlerts facility offered by the Bank to receive customized Alert messages through the short messaging service ("SMS") over mobilephone or as an email as chosen by me/us with respect to events/transactions/information relating to my account stated above.

I/We have read and understood the terms and conditions relating to Alerts service being offered by the Bank and agree to abide by the same. As may be amended by the Bank from time to time.

I/We certify that the details furnished in this Application are correct and I/We give my/our consent to receive such information or mail under this AccountAlerts Facility. I/We shall advise the Bank immediately in case of any change in any of the above details & information given in this Application Form. I/We agree to provide any further information required and demanded by the Bank, from time to time, for providing the AccountAlerts service. I/We authorize the Bank to recover all charges related to the Alert Facility as determined by Bank from time to time.

Signature of Applicant 1

Signature of Applicant 2

Signature of Applicant 3

For Individuals, signature of the account holder;

For Sole proprietorship account, signature of the Sole Proprietor;

Note : This facility is not available if the operating instructions are Jointly by all.

### Facility for AccountAlerts

### Terms and Conditions for AccountAlerts

1. **Definitions:**  
In these Terms and Conditions, the following terms shall have the following meanings:  
"Alerts" or "Facility" or "Alerts Facility" means the customized messages based on Triggers, sent as Short Messaging Service ("SMS") over mobile phone or as a message via Email to the account holders on the mobile number or email id provided by the Customer;  
"Account" means any Savings/Current account of the Customer with the Bank;  
"Bank" means any branch in India of IDBI Bank Ltd. with which the Customer's Account is maintained;  
"Customer" means the person who holds an Account with the Bank;  
"Triggers" means the customized triggers to be set or placed by the Customer or by the Bank with the Bank & its systems, with respect to specific events/transactions relating to his/her Account to enable the Bank to send the corresponding Alerts to the Customer.  
"CSP" means the cellular service provider through whom the Customer or the Bank receives the mobile services.
2. **Availability**
  - 2.1 The Bank may at its sole discretion, discontinue the facility at any time without any prior notice. The Facility is currently available only to resident and non resident Indian Customers with Accounts with the Bank's branches in India. The Bank may at its discretion extend the facility to Non resident customers in respect of mobile phones of CSP rendering services within cellular circles in India or email.
  - 2.2 The Facility is available only in all regions in India.
  - 2.3 The Alerts will be sent to the Customer only if the Customer is within the cellular circles of the CSPs or in circles forming part of the roaming GSM network agreement between such CSPs.
  - 2.4 The Bank may, wherever feasible, shall extend the Facility to other cellular circles as well as to subscribers of other cellular telephone service providers, as will be notified by the Bank, from time to time.
  - 2.5 A mobile phone/email trigger may not be made by the customer or Bank if the account operations has been suspended for any reasons whatsoever.
  - 2.6 The customer assumes full responsibility for the security and confidentiality of his / her Mobile Phone / mobile phone number and mobile phone identification number to be used in initially gaining access to his/her account(s) through the use of his/her mobile phone.
3. **Process**
  - 3.1 To receive Alerts, the Customer may select and set all or any of the Triggers available under this facility by submission of the duly completed Application form at any of the specified bank branches / locations. The form could also be downloaded/submitted electronically through the Bank's website www.idbi.com. Alerts shall be sent over the Customer's mobile phone number and/or the E-mail id registered with the Bank.
  - 3.2 The Customer is duty bound to acquaint himself with the detailed process for using the facility and the Bank is not responsible for any error / omissions by the Customer in setting the Triggers.
  - 3.3 The Customer acknowledges that this facility of Alerts will be implemented in a phased manner and the Bank may at a later stage, as and where feasible, add more Triggers or Alerts. The Bank may, at its discretion, from time to time change the features of any Trigger or Alert. The Customer will be solely responsible for keeping himself updated of the available Triggers or Alerts, which shall, on best-effort basis, be notified by the Bank through its website or through any legally recognized medium of communication. The Customer may, from time to time, alter or add to the Triggers selected by him/her by prior written intimation to the Bank.
4. **Setting Triggers and Receiving Alerts**
  - 4.1 The Bank is not bound to acknowledge the receipt of any Instructions or Triggers nor shall the Bank be held responsible to verify any Instructions or Triggers. The Bank shall endeavor to provide Instructions and Triggers on a best effort basis and wherever operationally possible for the Bank.
  - 4.2 The Bank may, in its discretion, not give effect to any Triggers if the Bank has reason to believe with the apprehension (which decision of the Bank shall be binding on the Customer) that the Triggers are not genuine or otherwise improper or unclear or raises any doubt or in case any Triggers cannot be put into effect for any reasons whatsoever.
  - 4.3 The Customer is solely responsible for informing in writing to the Bank any change in his mobile phone number or e-mail address or account details and the Bank will not be liable for sending Alerts or other information over the Customer's mobile phone number/e-mail address recorded with the Bank.
  - 4.4 The Customer acknowledges that to receive Alerts, his mobile phone must be in an "on" mode if the Customer's mobile phone is kept "off" for a specified period from the time of delivery of an Alert message by the Bank, that particular message may not be received by the Customer.
  - 4.5 Triggers will be processed by the Bank after receipt and the processing time will be decided by the Bank, in its sole discretion. Initially, the alerts provided by the Bank on the mobile and/or the e-mail on any particular day, will have a certain time lag. The Customer acknowledges about being aware that the alerts being received are based on data available with the bank with a certain time lag. Select Alerts will be sent based on data updated as of the preceding working day. The customer also acknowledges that reasonable time may be taken for data processing for the purpose of sending Alerts on working days of the Bank.
  - 4.6 The Customer acknowledges that the Facility is dependent on the infrastructure, connectivity and services provided by the CSPs within India. The Customer accepts that timeliness, accuracy and readability of Alerts sent by the Bank will depend on factors affecting the CSPs and other service providers. The Bank shall not be liable for non-delivery or delayed delivery of Alerts, error, loss or distortion in transmission of Alerts to the Customer.
  - 4.7 The Bank shall endeavour to provide the Facility on a best effort basis and the Customer shall not hold the Bank responsible for non-availability of the Facility or non-performance by any CSPs or other service providers or any loss or damage caused to the Customer as a result of use of the Facility (including relying on the Alerts for the Customer's investment or business purposes) for causes whatsoever. The Bank shall not be held liable in any manner to the Customer in connection with the use of the Facility.
  - 4.8 The Customer accepts that each Alert may contain certain Account information relating to the Customer. The Customer authorizes the Bank to send Account related information, though not specifically requested, if the Bank deems that the same is relevant.
5. **Withdrawal or Termination**
  - 5.1 The Bank may, in its discretion, withdraw temporarily or permanently the Facility, either wholly or in part, at any time. The Bank may, without prior notice, suspend temporarily the Facility at any time during which any maintenance work or repair is required to be carried out or in case of any emergency or for security reasons, which requires the temporary suspension of the Facility.
  - 5.2 The Customer may also ask the Bank to terminate the facility after giving a due notice. Liabilities incurred by the customer shall however survive the termination of this agreement.
6. **Fees**
  - 6.1 As an introductory offer, the Facility is currently being made available by the Bank to the customer as a free of cost service for initial six months. Subsequent to this period the Customer shall be liable to pay to the Bank such fees as may be decided by the Bank from time to time. The Customer shall be liable for payment of such airtime or other charges which may be levied by the CSP in connection with the receiving of the Alerts, which may be levied by the CSP as per the terms and conditions of the CSP and the Bank is in no way concerned with the same.
- 6.2 The customer shall pay the bank, its standard fees and charges for the use of the service. In this connection, the bank is hereby authorized by the customer to debit any of the customer's account with the bank.
7. **Disclaimer**
  - 7.1 The Bank will not be liable for: (a) any unauthorised use of the Customer's identification number or (b) mobile phone number/restaurant or unauthorised access to e-mails received at his notified email address for any fraudulent, duplicate or erroneous instructions/Triggers given by use of the same; (c) acting in good faith on any instructions/Triggers received by the Bank; (d) error, default, delay or inability of the Bank to act on all or any of the instructions/Triggers; (e) loss of any information/instructions/Alerts in transmission; (f) unauthorised access by any other person to any information/instructions/Triggers given by the Customer or breach of confidentiality.
  - 7.2 The Bank shall not be concerned with any dispute that may arise between the Customer, the CSP & any other party and makes no representation or gives no warranty with respect to the quality of the service provided by the CSP or guarantee for timely delivery or accuracy of the contents of each Alert.
  - 7.3 The Bank shall not be held liable in the event that the mobile phone company/ mobile phone service provider fails, for any reason whatsoever, to reload the prepaid airtime of the customer. The customer agrees that any complaint in connection with the reload service shall be referred to and addressed by the mobile phone company/service provider.
8. **Disclosure**  
The Customer accepts that all information (Instructions /Triggers) will be transmitted to and /or stored at various locations and be accessed by personnel of the Bank (and its affiliates/agents). The Bank is authorized to provide any information or details relating to the Customer or his Account to the CSPs or any service providers so far as is necessary to give effect to any instructions/Triggers.
9. **Liability and Indemnity**  
The customer shall indemnify and keep the bank free and harmless from and against all liabilities, losses, claims and damages arising from negligence, fraud, collusion or violation of the terms of this agreement on the part of the customer and/or a third party provided there is no gross negligence on the part of the Bank. In addition, the bank shall not be liable for any expense, claim loss or damage arising out of or in connection with this agreement including but not limited to war, rebellion, typhoon, earthquake, electrical, computer or mechanical failures.
10. **Amendment**  
The customer hereby, agrees to abide by, without need of notice, any and all future modifications, innovations, amendments or alterations in this agreement made by the bank.
11. **Miscellaneous**
  - 11.1 The above terms and conditions are in addition to the terms and conditions applicable to the Accounts agreed to by the customer.
  - 11.2 All disputes are subject to the exclusive jurisdiction of the competent courts in Mumbai only.
  - 11.3 Nothing expressed or implied shall in any way waive or amend any of the terms and conditions in the existing Terms and conditions agreement with IDBI Bank.