

Manager

..... Branch

The Premier Bank Limited

Premier Bank  
service first



**Digital Channel Enrolment and Data Update Form**

Please Tick:  Individual Customer  Non-Individual Customer

Please write down the account number with branch code

Date :

Account Name :

Account Number 1  Account Number 2

Account Number 3  Account Number 4

Credit Card Number :

Mobile Phone :

E-mail Address :

**New Enrolment Request** (Please Tick)

Internet Banking  SMS Banking  E-Statement

**Existing Customer Request** (Please Tick)

iBanking Password Reset  iBanking ID Unlock  Email Address Change  Mobile Number Change  Others

Please describe in detail for others: .....

I/We hereby confirm that information given by me/us are correct and authorize the Bank to update the information provided herein in all my Accounts. I/We hereby acknowledge that I/We have read and understood the terms and conditions related to the above service request mentioned in the Accounts Opening Form, Enrolment Form or Website of Premier Bank and agree to comply with them. I/We also hereby acknowledge that I/we am/are fully aware of the associated risks of using of Digital Channels for any types financial and non-financial transactions and also agree to bear that risks. I/We also accept that use of the Digital channel services is subject to compliance of prevailing regulations and schedule of charges/pricing of The Premier Bank Limited ("the bank").

**Customer Signature**

1) .....  
(First Applicant)

2) .....  
(Second Applicant)

3) .....  
(Third Applicant)

**24/7 Customer Care Center: 16411 or 09612016411** (Land Line), E-mail: digitalbanking@premierbankltd.com

**For Bank use only** (After varification, Please capture the e-mail address & mobile number in the CBS and send the scan opy to digitalbanking@premierbankltd.com)

Branch  
Instruction Taken and Signature Verified by (Sign & Seal)

Digital Banking Division  
Instruction Executed by (Sign & Seal)

.....  
Prepared by

.....  
Authorised by

.....  
Executed by



# Terms and Condition of Digital Channels

## 1. Internet Banking:

- a. The use Premier Bank Internet Banking Service is subject to the following terms and conditions and shall be governed by the bank's prevailing Terms & Conditions available in the bank's website at [www.premierbankltd.com](http://www.premierbankltd.com) & accept the same.
- b. Premier Bank will provide the User with unique User Identification Number ("User ID") and a temporary Password in the first instance through email. The User(s) hereby authorizes and instructs Premier Bank to email him/her the User ID and Password relating to his/her access login to the Internet Banking Services to the email address given in the application at his/her own risk and responsibility.
- c. User hereby acknowledges and understands the inherent risk of using Internet and availing the Internet Banking Services and accordingly shall take all necessary precautions at his/her end to safeguard himself/herself from such risk. Bank shall not be held liable in any form whatsoever if the User suffers any loss or damages due to such inherent risk of internet and Internet Banking Services unless such loss or damage is caused due to willful negligence of the Bank.
- d. The User should check the Statements for all of his/her accounts for any unauthorized transaction. In case of any discrepancy in details of any transactions carried out in respect of the account, in that event User should immediately inform Premier Bank In writing.
- e. User shall be responsible for all financial and non-financial transactions using Premier Internet Banking Service.
- f. Any transaction made after working hours or on public/bank holidays, the transaction value date will be the next working day.
- g. Premier Bank shall not be liable for any consequences arising out of its failure to carry out the instructions due to inadequacy of funds.
- h. Charges are subjected to change from time to time at Premier Bank's discretion. Charges may be determined periodically by the prior notice to the customers through Premier bank website at [www.premierbankltd.com](http://www.premierbankltd.com)

## 2. SMS Banking/ SMS Alert Service

The Application form must be sent directly to The Premier Bank; and not by facsimile. The Bank will require seven working days after receiving the SMS Banking Application Form for activation of the service. In case of Bank Account, the Bank will accept the Application form signed by the authorized signatories of the Account only ( subject to signature verification for PUSH service, the Bank will use the respective Mobile Phone Operator's text mail service (SMS) to send the financial information related to customer's account on the following working day after the statement has been generated. The PUSH service will be offered free of charge. For PULL service the Account/ Cardholder will be able to obtain a range of financial information related to account by typing a pre-defined key word with a 4 digit PIN as a message in the mobile phone and then sending this message to a prescribed SMS short code. For this service, regular SMS charges of the respective Mobile Phone Operator will apply. The Account/ Cardholder are solely responsible to ensure the possession of the mobile phone/ connection assigned to SMS Banking Services to maintain the confidentiality of his/ her financial information. If the mobile phone/ connection is lost, stolen or sold to another individual, the Account/ Cardholder shall immediately notify the Bank of the incident and cancel the SMS Banking Service. The Account/ Cardholder hereby agrees the Bank/ Mobile Phone Operators will not be responsible for any disruption in SMS Banking Service due to any technical failure on the part of the Bank/ Mobile Phone Operator. SMS Banking Service shall remain effective until otherwise advised in writing by the Account/ Cardholder, which should reach the Bank at least one week before the next statement is due. The laws of Bangladesh govern these Terms & Conditions. The Bank may revise and/ or change any of the Terms & Conditions at any time with notice to the Account/Card Holder, but does not require any consent.

## 3. E-statement:

- a. That the Bank does not use encrypted e-mail and generally internet is not encrypted and is not a secure means of transmission of the information. It involves the risk of unauthorized alteration, usage and disclosure of the Information by the parties.
- b. That transmission of the information to a corporate ID involves the risks of the information to be viewed, altered, used or disclosed to third parties by once authorized but afterward no more in the employment of the organization in future. I/ we agree to indemnify the Bank and hold the Bank indemnified and harmless from any and all costs, expenses, liabilities, loses, responsibilities, whether direct or consequential, arising out or an connection with such view, alteration, usage or disclosure of the information or otherwise caused by using the internet as a means of transmission and also for any error, delay or problem in transmission of the information.
- c. That my/ our legal representatives, executors, successors-in-interest and assigned are bound by this E-statement Enrolment.
- d. That this E-statement Enrolment shall be governed by and construed in accordance with the laws of Bangladesh.

## Customer Signature

1) .....

(First Applicant)

2) .....

(Second Applicant)

3) .....

(Third Applicant)

**24/7 Customer Care Center: 16411 or 09612016411** (Land Line), E-mail: [digitalbanking@premierbankltd.com](mailto:digitalbanking@premierbankltd.com)

**The Premier Bank Limited, Head Office:** Iqbal Centre, 42, Kemal Ataturk Avenue, Banani, Dhaka-1213, Bangladesh

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