



འབྲུག་གོང་འཕེལ་དངུལ་ཁང་ཚོད་འཛིན།
Bhutan Development Bank Limited

“Your Development Partner”

Annexure 1: Internet Banking form

Date:

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APPLICATION FOR INTERNET BANKING

To be filled in BLOCK LETTERS and (✓) the appropriate boxes. All the fields marked * are mandatory

To
The Chief/Branch Manager

Please enable Internet Banking Facility against my/our account number as below:

Account Number	Account Type	Account Name
1.		
2.		
3.		
4.		
5.		

Details of the person authorized to operate the above account through internet banking :

Signature	Details
	Name *:
	Citizen ID No*:
	Email*:
	Business Address*:
	Type of Services*: <input type="checkbox"/> View Only <input type="checkbox"/> View and Transfer
	Name *:
	Citizen ID No*:
	Email*:
	Business Address*:
	Type of Services*: <input type="checkbox"/> View Only <input type="checkbox"/> View and Transfer
	Name *:
	Citizen ID No*:
	Email*:
	Business Address*:
	Type of Services*: <input type="checkbox"/> View Only <input type="checkbox"/> View and Transfer
	Name *:
	Citizen ID No*:
	Email*:
	Business Address*:
	Type of Services*: <input type="checkbox"/> View Only <input type="checkbox"/> View and Transfer

Note: Internet Banking access shall be provided only to authorized signatory/signatories as per the Core Banking System (CBS) records, in accordance with the account mandate (single or joint operation).



CUSTOMER CONSENT AND DECLARATION

I/we hereby confirm that the information provided on this form is true and accurate to the best of my/our knowledge at this time and shall be fully liable if proven otherwise. If any of the details change, I/we undertake to inform the Bank promptly. I also agree to the disclosure of my account information as required by the regulatory authority and laws of the Kingdom. I/we have also read and understood the Terms & Conditions of internet banking and its consequences mentioned herewith/back side of the application form and agreed to abide by them unconditionally. In the event of my/our failure to abide by the terms and conditions, I/we agree irrevocably to compensate the BDBL and its branches for any loss incurred or to be incurred in future.

Affix legal stamp

Affix legal stamp

Affix legal stamp

Signature of the
Authorized Signatory 1

Signature of the
Authorized Signatory 2

Signature of the
Authorized Signatory 3

Name *:

Name *:

Name *:

CID *:

CID *:

CID *:

Email *:

Email *:

Email *:

Business Address *:

Business Address *:

Business Address *:

FOR BANK USE ONLY

Signatures, account name and account number of the applicant(s) verified and found as per bank Records. Required services are enable at the account level. Recommended and permitted for provided internet Banking Services.

Application Received Date*

User ID *

Name & Signature of Dealing Officer*

Approved: Yes No

Approved by (CM/BM): Signature: ___ Date: ___



Terms and Condition of Internet Banking

These Terms and Conditions set out the rights and obligations of a BDBL customer in connection with the use of the Internet Banking facility. All these Terms and Conditions shall form part of the Agreement upon signing of this application by both the customer and BDBL. These Terms and Conditions are legally binding on the customer. Therefore, it is important that you read them carefully before signing and executing this application. These Terms and Conditions supersede all previous terms relating to the service, if any, unless otherwise specified by the Bank. These Terms and Conditions shall apply to all individual and company accounts accessed while using the service. In the event of any inconsistency between these Terms and Conditions and any other applicable terms, these Terms shall prevail. These Terms and Conditions apply to:

1. Individual accounts held in sole name; and
 2. Joint accounts, provided they are operated by a authorized signatory;
 3. Business and corporate accounts (collectively referred to as "eligible accounts").
- By clicking the "I Agree" button at the time of login, you consent to be legally bound by these Terms and Conditions and accept full responsibility for any consequences arising thereof. These Terms and Conditions may be revised from time to time, and any changes will be communicated to you electronically or in writing.

You, as a BDBL customer, must comply with all standard security and authentication procedures and adopt all reasonable measures to ensure that your login credentials and transaction passwords are not disclosed to any third party. In the event of misuse of any facility or service resulting in financial loss, such loss shall be borne solely by you, and BDBL shall not be held liable. If you do not agree to these Terms and Conditions, you are not required to sign or proceed with this document.

The following specific terms apply to your use of the facility:

1. You will be provided with a secure USER ID, password, and transaction PIN by BDBL. You are required to change the password assigned by BDBL upon first access to the portal. As a security measure, you should change your password regularly thereafter or as required by the system (typically every 90 days), whichever is earlier. Additionally, BDBL may, at its discretion, require the use of additional authentication methods as it deems appropriate.
2. You acknowledge that any transaction carried out through the BDBL Internet Banking portal using your Password/PIN shall be deemed authorized by you. The Bank shall not be liable for such transactions, as it acts solely on the instructions entered by you. Since the Password/PIN is entered by you, all such transactions shall be considered duly authenticated and authorized.
3. You understand and agree that the transaction PIN is used to authenticate transactions initiated by you and shall have the same legal effect as your specimen signature on a withdrawal form or cheque. You shall be legally responsible for all transactions authenticated using your transaction PIN.
4. In case you forget your password, a new password may be obtained from BDBL through a formal written request or by using the "Forgot Password" option. Such replacement shall not be considered as the creation of a new contract. BDBL will provide the new password within a reasonable time, and no transactions should be carried out until access is restored.
5. You are fully responsible for maintaining the confidentiality and security of your User ID, Password, and Transaction PIN. If any third party gains access to your account due to your negligence, you shall bear full responsibility and agree to indemnify BDBL against any loss, cost, or damage arising from such transactions.
6. Customers shall refrain from accessing the Internet Banking portal through public or unsecured systems.
7. Customers must not attempt to access any information or data stored with BDBL by any means other than the official Internet Banking services. You must also ensure that unauthorized persons do not access your account(s).
8. The user intending to use this facility must be either the sole account holder or an authorized individual permitted to operate independently in the case of joint accounts. Other joint account holders must expressly consent to this arrangement, and all transactions shall be binding on them jointly and severally. BDBL shall not be liable for any loss or damage incurred by any joint account holder in such circumstances.
9. For accounts opened in the name of minors, the natural guardian shall operate the account and provide all instructions. The guardian must not disclose login credentials to the minor, and all transactions shall be deemed to have been carried out by the guardian.
10. BDBL shall have the right of set-off and lien over all deposits held in your accounts, whether individually or jointly, to recover any outstanding dues arising from the use of this facility.
11. BDBL shall not be held responsible if a transaction fails due to system issues, even if a confirmation is displayed on the screen, or if the transaction fails at the backend.

NOTICE:

BDBL may provide notices through email, written communication, SMS, or official platforms. Such notices shall be binding.

BULK UPLOADS / SERVICE AVAILABILITY

The Internet Banking service is generally available 24 hours a day, 7 days a week. However, the availability of the service may be affected by routine system maintenance, upgrades, technical issues, or circumstances beyond the control of BDBL. The Bank reserves the right to temporarily suspend, modify, or discontinue any part of the service without prior notice where necessary. While BDBL will make reasonable efforts to ensure uninterrupted access, it shall not be held liable for any loss or inconvenience caused due to service interruptions.

EXCLUSIVITY

The Internet Banking facility is provided strictly for lawful and authorized use only. Customers agree not to use the service for any illegal, fraudulent, or unauthorized activities. Any misuse of the service, including attempts to compromise system security or engage in prohibited activities, must be reported immediately to BDBL. The Bank reserves the right to take appropriate action, including suspension or termination of access, in case of misuse.

CLOSURE OF ACCOUNT

Customers may request the closure of their account(s) maintained with BDBL at any time, provided that all outstanding obligations, including loans, fees, or other liabilities, have been fully settled. The Bank reserves the right to verify that no pending transactions or commitments remain before processing the closure request. Once the account is closed, access to the Internet Banking facility will also be terminated.

DECLARATION OF LINKED FACILITIES

In the event that a customer transfers or delegates authority to operate their account to another individual or entity, the customer must inform BDBL in writing and provide complete details of all linked banking facilities. Failure to provide such notification may result in unauthorized transactions or misuse, for which the customer shall bear full responsibility. BDBL shall not be held liable for any consequences arising from the failure to declare such changes.

NON-TRANSFERABILITY

The Internet Banking facility and associated access rights are strictly personal to the authorized user and shall not be transferred, assigned, or shared with any other person without the prior written consent of BDBL. Any unauthorized transfer or sharing of access credentials may result in suspension or termination of the service and may attract legal consequences.

ARBITRATION

Any dispute, claim, or disagreement arising out of or in connection with these Terms and Conditions shall first be resolved amicably through mutual discussion between the customer and BDBL. If such resolution is not possible, the matter shall be referred to the Royal Court of Justice of Bhutan for final settlement in accordance with the laws of the Kingdom of Bhutan.

SURVIVAL OF OBLIGATION

The obligations and responsibilities of the customer under these Terms and Conditions shall continue to remain in effect even after the termination or discontinuation of the Internet Banking service. Any rights, liabilities, or obligations that have arisen prior to termination shall survive and remain enforceable.

CANCELLATION

BDBL reserves the right to deactivate or cancel a customer's Internet Banking access if the account remains inactive for a continuous period of 90 days or more. The Bank may also cancel access in cases of suspected misuse, security concerns, or violation of these Terms and Conditions. Reactivation of the service may require a fresh request and verification process.

RIGHTS RESERVED

All rights not expressly granted under these Terms and Conditions are reserved by BDBL. The Bank reserves the right to amend, update, or modify these Terms at any time. Customers shall be deemed to have accepted such changes upon their publication through official communication channels, and continued use of the service shall constitute acceptance of the revised Term

Signature Date.....