



The Vishweshwar Sahakari Bank Limited., Pune

(Multi - State Scheduled Bank)

Internet Banking Terms & Conditions

IMPORTANT: Please note carefully the Customer/User's Instructions and Terms and conditions set out herein below. If the User commits a breach of the duties under the agreement the User may be liable for the transactions even if the User did not authorize them. Please note that by accepting the Terms you are requesting us to add the entire User's Account, including joint accounts, to the Internet Banking.

- 1) Definitions In this document the following words and phrases shall have the meanings as set below unless the context indicates otherwise.
 - a) VSBL Bank. : " The Vishweshwar Sahakari Bank Limited., Pune " herein after referred to as VSBL Bank , a Cooperative Bank registered under the Maharashtra Co-operative Societies Act, 1960 and licensed as a bank under the Banking Regulation Act, 1949.
 - b) Account(s) : "Account(s)" refers to the user's/Customers bank account link to customer id including joint accounts, account, loan accounts, depository account and/or any other type of account (each account hereafter referred to as an "Account" and collectively as "Accounts"), so maintained with VSBL Bank which are eligible Account(s) for purposes of Internet Banking. One of these Accounts shall be designated as the Main Account and all other Accounts, if any, of the same Customer/user shall be referred to as other Account(s).
 - c) Internet Banking : "Internet Banking" refers to the internet banking service offered or provided by VSBL Bank to the User and which are described in the Terms by which the User may access information and give VSBL Bank instructions in respect of certain of User's Account(s) with VSBL Bank . Such Internet Banking may be provided by VSBL Bank directly or through its associates or contracted service providers.
 - d) User : "User" refers to a customer of VSBL Bank and/or of that of VSBL Bank, authorized to use Internet Banking or a person requesting the Internet Banking. In case of the User being a minor, the guardian of such minor shall be permitted to use Internet Banking, except in case of accounts of minors' are opened under special scheme where limited rights to access the account would be given to the accountholder who is yet to attain majority. This document all references to the User refers to both masculine and feminine gender.

- e) **"Payer"** refers to the person who perform the Debit Account(s).
- f) **"Payee"** refers to the person to whom the Payer will transfer Fund(s).
- g) **"Manage Beneficiary"** refers to add Payee to whom you will transfer Fund(s).
- h) **"Payment Instruction"** refers to instructions given by you for a credit transaction to the Account.
- i) **"Login Id"** means a unique numeric user identification code I.e Customer ID as the case may be assigned to your account/s by the Bank for the purpose of identification.
- j) Personal Information : "Personal Information" refers to the information provided by the User/Customer to VSBL Bank.
- k) Terms or E-Terms : "Terms" or "E-Terms" refer to these terms and conditions and any supplementary terms and conditions which we will be notified under Clause [29] below, as amended from time to time.
- l) Website : "Website" refers to the website owned, established and maintained by VSBL Bank located at the URL <https://vishweshwar.bank.in>

2) Scope for Internet Banking Services

With eligible Account for Internet Banking, Customer can avail following Services

- a) Balance Inquiry
- b) Accounts Statement
- c) Funds Transfer
- d) Stop Payment
- e) Term Deposit/Loan Account View
- f) Cheque Book Request
- g) Debit Card Control
- h) Any other services which Bank may add from time to time

- 3) **Applicability of Terms:** These Terms form the contract between the user and VSBL Bank for availing Internet Banking. The user shall apply to VSBL Bank in the prescribed form for use of Internet Banking. VSBL Bank shall be entitled at its sole discretion to accept or reject such applications as may be submitted by the users. In addition to what is provided hereinbefore the User agrees that any use by the User of the Internet Banking shall constitute the User's acceptance of the Terms. Applying for Internet Banking will also be deemed as acceptance of the Terms and acknowledged thereof. Notwithstanding anything contained herein, all terms and conditions governing the Accounts shall continue to be applicable to the users provided in the event of a conflict in the terms governing the accounts and the terms herein, the terms herein shall have overriding effect. These terms will be in addition to and not in derogation of the terms

and conditions relating to any account of the user. VSBL Bank recommends to the User that he should store or print off a copy of the Terms for his/her records.

4) Internet Banking:

- a) For the purpose of availing Internet Banking, the User would need to have legal and valid access to the Internet.
- b) The information provided to the User through the Internet Banking is not updated continuously but at regular intervals. Consequently, any information supplied to the user through Internet Banking will pertain to the date and time when it was last updated and not as the date and time when it is supplied or the date on which the internet is viewed by the User. VSBL Bank shall not be liable for any loss that the User may suffer by relying on or acting on such information.
- c) VSBL Bank may keep its records of the transactions in any form it wishes. VSBL Bank's records, unless shown to be wrong, shall be evidence of User's dealings with VSBL Bank in connection with the Internet Banking. User agrees not to object to the admission of VSBL Bank's records as evidence in any legal proceedings because such records are not originals, are not in writing or are documents generated by a computer. Where the User agrees to give the VSBL Bank an instruction or request a transaction through the Internet Banking the Terms will apply in addition to the existing terms in respect of User's dealings with VSBL Bank either in respect of particular accounts or products or generally. In the event of inconsistency the Terms herein will apply.
- d) Any request for any service, which is offered as a part of Internet Banking, shall be binding on the User as and when VSBL Bank receives such a request. If any request for a service such that it cannot be given effect to unless it is followed up by requisite documentation on part of the User, VSBL Bank shall not be required to act on the request until it receives such documentation from the User.
- e) The User shall ensure that Internet Banking or any related service is not used for any purpose which is illegal, improper or which is not authorized under these Terms.
- f) The User shall be aware that VSBL Bank uses very high level of encryption. It is the Users responsibility to ensure that, if outside India the User's ability to use the Internet Banking is permitted by the local laws and VSBL Bank shall not be liable for any loss or damage suffered by the User as a result of not being able to use the Internet Banking in such parts of the world.
- g) Notwithstanding anything contained in the Terms, due to the nature of Internet Banking, VSBL Bank shall not be responsible for any loss or damage to the User's data, software, computer, telecommunication or other equipment caused by using the Internet Banking.
- h) Bank may advise from time to time the internet software such as browser which is required for using Internet Banking. There will be no obligation on the Bank to support any particular internet software.
- i) User warrants that he will guard his identity in general and with particular reference to Internet Banking, namely Login ID, User-Id, Passwords, PIN, Account

numbers and such other customer authentication and verification codes issued to and / or generated by User. User shall not hold Bank responsible if he incurs the loss due to identity threat of giving of the credentials to third parties or lack of due diligence.

- j) Customer warrants that User fully understands the option of transaction banking over internet and will take due care while performing the transaction and shall not blame the bank for loss occurred if any due to negligence on the part of the Customer to observe safety and security standards for performing the transactions.
- k) User warrants that he\she will not use the internet banking services for illegal purpose or activities which are not authorized under the law.
- l) User warrants that he\she understand that entering an instruction, direction, order, request with the Bank, either electronically or otherwise, does not guarantee execution of such instruction, direction, order or request. The Bank shall not be deemed to have received any instruction, direction, order, request electronically transmitted by you until it confirms the receipt of such instruction, direction, order, request.
- m) If User notice an error in the information supplied to the Bank either in the application form or any other communication, then he\she shall immediately advise the Bank which will be corrected on a reasonable efforts basis.
- n) Bank has adopted the mode of authentication by means of verification of the Login ID and/or through verification of Password, or through any other mode of verification as may be stipulated at the discretion of the Bank, which are not recognized under Information Technology Act, 2000 for authentication of electronic records. Therefore, User is solely responsible to maintain the secrecy and confidentiality of the PIN without any liability on the Bank in this regard.

5) Unauthorized Access:

- a) The User shall take all necessary precautions to prevent unauthorized and illegal use of Internet Banking and unauthorized access to the Accounts provided by Internet Banking.
- b) VSBL Bank shall take all commercially reasonable care to ensure the security of and to prevent unauthorized access to the Internet Banking using technology available in India to VSBL Bank.

6) Internet Banking Access:

- a) The User would be allotted an Internet Banking user-ID and secret passwords, one for the 'Log In' by VSBL Bank in the first instance with transaction password.
- b) The User will be required to change the passwords assigned by VSBL Bank on accessing Internet Banking for the first time. As a safety measure, the User shall change the password as frequently thereafter as possible.
- c) In addition to user-id and passwords VSBL Bank may, at its discretion, advice the User to adopt such other means of authentication including but not limited to digital certification and/ or smart cards.

- d) The User shall not attempt or permit others to attempt accessing the Account information stored in the computers of VSBL Bank through any means other than the Internet Banking.
 - e) Customer-Id will be User-Id. All accounts opened under your Customer-Id would be linked for operations in Internet Banking as per application form given by customer.
 - f) Login ID given by the Bank shall remain unchanged and shall be kept confidential by Customer
 - g) Internet Banking Password: The User acknowledges, represents and warrants that the passwords which will be issued to him, provides access to the Account and that User is the sole and exclusive owner and is the only authorized user of the passwords and accepts sole responsibility for use, confidentiality and protection of the password, as well as for all orders and information changes (i.e., change of address) entered into Accounts using such passwords. The User grants express authority to VSBL Bank for carrying instructions authenticated by such passwords.
 - h) The User unconditionally undertakes to have Internet Banking password of such number of letters/digits as may be notified by VSBL Bank from time to time and ensure that the same is kept confidential; and to not let any unauthorized person have access to the internet while the User is accessing the Internet Banking.
 - i) If the User forgets the Internet Banking password or the Internet Banking Password gets locked after a number of incorrect attempts, up to such number as may be intimated by VSBL Bank from time to time, then the User may within three days from the time he/she is not able to access his/her Account for the reasons mentioned herein request for the issue of new passwords through the home branch or in any other manner as decided by the Bank during business hours and this shall not be construed as the commencement of a new contract. Such Passwords may be issued within such time as may be intimated by VSBL Bank from time to time.
 - j) The user agrees and acknowledges that VSBL Bank shall in no way be held responsible or liable if the user incurs any loss as a result of information being disclosed by VSBL Bank regarding his Account(s) or carrying the instruction of the User pursuant to the access of the Internet Banking and the User shall fully indemnify and hold VSBL Bank harmless in respect of the same.
 - k) The User shall maintain the secrecy of all information of confidential nature and shall ensure that the same is not disclosed to any person voluntarily, accidentally or by mistake. The User shall comply with such guidelines, instructions or terms as VSBL Bank may prescribe from time to time with respect to the User's password. The Bank will never send email/letter or call the user for asking user's confidential information such as PIN/Password etc. If someone does ask the user for it, they do not represent the Bank.
- 7) **Joint Accounts:** In case of Joint Accounts, access for Internet Banking, the facility shall be available to the 1st account holder in his/her account held with VSBL Bank and if he/she is the Account holder and sole signatory or authorized to act independently in case of a

joint account. For such joint accounts, one user-ID and password for Internet Banking will be issued to the first account holder when requested. The other joint account holders shall expressly agree with the arrangement and give their consent on the application form for use of Internet Banking. All correspondence will be addressed only to the first named person in the joint account. All actions arising from the use of Internet Banking in the joint account shall be binding on all the joint account holders, jointly and severally.

- 8) **Charges:** VSBL Bank reserves the right to charge and recover from the User service charge for providing the Internet Banking. The User hereby authorizes VSBL Bank to recover the service charge by debiting one of the Accounts of the User. In case of insufficient balance for recovery of the service charges , VSBL Bank may recover the same in a manner as VSBL Bank may deem fit along with such interest, if any, and will at its discretion may suspend the facility of Internet Banking without any liability to VSBL Bank.

9) **Funds Transfer through Internet Banking**

- a) **Funds Transfer to Other accounts:** User accept that he\she will be responsible for keying in the correct account number for the fund transfer request. In no case, the Bank will be held liable for any erroneous transactions incurred arising out of or relating to entering wrong account numbers. Further, the Bank shall not be held liable if the payment option get locked after a number of consecutive attempts, as may be intimated by the Bank from time to time, in which case User may request for enabling the option through Bank's customer care numbers notified to You.
- b) Bank shall not be liable for any omission to make all or any of the payments or for late payments due to circumstances beyond its reasonable control including non-confirmation of Payee Registration.
- c) Funds transfer shall be used for transfer of funds from Account to other accounts belonging to third parties maintained at the Bank. In the event such transfer of funds is from the Account to accounts belonging to third parties maintained, which falls under the network of Reserve Bank of India's Electronic Fund Transfer system, then the same shall be governed by the terms and conditions applicable to National Electronic Funds Transfer ("NEFT") of the Reserve Bank of India (RBI) as provided on the Website or on the RBI Website.
- d) **Transaction Limits:** The transaction limits for Internet banking as per bank policy and at customer level as per application. Transaction limit will be change time to time as per policy define by Bank.
- e) **Cooling period:** Newly added beneficiary will be available for transactions only after cooling period of 30 minutes with transaction limit of Rs.50,000/ in first 24 hours irrespective of normal limit.

- f) Bank shall incur no liability if it is unable to effect the payment instructions if there is insufficient balance in the account or if the funds available in the accounts are under lien\charge or due to circumstances beyond its control.
- g) User irrevocably and unconditionally authorize the Bank to access all Account(s) for effecting Banking or other transactions performed by User through the Internet Banking. Users instructions shall be effected only when such instruction is in accordance with the prescribed procedure.
- h) Bank shall have no obligation to verify the authenticity of any transaction / instruction received or purported to have been received from User through Internet Banking or purporting to have been sent by User other than by means of verification of the Internet Banking Login ID and the Password.
- i) All the records of the Bank generated by the transactions arising out of the use of the Internet Banking, including the time the transaction recorded shall be conclusive proof of the genuineness and accuracy of the transaction.
- j) All the transactions arising through the use of the Internet Banking to operate a joint account shall be binding on all the joint account holders, jointly and severally. The Bank shall have no liability if it does not or is unable to stop or prevent the implementation of an instruction, which is subsequently countermanded. Where the Bank considers the instructions to be inconsistent or contradictory it may seek clarification from User before acting on any instruction or act upon any such instruction as it deems fit.

10) Maintenance of Sufficient Balance:

- a) The User shall ensure that there are sufficient in any Account for availing Internet Banking facility as prescribed by the VSBL Bank from time to time.
- b) VSBL Bank may, at its discretion, levy penal charges for non-maintenance of the minimum balance. In addition to the minimum balance stipulation VSBL Bank may levy service charges for use of Internet Banking which will be notified by VSBL Bank to the User from time to time in the manner deemed fit to VSBL Bank. Any change in such service charges will also be notified to the user in the manner deemed fit to VSBL Bank. The User authorizes VSBL Bank to recover all charges related to Internet Banking as determined by VSBL Bank from time to time by debiting one of the Accounts.
- c) VSBL Bank may withdraw the provision of Internet Banking, wholly or partly, if at any time the amount of deposit falls short of the required minimum as aforesaid and / or if the service charges remain unpaid, without giving any further notice to the User and / or without incurring any liability or responsibility whatsoever by reason of such withdrawal.

11) Application for Facilities through Internet Banking:

- a) The User shall have the option of applying for facilities provided by VSBL Bank for Internet Banking. The facility to a User shall be extended to the User subject to the User complying with VSBL Bank bank's KYC Policy and submitting all documents required by VSBL Bank in a physical form to VSBL Bank. VSBL Bank may in its sole discretion reject the application for the facility by the User.
- b) Not all Accounts can be accessed under the Internet Banking.
- c) The User authorizes VSBL Bank to add all Accounts (including joint accounts) that the User holds with VSBL Bank now or in the future, which are available on the Internet Banking, to the Internet Banking.

12) Application for Facilities through Internet Banking: The User irrevocably and unconditionally authorizes VSBL Bank to access all his Account(s) for effecting banking by the User through the Internet Banking. The instructions of the User shall be effected only when such instruction is in accordance with the prescribed procedure.

13) Instructions:

- a) All instructions for Internet Banking shall be given, through computer or any other medium/channel enabled by VSBL Bank for the purpose, by the User in the manner indicated by VSBL Bank.
- b) The User is also responsible for the accuracy and authenticity of the instructions provided to VSBL Bank and/or and the same shall be considered to be sufficient to operate the Internet Banking. VSBL Bank shall not be required to independently verify the instructions, and the instruction shall remain effective till such time the same is countermanded by further instructions by the User.
- c) VSBL Bank shall have no liability if it does not or is unable to stop or prevent the implementation of an instruction which is subsequently countermanded. Where VSBL Bank considers the instructions to be inconsistent or contradictory it may seek clarification from the User before acting on any instruction of the User or act upon any such instruction as it deems fit.
- d) VSBL Bank states that it has no liability or obligation to keep a record of the instructions to provide information to the User or for verifying User's instructions. VSBL Bank may refuse to comply with the instructions without assigning any reason and shall not be under any duty to assess the prudence or otherwise of any instruction and have the right to suspend the operations through the Internet Banking if it has reason to believe that the User's instructions will lead or expose to direct or indirect loss or may require an indemnity from the User before continuing to operate the Internet Banking.

14) Accuracy of Information: The User is responsible for the correctness of information supplied to VSBL Bank for use of the Internet Banking / while using any facility of Internet Banking or through any other means such as electronic mail or written communication. VSBL Bank accepts no liability for the consequences arising out of erroneous information supplied by the User. If the User notices an error in the

information supplied to VSBL Bank either in the application form or any other communication, he shall immediately advise VSBL Bank which will endeavour to correct the error wherever possible on a "reasonable efforts" basis.

15) Customer Liability

a) Reporting of Unauthorized Transactions

- 1) All the Customers of the Bank shall mandatorily register for SMS alerts and wherever available register for e-mail alerts, for electronic banking transactions.
- 2) Bank shall send SMS alerts mandatorily to all Customers. The customers must notify their bank of any unauthorized electronic banking transaction at the earliest after the occurrence of such transaction.
- 3) Customers shall report the Unauthorized Transaction on at Branches of the Bank/Help Desk (Head Office) or on website of the Bank 24x7.
- 4) Customers shall inform the bank immediately of the unauthorized transactions and failure to do so shall increase the liability or risk of loss to the bank/customer.

b) Limited Liability of the Customer

Zero Liability

In case of Unauthorized Transaction Customer's entitlement to zero liability shall arise where the unauthorized transaction occurs in the following events:

- (i) Contributory fraud/ negligence/ deficiency on the part of the bank (irrespective of whether or not the transaction is reported by the customer).
- (ii) Third party breach where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, and the customer notifies the bank within three working days of receiving the communication from the bank regarding the unauthorized transaction.

c) A customer shall be liable for the loss occurring due to unauthorized transactions in the following cases:-

- (i) In cases where the loss is due to negligence by a customer, such as where he has shared the payment credentials, the customer will bear the entire loss until he reports the unauthorized transaction to the bank. Any loss occurring after the reporting of the unauthorized transaction shall be borne by the bank.
- (ii) In cases where the responsibility for the unauthorized electronic banking transaction lies neither with the bank nor with the customer, but lies elsewhere in the system and when there is a delay (of four to seven working days after receiving the communication from the bank) on the part of the customer in notifying the bank of such a transaction, the per transaction liability of the

customer shall be limited to the transaction value or the amount mentioned in below Table, whichever is lower.

Maximum Liability of the Customer under Para 9 (E) and RBI circular dated 6th July 2017 Para 7 (ii)		
Sr. No.	Type of Account	Maximum Liability
1	Basic Savings Account	Rs.5,000/=
2	<ul style="list-style-type: none"> • All other SB accounts • Pre-paid Payment Instruments and Gift Cards • Current/ Cash Credit/ Overdraft Accounts of MSMEs • Current Accounts/ Cash Credit/ Overdraft Accounts of Individuals with annual average balance (during 365 days preceding the incidence of fraud)/ limit up to Rs.25 lakh • Credit cards with limit up to Rs.5 lakh 	Rs,10,000/=
3	<ul style="list-style-type: none"> • All other Current/ Cash Credit/ Overdraft Accounts • Credit cards with limit above Rs.5 lakh 	Rs.25,000/=

d) Summary of Customer Liability

Overall liability of the customer in third party breaches, as detailed in paragraph b and paragraph c above, where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, is summarized in Table given below :-

Summary of Customers Liability		
Sr. No.	Time taken to report the fraudulent transaction from the date of receiving the communication	Customers Liability
1	Within 3 working Days	Zero Liability
2	Within 4 to 7 working Days	The transaction value or the amount mentioned in Table given in E above whichever is lower
3	Beyond 7 working days	As per Banks Board Approved Policy

- e) Customers Account will be credited within 10 days from the Receipt of the Complaint in above cases.
- f) Reporting of the Transactions Beyond 7 working Days
In case the Customer Report the unauthorized transaction after 7 working days Customer Liability shall be 50% of the Transaction value or Rs.10, 000/- whichever is higher.
- g) Reversal Timeline for Zero Liability / Limited Liability Customer (added as per RBI Circular dated 14th December 2017)
 - 1) On being notified by the customer, the bank shall credit (shadow reversal) the amount involved in the unauthorized electronic transaction to the customer's account within 10 working days from the date of such notification by the customer (without waiting for settlement of insurance claim, if any). The credit shall be value dated to be as of the date of the unauthorized transaction.
 - 2) Bank shall within 90 days from the date of the complaint shall resolve Customer complaint and liability of the customer, if any, established and the customer shall be compensated as per provisions of paragraphs above.

16) Liability of the User and VSBL Bank: The VSBL Bank shall not be liable for any unauthorized access occurring through the Internet Banking and the User hereby fully indemnifies and holds VSBL Bank harmless against any action, suit, proceeding initiated against it or any loss, cost or damage incurred by it as a result thereof. VSBL Bank shall under no circumstance be held liable to the User if the Internet Banking is not available in the desired manner for reasons including but not limited to natural calamities, legal restraints, faults in the telecommunication network or network failure, or any other reason beyond the control of VSBL Bank. Under no circumstances shall VSBL Bank be liable for any damages whatsoever whether such damages are direct, indirect, incidental consequential and irrespective of whether any claim is based on loss of revenue, interruption of business or any loss of any character or nature whatsoever and whether sustained by the User or by any other person. Illegal or improper use of the Internet Banking shall render the User liable for payment of financial charges as decided by VSBL Bank or will result in suspension of the operations through the Internet Banking.

17) Disclaimer of Warranties :

- a) The User expressly agrees that use of the Website is at his sole risk. The Website is provided on an "as is" and "as available" basis.
- b) Except as warranted in the Terms, VSBL Bank expressly disclaims all warranties of any kind, whether express or implied or statutory, including, but not limited to the implied warranties of merchantability, fitness for a particular purpose, data accuracy and completeness, and any warranties relating to non-infringement in Internet Banking.

- c) VSBL Bank does not warrant that access to the Website and Internet Banking shall be uninterrupted, timely, secure, or error free nor does it make any warranty as to the results that may be obtained from the Website or use, accuracy or reliability of Internet Banking.
- d) VSBL Bank will not be liable for any virus that may enter the User's system as a result of the User using Internet Banking. VSBL Bank does not guarantee to the User or any other third party that Internet Banking would be virus free.

18) Indemnity:

- a) In consideration of VSBL Bank providing the User the Internet Banking, the User shall, at his own expense, indemnify and hold VSBL Bank, its directors and employees, representatives, agents and/or the, as the case may be, indemnified against all losses and expenses on full indemnity basis which VSBL Bank may incur, sustain, suffer or is likely to suffer in connection with VSBL Bank or execution of the User's instructions and against all actions, claims, demands, proceedings, losses, damages, costs, charges and expenses as a consequence or by reason of providing a service through Internet Banking for any action taken or omitted to be taken by VSBL Bank and /or , its officers, employees or agents, on the instructions of the User. The User will pay VSBL Bank and /or the such amount as may be determined by VSBL Bank and/or the to be sufficient to indemnify it against any such, loss or expenses even though they may not have arisen or are contingent in nature.
- b) Further, the User agrees, at its own expense, to indemnify, defend and hold harmless VSBL Bank, its directors and employees, representatives, agents, and its against any claim, suit, action or other proceeding brought against VSBL Bank, its directors and employees, representatives, agents, and by a third party, to the extent that such claim, suit, action or other proceeding brought against VSBL Bank, its directors and employees, representatives, agents, and is based on or arises in connection with the user of Internet Banking with reference to: . a violation of the Terms contained herein by the User; ii. any deletions, additions, insertions or alterations to, or any unauthorized use of, Internet Banking by the User; iii. any misrepresentation or breach of representation or warranty made by the User contained herein; or iv. any breach of any covenant or obligation to be performed by the User hereunder.
- c) The User agrees to pay any and all costs, damages and expenses, including, but not limited to, reasonable attorneys' fees and costs awarded against it or otherwise incurred by or in connection with or arising from any such claim, suit, and action or proceeding attributable to any such claim.
- d) The User hereby agrees that under no circumstances, VSBL Bank Bank's aggregate liability for claims relating to Internet Banking, whether for breach of in tort (including but not limited to negligence) shall be limited to the transaction charges/fees or consideration paid by the User within the previous twelve (12) months for Internet Banking, excluding any amount paid towards transactions.

19) Disclosure of Information :

- a) The User agrees that VSBL Bank and/or their contractors may hold and process his personal Information and all other information concerning his Account(s) on computer or otherwise in connection with the Internet Banking as well as for analysis, credit scoring and marketing. The User also agrees that VSBL Bank may disclose, in strict confidence, to other institutions or persons, such personal Information as may be reasonably necessary for reasons inclusive of but not limited to participation in any telecommunication or electronic clearing network, in compliance with a legal directive, for credit rating by recognized credit scoring agencies, for fraud prevention purposes to regulatory bodies, government agencies, law enforcement bodies and courts, for legal proceedings to Users executors, administrator or legal representatives.
- b) In certain circumstances VSBL Bank may not be able to disclose to the User what personal information is held about the User including where i. it will threaten the privacy of other individuals; ii. the information relates to anticipated legal obligations; iii. the information relates to anticipated legal proceedings; iv. the information would reveal VSBL Bank Bank's commercially sensitive decision making process v. the law prevents VSBL Bank from disclosing the information

20) Communications through Electronic means Documents sent by electronic delivery will contain all the information as it appears in the printed hard copy version as prepared and distributed by the originator, with the possible exception of graphic insertions such as photographs or logotypes. Electronic delivery may be in the form of an electronic mail, an attachment to the electronic mail, or in the form of an available download from the Website. VSBL Bank would be deemed to have fulfilled its legal obligation to deliver to the user any document if such document is sent via electronic means. Failure to advise VSBL Bank of any difficulty in opening a document so delivered within twenty-four (24) hours after delivery shall serve as an affirmation regarding the acceptance of the document.

21) Change of Terms VSBL Bank shall have the absolute discretion to amend or supplement any of the Terms at any time and will endeavour to give prior notice of fifteen days for such changes wherever feasible, except for changes to interest rates and/or other variations that are subject to market changes or changes due to government / regulator's guidelines. Such change to the Terms shall be communicated to the User by using any means of communications as deemed feasible by the Bank. The Bank may introduce new services within Internet Banking from time to time. The existence and availability of the new services will be notified to the user as and when they become available. By using these new services as may be introduced by VSBL Bank, the User shall be deemed to have accepted the changed Terms.

22) Non-Transferability The grant of Internet Banking to a User is not transferable under any circumstance and shall be used only by the User.

23) Termination of Internet Banking:

- a) The User may request for termination of the Internet Banking any time by giving a written notice of at least 15 days to VSBL Bank. The User will remain responsible for any transactions made through the Internet Banking until the time of termination of the services.
- b) VSBL Bank may withdraw or terminate the Internet Banking anytime either entirely or with reference to a specific service or User; or in case of breach of Terms by the User without a prior notice; or if it learns of the death, bankruptcy or lack of legal capacity of the User.

24) Notices:- Notices under these Terms will be sent electronically to the mail box of either party. Such notices will be regarded as being in writing. In addition, VSBL Bank may also publish notices of general nature, which are applicable to all Users in a newspaper or on its web site located at <https://vishweshwar.bank.in> and such notices will have the same effect as a notice served individually to each User.

25) Governing Law: These Terms and/or the operations in the Accounts of the User shall be governed by the laws of India. The Parties hereby agree that any legal action or proceedings arising out of the Terms for Internet Banking shall be brought in the courts or tribunals in Pune District in India and irrevocably submit themselves to the jurisdiction of such courts and tribunals. VSBL Bank may, however, in its absolute discretion, commence any legal action or proceedings arising out of the Terms for Internet Banking in any other court, tribunal or other appropriate forum, and the User hereby consents to that jurisdiction. Any provision of the Terms for Internet Banking which is prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective to the extent of prohibition or unenforceability but shall not invalidate the remaining provisions of the Terms or affect such provision in any other jurisdiction.

26) Applicability To Future Accounts: VSBL Bank and the User agree that if the User opens further Accounts with/subscribes to any of the products/services of VSBL Bank and VSBL Bank extends the Internet Banking to such Accounts or products or services and the User opts for use thereof, then the Terms shall automatically apply to such further use of the Internet Banking by the User.

27) Copyrights, Trademarks and Copying Materials: Note that VSBL Bank Bank's site , <https://vishweshwar.bank.in> and the logo are exclusive property of VSBL Bank Ltd. VSBL Bank Ltd has the license for or own all copyrights for its internet web site(s) through which the User accesses the Internet Banking and all trademarks and other materials used on it.

28) Proprietary Rights: VSBL Bank shall make reasonable efforts to advise from time to time the Internet software such as browsers, which are required for availing of Internet Banking. There will be no obligation on VSBL Bank to support all or any versions of the Internet software as may be required for offering Internet Banking. The User

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