

Mobile Banking Policy:

Disclaimer:

Please note that the resources contained in this policy, the terms and conditions and descriptions that appear herein are subject to change without any notice.

Applicability of this policy:

REGISTRATION / INSTALLATION:

Customers can download the SBCUB Mobile Banking application from google play store and install in their android phone by registering for the facility. The service is restricted only to customers with account and registered mobile number. The application cannot be installed in a phone without inserting a SIM having the registered mobile number with Bank. During the installation OTP will be sent to the registered mobile number for verification. The customer should agree to the terms and conditions of the mobile banking during the installation.

Branch user also can register the branch customer for mobile banking from the option in the screen with generation of application form with terms and conditions duly signed by customer.

ELIGIBILITY:

The facility is available for customers having a satisfactory running account. The Facility will be offered to resident individuals and sole proprietary concerns with mode of operation 'Self and/or Either/ Survivor'. In the case of joint Account(s) with mode of operation 'Jointly', this facility will not be available.

Only one customer can use the application in a single phone at a time.

AVAILABILITY & DISCLOSURE

SBCUB has adopted the mode of authentication of the Customer by means of verification of the Mobile Phone Number and/or through verification of MPIN allotted by SBCUB to the Customer or through any other mode of verification as may be stipulated at the discretion of SBCUB. The customer is solely responsible for maintenance of the secrecy and confidentiality of the MPIN without any liability to the Bank.

SBCUB shall endeavour to provide to the Customer through the Facility, services that the Bank, may decide from time to time. SBCUB reserves the right to decide what services may be offered to a Customer on each Account and such offers may differ from Customer to Customer. SBCUB may also vary the services offered through the Facility at its sole discretion.

The Facility is made available to the user at the Customer request, at the sole discretion of SBCUB and may be discontinued by the Bank at any time without notice. Access to the Facility shall be restricted to the Customer availing the Facility. Customer instructions shall be effected only after authentication of the Customer by means of verification of the Mobile Phone Number and/or through verification of MPIN allotted by SBCUB to the Customer or through any other mode of verification as may be stipulated at the discretion of the Bank.

SBCUB shall endeavour to carry out the instructions of the Customer promptly, provided that the Bank, shall not be held responsible for the delay in carrying out such instructions due to any reason whatsoever, including, but not limited to, failure of operational system or any requirement of law or SBCUB's internal policies.

AUTHORITY TO SBCUB:

In its endeavour to provide best of the class facilities to its users, SBCUB Mobile Banking incorporates many services from its third party vendors and partner tie-ups. The user irrevocably and unconditionally authorizes SBCUB to access all his Account(s) for effecting banking or other transactions performed by the user through the SBCUB Mobile Banking and to share the Account information with any third parties for the purpose of accepting/executing such requests of the users. The instructions of the user shall be effected only when such instruction is in accordance with the prescribed procedure.

SBCUB shall have no obligation to verify the authenticity of any transaction / instruction received or purported to have been received from the user through SBCUB Mobile Banking or purporting to have been sent by the user other than by means of verification of the Mobile Banking user-id and MPIN.

RECORDS:

All records of SBCUB generated by the transactions arising out of use of the Facility, including the time of the transaction recorded shall be conclusive proof of the genuineness and accuracy of the transactions. The authority to record the transaction details is hereby expressly granted by the Customer to SBCUB. No specific physical application from customer is required for requests / transactions / instructions made through Mobile Banking application.

INSTRUCTIONS:

All instructions for availing the services under the Facility shall be provided through the mobile phone number in the manner indicated by SBCUB. The Customer is also responsible for the accuracy and authenticity of the instructions provided to the Bank and the same shall be considered to be sufficient for availing of the services under the Facility. The Alerts would be sent to the mobile phone number, last registered with SBCUB. Alerts / facility will not be offered for two mobile phone numbers for the same Account. The same mobile phone numbers cannot be registered for availing the Facility in relation to different Account(s) under different customer-id. SBCUB shall have the right to suspend the services under the Facility if the Bank has reason to believe that the Customer's instructions may lead to direct or indirect loss or may require an indemnity from the Customer before continuing to operate the Facility.

ACCURACY OF INFORMATION:

The Customer undertakes to provide accurate and complete information wherever required and shall be solely responsible for the correctness and completeness of information provided by him to SBCUB at all times, including, but not limited to, for the purposes of availing of the Facility. The Bank shall not be liable for consequences arising out of erroneous information submitted by the Customer. If the Customer suspects that there is an error in the information supplied by the Bank to the customer, he should inform SBCUB at the earliest. The Bank will endeavour to correct the error wherever possible on a best effort basis. While SBCUB will take all reasonable steps to ensure the accuracy of the information supplied to the Customer, SBCUB shall not be liable for any inadvertent error, which results in the providing of inaccurate information.

DISCLAIMER OF LIABILITY:

SBCUB shall not be responsible for any failure on the part of the Customer to utilize the Facility due to the Customer not being within the geographical range within which the Facility is offered and which forms part of the roaming network of the mobile phone service provider. If the Customer has reason to believe that the Mobile Phone Number is / has been allotted to another person and / or there has been an unauthorized transaction in the Account and / or the mobile phone handset is lost, the customer shall immediately inform SBCUB of the same.

INDEMNITY:

In consideration of SBCUB providing the Facility, the Customer, at his/her own expense, agrees to indemnify, defend and hold harmless, SBCUB, its directors and employees, representatives, agents and/or the affiliates, as the case may be, against all losses, damages, expenses, actions, claims, demands and proceedings whatsoever, that the Bank may incur, sustain, suffer or be put to at any time as a consequence of acting on or omitting or refusing to act on any instructions given by the Customer or otherwise for use of the Facility.

The Customer agrees to indemnify, defend and hold harmless SBCUB and/or its affiliates, against any loss incurred by the Customer due to failure to provide the services offered under the Facility or any delay in providing the services due to any failure or discrepancy in the network of the mobile phone service provider.

The Customer agrees to indemnify, defend and hold harmless, SBCUB from any losses occurring as a result of the:

- i. The Customer permitting any third parties to use the Facility.
- ii. The Customer permitting any other person to have access to his mobile phone or as a consequence of leaving the mobile phone unattended or loss of mobile phone.

FEES:

Currently this facility is absolutely free for all eligible SBCUB account holders. However, SBCUB shall have the discretion to charge such fees as it may deem fit from time to time and may at its sole discretion, revise the fees for use of any or all of the Facility, by notifying the Customer of such revision.

The Customer may, at any time discontinue or unsubscribe to the said Facility. The Customer shall be liable for payment of such air time or other charges which may be levied by any mobile phone service provider in connection with availing of the Facility and SBCUB is in no way concerned with the same.

The charges payable by the Customer is exclusive of the amount payable to any mobile phone service provider and would be debited from the account of the Customer on periodical basis (monthly/quarterly basis).

SBCUB reserves the right to charge the Customer a fee for the use of services provided under the facility and change the fee structure at its discretion. Display of such charges on website of SBCUB (www.sbcub.com) would serve as sufficient notice and the same is binding on the customer.

MODIFICATION

SBCUB shall have the absolute discretion to amend or supplement any of the features and benefits in relation to the Facility.

SBCUB shall communicate the amended Policy by hosting the same on Bank's website (www.sbcub.com) or in any other manner as decided by SBCUB. The Customer shall be responsible for regularly reviewing this Policy, including amendments thereto as may be posted on the Bank's website (www.sbcub.com) and shall be deemed to have accepted the amended Terms and Conditions by continuing to use the Facility.

TERMINATION:

The Customer may stop use of this service by uninstalling the application or request for termination of the Facility at any time by giving a written notice of at least 15 days to SBCUB or through any other mode as specified by the Bank. The Customer will continue to be responsible for any transactions that may have been effected through the Mobile Phone Number in relation to the Facility prior to such cancellation of the Facility.

SBCUB may, at its discretion, withdraw temporarily or terminate the Facility, either

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wholly or in part, at any time without giving prior notice to the Customer. The Bank may, without prior notice, suspend 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 require the suspension of the Facility.

SBCUB shall endeavour to give a reasonable notice for withdrawal or termination of the Facility. The closure of all account(s) of the Customer will automatically terminate the Facility.

SBCUB may suspend or terminate Facility without prior notice if the Customer has breached these Terms and Conditions or SBCUB learns of the death, bankruptcy or lack of legal capacity of the Customer.

SBCUB may de-activate the facility if the facility has not been accessed for six months or more.

GOVERNING LAW:

This policy shall be governed and construed in accordance with the laws of India and any dispute or differences arising out of or in connection with the Facility shall be subject to the exclusive jurisdiction of the Courts at Sulthan Bathery.

SBCUB accepts no liability whatsoever, direct or indirect for non-compliance with the laws of any country other than that of India. The mere fact that the Facility can be accessed by a Customer in a country other than India does not imply that the laws of the said country govern this policy and / or the operations in the account(s) of the Customer and / or the use of the Facility.

ALERTS:

The Customer is responsible for intimating to SBCUB any change in the Mobile Phone Number or email address or Account details and SBCUB will not be liable for sending Alerts or other information over the Mobile Phone Number/email address not recorded with the Bank.

The Customer acknowledges that to receive Alerts, the Mobile Phone Number

must be active and accessible. The Customer acknowledges that if the Customer's Mobile Phone Number remains inaccessible for a continuous period (such period dependent upon service providers) from the time an Alert is sent by SBCUB, that particular Alert may not be received by the Customer.

The Customer acknowledges that the provision of the Facility is dependent on the infrastructure, connectivity and services to be provided by service providers engaged by SBCUB or otherwise. The Customer accepts that timelines, accuracy and readability of Alerts sent by SBCUB will depend on factors affecting other service providers engaged by the Bank or otherwise. SBCUB shall not be liable for non-delivery or delayed delivery of Alerts, error, loss or distortion in transmission of Alerts to the Customer.

SERVICES OFFERED UNDER THE FACILITY:

To avail of the various services offered, the mobile phone should be compatible with the mobile banking channel/s

- GPRS connectivity and Android supported mobile to download the software application and use this channel.

A mobile banking PIN (MPIN) has to be used for this service.

FUNDS TRANSFER FACILITY:

The payer accepts that he will be responsible for keying in the correct details, which are required to make fund transfers through the above mentioned facility; such details being specified by SBCUB from time to time. In no case, will the Bank be held liable for any erroneous transactions arising out of or relating to the payer keying in erroneous details required to make fund transfers through the above mentioned facility. If the above mentioned facility is made available to the Payer, it may be used for transfer of funds from Account(s) to other accounts belonging to third parties maintained at SBCUB and/or at any other bank which falls under the network of RBI's National Electronic Fund Transfer system (NEFT) or Real Time Gross Settlement (RTGS) or any other network approved by RBI. In such an event, the terms applicable to such facilities, in addition to those applicable to the Facility, shall be applicable. The liability of SBCUB shall only commence subsequent to the debit in the payer's account.

SBCUB MOBILE BANKING THROUGH ANDROID CHANNELS:

The Android application has to be downloaded to the mobile. The downloaded applications are stored in a particular folder of the handset, specific to each device. Typically it should reside either in the Applications or Games folder of the phone. Customer can login to Mobile Banking app using his user ID and MPIN and access all the features mentioned above. SBCUB may change or update the Mobile Banking app and its features at any time. You may be required to download and reinstall a new version of the Mobile Banking app if changes and updates are made. The mobile phone requires GPRS connectivity from the service operator.

SBCUB MOBILE BANKING USING IMMEDIATE PAYMENT SERVICE (IMPS) CHANNEL:

Immediate Payment Service (IMPS) is an instant interbank fund transfer service through mobile phones. IMPS lets customers use their mobile phone as a channel for accessing their bank accounts and remitting funds. IMPS is managed by the National Financial Switch of National Payments Corporation of India (NPCI), a Government of India entity which is also used for routing ATM transactions in India. Customers do not need to separately register for IMPS. It is activated along with the SMS, GPRS/Android registration process. Customers can receive or transfer funds instantly on the mobile phone.

LIMIT of TRANSACTIONS:

Customers shall be able to make financial transactions of up to Rs. 2,00,000/- per day. SBCUB may, at its sole discretion, increase or reduce the limit up to the limit permissible under applicable laws.

SBCUB has the right to set user wise limit for transactions at its discretion.

RESPONSIBILITIES AND OBLIGATIONS OF CUSTOMERS:

The customer will be responsible for all transactions, including fraudulent/erroneous transactions made through the use of his/ her mobile phone, SIM card and MPIN, regardless of whether such transactions are in fact entered into or authorized by him/ her. The customer will be responsible for the loss/damage suffered. The customer shall take all steps possible to ensure that his/her mobile phone is not shared with anyone and shall report any misuse/ loss

of the mobile phone or SIM card immediately.

The customer will use the services offered under Facility using the MPIN Password in accordance with the procedure as laid down by SBCUB from time to time

The customer shall keep the USER ID, MPIN confidential and will not disclose these to any other person or will not record them in a way that would compromise the security of the services. It will be the responsibility of the Customer to notify SBCUB immediately if he/ she suspect the misuse of the MPIN. The Customer will also immediately initiate the necessary steps to change MPIN. If the mobile phone or SIM is lost, the customer must immediately notify the telecom service provider to block the SIM. After that, he/she shall advise the user ID, mobile phone number to Bank's helpline to suspend SBCUB Mobile Banking Service.

The Customer accepts that any valid transaction originating from the USER ID and / or registered mobile phone number shall be assumed to have been initiated by the customer.

The Customer shall ensure that the mobile is secured with required security features.

The Customer shall keep himself/herself updated with regard to any information/ modification relating to the services offered under the facility which would be publicized on the websites and at the branches and would be responsible for the same.

The Customer shall be liable for all loss on breach of the Policy, Terms and Conditions contained herein or contributed or caused the loss by negligent actions or a failure on to advice SBCUB within a reasonable time about any unauthorized access in the account.

SIGNATURE REQUIREMENTS:

When any transfer or other instruction is initiated through the Facility, user agrees that SBCUB shall execute the instruction without requiring user's signature on the instruction.

MISCELLANEOUS:

SBCUB reserves the right to revise the policies, features and benefits offered through the Facility from time to time and may notify the Customer of any such revisions/changes in any manner as deemed appropriate. The customer will be bound by such revisions/changes unless the customer terminates the Facility.

The Customer shall comply with all such terms and conditions as SBCUB may prescribe from time to time for facilities/services availed of by the Customer. All such transactions effected by or through facilities for conducting remote transactions including the internet, world wide web, electronic data interchange, Bank's Customer Care Centre, teleservice operations (whether voice, video, data or combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication, established by or on behalf of SBCUB, for and in respect of such facilities/services offered, shall constitute legally binding and valid transactions when done in adherence to and in compliance with the policy prescribed by SBCUB for such facilities/ services, as may be prescribed from time to time.

Maps and location data for branches/ATMs provided in the Mobile Banking app are provided for basic navigational purposes only. They should only be used as a guide and should not be relied upon in situations where precise location information is needed.

Risk Management, Privacy and Security by SBCUB:

In the course of using Mobile Banking application or availing the products and services vide the online application forms, SBCUB may become privy to the personal information of its customers, including information that is confidential in nature.

SBCUB is strongly committed to protecting the privacy of its customers and has taken all necessary and reasonable measures to protect the confidentiality of the customer information and its transmission through the Mobile Banking application and it shall not be held liable for disclosure of the confidential information when in accordance with the Privacy Commitment or in terms of the agreement, if any, with the customer.

SBCUB endeavours to safeguard and ensure the security of information provided by the customer. SBCUB employs a range of security features for its Mobile Banking service. These measures extend from data encryption to firewalls. SBCUB uses 128-bit Secure Socket Layer (SSL) encryption technology, to ensure that the information exchanged between the customer's mobile and the mobile banking servers over the Internet is secure and cannot be accessed by any third party. When the information provided by the customers is not transmitted through this encryption, the customers' system (if configured accordingly) will display an appropriate message ensuring the best level of secrecy for the customers' information.

How Customers Can Protect Their Privacy:

1. The Customer would be required to cooperate with SBCUB in order to ensure the security of the information, and it is recommended that the Customers necessarily choose their 4 digit numeric MPIN carefully such that no unauthorized access is made by a third party.
2. The Customers should ensure not to disclose their MPIN to anyone or keep any written or other record of the MPIN such that a third party could access it.
3. Do not share your account information, MPIN or similar sensitive data with others.
4. Never provide confidential information to unknown callers.
5. Exit online applications as soon as you finish using them.
6. Protect your account records.
7. Avoid writing down MPINs/passwords.
8. Avoid the use of birthdays, anniversaries or similar details, which can be easily guessed as MPINs.
9. Make sure that your mobile is protected with anti-virus and you have latest anti-virus software. Properly dispose of old mobiles that are not needed by hard reset and erasing all data.
10. All users should logout after every login session; however, online sessions will be terminated automatically after 5 minutes of inactivity. This to protect customer in case they accidentally leave their mobile banking session unattended after login.

11. Enable a device lock password on the mobile to prevent unauthorized access to personal and confidential information in contacts, messages and other media files.
12. Avoid clicking on links which are sent via E-mails. Type URL (Universal Resource Locator) of all such links directly on the mobile browser. Avoid sending or furnishing personal and financial information on email. Also prior to providing any information (financial or personal) on a website, verify the bonafides of the website, its address and of the owners / operators of such websites. Make sure that the URL that appears in the "address" or "location" box on your browser window is the one you wish to access.
13. If you are a victim of fraud or identity theft, please contact the call centre or branch immediately so that the bank may place the necessary restrictions on your account(s) to put holds on your accounts.
14. Neither bank nor its service providers will contact you via telephone or email or any other means requesting personal information, your customer ID or your MPIN. If you are contacted by anyone requesting this information, please do not share it and contact us immediately.

SBCUB undertakes not to disclose the information provided by the customer to any person, unless such action is necessary to:

SBCUB will limit the collection and use of customer information only on a need-to-know basis, to deliver better service to the customer. SBCUB may use and share the information provided by the customer with third party for providing services and any service related activities such as collecting subscription fees for such services and notifying and contacting customers regarding any problem with or the expiration of such services. In this regard, it may be necessary to disclose the customer information to one or more agents and contractors of SBCUB and their sub-contractors.

The customer authorizes SBCUB to exchange, share, part with all information related to the details and transaction history of the customer with banks/ financial institutions/ credit bureaus/ agencies/ participating in any telecommunication or electronic clearing network as may be required by law, customary practice, credit reporting, statistical analysis and credit scoring

verification or risk management and shall not hold SBCUB liable for use or disclosure of this information.

Customer Communication:

Customers can communicate with SBCUB Bank Customer Care for Mobile Banking related matters through below mentioned channels:

Telephone No: 04936 221292

Email: it@sbcub.com

Procedures

REGISTRATION / INSTALLATION:

- Download SBCUB Mobile Banking application from google play store.
- Install the app in your android phone having the registered mobile number with Bank.
- The customer should agree terms and conditions of the mobile banking for registration.
- System will require correct Account number, registered mobile number and date of birth / date of incorporation for validation.
- After the validation, OTP will send to the registered mobile number for verification.
- During installation customer should set MPIN (login password)
- Two Factor Authentication (OTP +MPin) is available for login to the application.

INFORMATION

To login to the app, customer should enter his secret four digit MPIN. Nobody can login with an invalid MPIN. Application will block the user after four invalid login attempts.

Customer can reset MPIN in case of forgot MPIN. For this he/she has to enter again the details of Account number, mobile number and date of birth / date of incorporation. After validating the data system will send an OTP to registered mobile number for verification. By entering the OTP customer can set new MPIN and TPIN.

VIEW :

After login to the application user have many view option to see the following details.

- My Accounts menu: Can view all his/her accounts summary and account balances. By click on each accounts user can view the account details and mini statement for last 10 transactions.
- Transaction History menu: Can view & share last 10 fund transfer transaction history with details.

OPERATIONS:

Following options are available In the Fund Transfer menu;

- Fund transfer within SBCU Bank account -
 - Own account transfer: Option to transfer fund between user's one account to another account within SBCU Bank.
 - Third party account transfer: Option to transfer fund to another customer's account within SBCU Bank.
- Fund transfer to other Banks -
 - NEFT & IMPS: Option to transfer fund to accounts with other Banks having NEFT & IMPS facility. The maximum amount to be transferred by NEFT & IMPS per day by using mobile banking application is limited to Rs. 2 lakh.
- Account Statement: Option to view account statement for a customizable period.
- Manage beneficiary: Option to Add/ modify/delete/activate/deactivate beneficiary details for fund transfer purpose. Beneficiary is mandatory for Fund transfer more than Rs.10,000/-.
- My accounts: Accounts details are available in the fund transfer menu also.

SECURITY:

In the settings menu user has option to change their MPIN. Option to update email ID also available in the menu.

PROFILE:

User can view his profile details in the main menu and change their profile picture.

DISPUTE:

In case of any dispute regarding any transactions through mobile banking application customers can contact with IT cell of the Bank through the following channels. Regarding dispute related to fund transfer settlement, customer should apply the claim settlement dispute form through their branch within the TAT fixed by NPCI in time to time. The wrong chargeback will be levied by NPCI and which will be adjusted from customers account.

IT Cell Contact Details:

Telephone No: 04936 222344

Email: it@sbcub.com

Letters and couriers may be addressed to:

The Sultan's Battery Co-op Urban
Bank Limited, IT Cell, HeadOffice,
Chungam, Sulthan Bathery- 673592
Wayanad Dt, Kerala state

Chairman

Director

Chief Executive Officer