

Branch Name :

Service Request Form

SMS Banking

মুঠো ব্যাংকিং

Internet Banking

Account Information (all fields must be properly filled)

I/We request you to provide me/us user Code and ID for above checked item(s). I/We furnish below my/our details as required.

Branch Name :	Request Date :																		
1 st Account Number :																			
2 nd Account Number :																			
3 rd Account Number :																			
Account Name :																			
Account Type : <input type="checkbox"/> Savings <input type="checkbox"/> Current <input type="checkbox"/> Loan <input type="checkbox"/> SND <input type="checkbox"/> Other (Specify)																			
Request Type : <input type="checkbox"/> Start Service <input type="checkbox"/> Close Service <input type="checkbox"/> Other (Specify) :																			
Special Instruction :																			
Mobile/Cell No. for providing SMS Service:																			

Personal Information (all fields must be properly filled in)

First Applicant	Joint Applicant (If applicable)
Name :	Name :
Father's Name :	Father's Name :
Mother's Name :	Mother's Name :
Spouse's Name :	Spouse's Name :
Date of Birth :	Date of Birth :
Present Address :	Present Address :
E-mail :	E-mail :
Phone :	Phone :
Mobile/Cell No. :	Mobile/Cell No. :

Customer Declaration (Must be signed)

I confirm that the information given above is true and complete. I/We agree to abide by the rules and conditions of Jamuna bank Ltd.

SMS Banking মুঠো ব্যাংকিং Internet Banking Service mentioned overleaf.

First Applicant's Signature

Joint Applicant's Signature (If applicable)

For Branch Use Only

One time Registration Fee of Tk 100/- Realized Annual Fee of Tk 200/- Realized Above information is verified by our Branch

Processed by :

Approved by (Manager's Signature with Seal) :

For Head Office Use Only

Customer ID/User Name :

Pin/Password :

Processed by :

Verified by :

Approved by :

Terms & Conditions for SMS/ মুঠো /Internet Banking

I do hereby request to avail the following services [(tick(s) is/are placed in the appropriate Box(es))]:

Exclusive Services of Mutho Banking

Mobile Top-Up/Recharge

Fund Transfer

(*Can transfer money from his/her registered A/c to any other JBL A/C)

Utility Bill Payment

Merchant Payment

Others

Exclusive Services of SMS Banking

Mobile Top-Up/Recharge

Fund Transfer

(*Can transfer money from his/her registered A/c to his/her registered another A/C)

Others

By applying for SMS, Mobile, Internet & Alert Banking for the first time, the User acknowledges and accepts the below listed Terms & Conditions. Notwithstanding anything contained herein, all Terms & Conditions pertaining to the accounts shall continue to apply :-

1. JBL will provide the customer with USER ID/User Code/temporary PIN/temporary PASSWORD for SMS/Tele/Mobile/Internet Banking in the first instance.
2. As a safety measure, after sending a SMS request/mail to JBL which contains his PIN/PASSWORD, the user should immediately delete the SMS/mail from the 'Send Items' or 'Outbox' of his/her mobile/mail
3. As a safety measure, the User/Customer should immediately change PIN/PASSWORD upon receiving the same from JBL. User is requested to change his/her PIN/PASSWORD frequently thereafter as far as possible.
4. The customer acknowledges that the PIN/PASSWORD selected act as User's authorized signature. This signature authorizes and validates directions given just as an actual written signature does.
5. User is responsible for maintaining the confidentiality of Customer's PIN/PASSWORD. User should agree that he/she will not under any circumstances disclose his/her PIN/PASSWORD to anyone, including anyone claiming to represent the Bank or to someone giving assistance on a technical helpdesk in connection with the service. It should be clearly understood that Bank employees do not need User's PIN/PASSWORD for any reason whatsoever.
6. User should make sure that no one is physically watching his/her PIN/PASSWORD when he/she is entering in to the mobile/mail. The PIN/PASSWORD should not be written anywhere.
7. If User gives his/her PIN / PASSWORD to anyone or fails to safeguard its secrecy, he/she does so at his/her own risk because anyone with User PIN / PASSWORD will have access to his/her accounts.
8. If User forgets the SMS/Tele/Mobile/Internet Banking PIN/PASSWORD, he/she has to request for issue of a new PIN/PASSWORD by sending a written request to JBL. Charge for reissue of PIN/Password is applicable.
9. The User agrees and acknowledges that JBL shall in no way be held responsible or liable if the User incurs any loss as a result of information being disclosed by JBL regarding his Account(s) or carrying the instruction of the User pursuant to the access of the SMS/Tele/Mobile/Internet Banking and the User shall fully indemnify and hold harmless JBL in respect of the same.
10. JBL reserves the right to change and recover from the User(s) service charges, as may be fixed time to time. The User hereby authorizes JBL to recover such charges from his/her account(s).
11. Normal SMS charge by the mobile operators will be applicable for each SMS send to JBL
12. Customer should agree and confirm that he/she will not use this SMS, Mobile, Internet & Alert banking facility for money laundering or violate any law related to the money laundering.
13. JBL reserves the right to demand explanation from the User regarding any matter pertaining to-money laundering law of the country.
14. These Terms and/or the operations in the Accounts of the User shall be governed by the Laws of Bangladesh, in force.

CONTACT DETAILS

Card Division :

Alternate Delivery Channel

Jamuna Bank Limited

Surma Tower (18th Floor), 59/2, Purana Paltan, Dhaka-1000

Helpline : 01730-084058, 01713-067771, 01613-067771, 01973-067771 & 9564587

E-mail : smsbank@jamunabank.com.bd