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| 11.1 | I agree and accept the services as provided by the Bank at my request to carry out my bill payments by PhoneBanking/ATM/NetBanking on my account as given by me from time to time. |
| 11.2 | I agree to provide my correct identification details as registered with the billing company. I agree to indemnify the Bank from any liability due to erroneous/incomplete information given by me in this regard. |
| 11.3 | I agree that in case of any change in my identification details, it is my sole responsibility to communicate these changes as registered with the billing company to the Bank immediately. |
| 11.4 | I agree that this facility will be available to me subject to and upon receipt of the billing company's confirmation as to the details furnished by me. |
| 11.5 | I have no objections whatsoever to the billing company providing my billing details to the Bank. |
| 11.6 | I agree that all billing and payment details will be prepared by electronic means and the information contained therein will be extracted from the computerized system maintained by the billing company and the Bank respectively. The Bank is not liable for any error in the statement as provided by billing company and I shall always hold the Bank harmless against any losses, damages etc. that may be incurred or suffered by me if the information contained is inaccurate/incorrect/incomplete. |
| 11.7 | I agree that any disputes on bill details will be settled directly by me with the billing company and the Bank's responsibility is limited to provision of information only. |
| 11.8 | I agree to pay the exact amount due as per the billing company's bill before the expiry of due date thereof and failing which I hold the Bank harmless against the consequences thereof including in particular the non-payment of bill amount. |
| 11.9 | I unconditionally agree that I shall not hold the Bank liable for : |
| 11.9.1 | such transactions that are carried out on my instructions by the Bank in good faith. |
| 11.9.2 | not carrying out such instructions where the Bank has reason to believe (which decision of the Bank I shall not question/dispute) that the instructions are not genuine or are otherwise unclear, improper, vague or doubtful. |
| 11.9.3 | accepting instructions given by any one of us in case of joint accounts. |
| 11.9.4 | for any loss or damage incurred or suffered by me due to any error, defect, failure or interruption in the provision of bill payment services arising from or caused by any reason whatsoever. |
| 11.9.5 | withdrawing/suspending the facility wholly/partially where Bank on a best-effort basis has tried to notify me through its website or through any legally recognised medium of communication giving a minimum notice of 30 days. |
| 11.10 | I agree that the record of instructions given and transactions with the Bank shall be conclusive proof and binding for all purposes and can be used as evidence in any proceedings. |
| 11.11 | I agree that all transactions other than those executed instantaneously by the Bank, that is those requiring processing by the Bank/Billing company will be carried out only during business hours and the value dates if any, will follow the operating hours /days decided by the Bank /billing company. |
| 11.12 | I agree to give the Bank 15 days notice in writing and obtain an acknowledgment thereof in order to terminate the Bill Payments facility availed by me. |
| 11.13 | I agree that all the conditions applicable to ATM Services, PhoneBanking Services, NetBanking Services are binding on me in this regard. |