

Application No:

(To be filled by Branch)

APPLICATION FORM FOR "Dena MConnect" Services – Mobile Banking

1. I/We request for availing "Dena MConnect" services for Mobile Banking including financial transactions.

(*If you are not aware of your Customer ID, please enquire from your base branch)

2. Customer ID*:

(All the accounts linked with the Customer ID mentioned above will be active in Mobile Banking.)

3. Primary Account No**:

4. Name of Account Holder: First Name*:

Middle Name:

Last Name:

5. Email Address: *

6. Mobile No. *:

7. Communication Address*:

City*:

State*:

Country*:

Pin Code*:

"Dena MConnect" services will be available to customers having a satisfactory running Savings/ Current account with the Bank. In case of Joint account where mode of operation is "Either or Survivor" / "Any one of us" Any one of authorised person can use this facility. The transactions in such accounts shall be binding on all the joint account holders, jointly and severally. Accounts where mode of operation is "joint" as also accounts in the name of minor or where minor is a joint account holder are not eligible for "Dena MConnect" services.

*The details need to be filled to avoid rejection of the form.

** All the accounts having the same customer id would be linked to the mobile number specified in the application form.

Declaration:

I confirm that I have read and understood the "Terms and Conditions" as given on the Bank's web site (www.denabank.com) for the usage of "Dena MConnect" Services and unconditionally accept and agree to abide by the same and such other modifications made by Bank from time to time. I am aware of the nature of services offered by Bank and shall pay charges / taxes as applicable, from time to time, as set forth in Bank's web site or communicated / demanded by Bank from time to time. I also agree to all the terms / conditions of opening / applying / maintaining / operating as applicable / modified for usage of "Dena MConnect" Services - as may be in force from time to time. I further authorize Dena Bank to debit my Account(s) towards charges for availing of services through "Dena MConnect" Services. I declare that all the particulars and information given in this form are true, correct, complete and up-to-date in all respects and I, have not withheld any information. I agree and undertake to provide any further information that Bank may require. I agree and understand that Dena Bank reserves the right to reject any application or block or withdraw the "Dena MConnect" Services - to any or all account(s) without assigning any reason. I authorize Dena Bank or their agents to make references and enquiries which Dena Bank or its agents consider necessary in respect of or in relation to information in this application/further applications.

Usage of Facility:

By accepting the terms and conditions on the mobile phone while registering for the facility, the customer:

- i. agrees to use the "Dena MConnect" Services for financial and non-financial transactions offered by Dena Bank from time to time.
- ii. authorises the Bank to map the account number, Customer ID and mobile phone number for the smooth operation of "Dena MConnect" Services offered by Bank and to preserve the mapping record in its own server or server of any other third party and to use such data at its discretion for providing/enhancing further banking/ technology products that it may offer.
- iii. agrees that he/ she is aware and accepts that "Dena MConnect" Services offered by the Bank will enable him/her to transact using Login password and MPIN within the limit prescribed by the Bank and will be deemed as bonafide transaction.
- iv. agrees that the transactions originated using the mobile phones are non retractable as these are instantaneous/real time.
- v. understands and explicitly agrees that Bank has the absolute and unfettered right to revise the prescribed ceilings related to transactions as given in Bank's website from time to time which will be binding upon him/her.
- vi. agrees to use the facility on a mobile phone properly and validly registered in his/her name only with the Mobile Service Provider and undertakes to use the Facility only through mobile number which has been used to register for the Facility.

Others:

- i. The customer has to download the mobile banking application by sending keyword "DOWNLOAD" to the mobile number "9223175152" through SMS.
- ii. "Dena MConnect" services are currently available on certain makes of Mobile handsets as given on Bank's website and would be extended to other makes in near future. The request for the makes that are not compatible would be accepted at the time of download through mobile handset. The customers shall be required to acquaint himself/ herself with the process for using the facility as given on Bank's website and that he/ she shall be responsible for any error made while using the facility.
- iii. The Bank reserves the right to decide what services may be offered. Additions/ deletions to the services offered under the facility are at its sole discretion.
- iv. The instructions of the Customer shall be effected only after authentication under his/her Customer ID and MPIN or through any other mode of verification as may be stipulated at the discretion of the Bank.
- v. The transactional details will be recorded by the Bank and these records will be regarded as conclusive proof of the authenticity and accuracy of transactions.
- vi. The Customer hereby authorizes the Bank or its agents to send alerts and promotional messages including the products of the Bank, greetings or any other messages the Bank may consider from time to time.
- vii. The Customer understands that the Bank may send rejection or cannot process the request messages for the service request(s) sent by the Customer which could not be executed for any reason.
- viii. The Customer expressly authorizes the Bank to carry out all requests/ transactions purporting to have been received from his/ her mobile phone and authenticated with his/ her Login Password & MPIN. In the case of payment facilities like fund transfer the customer shall be deemed to have expressly authorised the Bank to make the payment when a request is received from him/ her.
- ix. It is the responsibility of the Customer to advise the Bank of any change in his mobile number or loss/ theft of mobile phone by adopting the procedure laid down by the Bank for the purpose

Date: _____
Place: _____ (DD/MM/YYYY)

Signature:

(In case of Joint accounts ALL account holders to sign.)

For Office Use

Branch Confirmation:

We confirm that

- 1. The customer details given above are correct and the same are recorded in CBS.
- 2. We have verified the signatures of the customer as appended above.
- 3. The communication address with pin code, mobile no., email id as given by the customer is updated in CBS.
- 4. We recommend granting mobile banking facility to the above customer.
- 5. All forms/ supporting documents obtained from the customer to be retained at the Branch after processing.

Verified By:

Signature of Verifying Officer:

Date: _____

Place: _____ (DD/MM/YYYY)

P. A. Number:

Branch Alpha:

SOL ID: