

## Personal Internet Banking Terms and Conditions

THE CUSTOMER MUST READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THE SERVICES. BY REGISTERING TO USE THE SERVICES AS ALSO BY VIRTUE OF THE CUSTOMER CONTINUED USAGE OF THE SERVICES, THE CUSTOMER SHALL BE DEEMED TO HAVE ACCEPTED AND BE BOUND BY THESE TERMS AND CONDITIONS, AS AMENDED FROM TIME TO TIME.

### 1. Terms of use for online@hsbc

These Terms and Conditions explain the Customer responsibilities and obligations relating to services and information that the Customer may use or request from the Bank, or the Bank would provide to the Customer through online@hsbc.

These Terms will be displayed during Registration for the Services, and again when the Customer first Logon. The Terms will not be displayed again on subsequent visits to the site unless the Bank changes them, at which time they will be displayed for the Customer review and acceptance. These Terms will however be available for viewing, by way on a hyperlink on the Logon page of online@hsbc.

**Definitions :** In this document the following words and phrases shall have the meanings as set below unless the context indicates otherwise:

- **'Application Form'** - means the Application Form provided to the Customer by the Bank for the purpose of applying for access to the Services.
- **'Bank'** - shall mean The Hongkong and Shanghai Banking Corporation Limited, India a company incorporated under the Companies Ordinance of the Hong Kong Special Administrative Region (HKSAR), having its registered office at 1, Queen's Road Central, Hong Kong and its India corporate office at 52/60 M.G.Road, Fort, Mumbai 400 001, which expression shall, where the context allows or requires, include its successors and assigns.
- **'Customer'** refers to Customer named in the Application Form and shall, where the context requires, include any authorized representative of the Customer.
- **'eStatement'** - shall mean an electronic version of statement generated which can be accessed through Internet Banking service.
- **'HSBC Group'** includes HSBC Holdings plc along with its subsidiaries, affiliates and/ or any of their branches.
- **'Information Provider'** - refers to any person, other than the bank, who supplies the Information and includes any person who supplies any information to an Information Provider.
- **'Information'** - refers to any financial, market or other information and data supplied by the Bank or any Information Provider and made available to the Customer through the Internet Banking Service.
- **'Instruction'** means any request or Instruction that is received from the Customer by the Bank through Internet Banking Service.
- **'Internet banking'** - refers to a service offered by the Bank through which a registered Customer may conduct enquiries or perform transactions on the Banks website www.hsbc.co.in
- **'Internet Site'** or **'Banks website'** refers to any Internet site established, operated and/or maintained by the Bank or on the Bank's behalf to facilitate the provision of the Services to the Customer.
- **'Online'** means a way to access the Services through the Banks website.
- **'Password'** - means any confidential Password, phrase, code or number adopted by the Customer for accessing the Services or executing Instructions through the Services.
- **'Reports'** refers to updates compiled from the Information in any form, medium or means.
- **'Secondary Password'** - means a confidential 8 character Password created by the Customer for accessing Internet Banking Service which the Bank will verify using random character check function.
- **'Security code'** means a one-time 6 digit Password generated by the Security Device for use by a Customer to access the Services.

- **'Security Device'** - means an electronic device designated by the Bank for use by Customers to generate the Security Code which will generate a one-time passcode of 6 random digits which change every 16 seconds.
- **'Security Question'** - refers to identity validation questions which a Customer may have to answer after registering for Internet Banking service.
- **'Services'** refers to the Internet Banking Service provided by the Bank to the Customer as described in Clause 1 hereunder.
- **'SMS Passcode'** - means a one time 6digit passcode that would be sent to a Customers mobile number registered on the Banks record.
- **'Terms'** means these terms and conditions, as modified from time to time in accordance with the terms hereof, including any supplementary terms for the provision of the services, published from time to time which shall form part of the Terms
- **'Third Party Product'** refers to any product and/or service of third party which is offered by or through the intermediary of the Bank.
- **'User Id'** or **'Internet banking Id'** - The unique identifier, by whatever name called, which is self generated by each Customer in connection with the Services.

## 2. Services

- a. The Bank shall provide, subject to these Terms and Conditions, Online Services and facility from time to time through any Internet Site established, operated and/or maintained by or on behalf of the Bank and enable Customers to give instructions to and communicate with the Bank for the purposes of conducting Banking, investment, financial and other transactions and dealings of various nature and obtaining services, products, information, goods, benefits and privileges from the Bank and/or members of the HSBC Group.
- b. As part of the Services, the bank may make available via any Internet site financial, market or other information and data supplied by any person and may provide reports compiled from Information in any form, medium or means.
- c. The Bank has the right to determine and vary from time to time the scope and type of the Services to be made available including, without limitation : -
  - (i) expanding, modifying or reducing the Services at any time;
  - (ii) imposing and varying any restrictions on the use of the Services such as minimum and maximum daily limits with respect to the value of any transaction or dealing or any type of transactions or dealings which the customer may conduct by using the Services;
  - (iii) prescribing and changing the normal service hours during which the services are available and any daily cut-off time for any type of Services or transactions. Any Instruction of the Customer received by the Bank after any applicable daily cut-off time shall be deemed to be received on the next business day. The Bank may specify business day and daily cut-off time by reference to the time of various markets operating in different time-zones; and
  - (iv) reducing or re-setting a transfer limit (whether designated by the customer or the Bank) to a lower value or down to zero if the Customer has not utilized the relevant Service(s) for a period of time that the Bank may designate from time to time or otherwise as part of the Banks internal risk control program.
- d. The Bank may require the customer to nominate or register specific account(s) for the purposes of the Services.

## 3. Governing Terms and Conditions

The Services provide an additional means for the Customer to operate accounts, conduct transactions and dealings and obtain services, products, information, goods, benefits and privileges from the Bank and/or other members of the HSBC Group as shall be made available from time to time. Transactions and dealings affected by using the Services are subject to these Terms and Conditions and other related terms issued by the Bank including the Privacy and Security, Terms of Use and Hyperlink Policy currently published on the

Internet site of the Bank where the Services are provided. All other terms and conditions governing the relevant accounts, transactions, dealings, services, products, information, goods, benefits or privileges shall continue to apply but where there is any discrepancy, these Terms and Conditions shall prevail for the purposes of the Services.

**4. Use of the Services**

- a. To access the Services for the first time, the Customer is required to register Online or in such other manner as the Bank may from time to time specify and indicate his acceptance of all the terms and conditions governing the use of the services and to provide such information as the Bank may reasonably specify for identifying him/her.
- b. By registering to use the services, the Customer warrants that all information provided by the customer to the Bank in relation to the Services is true, complete and up-to-date. The Bank shall not be required to independently verify the same.
- c. The Services are for the sole and exclusive use by the Customer.
- d. The Customer shall not use or knowingly allow any other person to use the Services, the Information and/or the Reports for or in connection with any illegal purpose or activity. The customer shall notify the Bank as soon as practicable if he becomes aware of such use.
- e. The Customer will not receive paper statements and paper advices for those Bank accounts that are selected under this facility. If the Customer does not wish to access the statements or advices through Internet Banking then the customer can opt for paper statements or paper advices under the E-statement and Advice link within [online@hsbc](mailto:online@hsbc)
- f. Any exchange rate, interest rate, dealing rate and other prices and information quoted by the Bank on the Internet site(s) or otherwise in response to an Online inquiry is for reference only and is not binding. Any rate, price and information offered by the Bank for the purpose of the relevant transaction shall be binding on the Customer upon the Customer confirming his acceptance irrespective of any different rate, price or information quoted by the Bank.
- g. The Customer acknowledges that there may be a time lag in transmission of instructions, information or communication via the Internet.

**5. Username, Password, Secondary Password, Security questions and Security Code**

- a. The Customer shall follow the guidance provided by the Bank Online in designating the user identification code, the Password, the Secondary Password and setting up the Security Questions for identifying the Customer for the purposes of the Services.
- b. The Customer may change the Password, the Secondary Password, the Security Questions and the Username at any time by using the Online Reset option available on Internet Banking or by speaking with the Bank's Contact center. Further any such change shall be effective only if accepted by the Bank.
- c. Whilst the Bank facilitates basic Internet banking access after validating the Username, Password and Secondary Password, the Bank may, in its sole discretion require a Customer to use a security Device or a SMS passcode to access select Internet Banking services which are listed herein:

Use of security device will be required for access to the Services below :

Credit Card Customer	Banking Customer
<ul style="list-style-type: none"> <li>• Send Message</li> <li>• Update Personal Information</li> <li>• Update Correspondence Address</li> <li>• Issue Replacement PIN (Credit Card / Phone Banking)</li> </ul>	<ul style="list-style-type: none"> <li>• Send Message</li> <li>• Update Personal Information</li> <li>• Update Correspondence Address</li> <li>• Issue Replacement PIN (Credit Card / ATM Card / Debit Card / Phone Banking)</li> <li>• Order Cheque Book</li> </ul>

	<ul style="list-style-type: none"> <li>• Make a Transfer - All Types of Transfers except to the own linked account</li> <li>• Saved Transfer - NEFT, RTGS and Remittance Transfer</li> <li>• Change Future Transfer - own account, third party, NEFT, RTGS and Overseas Transfer</li> <li>• Alert Services - Mobile Text Banking Registration, set up new Mobile Banking or SMS Alerts</li> <li>• Global Account View - Add and Remove Country (for Premier Customers)</li> </ul>
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- d. It will be the sole responsibility of the Customer to order a Security Device on the Banks Internet Banking site or request for a replacement device by calling the Contact Center if the Security Device previously issued has failed to function or report the same lost/misplaced as the case may be. The Customer shall be liable to pay charges as specified in tariff sheet available on the Banks Website for procuring the Security Device.
- e. From the date of request for the device, the bank will offer 15days grace period (Grace Period) to the Customer for activating the Security Device. The Grace Period will be displayed during logon for a maximum period of 15days from the date of request of the device or until activation of the Security Device, whichever is earlier. The Customer will be able to view the Grace Period after successfully validating his/her Username, Password and Secondary Password however on expiry of the Grace Period the customer will need to necessarily activate the Security Device.
- f. The Bank's credit Card Customers who have opted for basic Internet Banking service will be sent a one time passcode by SMS on a mobile number registered on the Banks records. This passcode validation will be required for select Internet Banking transactions and would need to be used by the Customer after validating his Username and Password during Logon to Internet banking.
- g. The Customer shall act in good faith, exercise reasonable care and diligence in keeping the Username, the Password, the Secondary Password, the Security Questions, the Security Device and the Security Code in secrecy. At no time and under no circumstances shall the Customer disclose the Username, the Password, the Secondary Password, the Security Questions and related details and/or the Security Code to any other person or permit the Security Device to come into the possession or control of any other person.
- h. The Customer shall be fully responsible for any accidental or unauthorized disclosure of the Username, the Password, the Secondary Password, the Security Questions and/or the security Code to any other person and shall bear the risks of the Username, the Password, the Secondary Password, the Security Questions, the Security Device or the Security Code being used by unauthorized persons or for unauthorized purposes.
- i. Upon notice or suspicion of the Username, the Password, the Secondary Password, the Security Questions and/or the Security Code being disclosed to, and/or the Security Device being lost or has otherwise come into the possession or control of any unauthorized person or any unauthorized use of the Services being made, the Customer shall notify the Bank in person as soon as practicable or by telephone at such telephone number(s) as the Bank may from time to time prescribe (and the Bank may ask the Customer to confirm in writing any details given) and, until the Bank's actual receipt of such notification, the Customer shall remain responsible for any and all use of the Services by unauthorized persons or for unauthorized purposes.

## 6. Customer's Instructions

- a. The Customer is required to quote any one or more of the Username, the Password, the Secondary Password, the Security Questions, the Security Code and any other identifiers as shall be prescribed

by the Bank from time to time in order to logon to the Services and give instructions to the Bank Online. Instructions in connection with the Services shall not be considered to be received by the Bank unless they are given in such manner as the Bank may prescribe from time to time and until the Bank has actually received them.

- b. Any Instruction given in connection with the Services by quoting the Username, the Password, the secondary Password, the Security Questions, the Security Code and such other identifiers of the Customer as prescribed by the Bank, once given, may not be rescinded or withdrawn without the consent of the Bank or the relevant member of the HSBC Group. All such instructions given, including the set up of pre designated or non designated third party payment limits through an Online request, as understood and acted on by the Bank or the relevant member of the HSBC Group in good faith, shall be irrevocable and binding on the Customer whether given by the Customer or by any other person purporting to be the Customer. The Bank and the relevant member of the HSBC Group shall be under no duty to verify the identity or authority of the person giving any such Instruction or the authenticity of such Instruction apart from verifying the Username, the Password, the Secondary Password, the Security Questions, the Security Code and such other identifiers (if any) of the Customer.
- c. The Bank will only act on an Instruction so far as it is in the Bank's opinion practicable and reasonable to do so and in accordance with its regular business practices and procedures.
- d. Advice or confirmation that an Instruction has been received and/or a transaction has been effected through the Services will be provided by the Bank Online. Such advice or confirmation shall be deemed to have been received by the Customer immediately after transmission and it is the duty of the Customer to check such advice or confirmation. It is also the duty of the Customer to enquire with the Bank if the Customer does not receive an advice or confirmation within the time usually required for a similar advice or confirmation to be received.
- e. Information relating to any account or transaction made available on the Internet site(s) is for reference only. The Bank's records of such account and transaction shall be conclusive unless and until the contrary is established.
- f. Where the Bank knows of or suspects a breach of security or other suspicious circumstances in respect of or in connection with the operation of one or more of the accounts of the Customer or the Services generally, the Bank may, in its absolute discretion and without any liability, refuse to act on or delay acting on the Instruction and in that event, the Bank will, to the extent possible, inform the Customer as soon as practicable.

## **7. Fees**

The Bank reserves the right to charge fees in relation to the use and/or termination of the Services including, without limitation, to impose a charge for its provision of the Security Device and to revise such fees. The Bank shall determine and give reasonable notice to the Customer of the rate of any fee from time to time before they become effective, which shall be binding on the Customer if the Customer continues to maintain or use the Services on or after the effective date. Fees may be collected from the Customer in such manner and at such intervals as the Bank may specify.

## **8. Customer's Undertakings and Responsibilities**

- a. The Customer shall provide such information as the Bank may from time to time reasonably request for the purposes of providing the Services. The Customer shall also ensure that all information provided to the Bank is at all times accurate, complete and up-to-date including, without limitation, the Customer's address and other contact details.
- b. The Bank will take reasonable care to ensure that information about the Customer which is stored or transmitted using the Services remains confidential and is not disclosed to any third parties outside the HSBC Group without the Customer's written permission. However, the Customer authorizes the Bank to disclose or share information relating to him or his accounts(as the case maybe): (i) to any agent, contractor or third party service provider who provides services to the Bank in connection with the operation of the Bank business;(ii) in respect of the Customer's application for Third Party Product

(if and when made available, apply for any Third Party Product by submitting the relevant application through the intermediary of the Bank), to the relevant third party provider to the extent necessary for the purpose thereof; and (iii) where the Bank is obliged to comply with the orders of courts, government agencies or other lawful authorities anywhere in the world or where the Bank reasonably thinks it necessary in order to give effect to any Instruction or generally to enable the Bank to provide the services. The Customer and the Bank shall comply with all applicable data protection laws. The Customer confirms that all persons whose personal or other data is transmitted, processed or otherwise handled, have consented to such transmission, processing or other handling under these Terms in accordance with these laws, or will do so prior to any such transmission, processing or other handling. The Customer further agrees to indemnify and hold the Bank harmless from all costs, penalties, damages and other losses incurred as the result of any breach of this provision.

- c. The Customer shall not, and shall not attempt to decompile, reverse-engineer, translate, convert, adapt, alter, modify, enhance, add to, delete or in any way tamper with, or gain access to, any part of the Services or any Internet site or any software comprised in them.
- d. The Customer acknowledges that it is the responsibility of the Customer to determine independently market prices and rates for trading purposes through his usual trading channels, to verify any Information and/or Report before relying or acting on it and to seek independent professional advice on legal, tax and other issues in connection with the use of the Services, the Information and the Reports, these Terms and any transactions and dealings which may affect the customer under all applicable laws.
- e. The Services or any marketing/promotional messages displayed as part of the Services should not be regarded as an offer or solicitation to sell investments or make deposits or solicitation to subscribe to any other product or service, to any person residing in a jurisdiction outside India, where it is unlawful to make such an invitation or solicitation.
- f. The Customer acknowledges that it is the responsibility of the Customer to ensure that the use of the services is in accordance with extant laws, rules and regulations (whether pertaining to India or any other country) as applicable to the Customer. In particular, the customer acknowledges that it is the responsibility of the Customer to ensure that the use of the services is in strict accordance with the Foreign Exchange Management Act, 1999 and any rules/regulations there under (hereinafter referred to as FEMA) and that in the event of any failure to comply with the same, the Customer will be liable for action under the FEMA. In case of transactions effected in foreign currency using the Services, the Customer should promptly contact the Bank and complete all necessary documentation, as required under FEMA. The Customer shall indemnify and hold the Bank harmless from and against any/all consequences arising from the Customer not complying with the provisions of any applicable laws, rules or regulations.
- g. The Customer undertakes not to use the Services to effect payment(s) for any illegal purchases i.e. purchases of items/services not permitted as per extant laws, rules and regulations.

## **9. Information and Information Providers**

- a. The Customer acknowledges and agrees that the Information, the Reports and their form, format, mode or method of compilation, selection, configuration, presentation and expression (collectively 'Confidential Information') are trade secrets and confidential and proprietary property of the Bank and the respective Information Providers.
- b. Unless expressly permitted by these Terms, the Customer shall not attempt to :
  - (i) sell, transfer, disclose, assign, convey, lease, sub-license, share, loan, distribute, transmit, broadcast, cablecast, put in circulation, download, reproduce, duplicate or otherwise provide or disseminate any confidential Information in any form or by any means to any other person or commercially exploit any Confidential Information;
  - (ii) remove, obliterate, erase, relocate or modify in any way any proprietary marking on or appearing with the Confidential Information including, without limitation, any trademark or copyright notice; or
  - (iii) incorporate or combine the Confidential Information with any other programmes.
- c. The restrictions on disclosure shall not apply to any Confidential Information : -
  - (i) Where its disclosure is compelled by law but only to the extent required by law and only after

- written notice of the requirement to disclose has been given by the Customer to the Bank; or  
(ii) Where the Bank has expressly agreed in writing to its disclosure.
- d. The Customer agrees that all right, title and interest in and relating to the Confidential Information and any and all related copyright, patent, trademark, service mark, proprietary property, trade secrets and exclusive works are and shall remain the exclusive property of the Bank and the respective Information Providers. No right, title or interest other than the right to access the Information and the Reports subject to these Terms and Condition is conveyed or transferred to the Customer. The Customer shall not make any representation or do any act which may be taken to indicate that the customer has any such right, title or interest.
  - e. An Information Provider may impose from time to time terms and conditions in relation to the availability of any Information supplied by it. Access to such Information by the Customer on or after the effective date, subject to prior notification, of such terms and conditions shall constitute the Customer's acceptance thereof.
  - f. The Information and the Reports are made available for reference only and are not intended for trading or other purposes. Neither the Bank nor any Information Provider shall be considered an investment adviser to the Customer.
  - g. Neither the Bank nor any Information Provider warrants, represents or guarantees the sequence, accuracy, truth, reliability, adequacy, timeliness or completeness of any of the Information or the Reports or whether it is fit for any purpose. Nor does either of them assume any liability (whether in tort or contract or otherwise) for any reliance on the Information or the Reports by the customer or any other person.
  - h. The Information will be made available as it is supplied and identifying the Information Provider directly supplying it to the Bank. The Bank neither endorses nor expresses any comment on any Information supplied by any Information Provider nor assumes any duty to check or verify any Information.
  - i. No warranty, representation or guarantee of any kind relating to the Information and/or the Reports is given or may be implied and no employee or agent of the Bank or any Information Provider is authorized to give any such warranty, representation or guarantee.

## **10. Liabilities of the Bank**

- a. The Bank will take reasonably practicable steps to ensure that its systems in connection with the services are installed with adequate security designs and to control and manage the risks in operating the systems, taking into account any law, rules, regulations, guidelines, circulars, codes of conduct and prevailing market practices which may be applicable to the Bank from time to time.
- b. Neither the Bank, nor any member of the HSBC Group nor any Information Provider warrants or represents that the services, the Information and the Reports are free from virus or other destructive features which may adversely affect the Customer's hardware, software or equipment.
- c. The Bank may suspend any service provided to the Customer under the Services without notice where the Bank considers it necessary or advisable to do so, for example to protect the Customer when there is a suspected breach of security or the bank need to suspend the Services for maintenance or other reasons. Due to the nature of the Services, the Bank does not warrant that access to the services shall be uninterrupted, timely, or error free. The Bank will use reasonable efforts to inform the Customer without undue delay through the services, and/or the Banks Website if any of the Services is not available. In the event that the Bank has levied any charge to the Customer, which is specifically expressed to be for a particular service that is not available (which for the avoidance of doubt shall not mean any periodic fee charged for the Services as a whole) then the Bank shall reimburse the customer this sum. Other than reimbursing any sum as set out above, the bank will have no further liability to the Customer.
- d. The Bank will make all reasonable efforts to ensure that the Security Device provided to the customer will perform as necessary to permit access to the Services as and when required. The Customer must notify the Bank immediately if any security Device fails to function correctly and the only obligations that the Bank has in respect of such Security Device is to replace the same with a new Security Device at no cost to the Customer but only (i) upon the defective Security Device being returned to

the Bank within 90 days of its date of issue and (ii) if the Bank is satisfied that there is no default or negligence on the part of the Customer which results in or contributes to the Security Devices failure to function correctly. Other than as specified in this Clause 9(d), the Bank shall have no other liability in relation to this Security Device including, without limitation, liability for breach of any implied term as to satisfactory quality, merchantability or fitness for purpose of any Security Device. In addition, the Bank cannot be held liable for any loss or damages incurred or suffered by the customer arising from the Customers failure to safe-keep and/or use the security Device in accordance with the Banks instructions and recommendations.

- e. Unless Clause 10(b) applies or due to the gross negligence or willful default of the Bank, any member of the HSBC Group or their respective officers or employees, and only to the extent of direct and reasonably foreseeable loss and damage (if any) arising directly and solely there from or the amount of the relevant transaction (whichever is less), neither the Bank nor any member of the HSBC Group assumes any liability or responsibility to the Customer or any other person for the consequences arising from or in connection with : -
  - (i) use of the Services (including, without limitation, the use of the security Device) and/or access to any information as a result of such use by the Customer or any other person whether or not authorized;
  - (ii) any interruption, interception, suspension, delay, loss, unavailability, mutilation or other failure in providing the Services (including, without limitation, any interruption, interception, suspension, delay or failure to generate the Security Code using the security Device), in transmitting instructions or information relating to the Services or in connecting with the Internet site(s) caused by any acts, omissions or circumstances beyond the reasonable control of the Bank including, without limitation, failure of any communication network, act or omission of any third party service providers, mechanical failure, power failure, malfunction, breakdown, or inadequacy of equipment, installation or facilities, or any law, rules, regulations, codes, directions, regulatory guidelines or government order (whether or not having the force of law); and
  - (iii) transmission and/or storage of any information and/or data relating to the Customer, the Services and/or transactions or dealings conducted by the Customer pursuant to the Services through or in any system, equipment or instrument of any communication network provider.
- f. In no event shall the Bank, any member of the HSBC Group or any Information Provider be liable to the customer or any other person for any incidental, indirect, special, consequential or exemplary damages including, without limitation, any loss of use, revenue, profits or savings.

## **11. Liabilities of the Customer**

- a. Unless Clause 10(b) applies, the Customer shall be fully liable and responsible for all consequences arising from or in connection with use of the Services (including, without limitation, the use of the Security Device) and/or access to any Information or Report or any other information as a result of such use by the Customer or any other person whether or not authorized.
- b. Subject to Clause 4(f) and if, in the reasonable opinion of the Bank, there is no negligence, fraud or fault on the part of the Customer, the Customer shall not be liable for loss or misplacement of funds caused by unauthorized transactions conducted through the use of the Services as a result of : -
  - (i) a computer crime which should have been prevented by the risks control and management measures had the Bank adopted such measures in accordance with Clause 9(a);
  - (ii) a human or system error of the Bank; or
  - (iii) a missed or mis-directed payment caused by the gross negligence or willful default of the Bank, its officers or employees.
- c. The Customer shall indemnify the Bank, any member of the HSBC Group, any Information Provider and their respective officers and employees against all liabilities, claims, demand, losses, damages, costs, charges and expenses of any kind (including, without limitation, legal fees on a full indemnity basis) which may be incurred by any of them and all actions or proceedings which may be brought by or against any of them in connection with the provision of the Services, the Information and/or the Reports or the exercise or preservation of the bank's powers and rights under these Terms and Conditions, unless due to the gross negligence or willful default of the Bank, any member of the

HSBC Group, any Information Provider or their respective officers or employees or unless Clause 10(b) applies.

Further, the Customer agrees, at its own expense, to indemnify, defend and hold harmless the Bank and HSBC Group, its directors and employees, representatives, agents, and its Affiliates against any claim, suit, action or other proceeding brought against the Bank and HSBC Group, its directors and employees, representatives, agents, and Affiliates by a third party, to the extent that such claim, suit, action or other proceeding brought against the Bank, its directors and employees, representatives, agents, and Affiliates is based on or arises in connection with the Customer of Internet Banking with reference to:

- a violation of the Terms contained herein by the Customer;
- any deletions, additions, insertions or alterations to, or any unauthorized use of, Internet Banking by the Customer;
- any misrepresentation or breach of representation or warranty made by the Customer contained herein; or
- any breach of any covenant or obligation to be performed by the Customer hereunder. The Customer 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, action or proceeding attributable to any such claim.

The Customer hereby agrees that under no circumstances, the Bank's or HSBC Group'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 Customer within the previous twelve (12) months for Internet Banking, excluding any amount paid towards transactions.

## **12. Variation and Termination**

- a. The Bank may, at any time, without giving notice or reasons suspend or terminate all or any of the services or their use by the Customer.
- b. The Customer may terminate the use of the Services at any time by giving to the Bank prior written notice.
- c. All provisions of these Terms and Conditions which in order to give effect to their meaning need to survive the suspension or termination of the Services and/or the use of the Services by the Customer shall remain in full force and effect after suspension or termination including, without limitation, Clauses 3(b), 4 7, 8, 9 and 10. Notwithstanding such suspension or termination, the customer shall continue to be bound by these Terms and Conditions to the extent that they relate to any obligations or liabilities of the Customer which remain to be performed or discharged.

## **13. Amendments**

The Bank may revise these Terms and/or introduce additional terms and conditions at any time and from time to time. Any revision and/or addition to these Terms shall become effective subject to the Bank giving reasonable notice to the Customer which may be given by posting it on the Internet site(s) or by display, advertisement or other means as the Bank thinks fit, and shall be binding on the Customer if the Customer continues to maintain or use the Services on or after the effective date of variation.

## **14. Communication**

- a. The Bank shall be entitled to prescribe, from time to time, the form of notice (whether written or any other form) and the mode of communication with respect to each type of notice to be given pursuant to these Terms and Conditions. The Bank may also publish notices of general nature, which are

applicable to all customers, on its web site located at [www.hsbc.co.in](http://www.hsbc.co.in); such notices will have the same effect as a notice served individually to each Customer.

- b. Communications delivered personally, sent by post, facsimile transmission, telex or email shall be deemed to have been received by the Customer (where delivered personally) at the time of personal delivery or on leaving it at the address last notified in writing by the Customer to the Bank, (where sent by post) 48 hours after posting if such address is in India and seven days after posting if such address is outside India or (where sent by facsimile transmission, telex or email) immediately after transmitting to the facsimile or telex number or email address last notified in writing by the customer to the Bank. Communications sent by the Customer to the Bank shall be treated as delivered to the Bank on the day of actual receipt.

## **15. Severability**

Each of the provisions of these Terms is severable and distinct from the others and, if at any time one or more of such provisions is or becomes illegal, invalid or unenforceable in any respect under the laws of any jurisdiction, the legality, validity or enforceability of the remaining provisions shall not be affected in any way.

## **16. Waiver**

No act, delay or omission by the Bank shall affect its rights, powers and remedies under these Terms or any further or other exercise of such rights, powers or remedies. The rights and remedies under these Terms are cumulative and not exclusive of the rights and remedies provided by law.

## **17. Force Majeure**

The Bank shall not be liable for delay in performing or failure to perform any of its obligations under these Terms which is caused by circumstances beyond its reasonable control, including, but not limited to, the failure, malfunction or unavailability of telecommunications, data communications and computer systems and services, war, civil unrest, government action, strikes, lock-outs or other industrial action or trade disputes (whether involving the Banks employees or those of a third party). Any delay or failure of this kind will not be deemed to be a breach of the Terms and Conditions and the time for performance of the affected obligation will be extended by a period which is reasonable in the circumstances.

## **18. Miscellaneous**

- a. Where the account in question is a joint account, the reference in these Terms to 'Customer' shall be deemed to mean all and each of the joint account holders. All the customers shall be bound by these Terms and be jointly and severally liable for all the transactions and dealings effected by using the services.
- b. Unless the context otherwise requires, 'person' includes an individual, firm, company, corporation and an unincorporated body of persons.

## **19. Governing Law and Jurisdiction**

- a. The Services and these Terms shall be governed by and construed in accordance with the laws of India.
- b. The Bank and the Customer submits to the exclusive jurisdiction of the Courts in Mumbai.
- c. The Bank may, however, in its absolute discretion, commence any legal action or proceedings arising out of these terms in any other court, tribunal or other appropriate forum, and the Customer hereby consents to that jurisdiction. Any provision of these terms 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 these terms or affect such provision in any other jurisdiction.