



**Terms and Conditions:**

- 1) Remitting bank shall not be liable for any loss or damage arising or resulting from delay in transmission delivery or non-delivery of message or any mistake, omission or error in transmission or delivery there or in deciphering the message from any cause whatever or from its misinterpretation received or the action of the beneficiary bank or any act or event beyond banks control.
- 2) Message received after cut-off time will be sent in the next available batch or on next day.
- 3) The bank shall not execute a payment order issued by the customers if-
  - i) The Funds in the account are not adequate and the customer has not made any other arrangement to meet payment obligation
  - ii) The payment order is incomplete and not in agreed form.
  - iii) The payment order is attached with notice of any special circumstances.
  - iv) The Bank has reason to believe that the payment order is issued to carry out an unlawful transaction.
  - v) The Payment order cannot be executed under the RBI, RTGS/NEFT system.
- 4) No payment order issued by the customer shall be binding on the bank until the bank has accepted it,
- 5) The bank shall upon execution of every payment order executed by it be entitled to debit the account of the customers along with services & other charges.
- 6) The Customers shall be responsible and liable to compensate the bank for loss arising on account of incomplete or any error in the payment order.
- 7) If there is a holiday at the recipient branch, the credit will be passed on to the beneficiary on next working day.
- 8) Once the payment is executed the remitter cannot revoke the given mandate.
- 9) The RTGS/NEFT customers hereby agrees and undertakes that he she is aware of all the RTGS/NEFT rules set by RBI & to abide by all the guidelines issued by the RBI or any other regulatory authorities time to time or as communicated by bank.

Date : \_\_\_\_\_

Signature of the Customer

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