

(Please ✓ wherever applicable – To be submitted in DUPLICATE)

Date.....

Branch Manager, Indian Bank

..... Branch

Dear Sir/Madam,

In terms of the Board Resolution [*specimen provided in the Annexure*] from Company/Mandate from the Partners/Trustees/Society/Clubs/ Association of Persons [*strikeout which is not applicable*] dated ..... which has been handed over to Bank, I/We the following, who have been appointed as the authorized persons, request the Bank to provide me/us Corporate Net Banking facility.

**I/We understand that my/our registration as Net Banking customer is subject to my/our acceptance and abiding by the terms and conditions as in force from time to time, which are exhibited on the Internet Banking site of Indian Bank [www.indianbank.net.in] and also attached to this application form/brochure provided to me/us. The required details for providing the Net Banking facility are furnished below:**

**I. Constitution:**

Private/Public Ltd Co.  Partnership Firm  
 [both viewing and conducting transactions are enabled]

HUF  Society  Trust  SHG  Others ..... (Pl specify)

[at present only viewing is enabled]

**II. Authorised Persons: (in BLOCK LETTERS please)**

1.	2.	3.
4.	5.	6.

**III. CIF Details of the corporate :**

C I F No.										C I F Title / Name									

**IV. Account Details (furnish the accounts which are linked to the above CIF)**

Sl. No.	A/c Type *	Account Name	Account No.											
1														
2														
3														
4														
5														
6														

\* SB/CA/OD/OCC, etc. (Please use separate sheet if more account details are to be given)

**Note:** Details of CIF and account numbers linked to the CIF can be obtained from the Branch. All accounts linked to the CIF should be in the name of the corporate only

**V. Address for Communication (including telephone/fax/mobile numbers and email ID)**

**(E Mail ID of the customer mandatory)**

**VI. Per Day Aggregate Transaction Limit Required: Rs..... (in words rupees .....)**  
 .....)

**Note: At present, transactions through corporate net banking are permitted for Partnership Firm & Private/ Public Ltd companies only.**

In case of accounts sanctioned with working capital limits, corporate customer will be permitted to put through transactions upto the latest drawing limit available and subject to the per day aggregate transaction limit stated above.

I/We authorize the following user(s) to undertake Corporate Net Banking Transactions. I/We understand that all the future transactions requested by my/our user(s) over Corporate Net Banking Services, complying the following workflow rules, will be put through as valid transactions by the Bank. Particulars of Corporate Net Banking Workflow are given below:

**VII. Details of Role/Designation of Users and their hierarchies as well as their limits:**  
 (Before filling up the details, please carefully read the guidelines given below the table)

Designation / Role	Hierarchy/ Level	Txn. Limit Rs.	Approver(s) required when Txn exceeds the limit							Total
			1	2	3	4	5	6	7	
	1									
	2									
	3									
	4									
	5									
	6									
	7									

❖ Please refer to the example given in the Annexure No.4

Please mention (1) under the respective level of approvers. For example, if a txn is originated by level 7 exceeding his limit, and if it is to be approved by users at level 5 and 6, against row 7, under “approver” column, mention (1) under 5 and 6. Enter 2 under the column “total

**VIII. Names of Authorised Users and Account Mapping:**

Please furnish hereunder the names of the authorised users and other details regarding their Hierarchy/ Level, access to accounts, permission to put through transactions, etc. Also give each user’s signature. If space provided is not sufficient, please furnish the details in a separate sheet in the following format only.

Name of the User	Designation / Role	Hierarchy/ Level	A/c Nos. to which access is to be given	Permitted to put thru txn (mention Yes/No)	User's Signature

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**NOTES:**

- i. Change in Limit mapping, role mapping and hierarchy structure will be defined by the Bank on receiving request from the Corporate duly signed by the authorised signatories. The proforma application for such requests can be downloaded the Bank's website [www.indianbank.net.in](http://www.indianbank.net.in)
- ii. As an internal control measure, the company shall create a user with no transaction powers (preferably one who is not an Account Administrator and could be an internal auditor) to present the daily transaction reports to the supervisory authority.

**IX. Details of Company Official who will act as an Account Administrator \* :**
**Name:** ..... **Designation:** .....

**Contact Numbers: Landline -** ..... **Mobile:** .....

**E Mail** .....

**Signature:** .....

\* Account Administrator is empowered to disable and enable menu options, initiate bulk upload files (within our bank accounts and for inter bank transactions through NEFT & RTGS), corporate contact details updating and fix time frames for the users.

**I/We** ....., **the applicant herein do hereby verify and confirm that all the details of the applicant provided in this application are true and correct and nothing stated in the application is false.**

**I/We enclose herewith the necessary documents and request the Bank to enable Corporate Net Banking facility**

**Declaration:** I/we have duly read the terms and conditions, user instructions for Corporate Net Banking and understood the meaning/implications of these conditions, and accept the terms and conditions as mentioned on your website and also attached to the application form. I/We also agree to abide by and be bound by the terms and conditions as in force from time to time. The risk factors relating to Corporate Net Banking have been duly explained to me/us by the Bank and I/We hereby consent for the same and in particular shall not hold the Bank responsible for any conversion. In respect of accounts in which working limits have been sanctioned, we hereby declare and undertake that the funds utilization through Corporate Net Banking will be done only for the purposes for which the advance/limit is sanctioned and not otherwise.

**Yours faithfully, (please affix signature with official seal)**

1..... 2.....

[Name:..... ] [Name:..... ]

3..... 4.....

[Name:..... ] [Name:..... ]

**For Bank's Use**

**I. At the Receiving Branch**

**Signatures of authorised persons under serial numbers \_\_\_\_\_ are already available with the bank and verified with the specimen signature cards/signatures scanned in the system. Signatures under serial numbers \_\_\_\_\_ are not available list with the bank but have been**

duly attested by the existing authorised signatories of the company/firm/institution and have been verified.

Verified that all the accounts mapped to the CIF are in the name of the company/firm/institution.

The signatures of authorised persons have been obtained in all pages of the terms & conditions.

Approved for allowing Corporate Net Banking facility with recommendations for per day aggregate transaction limit of Rs.....

**Note:** As on date, Branch Managers (in all scales) are empowered to permit per day aggregate transaction limit of upto Rs.1 lakh for partnership firms and Rs. 2 lakhs for public/private limited companies only. Requests from firms/companies for putting through transactions under corporate net banking exceeding the above limits should be referred to respective Circle Head and specific sanction shall be obtained. The application shall be sent to Project Office, only after such permission is received by the branch from Circle Office.

1.....  
**Assistant Branch Manager**

2.....  
**Branch Manager**

**Name:..... SS No..... Name:..... SS No...**

**Note:** Application without Name & SS No. of the Officers, will not be processed by Project Office

(Only the **DUPLICATE copy of the application**, duly authorized by the branch is to be sent to Project Office, - Internet Banking Cell for processing)

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## II. At Project Office

User IDs and Passwords {for viewing and/or putting through transactions} for the following persons, as requested by .....  
..... [Name of Corporate] under Corporate Net Banking have been created and details sent to Home Branch on .....

1. For the company/firm/institution
2. For ..... authorised users including the account administrator
3. For Internal Auditor

1.....  
**Authorised Signatory**

2.....  
**Authorised Signatory**

**Name:..... SS No.....**

**Name:..... SS No.....**

## SPECIMEN OF BOARD RESOLUTION FOR CORPORATE NET BANKING

A copy of the Terms and Conditions for Corporate Net Banking (which is also available at the web site address of the bank) has been made available to the Company and the same was placed at the Board meeting held on ..... (date) at ..... (place), for a discussion, where a proper quorum was present.

Resolved that the Company do avail the Corporate Net Banking Services for the account(s) opened with Indian Bank in the name of the Company at various locations (with a single CIF) at its various branches and the Company accepts all the terms and conditions of the Indian Bank and further do accept such terms and conditions, regulations, stipulations laid down by Indian Bank from time to time for this purpose.

**APPLICATION FOR CORPORATE NET BANKING**

Resolved further that the following official/s is / are hereby \_\_\_\_\_ (indicate singly or severally or jointly ) authorized to accept, sign, execute, deliver and complete all documentation, agreements and abide by the modifications in order to apply for and avail the Corporate Net Banking facility provided by INDIAN BANK.

Resolved further that the following official/s is / are authorized to appoint the user(s) for various roles including Account Administrator and to provide mandate to the Bank to operate all the accounts / selected accounts mapped to them on behalf of the company through Corporate Net Banking Services including causing a debit balance in company's account(s) with Indian Bank and / or continue to operate the account (s) even when overdrawn as per the access specifications provided to the Bank.

S.No.	Name of the authorized executive	Designation & signature

Resolved further that all the transactions done by the mandated users through the Corporate Net Banking are authorized and will be binding on the company. The company does agree to hold Indian Bank harmless for providing access to carry out the transactions.

The Officials authorized by the Board to present the mandate to the Bank for transacting on the account will appoint an Account Administrator (who will be single point of contact between the corporate and the Bank) to verify / monitor the veracity of the transactions put through Net Banking. The application form be duly filled and handed over to the Bank under the signature of the Officials authorized in this Board Resolution. The role level mapping of the various hierarchies of users for the Company under the CNB, with specified powers for viewing, initiating and or approving transactions in a single or multiple levels has the desired authority by this Resolution.

Further as an internal control measure, the Company will create a user with no transaction powers (and preferably one who is not an account administrator and could be an internal auditor) to present the daily transaction reports to appropriate supervisory authority. Errors, if any, found in the transactions revealed during daily monitoring will be forthwith brought to the notice of the Bank

Further Resolved that we hereby confirm and accept that the risk factors relating to CNB have been duly explained to us by the Bank and we hereby consent to the same.

Further Resolved that the Company shall not hold the Bank responsible for any Conversion or any misuse of the net Banking facility availed by the Company.

Further Resolved that a copy of the resolution be submitted to Indian Bank duly certified by the Chairman of the meeting of the Board.

Signature of Chairman of Board (or) Company Secretary with seal and date

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Any modification of the mandates shall be by a fresh resolution passed by the Company's Board to be followed by intimation to the Bank, enclosing the copy of the Board Resolution.

**Definitions:**

In this document, the following words and phrases have the meaning set opposite them unless the context indicates otherwise:

**Bank** refers to **Indian Bank, its** successors and assigns, a body Corporate constituted in India under the Banking Companies (acquisition and Transfer of Undertakings) Act No.5 of 1970 and having its Head Office at 66, Rajaji Salai, Chennai – 600 001.

**WEBSITE** means website of the Bank, i.e. [www.indianbank.in](http://www.indianbank.in) and [www.indianbank.net.in](http://www.indianbank.net.in)

**Corporate** means all accounts of Public / Private Limited Companies, Registered partnership firms, Hindu Undivided Family (HUF), Clubs, Association of Persons, , Trusts, Society, and any other institution falling under this category.

**Corporate User(s)** refer(s) to an authorized person(s) on behalf of the Corporate to utilize Corporate Net Banking Services of the Bank including account holder(s) / signatories.

**Internet Banking account** refers to any type of account so designated by the Bank for allowing Internet Banking facility.

**Terms** refer to terms and conditions for use of Corporate Net Banking Services as specified herein and available at the Bank's web site and as modified from time to time.

**Applicability of Terms**

These terms form the contract between the Corporate using the Internet Banking Services and the Bank. By applying for Internet Banking Services and accessing the same, the Corporate acknowledges and accepts these terms. Any condition relating to the accounts of the customer other than these terms will continue to apply except that in the event of any conflict between these terms and the account conditions, these terms will continue to prevail.

Any change in these terms and conditions will be applicable to the existing Corporate Net Banking customers as long as they avail these services. Changed terms, if any, will also be displayed at the Bank's website.

**Application for Net Banking Services**

Bank reserves the right to offer the Corporate Net Banking Services to select corporate customers at its discretion. Submission of the application form and the acknowledgement thereof does not automatically imply the acceptance of applications for providing Corporate Net Banking services by the Bank.

The Bank, may from time to time advise required browser settings that are required for using Internet Banking Services by the Corporate. There will be no obligation on the part of the Bank to support all the versions of the Internet browsers available in the market.

**Provision of Net Banking Services:**

The Bank shall endeavour to provide various banking services to the Corporate through Internet Banking Services, such as, inquiry about the balance in its account(s), details about transactions, statement of account(s) etc. The facilities may be offered in a phased manner at the discretion of the Bank. The Bank, at its sole discretion, may also make additions / deletions to the Internet Banking Services being offered to the Corporate. The availability / non-availability of a particular service shall be advised through e-mail or web page of the Bank or written communication.

The Bank shall take reasonable care to prevent unauthorized access and ensure security of the Internet Banking Services by using technology reasonably available to the Bank. However, it is the mandatory obligation on the part of the customer to maintain Secrecy of the Customer's credentials and follow necessary security guidelines as displayed in the Internet banking Website of the Bank.

The corporate shall not use or permit to use Internet Banking Services or any other related service for any illegal or improper purposes.

**Access to Net Banking Services**

After submission of the application, the Bank would allot a Corporate ID alongwith the User ID and a secret password (to be used at the time of login only ) to the corporate for log in and for transaction password for transaction purposes. On confirming the delivery of the log in and transaction password to the corporate, the bank will activate the access to the Internet banking services to the customer. If the corporate user does not log in within 15 days from the date of activation(first login) the pin status will become dormant. For reactivation of the pin the corporate has to contact the branch.

As a safety measure, all the corporate users including the Account Administrator shall have to change the passwords compulsorily after the first login and accept the terms and conditions coming on the computer screen before the system permit them to start using Internet Banking Services. The changed password is valid for 90 days, afterwards the password will expire, the user has to change login/transaction password using change login password/transaction password menu

In addition to or in substitution of the User ID and Password, the bank may, at its discretion, advise the User to adopt such other means of authentication including but not limited to digital certification and / or smart cards.

**Account Administrator**

Every Corporate has to appoint an Account Administrator and convey the same to the Bank along with a copy of the mandate containing such authorization. Account Administrator will be the single point of contact for the Bank in all issues relating to Internet Banking of the Corporate Accounts.

He will be facilitating to disable / enable Corporate Users, set time restrictions for the Users. Perform bulk uploads and transactions etc. All operations performed by the Account Administrator will be binding on the Corporate as he / she is the designated person from the Corporate for doing all the aforesaid activities. However, based on the requirement of the Corporate the Account Administrator can be provided with Transaction Facility also or may be restricted to View facility only as the case may be.

**Password**

The Corporate User(s) must:

- a) keep the user ID and passwords totally confidential and not reveal the passwords to any person.
- b) choose passwords with minimum 6 characters maximum 16 characters long consisting of a mix of alphabets, numbers and special characters not relating to any readily accessible personal data, such as, his / her name, address, telephone number, vehicle number, driving licence no. etc. or easily guessable combination of letters and / or numbers.
- c) Commit the User ID and passwords to memory and not record them in a written or electronic form; and

In the event of forgetting of User ID and / or passwords or expiry / disability of password(s), the Corporate user can request for change of the same by sending a request to the Bank in writing through the Account Administrator. The allotment of new passwords and / or replacement of User ID shall not be construed as the commencement of new contract.

**Requirement of Minimum Balance**

The corporate shall maintain, at all times, such minimum balance in Internet Banking account(s), as the Bank may stipulate from time to time. The Bank may, at its discretion, levy penal charges for non-maintenance of the minimum balance. The Bank may withdraw the Internet Banking Services facility, if at any time the amount of deposit falls short of the required minimum as aforesaid and / or if the other charges remain unpaid, without giving any further notice to the Corporate and / or without incurring any liability or responsibility whatsoever by reason of such withdrawal.

**Charges**

The Bank may at its discretion, from time to time specify charges for usage of Internet Banking services and / or additional charges for select services which will be advised to Corporate at the time of opening the account and also be displayed on the website of the Bank. All out of pocket expenses, wherever applicable, will be borne by the Corporate.

**Funds Transfer**

The Corporate shall advise its Users including the Account Administrator that they shall not use or attempt to use Internet Banking Services for funds transfer without sufficient funds in the relative Internet Banking Services account or without prior arrangement with the Bank for grant of an overdraft facility.

The Bank will endeavour to affect such funds transfer transactions received through Internet Banking Services provided there are sufficient funds available in the Corporate account. The Bank shall not be liable for any omission to make all or any of the payments or for late payments due to circumstances beyond the reasonable control of the Bank.

If due to technical errors or non-giving effects to certain instructions, the account results in overdraft, the Corporate will be liable to refund the overdrawn amount alongwith interest as applicable to such type of accounts.

In case of **limit a/cs**, the Corporate has to submit an undertaking to the Bank to the effect that all debits made to the limit a/c through Internet Banking will be as per the sanctioned terms and the corporate shall ensure that no **conversion / diversion** of funds take place through this limit a/c.

**Corporates can make transactions with maximum limits of Rs.2 lakhs per day.** *The funds transfer limit per day fixed for a corporate may vary from corporate to corporate depending on the recommendations received from their home branch and depending on their conduct of their account.*

**Authority to the Bank in case of Corporate Accounts**

Banking transactions in the account(s) are permitted through Internet after authentication of the Corporate ID, User ID and passwords of the corporate User(s) only. The Corporate has to give an express authority to the Bank to carry out the Banking transactions performed by its Users through Internet Banking Services. The Bank shall have no obligation to verify the authenticity of any transaction purported to have been sent by the Corporate User via Internet Banking Services.

All transactions arising from the use of Internet Banking Services shall be binding on all the parties of the corporate body, jointly and severally.

The display or printed output that is generated by the Corporate at the time of operation of Internet Banking Services is a record of the operation of the Internet access and shall not be construed as the Bank's record of the relative transactions. The Bank's own records of transactions maintained through computer systems or otherwise shall be accepted as conclusive and binding for all purposes.

**Accuracy of Information**

The Corporate is responsible for the correctness of information supplied to the Bank through the use of Internet Banking Services or through any other means, such as, electronic mail or written communication. The Bank accepts no liability for the consequences arising out of erroneous information supplied by the corporate.

Corporate is responsible for the correctness of information supplied to the Bank through the use of Corporate Net Banking or through any other means such as electronic mail or written communication. The Bank accepts no liability for the consequences arising out of erroneous information supplied by the Corporate or the User. If the Corporate suspects that there is an error in the information supplied to the Bank by him, the corporate shall advise the Bank **immediately**. The Bank will endeavour to correct the error wherever possible on a 'best efforts' basis.

If the corporate notices an error in the account information supplied to the corporate through Corporate Net Banking or by the use of any of the Internet Banking services, the corporate shall advise the Bank immediately. The Bank will endeavour to correct the error promptly.

Failure to inform the changes will be at the sole risk and responsibility of the corporate and the bank shall not be held responsible for the consequences.

**Obligation of the Bank**

- The Bank shall not be liable for any unauthorized transaction(s) occurring through the use of Internet Banking Services, which can be attributed to the fraudulent or negligent conduct of the Corporate.
- The Bank shall not be liable to the account holder(s) for any damages, whatsoever, whether such damages are direct, indirect, incidental, consequential and irrespective of whether any claim is based on the loss of revenue, investment, production, goodwill, profit, interruption of business or any other loss of any character or nature, whatsoever, and whether sustained by the account holder(s) or any other person, if Internet Banking Services access is not available in the desired manner for reasons including but not limited to natural calamity, floods, fire and other natural disasters, legal restraints, faults in the telecommunication network or Internet or network failure, software or hardware error or any other reason(s) beyond the control of the Bank.
- The Bank shall endeavour to take all possible steps to maintain secrecy and confidentiality of its Corporate account(s) but shall not be liable to the account holder(s) for any damages, whatsoever, caused on account of breach of secrecy / confidentiality due to hacking or technological errors in the system.
- The Bank shall not be liable for any loss due to unauthorized transfer of funds through hacking etc.

**Obligation of the Corporate**

- ❖ The Corporate agrees that the authentication of transactions effected by the Corporate Users on the Internet is done by the use of “User ID” and “passwords” including Corporate ID in Corporate Accounts. It is expressly agreed that any operation done by use of “User ID” and “Passwords” including Corporate ID in the corporate accounts, will be deemed to be genuine operation by the Corporate.
- ❖ The corporate agrees that it shall be able to exercise the right to close / freeze the accounts with the bank, only if there is no obligation pending to be met by the Corporate towards either Bank and their subsidiaries.

**Proprietary rights**

- ❖ The permission given by the Bank to access CNB will not convey any proprietary or ownership rights in the above software to the customer / user. The customer shall not attempt to modify, translate, disassemble, recompile or reverse engineer the software underlying CNB or create derivative product based on the software.

**Authority to the Bank**

- ❖ The internet is an open system and that the Bank cannot and does not, guarantee that the personal information, which the customer furnishes will not be intercepted or accessed by others and decrypted. The Bank shall not be liable or responsible should any confidential or other information provided by or pertaining to the customer (including Bank a/c Nos., Passwords, Personal Identification Nos., Ids. Transaction details etc.) be intercepted and subsequently used by an unintended recipient.

**Indemnity Clause**

- ❖ The customer hereby agrees to indemnify and save the Bank harmless against all damages, losses, expenses, and costs (including legal costs ) suffered by the Bank in connection with or arising from (1) the customer’s access of this web site and / or use of the online services or (2) any other party’s access of this web site and / or use of the online services using the customer’s USER – id and / or Password or (3) the customer’s breach of any of these terms and conditions of access or (4) any other party’s breach of any of these terms and conditions of access where such party was able to access this web site and / or use the online services by using the customer’s USER –ID and / or Password.

**Disclosure of personal information**

- ❖ The corporate agrees that the BANK or its constituents may hold and process his/her Personal Information on computer or otherwise in connection with Internet Banking Services as well as for statistical analysis or credit scoring. The Corporate also agrees that the BANK may disclose, in strict confidence to other institutions, such personal information as may be reasonably necessary for reasons inclusive of, but not limited to the following:
  - in compliance with a legal directive
  - for fraud prevention purposes

- for credit rating by recognized credit rating agencies
- for participation in any telecommunication or electronic clearing network.

**Bank’s Lien**

The Bank shall have the right of set off and lien, irrespective of any other lien or charge, present as well as future on the deposits held in the Corporate’s Account (s) or in any other account, whether in single name or joint name(s), to the extent of all outstanding dues, whatsoever, arising as a result of the Internet Banking Service extended to and / or used by the Corporate.

**Change of Terms and Conditions**

By continuing to access or use the web site or any facilities, products or services offered on the website, the customer will be deemed to have agreed to accept and be bound by such altered, added to or deleted terms and conditions. The existence and availability of the new functions will be notified to the Corporate as and when the same is made available on the Bank’s Internet banking website <https://www.indianbank.net.in>. By using the new services, the Corporate agrees to be bound by the applicable terms and conditions

If the customer does not agree to the alterations, additions, or deletions, they should discontinue accessing or using the website or availing of any facilities, products or services on the website (other than those which have already been availed of by them prior to such alterations, additions or deletions). If any of the terms and conditions is not acceptable to the customer or the customer disagrees with any material on the website, their sole and exclusive remedy is to discontinue using the website.

**Non Transferability**

The grant of facility of Internet Banking Services to a Corporate is not transferable under any circumstances and shall be used by the Corporate only.

**Termination of Internet Banking Service**

The Corporate may request for termination of the Internet Banking Services facility any time by giving a written notice through the authorized persons as per the bank record. The Corporate will remain responsible for any transactions made on its account(s) prior to the time of such cancellation of the Internet Banking Service by the Bank.

The Bank may withdraw the Internet Banking facility anytime after giving reasonable notice to the User through the Website.

The closure of account by the Corporate will automatically terminate the Internet Banking Services.

The Bank may suspend or terminate the Internet Banking Services without prior notice if the user has committed breach of these terms and conditions or the Bank comes to know about the death, bankruptcy, legal incapacity of the User.

**Notices**

Notices under these terms and conditions may be given by the Bank and the Corporate through Electronic media to mailbox of either party. Such notices will be regarded as being in writing.

*Customers are advised to ensure that they use a secure web site, with SSL certificate shown on the right hand side of the screen, to check the beginning of the Web address in their browser address bar it should be "https://" rather than just <http://>, to avoid **phishing threats**.*