

Terms & Conditions

(PLEASE READ THESE TERMS & CONDITIONS CAREFULLY BEFORE SUBMITTING APPLICATION)

1. This Application form must be sent directly to Standard Bank and not by facsimile. The Bank will require three working days after receiving the SMS Banking Application Form for activation of the service.
2. In case of Bank Account, Standard Bank will accept Application Forms signed by the authorized signatories of the account only.
3. For PUSH Service, Standard Bank will use Mobile Phone Service Provider's Short Message Service (SMS) to send the financial information related to a linked account.
4. For PULL Service, the account holder upon receiving application will be able to obtain a range of financial information related to account by typing a pre-defined key string as a message in the Mobile Phone and then sending this message to a prescribed mobile phone number.
5. The account holder is solely responsible to stop misuse of SMS Banking Services and also to maintain the confidentiality of his/her financial information by ensuring safe holding of the mobile phone/connection assigned to SMS Banking Service provided by Standard Bank. If the Mobile Phone/Connection is lost, stolen or sold to another individual, the account holder shall immediately notify the Bank by calling 880-02-7121265 and cancel the SMS Banking Service. The account holder hereby agrees that Standard Bank shall not be responsible for any disruption in SMS Banking Service due to any mechanical failure on the part of Standard Bank/Mobile Phone Service Provider.
6. The Bank has got every right to decide on the services to be provided through SMS Banking facility. For sending SMS messages for receiving PULL alerts, the customer will be charged by the Mobile Operator with applicable SMS Charges.
7. The bank may, at its discretion, amend and modify, at any time, the terms and conditions governing the SMS services. Non receipt of any notification or failure to receive the notification, if any, by the user in this regard will not exempt from such amendments and modifications.
8. Customers may request for termination of the SMS banking service any time by giving a written notice of at least 15 WORKING DAYS in advance to the Bank. The customers shall remain responsible for any transactions made in their accounts through SMS banking till the Bank cancels the said service.
9. The Bank has the absolute discretion to amend or supplement any of the terms at any time without prior notice, including charges that are applicable for availing the said SMS Banking service. Changed terms and conditions shall be effective immediately on being practiced and the customer agrees and shall be deemed to have accepted the changed terms and conditions.
10. All the transactions arising out of the use of SMS Banking in relation to a joint account shall be binding on all joint account holders. The customers shall take all necessary precautions to prevent unauthorized and illegal use of SMS banking service and unauthorized access to the Accounts provided by Mobile Banking.
11. Registration form can be submitted to any branch regardless of where the account is maintained.
12. SMS Banking Service shall remain effective until otherwise advised in writing by the account holder.
13. The laws of Bangladesh shall govern these terms and conditions.
14. The Bank may revise and/or change any of the Terms & Conditions at any time with prior notice but does not require any consent.

I/We hereby acknowledge that I/we have read and understood the terms and conditions for SMS-Banking and the risk involved in SMS Banking operation and further declare and affirm that by signing below, I/we apply for the Standard Bank Limited SMS Banking Services subject to the aforesaid terms and conditions.

Signature & Date of the Accountholder's

If you need any help with the log in process of SMS Banking or for any other technical questions, please call Standard Bank Limited, IT Division During 10.00 AM to 06.00 PM in working days at 7121265, SBL SMS Banking Support can be reached via e-mail at: smsbanking@standardbankbd.com