



**PEOPLE'S
BANK**

Connect with
Corporate Internet Banking
Corporate Mobile Banking



www.peoplesbank.lk

Peoples Bank is a licensed commercial bank supervised by the Central Bank of Sri Lanka.

AA+ (Ika) Fitch Rating, AA - Brand Finance Rating

Please fill in the details in CAPITAL LETTERS. Countersign all modifications/alterations if any. Complete all sections in this application unless otherwise stated.

A. Corporate Details

Tell us about your Business/Organization

Registered Name: _____

Registration Number: _____

Registered Address: _____

Constitution (mark '√'):

Sole Proprietorship	<input type="checkbox"/>	Partnership	<input type="checkbox"/>	BOI Approved	<input type="checkbox"/>	NGO	<input type="checkbox"/>
Pvt. Ltd. Co	<input type="checkbox"/>	Public Ltd Co	<input type="checkbox"/>	Others (Pls. Specify): _____			

Mailing Address (If different from Registered Address):

Details of Contact Person

Name: _____ Designation: _____

Mobile: _____

Telephone (Office): _____

E-mail(Office): _____

B. CIB Registration details

Preferred Corporate ID: (Compulsory to fill two preferred IDs, If 1st choice is already available bank will use the 2nd choice.)

1st Choice:

2nd Choice:

Ex: Company Name : Ceylon Tea Exports PLC

1st Choice : CEYTEX12

2nd Choice : CEYLONTEA

C. Product Package

For details, Please refer the product Catalogue (Annexure I)

- Business Module**

Select the suitable package/s which suit/s your business requirement

- Package A** - Inquiry only
- Package B** - Inquiry, General Banking
- Package C** - Inquiry, General Banking, Remittance
- Package D** - Inquiry, General Banking, Trade Finance
- Package E** - Inquiry, General Banking, Remittance, Trade Finance
- Package F** – Inquiry, Trade Finance

- Corporate Admin Module** Required Not Required

If Required,

- Dual Control Option** Required *(Minimum two Admin users required)*
- Not Required *(One Admin can perform Maintenances of corporate admin module)*

D. Role Details

- Whether self-initiated transaction option is allowed? No *(Separate two users required as 1 Maker & 1 Approver)*
- Yes *(An Approver can Initiate & Approve transactions alone)*

Role Code	Role Type (mark '√')			Functionalities <i>(Please mention the index number in Product Package Catalogue- Annexure I)</i>
	Admin	Maker	Approver	
A				
B				
C				
D				
E				
F				
G				

(Please apply the relevant Role Code to be assigned in the user application – Annexure 11)

G. Transaction Authorization Matrix (Not Applicable for Business Package A)

Please mention the Approving Authority Levels by filling in the following table. (As per the Mandate, Board Resolution, and Consent Letter etc)

- If there is only one approver, Please tick off the following box and fill in the User ID of the Approver for full authority.

	Functions <i>(According to the selected product package/s)</i>	Transaction Amount	Account Numbers <i>(As per section F)</i>	User ID of Approver
<input type="checkbox"/>	ALL	Unlimited	ALL accounts	

- If there are multiple approvers, Please specify Approving authority in the following table.

Serial No	Functions <i>(According to the selected product package)</i>	Transaction Amount	Account Numbers <i>(As per Section F)</i>	Approving User ID
Ex:	1. *Package D : General Banking	Amount \geq 1,000,000/-	1 st & 2 nd accounts	Ama123 & Kuma123 (Both)
	2. *Package D : General Banking	0 < Amount < 1,000,000	ALL	Ama123or Kuma123 (Either)
	3. *Package D : Trade Finance	Unlimited	3 rd Account	Saman123

H. Terms and Condition
Terms and Conditions for Corporate Internet/Mobile Banking of People's Bank

These Terms and Conditions apply to Corporate Internet/Mobile Banking (CIB/CMB) Service offered by People's Bank. These Terms and Conditions are supplement to the general terms and conditions of corporate Accounts.

1. Defined Terms

"Account(s)" means all corporate account(s), which are belong/s to the organization with People's Bank, eligible for the Service and linked thereto, including any new accounts which are to be opened.

"PB"/ "Bank" means People's Bank

"CIB" means Corporate Internet Banking.

"CMB" means Corporate Mobile Banking.

"Organization" means the institute that is going to be registered under corporate Internet/Mobile Banking service and the account holder/s who have accepted these Terms and Conditions and "organization" has the corresponding meaning.

"LKR" means the Sri Lankan Rupee.

"Banking Day" means any day on which banks in Sri Lanka are open for business.

"Corporate ID" means the 2-15 unique alphanumeric character identity by which the bank identifies copy used in People's Corporate Internet/Mobile Banking Service.

"Instruction" means a request or instruction to CIB/CMB legitimately made through the Service using the Corporate ID, User ID, Password and Token PIN.

"Password" means the minimum eight digit code (Alpha, Numeric & Special Character) created by Corporate User when he/she perform the "user login" for Corporate Internet/Mobile Banking Service.

"Service" means the Corporate Internet/Mobile Banking Service that People's Bank makes available to the organization through the internet network to enable the electronic receipt and transmission of information and instructions (including in relation to an Account).

"Terms & Conditions" means these terms and conditions, as amended from time to time.

"User(s)" means one or more individuals duly authorized by the organization to use the Service and access the Account.

"User ID" means the 2-15 alpha numeric characters Internet/Mobile Banking Identity by which the bank identifies each of organization's Users.

2. Acceptance

When using the Service, the organization shall accept these Terms and Conditions.

3. Using the Service

This Service can be used by the corporate User not only to view and make inquiry all type corporate account balances, all transaction history, but also to make transactions under Fixed Deposit, Fund Transfers, Payment Services, Loan Repayment, Pay Roll, Remittance, Trade Finance, Trade Loans, cheque services and submit to the bank as authorized transaction by corporate approvals. In addition to these functions, this service can manage corporate user details and corporate details as a corporate admin.

4. Changes to these Terms and Conditions

Bank reserves the right to amend these Terms and Conditions and any other information it has issued about the Service at any time. If the bank introduces a new fee/charge or any change of fee/charge, increasing the organization's liability for losses or adjusts any periodic transaction limits, the organization will be given 30 days' notice in writing (for example on Account Statements or on our Website). Notice of any other change will be pre-post on the website of People's Bank. (www.peoplesbank.lk)

5. Compliance

When crediting a third party account by an amount exceeding rupees two hundred thousand or its equivalent in any foreign currency separately or in aggregate, purpose should be given.

6. Other conditions

PB takes no responsibility for any altered/removed/obscured information contained after printing/downloading completely/partially, which is printed/downloaded from CIB/CMB. In no event shall PB be liable for any direct, indirect, punitive, incidental, special, consequential damages or any damages whatsoever including, without limitation, damages for organization's loss of use, data or profits, arising out of or in any way connected with the use or performance of the CIB/CMB module, with the delay or inability to use the bank website or related Service, the provision of or failure to provide services, or for any information, software, products and services obtained through the bank websites, or otherwise arising out of the use of bank website, whether based on contract, negligence, strict liability or otherwise.

Certain provisions of the Service, such as account information are dependent on a secure and continuous connection to the CIB/CMB database. Bank makes no warranties whatsoever that such connection will always be available. Bank reserves the right to suspend the Service if in its opinion security of the site or of the data could be compromised. Bank may also suspend provisions of the Service on the website at its sole discretion without assigning any reason whatsoever; in such event the organization may contact account holding branch/Call Centre-1961 for any clarification.

Various provisions of the Service provided through the website are offered as privilege to the organization without any charge. However, the bank reserves the right to levy charges as applicable from time to time in consideration for certain service provided herein. However, the organization may opt out of the Service upon non-payment of those charges.

7. Electronic advertising

From time to time bank may advertise its own products or services on the website through which the organization may access this Service. The organization has a right to stop any e-marketing material related to CIB/CMB, which are sent to own email/mobile at any time. However, this condition does not affect to any other condition of any agreement in respect of e advertising between the bank and the organization.

8. Security of Internet/Mobile Banking

PB is committed to ensure the online security of the transactions by using fraud detection and prevention technology, which is monitored around the clock, for active protect. Not only the organization's user can secure their authority by using passwords as the first factor authenticity under PB password policy, but also PB provides high-secured Hardware/Software Token as the second factor authenticity. A Token PIN secures the access to the Hardware Token.

PB uses a very high level of encryption to protect the organization's Account from unauthorized access. Although the use of such levels of encryption may not permitted in various law jurisdictions. It is the responsibility of the organization to make sure the ability of their corporate users are permitted by the local law. The organization is responsible for acquiring and maintaining any equipment required for continued access of the organization's corporate users and the use of the Service (such as the organization's telephone or computer). In addition, the organization's Users are responsible for anti-virus and security measures of the devices/computers used by them.

Due to the open nature of the Internet facility, PB cannot guarantee the complete security of the organization's transactions from hacking, unauthorized access, virus attacks and other deliberate attempts by third parties in breaching the latest security features which have been put in place.

Apart from the above risks, due to unexpected communication network volumes and failures, there may be a time lag in transmission of information and communication via the Internet. Accordingly, PB cannot guarantee the requests or transactions will be carried out within the anticipated periods.

Corporate ID, User ID, Password, OTP PIN and Token PIN

The organization agrees, and undertakes that all Users shall not interfere with or damage (or attempt to interfere with or damage) any Corporate ID, User ID, Password, Token PIN, data or software associated with the Service.

The organization hereby agrees to advise all users, not to divulge their personal information, including the online banking user name, password and token details to any third party. Peoples Bank will **NEVER** request from organization or their Users to provide user name and password through any of PB channels including Emails, Call Center, IVR, Online Banking System or SMS.

The organization undertakes to ensure that all users shall:

- Not disclose PIN, Password, or confidential details to any third party.
- Not click on links from e-mail or other sources to open the corporate Internet-Banking website. Always access through www.peoplesbank.lk or directly type <https://www.peoplesbank.lk> on the address bar and always verify that the link starts with <https://www.peoplesbank.lk> and the browser contains a lock symbol to ensure it is secure.
- Always logout of the Corporate Internet Banking website/Mobile application and ensure the browser/application is closed.
- Regularly change Corporate Internet/Mobile Banking password.
- Keep Token PIN in a secured place.
- Not disclose user's personal or account information over any communication channel. Alternatively, if a User have any doubt, User can decline to provide the information and contact our Call Centre directly on **1961**

The organization's users are advised to review the Security Tips section on People's Bank website (<https://www.peoplesbank.lk>) and take necessary precautions to protect the organization's financial information.

PB may from time to time provide guidelines for ensuring the security of a Corporate ID, User ID, Password and Token PIN. The guidelines will provide examples only of security measures and will not be responsible for any unauthorized instructions on the organization's Accounts. Liability for such transactions will be determined in accordance with clause 11 below. The organization agrees and acknowledges that their accounts may be accessed by any person who is authorized by the organization by using their Corporate ID, User IDs, Passwords and Token PIN through the service. Bank may reset the organization's their User IDs, Passwords and Tokens at any time, upon their request.

The organization is well aware that the bank shall not be liable for any illegitimate or unauthorized access to the organization's account. The organization do hereby indemnify Peoples Bank from all and any claims, losses, damages and expenses (including reasonable legal expenses) that bank may suffer or sustain in connection with any unauthorized or illegitimate access to the organization's Account.

The organization or any of their users shall notify to the bank immediately if a record of The organization's User IDs, Passwords and/or Token PINs is lost or stolen or The organization or any of their users become aware or suspect another person knows the organization's User IDs, Passwords and/or Token PINs or has made unauthorized use of the Service. In such an event, the organization should immediately notify to the bank by contacting Call Centre **1961** at any time. Bank will then cancel User ID(s) or reset particular password(s) and arrange for the organization to select a new one.

PB may cancel a User ID or Token at any time without notice if it believes these are being either misused or compromised.

The organization agrees that bank may disclose information about the organization, their users or their account to the police or other third parties if it thinks it will help prevent or recover losses.

8. Secure Email Message

- a. If the bank makes this facility available to the organization, either the organization or the bank may communicate with each other through secure electronic messages over the Corporate Internet/Mobile Banking Service.
- b. Receipt of such message will be confirmed via email or telephone within a reasonable time by bank and no request will be implemented until We have first sent a message as confirmation. Bank not be able to reverse such requests before it is implemented.
- c. The organization must ensure that none of their Users send us messages: -
 - i. in relation to matters for which there is a specific functionality on the Service
E.g. to notify us of a change to Organization's or their user's addresses or to make a payment;
 - ii. which require immediate attention (user may call our 24-hour Call **(1961)** Center or visit our nearest branch);
 - iii. which are requests of a transactional nature e.g. share dealing or fund management instructions;
 - iv. reporting the loss or theft of cheque(s) or credit cards (user may call our 24-hour Call Center**(1961)** or visit our nearest branch)
 - v. Which are offensive, frivolous or otherwise inappropriate.

In case of receipt of such an email, the bank may at our absolute discretion remove the "Email" facility or terminate the use of the Service in accordance with clause 13 below.
- d. Under no circumstances should any message sent by People's Bank be construed as an offer to provide a product or service to the organization on particular terms or at all. All products and services are subject to bank's terms and conditions.

9. Complaint procedure

If the organization have a concern/complaint with the Service, please contact PB by calling +9411 481 481 or Call Centre 1961. The bank will try to resolve complaints as soon as possible; however, if the issue is complicated, it may take time to resolve. In such case, application form seeking further information may be required.

The Bank will investigate into complaint and within 21 days of receipt of the complaint, bank will inform organization by explaining the outcome of the investigation or, if the bank needs more time or information, the organization will be advised on how the problem will be handled and when the organization can expect a reply. In such case, the organization will be provided with monthly updates on the progress should the investigation take longer than days to complete. The above period will not be apply when the bank is awaiting a response from the organization.

When PB notifies the organization of the result, it will also inform the organization of the reasons for its decision. If organization's Account is found to have been incorrectly credited or debited, PB will adjust the organization's accounts accordingly and notify the organization of the same.

10. Recording Telephone Calls

PB may record telephone calls made to PB's Call Centre for quality control training purposes.

11. Liability

Subject to clause 5 and to the extent permitted by law, PB will not be responsible for any damage or loss including legal costs, whether consequential or not, caused because of access to or inability to access the Service, except where it is caused due to the gross negligence or willful misconduct or default on the part of the bank and which cannot be excluded, modified or restricted.

PB makes reasonable effort to ensure that the information provided on the Website is accurate but does not guarantee or warrant its accuracy, adequacy, correctness, validity, completeness or suitability for any purpose.

PB does not warrant that PB Website is free of viruses or harmful components. Though due care has been taken to make the database completely reliable and error-free, PB disclaims any liability arising out of any such error in the database.

All information/statements/certificate in this database are provided without any warranty, express or implied, as to their legal effect, completeness and effects of any transaction under process may not be completely reflected in the organization's Account. In case of transaction, which does not reconcile to the organization's record, the organization is requested to bring any such discrepancy to the bank's notice at the earliest. All information/statements/certificate must be used in accordance with applicable laws. Use of information/statements/certificate shall be at the organization's own risk and PB does not undertake any kind of liability for the same. The organization will be liable for and agree to indemnify the bank against any loss or damage bank may suffer because the organization or their Users fails to observe the obligations under these Terms and Conditions or acted negligently or fraudulently when using the Service. PB will not be responsible for any loss that The organization may incur if The organization fail to comply with the terms and to observe all the security tips. The use of the Internet is subject to other risks which are not of a security nature described above but which arise from factors beyond the Bank's control, for example failure of communication networks, mechanical failures, power failures, malfunction, breakdown or inadequacy of equipment. Even though, these risks may result in the organization's requests or transactions being delayed, lost or inaccurately transmitted and may cause the organization to suffer losses. Unless the Bank has been grossly negligent, the Bank will not be responsible for such losses.

12. Termination of Internet/Mobile Banking Service

The organization may stop usage of the Service at any time by giving a written request mentioning the reason signed by the organization authorized signatory/Board Resolution. All the token materials/Hardware Token provided earlier have to be submitted along with this request.

PB may terminate the Service or any provisions related thereto at any time by giving the organization a prior written notice.

13. Governing law

The laws in force in Sri Lanka govern these Terms and Conditions and the transactions carried out under it. Both The organization and the bank submit to the non-exclusive jurisdiction of the competent courts of the Sri Lanka in respect of any dispute.

Signature on the Seal

Authorized person

Name

Date DD / MM / YY

____ / ____ / ____

Signature on the Seal

Authorized person

Name

Date DD / MM / YY

____ / ____ / ____

Signature on the Seal

Authorized person

Name

Date DD / MM / YY

____ / ____ / ____

I. Indemnity

_____ a company/organization/Institute duly incorporated having its registered principle office _____, in the Republic of Sri Lanka request People's Bank to allow the Company/organization/Institute duly incorporated to avail Corporate Internet Banking/Mobile Banking Services for our Account(s) opened with the bank. I/We hereby agree that I/we have read understood, obtained a copy and agree to the Terms and Conditions of the People's Bank Corporate Internet/Mobile Banking Services, which is an integral part of this application.

- I/We hereby authorize the mentioned employees in user applications to avail these Services for and on behalf of the Company.
- I/We understand, agree and undertake that,
 - (a) Users will be responsible for the authenticity, integrity and safety of the data.
 - (b) Users will be responsible for backing up their data regularly, as Bank will bear no responsibility for safety of data in case of its loss.
 - (c) Users will abstain from loading illegal material or data on the server.
 - (d) Bank will bear no responsibility for legality or authenticity of the data residing on the server or an illegal act performed by the Users nominated above by the Company.
 - (e) Bank will bear no responsibility for any changes/maintenance done by Corporate Admins of the company/organization/Institute duly incorporated
- I/We confirm that I/We have read, understood and agreed that the statements /advices/data received through the server, which are for information purposes only. I/we agree that such information sent by registered mail to us to our registered address as original statement and they are prepared as per the original records kept with the bank as of date. Furthermore, I/We acknowledge that the Bank at my /our request sends the statements/advices and I/We understand that the use of this Service is at my/our sole risk and I/We take full responsibility for using the Services.
- I/We hereby certify that the information provided in this application form is true and correct. I/We will send the Bank a written notice of any changes as and when it occurs to keep the bank records current and updated.
- The Bank may at any time suspend, terminate or revoke this Service or cancel functionalities at its sole discretion by giving reasonable notice.

Signature on the Seal

Authorized person

Name

Date DD / MM / YY

Signature on the Seal

Authorized person

Name

Date DD / MM / YY

Signature on the Seal

Authorized person

Name

Date DD / MM / YY

Company Seal:
Witnessed by: To be signed by any official of the company or any other

Signature : _____

Name: _____

Service Number: _____

Designation: _____

Date: _____

Signature : _____

Name: _____

Service Number: _____

Designation: _____

Date: _____

Enclosed –

Copy of NIC/NNIC/Passport/DL of the User(s)

Board Resolution/Declaration Letter/Consent Letter

Copy of Business Registration/Certificate of Incorporation

CIF Number: *(Office use only)*

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(Branch/Dept) Signature and Details of CIF (As per Business Registration/Certificate of Incorporation) Verified & Authorized by:

Checked By (B Class) **Service No** **Signature** **Date**

Verified By (A Class) **Service No** **Signature** **Date**

CIB/CMB Back Office use only

Data Captured by: **Service No** **Signature** **Date**

Verified By: **Service No** **Signature** **Date**

Note: Branch Managers / Dept Managers

Only the accounts linked with the above CIF (Non Individual) can be accessed via CIB/CMB, if a customer operates business accounts under different CIF Numbers, those CIF numbers should undergo the normalization process unless linked to the above CIF prior to sending this application.

The set of original documents including CIB/CMB Application received from the customer should be duly filed with the mandate and kept securely under dual control for audit and legal purposes.

Please Refer:

Annexure I – Product Catalogue

Annexure II – User Application

Annexure III – Declaration Formats