

GENERAL TERMS & CONDITIONS

1. The facility for **NACH Corporate portal / E-Mandate services** are regulated by National Payment Corporation of India (NPCI). The Institution/Corporate shall be liable to comply with all the guidelines of NPCI & RBI and also to incorporate any future modifications.
2. All the communications will be made only to the corporate/institution who is the customer of the bank. Bank won't be responsible for any disputes of their clients or any other third party.
3. It is the responsibility of the institution/corporate to ensure the authenticity of the clients and also to ensure that the funds involved are not pertaining to any activities prohibited by RBI or any other Laws/regulation in India for the time being in force.
4. The Bank shall not be responsible for the consequences arising out of any delay in transaction processing due to technical issues or issues beyond the control of the Bank.
5. Introduction/Revision of charges depends on the Banks discretion. In consideration of SIB's Services under this Agreement, the Corporate shall pay without any dispute the fees, charges and/or other sums stipulated in the Master Service Agreement and as may be amended from time to time by SIB. The corporate shall bear all applicable taxes including Service Tax, G.S.T etc. on the Charges.
6. Corporate/Institution shall store and maintain all the customer application/request and has to submit to bank on demand.
7. The corporate/institution will remain responsible for transactions made on their account(s) prior to the time of such cancellation of the **NACH corporate Portal/E-Mandate services**.