

**EBL Electronic Fund Transfer (EFT)  
Authorization Request Form**

(Standing Instruction Facility to Pay Credit Card  
Bill from other Bank Account through BEFTN)



Branch .....

Date .....

**Section 1: Credit Card Details (to be credited)**

Client ID: 

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Payment Type:     BDT                       USD                       Both

Payment Amount :     Minimum amount due     \_\_\_\_\_% of the outstanding amount

Card Number :

						X	X	X	X	X	X								
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**Section 2: Account Details (to be debited)**

Bank Account Number :

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Bank Account Name:

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Bank Name:

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Branch Name:

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Bank Routing No.:

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I hereby declare and acknowledge that the minimum due amount or \_\_\_\_\_% of the outstanding amount for the above mentioned credit card will be collected minimum 3 (three) working days before the Credit Card payment due date in order to ensure monthly repayment of my credit card bill through Standing Instruction and I have no objection on this payment collection process. I further hereby acknowledge that if the EFT request initiation date is on a holiday/weekend, the Bank will initiate the EFT request 3 (three) working days prior to the actual EFT initiation date. I further assure the Bank that, I will take necessary steps to make the required amount available in my concerned Bank account for completing the stated EFT process 3 (three) working days prior that the Credit Card payment due date.

I authorize Eastern Bank PLC. (the Bank) to debit & collect my credit card payment as per the terms and conditions of EBL BEFTN service to my above mentioned Account to collect the requested monthly Credit Card Outstanding. This instruction will remain in effect until EBL is notified by myself in writing to cancel it, provided EBL has sufficient time to process the request, or until the realization of amounts payable against the credit card(s) as per the Bank's requirement.

Signature of Primary Cardholder/Applicant	Received from EBL by (Sign, Seal and Date)

**Section 3: Other Bank Verification (Bank use only):**

Received by (Sign, Seal and Date)	Verified by* (Sign, Seal and Date)

\*Receiving and verification of the form are required to be done by two different representatives from the other bank



**Declaration:**

1. EBL will not be liable for any Electronic Fund Transfer (EFT) request rejected by system for the mistake/non-compliance of BEFTN rules by the cardholder.
2. EBL will not re-initiate any return/rejected entries automatically.

**Terms and Conditions for setting Standing Instruction (SI) for credit card payment from another bank using BEFTN**

**1. Introduction**

- 1.1 The Terms and Conditions for setting Standing Instruction (SI) for credit card payment from another bank using BEFTN (the **'Terms & Conditions for SI through BEFTN'**), set out the terms on which EBL will provide the Customer with BEFTN Service for the purpose of debiting the customer's other bank account in order to make payments against the customer's credit card outstanding (if any) on a monthly basis.
- 1.2 This "Terms & Conditions for SI through BEFTN" section is aligned with the Terms and Conditions of Credit Cards issued by the Bank and agreed by the Customer.
- 1.3 The Attachments mentioned in the Terms & Conditions for SI through BEFTN shall be an integral part of the same.

**2. Definitions and interpretations**

**2.1 Definitions:**

- "Bank" means Eastern Bank PLC., its successors and its assignees.  
"Customer" means an individual having any Credit Card issued by the Bank and whose name is in a Card Account.  
"Attachments" means the schedules to and referred to in the Terms & Conditions for SI through BEFTN.  
"BEFTN Rules" means the Bangladesh Electronic Funds Transfer Network Operating Rules of the Payment Systems Division, Department of Currency Management and Payment Systems, Bangladesh Bank, dated 10 August 2010, as the same may be supplemented, amended or substituted from time to time.  
"BEFTN Service" means Banks' service to initiate debit Entries for collection of payments by electronic fund transfers from Customer's (Receiver) Bank Account held with other Bank i.e. Receiving Bank (RB) by means of the BEFTN.  
"Rules and Laws" means rules, regulations and laws applicable to the BEFTN, Entries and BEFTN Service.  
"Terms & Conditions for SI through BEFTN" means the terms and conditions set out herein for BEFTN Service and its Attachments.

**2.2 Interpretations**

The rules for interpreting the Credit Card Terms and Conditions shall also apply to the Terms & Conditions for SI through BEFTN.

**3. BEFTN Service**

- 3.1 The Terms & Conditions for SI through BEFTN constitute the BEFTN Agreement between Customer (hereinafter referred as the Accountholder/Cardholder/Customer) and the Bank as the Originating Bank (OB) for BEFTN Service.
- 3.2 Customer will comply with all BEFTN Rules and Laws. Customer's specific obligations in these Terms shall in no way limit the undertaking of BEFTN service.
- 3.3 It will be the Bank's responsibility to ensure that the transmission of Entries and origination of BEFTN transactions are in compliance with Rules and Laws.
- 3.4 This form will act as written authorization from the Customer for Entries in accordance with the BEFTN Rules, and the original or a copy of the form shall be retained for no less than two (2) years following the termination or revocation of such authorization.
- 3.5 Any standing instruction (SI) to debit any joint account will not be applicable for this service.
- 3.6 As a mandatory requirement, photocopy of the latest 3 months' (or more) account statement/one copy of cheque leaf for the CASA account, against which the instruction is given, should be provided along with this form to authenticate the information of the Service Provider mentioned in this form.

**4. Entries**

**4.1 Attachments**

- (a) All Entries will be transmitted in accordance with the processing schedule in Annexure A (Processing Schedule).
- (b) The Parties shall comply with the settlement procedures described in Annexure B (Settlement)
- (c) The parties shall comply with the security procedures described in Annexure C (Security Procedures). The customer acknowledges that the purpose of the security procedures is for verification of file authenticity and not to detect errors within the transmitted file or individual transactions. No security procedure for detection of any such error has been agreed upon between the parties.
- (f) Entries transmitted by the Bank will be reflected in the Customer's Credit Card Account statement.

**4.2 Transmission of Entries**

- (a) The Bank as an OB will transmit Entries as authorized by the Customer using BEFTN and with procedures provided for in these Terms & Conditions and in the BEFTN Rules.

**4.3 Rejection of Entries**

- (a) In the event that any Entries are rejected by the BEFTN System for any reason, OB shall have no responsibility to reinitiate any returned entries.
- (b) OB shall have the right to reject any Entry that does not fully comply with the requirements of the Terms & Conditions for SI through BEFTN, which shall be made at OB's sole discretion. In addition, OB shall have the right to reject any entry that is made while the Customer is in default of any requirements of the Terms & Conditions for SI through BEFTN, including but not limited to the requirement to maintain an adequate account balance in Customer's i.e. Receiver's Bank Account with RB.

**4.4 Return of Entries**

Bank as an OB will not reinitiate any returned/rejected entries automatically for that billing term, and will again initiate the Entry during and for the next billing term.

**4.5 Data Retention**

Bank as an authorized Originator will retain data in accordance to BEFTN Rules.

**5. Limitation of Liability**

- 5.1 In relations to BEFTN Services, Customer's liability for any claim of the Bank for any Losses provided under the Terms & Conditions for SI through BEFTN shall be the amount Customer owes to the Bank and the amount paid by the Bank to the BEFTN system operator or any other sub member pursuant to the BEFTN Rules or any applicable indemnity agreement.
- 5.2 Bank will not be liable for any failure or delay in transmission of an entry if such transmission would (1) result in Banks' having exceeded any limitation upon its intra-day net funds position established pursuant to BEFTN Rules, (2) violate any risk control provisions applicable to the Bank, or (3) violate any Rules or Laws.
- 5.3 This auto-debit service is applicable for BDT Current account & Savings account. Customers having Lien/Secured/OD account are advised not to provide any such instruction. If any instruction is given against any Lien/Secured account, the undergoing responsibility will be solely borne by the Customer.
- 5.4 Customer can avail BEFTN service for both his/her local and foreign parts on their Travel Quota (TQ) credit card accounts.
- 5.5 The payment amount for the USD outstanding, if any, may change due to fluctuations in the exchange rate.
- 5.6 The minimum amount due includes all applicable EMI amounts, if any.

**6. Inconsistency**

If there is any inconsistency between:

- (a) The Terms & Conditions for SI through BEFTN and the Request Form for setting SI through BEFTN Service, the Terms & Conditions shall prevail;
- (b) The Terms & Conditions for SI through BEFTN and any of the Attachments, the relevant Attachment shall prevail; and
- (c) The Terms & Conditions for SI through BEFTN and the Credit Card Terms and Conditions, the later one shall prevail.

**Annexure- A (Processing Schedule)**

The auto-debit of the Standing Instruction(SI) amount will start from a specific billing term if the form submitted at the branch reaches the relevant operational department and is processed before the BEFTN pull execution date for that billing term.  
If the form reaches the relevant operational department after the BEFTN pull execution date for a billing term, the auto-debit of the SI amount will start from the following term.

**Annexure B (Settlement)**

SI payment to the Customer's credit card through BEFTN will be posted not later than the settlement date of the BEFTN pull.  
To ensure a successful BEFTN pull by the OB, the Customer must maintain the required balance in his/her Receiver Bank account.

**Annexure C (Security Procedures)**

The accuracy of the information provided in this form, as well as the verification-related document/s submitted with it, is the sole responsibility of the customer. In order to change/stop the SI payments through BEFTN, customers will have to visit a branch and submit the required form in this regard.