

(Please fill up the following fields)

Customer Name:

Credit Card Number:

						X	X	X	X	X	X				
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Mobile Phone No:

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Email Address:

Please enable my  BDT/  USD/  Both BDT & USD Portion of my EBL Card

**IMPORTANT**

1. The mobile number must match with the number given at the time of card application. In case of change of number, please use the Customer Requisition Form to update our record.
2. Cardholder has to call the Contact Center immediately in the event of a Phone theft/ lost or Card theft/lost and stop the e-commerce transaction service to avoid any fraudulent activity. EBL will not take responsibility of any transaction if the customer fails to inform the authority in such cases.
3. To perform International online transaction, the customer will have to endorse the USD portion of the card first.
4. To use online, Customer must activate the USD portion by Calling contact center.
5. EBL will not be liable for any interruption in the service due to the disruption in mobile phone networks.
6. Cardholder is allowed to spend maximum USD 100 for a single transaction under this service.
7. To make any transactions for educational purpose, travel expenses and hotel bookings, the cardholders have to initially complete a "Internet Transaction Form for Other Purposes" in the nearest branch or through Contact Center. The desired transaction can be executed afterwards upon the authorization.
8. Ensuring cardholder data security to online usage is completely cardholder responsibility.
9. If you are using fund from your RFCD/FC account, Please inform us through contact center for necessary activation
10. By signing the form below, the Cardholder agrees to the terms and conditions mentioned overleaf.

Bank Use Only

Cardholder's Signature

## VERIFIED BY VISA/MASTERCARD SECURECODE/DINERS CLUB PROTECTBUY TERMS OF SERVICE

Welcome and thank you for choosing to use the Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy service from Eastern Bank Ltd. (EBL). Please read this Terms and Conditions of Service Agreement carefully before using Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy; In this Agreement, "we", "us", or "our" refers to EBL, and "you", "your", or "yours" refers to the user of Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy.

### 1. ACCEPTANCE OF TERMS

1.1. EBL provides Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy to you, subject to the following Terms and Conditions of Service (TOS). Please ensure that you have read and understood this TOS before you use Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy. If you do not understand the TOS, please contact EBL by calling our 24x7 Contact Center at 16230 before registering for Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy.

1.2. Unless explicitly stated otherwise, any new features that augment or enhance Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy shall be subject to this TOS Agreement.

1.3. At any time we may modify or discontinue, temporarily or permanently, Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy (or any part thereof) without any notice to the cardholder. We will post the modified TOS on our website at <http://www.ebl.com.bd>. The amended TOS will apply to you if (1) you do not notify us to the contrary in writing within twenty (20) days of the date of our notice or (2) you use the Verified by Visa service after such notice period. If you do not accept the changes, additions or deletions, your Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy registration will be cancelled.

1.4. Upon our request, you agree to sign a non-electronic version of this TOS.

### 2. DESCRIPTION OF Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy

Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy provides you with a way of increasing security in online transactions by reducing the chances of fraud for those transactions. Registering for Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy involves providing personal information to us, which is then used to confirm your identity in connection with future online transactions. [Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy also may be used to help resolve any transaction disputes.] Your Registration Data, as defined in Section 3.2, and other personal information is not shared with the online retail merchant.

### 3. YOUR REGISTRATION OBLIGATIONS

3.1. By signing up for Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy, you authorize us to retain certain information about you and your Visa/MasterCard/Diners Club card, and to use and retain this information in accordance with our Privacy Policy (see Section 5 below).

3.2. You agree to (a) provide true, accurate, current and complete information about yourself as prompted by the Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy registration form (Registration Data), and (b) maintain and promptly update the Registration Data to keep it true, accurate, current and complete. If you provide any Registration Data that is untrue, inaccurate, not current or incomplete, or if we have reasonable grounds to suspect that your Registration Data is untrue, inaccurate, not current or incomplete, we have the right to suspend, terminate, or refuse your current or future use of Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy as set out in Clause 9.2 (termination). You shall be responsible for any losses, expenses or other costs that we incur as a result of your providing us with false Registration Data.

3.3. You must be at least 18 years old to register for and use the Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy service.

### 4. REGISTRATION

4.1. In order to use Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy, you must provide certain information to us that allows us to validate your identity and verify that you are the owner of the account. The information that you provide will be validated against information that we already have on file that is associated with your account, or it may be validated against information maintained by an independent third party.

4.2. If you are unable to provide adequate information for us to validate your identity, we have the right to disallow you to register for Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy. You warrant that the information is correct and that you have the legal right to use all of the Visa/MasterCard/Diners Club cards that you register for Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy. Your participation, or failure to participate, does not affect your Visa/MasterCard/Diners Club card account status. [Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy also may be used to help resolve any transaction disputes.] 4.3. In order to use Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy, you must have the ability to access the World Wide Web and must pay any service fees associated with such access. In addition, you must have the equipment necessary to make such a connection to the World Wide Web, including a computer and modem or other access device.

4.4. In the event you have a question regarding the Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy registration process or a transaction using Verified by Visa, you should direct that question to our customer service department.

### 5. PRIVACY POLICY

5.1. EBL stores your Registration Data in order to provide the Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy service. Your Registration Data will not be shared with online retail merchants.

5.2. Your Registration Data will, subject to the other provisions of this TOS only be used by us in providing the Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy service to validate your identity and verify that you are the owner of the relevant account.

5.3. You acknowledge and agree that EBL may keep your Registration Data and also may disclose your Registration Data if (a) required to do so by Applicable Law, as defined in Section 7.9, in the good faith belief that such disclosure is permitted by Applicable Law, or as reasonably necessary to comply with legal process; or (b) if required to do so to provide the Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy service and/or enforce this TOS.

### 6. CARDHOLDER VERIFIED BY VISA/MASTERCARD SECURECODE/DINERS CLUB PROTECTBUY PASSWORD AND SECURITY

You are solely responsible for maintaining the confidentiality of your Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy password, Registration Data and other verification information established by you with us for Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy, and for all activities that occur using your Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy password whether or not authorized by you, Registration Data or other verification information supplied to or established by you with us for Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy. You agree not to transfer or sell your use of, or access to, Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy to any third party. You agree to immediately notify us of any unauthorized use of your Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy password or other verification information, or any other breach of security. You acknowledge and agree that, except as otherwise provided by applicable law, we shall not be liable for any loss or damage arising from your failure to comply with this TOS.

### 7. YOUR CONDUCT

You agree not to:

7.1. Create a false identity or otherwise attempt to mislead others as to your identity, or impersonate any person or entity using Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy.

7.2. Upload, download, post, e-mail or otherwise transmit any material that contains software viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment used by Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy.

7.3. Spam or flood our website and/or the Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy website or service.

7.4. Modify, adapt, sub-license, translate, sell, reverse engineer, decompile or disassemble any portion of our website and/or the Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy website or service or the Software, as defined in Section 11.1.

7.5. Remove any copyright, trademark, or other proprietary rights notices or elements contained in Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy.

7.6. "frame" or "mirror" any part of our website and/or the Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy website or service without our prior written authorization.

7.7. Use any robot, spider, site search/retrieval application, or other manual or automatic device or process to retrieve, index, "data mine", or in any way reproduce or circumvent the navigational structure or presentation of our website and/or the Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy website or its contents.

7.8. Otherwise interfere with, or disrupt, or access our website and/or the Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy website, the Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy service and/or any associated servers or networks, or violate this TOS or any of our requirements, procedures, policies or regulations or those of Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy or of any networks connected to us and/or Verified by Visa where you have been made aware of these; or

7.9. Use Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy in any way that is unlawful or dishonest, including for any fraudulent purposes or use Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy in any way that violates any of our rules or requirements or requirements under payment schemes such as Visa or Mastercard or Diners Club which you have been made aware of.

### 8. LIABILITY

You agree that we shall not be liable to you or to any third party for any modification, suspension or discontinuance of Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy.

8.1. Under no circumstances will we be liable for direct, indirect, consequential, incidental, special or indirect losses or other damages, such as loss of profit and/or any damage to your computer or telephone service resulting from your use of the Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy service.

8.2. We assume no responsibility for, and will not be liable for, any damages to, or any viruses which may affect, your computer equipment or other property on account of your access to, use of, or downloading from, our Web site.

8.3. Nothing in this TOS excludes or limits our liability for death or personal injury caused by our negligence, or any liability which may not be excluded or limited under any applicable law.

8.4. You undertake to indemnify and hold us harmless against all actions, claims, demands, liabilities, losses, damages, costs and expenses of whatever nature that may result or which we may sustain, suffer or incur as a result of our agreeing to provide this service to you.

8.5. We shall not be liable for any loss or damage caused by the disclosure of your confidential information or information of any sorts caused by your use of this service, unless such loss or damage is directly and solely caused by our willful default or gross negligence.

### 9. TERMINATION

9.1. If you want to end your ability to use Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy you must deactivate your account by using the deactivation function on our Website so that your Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy password and Registration Data with Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy can be deactivated. Any purchases you made using Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy prior to deactivation will not be affected.

9.2. We may temporarily or permanently deactivate your ability to use Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy and/or terminate your relationship with us at any time, by providing reasonable prior notice to you. We need not, however, give you notice where we have serious grounds for considering that immediate termination or deactivation is required (e.g. if we reasonably suspect fraudulent or unauthorised use of your account). For your protection, we will automatically deactivate your ability to use Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy if it is not used at least one time during any twelve (12) month period. If we deactivate your ability to use Verified by Visa, we will give you notice in accordance with Clause 13 below.

### 10. DEALINGS WITH MERCHANTS

Your correspondence or business dealings with, or participation in promotions of, online retail merchants on or through Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy, including payment and delivery of related goods or services, and any other terms, conditions, warranties or representations associated with such dealings, are solely between you and such merchant. You agree that we shall not be responsible or liable for any loss or damage of any sort incurred as the result of any such dealings. You understand that use of Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy does not, in any way, indicate that we recommend or endorse any merchant, regardless of whether the merchants participate in the Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy service. For example, Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy does not verify the identity of the merchant or the quality of the merchant's goods or services. You also hereby agree and acknowledge that if, when using Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy to make online purchases you fail to correctly identify yourself in accordance with the identification procedures for the use of Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy detailed on our Website, that you shall not be able to utilise Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy to complete that online transaction.

### 11. VERIFIED BY VISA/MASTERCARD SECURECODE/DINERS CLUB PROTECTBUY PROPRIETARY RIGHTS

11.1. You acknowledge and agree that Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy and (a) any necessary software used in connection with Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy (Software) (b) all content contained on our and the Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy Website, in sponsor advertisements (Contents) contains proprietary and confidential information that is protected by applicable intellectual property and other Applicable Laws. You acknowledge and agree that you do not acquire any ownership rights in the Software or Contents and that we and/or Visa/MasterCard/Diners Club retain all right, title, and interest in, and to, the Software and/or the Content and all intellectual property rights to the Software and/or the Content. You agree not to modify, rent, lease, loan, sell, distribute or create derivative works based on Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy or the Software and/or the Content, in whole or in part.

11.2. We are providing you a personal, non-exclusive, non-transferable, restricted license to use the Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy services and any related software, and any future upgrades we elect to provide, in accordance with the terms and conditions of this TOS.

11.3. EBL is a trademark of Eastern Bank Ltd. You may not display, alter or use in any manner, the trademark of EBL, without our prior written permission. Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy, and other Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy logos, products and names are trademarks of Visa/MasterCard/Diners Club. You may not display, alter or use in any manner the Marks, without prior written permission from us.

### 12. DISCLAIMER OF WARRANTIES

12.1. Any software obtained through the use of Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy is downloaded and used at your own discretion and risk and that except as otherwise provided in this TOS, you will be solely responsible for any damage to your computer system or loss of data that results from the download or use of any such software or other materials through Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy.

### 13. NOTICE

Notices to you may be made by registered post or regular mail to any address in your Registration Data or other information that you have provided to us in connection with your accounts with us. Once sent by registered post or regular mail, it shall be deemed to have been served on the day following that on which the notice is posted. Any change of address must be notified to us and unless so notified the address stated in your Registration Data shall be deemed to be as the proper address.

### 14. GENERAL INFORMATION

14.1. The TOS constitutes the entire agreement between you and EBL regarding your use of Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy and governs your use of Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy, superseding any prior agreements between you and EBL regarding your use of Verified by Visa/MasterCard SecureCode/Diners Club ProtectBuy, provided however that nothing in this TOS shall have any effect on, or change in any way, the terms and conditions of use that you entered into with us for your use of your EBL Visa/MasterCard/Diners Club card.

14.2. The TOS and the relationship between you and EBL shall be governed by the laws of Bangladesh. You agree to submit to the non-exclusive jurisdiction of the Bangladeshi courts.

14.3. The failure of EBL to exercise or enforce any right or provision of this TOS shall not constitute a waiver of such right or provision. If any provision of this TOS is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should endeavour to give effect to the parties' intentions as reflected in the provision, and the other provisions of this TOS shall remain in full force and effect.