



\_\_\_\_\_ Branch  
 Application No: \_\_\_\_\_  
 (To be filled by Branch)

## APPLICATION FORM FOR TMB M BANKING Services

I/We wish to apply for Mobile Banking services offered by Tamilnad Mercantile Bank Ltd including financial transactions. I am herewith furnishing the details of the accounts to be enabled.

Customer Details :

Customer Id		Customer Name	
Type of Account		Account No.	
Customer's Communication Address			
	CITY	PIN	Mail-id
Date of Birth		Mother's Maiden Name	
Mobile No		Make & Model	Service Provider

Declaration :

I hereby confirm the following

1. I/We hereby read and agree to abide by the terms and conditions governing Mobile Banking services (TMB M Banking) made available to me / us by Tamilnad Mercantile Bank Ltd.
2. I am aware of the nature of services offered by Bank and shall pay charges / taxes as applicable, from time to time as set in Bank's website or communicated / demanded by Bank.
3. I am the sole account holder or I have the required mandate for Joint account to singly operate the account through Mobile Banking.
4. I am solely responsible for all the transactions happening through my mobile number.
5. I will keep the application password / mPIN / any other form of security / authentication pin provided by the bank and maintain the confidentiality and secrecy.
6. In case of change in mobile number, I will uninstall / remove the mobile banking application installed in my mobile, for maintaining the confidentiality and secrecy.
7. In case of lost / theft of my mobile / SIM, I will immediately inform the bank to cease / suspend the mobile application facility.
8. Charges as per Tariff plan shall be as levied by the Mobile Service Provider.
9. I agree and understand that Tamilnad Mercantile Bank Ltd reserves the right to reject any application or block or withdraw the TMB M BANKING services to any or all of the accounts without assigning any reason.
10. I authorize Tamilnad Mercantile Bank Ltd or its agents to make references and enquiries which Tamilnad Mercantile Bank Ltd or its agents consider necessary in respect of or in relation to information in this application / further applications.

I have read and understood the Terms & Conditions of Tamilnad Mercantile Bank Ltd., 'Mobile Banking Services' and I hereby declare that the above details mentioned in the application are true and correct to the best of my / our knowledge.

Date :

\_\_\_\_\_  
Signature of the Account Holder(s)

**Letter of Mandate for Joint / E or S Accounts**

1. I/We hereby agree the terms and conditions specified by the bank for Tamilnad Mercantile Bank Ltd - "M Banking Services"
2. I / We authorize the account holder Mr/Ms/Mrs. .... to the Bank for operating the above mentioned account(s) through the mobile banking services offered by Tamilnad Mercantile Bank Ltd.
3. I/We undertake to ratify and confirm all and whatever Mr/Mrs. .... does or causes to do through mobile banking services offered by Tamilnad Mercantile Bank Ltd.
4. This authority shall continue to be in force, until I/any one of us revoke this mandate by a notice in writing delivered to you.

Name of the Account Holder(s)	Signature of the Account Holder

**Terms & Conditions for availing Mobile Banking Services :**

1. The customer shall not provide a mobile number which is already used for Mobile Banking Services provided by other Bank/s.
2. Customer's application of Mobile Banking Services shall be accepted only after authentication of the customer through any mode of verification as may be stipulated by the bank from time to time as may be decided at the discretion of the bank.
3. Mobile Banking Services shall be available on one and only one mobile number at any point of time for all accounts under same party code of a branch which shall be provided by the customer while applying for the facility.
4. Customer shall need to apply separately for Mobile Banking Services for accounts pertaining to other party code in the same branch by providing a Mobile number which is not already used by any customer for Mobile Banking Services provided by the bank.
5. Customer shall provide the same mobile number for want of Mobile Banking Services in other branch accounts.
6. The Bank shall endeavor to carry out the instructions promptly, however it shall not be responsible for the delay in carrying out the instructions due to any reason whatsoever including but not limited to failure of operational system, failure at mobile operator's end or due to any requirement of law or beyond the control of the Bank.
7. Customer should know that request for transactions once made through mobile are processed instantaneously and on a real time basis. Therefore customer should take sufficient care while making a request for the transaction from his mobile.
8. Customer shall be solely responsible for accuracy and authenticity of the request made by him/her information/transaction.
9. If the customer suspects that there is an error in the information provided to him/her by the Bank, he/she shall advise the Bank as soon as possible.
10. The customer is solely responsible for protecting his/her mPIN, application password and mobile phone. The Bank shall not be liable for unauthorized use of mPIN or mobile phone of the customer.
11. If the Customer changes his mobile number, he should visit the branch and request for updation of such change for Mobile Banking Services in the form prescribed by the Bank for this purpose.
12. If a customer forgets/loses his mPIN, he can visit his branch in person and request for regeneration of mPIN in the form prescribed for the purpose.
13. If the customer uses wrong mPIN thrice for requesting for a transaction through his mobile number under Mobile Banking Services his mPIN will be locked.
14. For termination of Mobile Banking Services, the customer shall contact the branch and submit a request.
15. Mobile Banking Services may be suspended for any maintenance or repair work, any emergency or security reasons without prior notice and the Bank shall not be liable for denial of Mobile Banking Services.

**FOR OFFICE USE :**

Signature of the Account Holder(s)

Certified that

Customer Id is	Mode of Operation	Mobile Number is	Facilities are

I hereby confirm that, all required documents are verified and found correct. KYC details and documents are verified and found correct. Recommended to avail 'Mobile Banking Services'.

Branch Seal.

Name &amp; Signature of Authorised Signatory.