

## RBL TRADEX (ONLINE TRADE PORTAL) - REGISTRATION FORM

### CUSTOMER REGISTRATION

Company Name	
Company Address	
Contact Person Name	
Contact Person Phone	
Official E-mail ID*	
Importer/Exporter Code (IEC)*	
Default processing branch for trade transaction*	

\*Mandatory field for trade finance transactions

CUSTOMER ID	ACCOUNT NUMBER	CURRENCY OF ACCOUNT

### USER DETAILS

User Name	E-mail ID & Mobile No.	Product Name	Access Level
		All Trade and Remittance Modules <input type="checkbox"/> • Bank Guarantees <input type="checkbox"/> • Letter of Credit <input type="checkbox"/> • Remittances IW/OW <input type="checkbox"/> • Bill Payment <input type="checkbox"/> • Pre-Shipment Loans <input type="checkbox"/> • Post-Shipment Loans <input type="checkbox"/> • Buyer's Credit <input type="checkbox"/> • EDPMS/IDPMS <input type="checkbox"/>	Maker (Initiator) <input type="checkbox"/> Checker (Authoriser) <input type="checkbox"/>
		All Trade and Remittance Modules <input type="checkbox"/> • Bank Guarantees <input type="checkbox"/> • Letter of Credit <input type="checkbox"/> • Remittances IW/OW <input type="checkbox"/> • Bill Payment <input type="checkbox"/> • Pre-Shipment Loans <input type="checkbox"/> • Post-Shipment Loans <input type="checkbox"/> • Buyer's Credit <input type="checkbox"/> • EDPMS/IDPMS <input type="checkbox"/>	Maker (Initiator) <input type="checkbox"/> Checker (Authoriser) <input type="checkbox"/>

Name of Authorised Signatory(ies)	Signature and Stamp

**USER DETAILS**

User Name	E-mail ID & Mobile No.	Product Name	Access Level
		All Trade and Remittance Modules <input type="checkbox"/> • Bank Guarantees <input type="checkbox"/> • Letter of Credit <input type="checkbox"/> • Remittances IW/OW <input type="checkbox"/> • Bill Payment <input type="checkbox"/> • Pre-Shipment Loans <input type="checkbox"/> • Post-Shipment Loans <input type="checkbox"/> • Buyer's Credit <input type="checkbox"/> • EDPMS/IDPMS <input type="checkbox"/>	Maker (Initiator) <input type="checkbox"/>  Checker (Authoriser) <input type="checkbox"/>
		All Trade and Remittance Modules <input type="checkbox"/> • Bank Guarantees <input type="checkbox"/> • Letter of Credit <input type="checkbox"/> • Remittances IW/OW <input type="checkbox"/> • Bill Payment <input type="checkbox"/> • Pre-Shipment Loans <input type="checkbox"/> • Post-Shipment Loans <input type="checkbox"/> • Buyer's Credit <input type="checkbox"/> • EDPMS/IDPMS <input type="checkbox"/>	Maker (Initiator) <input type="checkbox"/>  Checker (Authoriser) <input type="checkbox"/>
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Multiple makers required in a single transaction: YES  NO

If Yes, please select the number of makers required: 2  3  4  5

Note: Authoriser details needs to be included in the board resolution as well.

Name of Authorised Signatory(ies)	Signature and Stamp

**NOTE**

- ✓ \*Customer will have to provide beneficiary details in the prescribed format; the Bank will prescribe certain additional security features basis its assessment of the customer's requirements;
- ✓ \*\* It is highly recommended that customer shall opt for industry standard Two Factor Authentication mechanism for protecting themselves against phishing attacks/cyber frauds, as and when the same is offered by the Bank.
- ✓ Transaction Limits are applicable in cases where the customer desires to restrict the transaction limits at a user id level.
- ✓ Trade Finance Services referred above will mean both domestic and foreign trade transactions as authorised in the company board resolution.
- ✓ Documents submitted in support of transactions on RBL TradeX (Online Trade and Remittance Portal) and duly authenticated at the time of submission to the Bank need not be submitted to the Bank except Documents requiring endorsement by the Bank or filing with the Bank as per extant regulation.
- ✓ The Bank reserves the rights to verify physical documents as and when required.
- ✓ Final processing of transactions will be undertaken once Documents requiring endorsement by the Bank or onward submission to the Regulator are submitted in original at the branch.
- ✓ Please mention Transaction Reference Number when submitting any documents to the Bank for processing if they have already been raised and authorised on the portal.

**SECURE ONLINE BANKING: SAFETY TIPS**

- The Bank will NEVER ask for any confidential information (including user id/passwords) over email or phone call;
- DO NOT respond to web-form in e-mails, that ask for your Net Banking or email user id/passwords, ATM card number or PIN, Date of Birth, Mobile Number etc.;
- NEVER use a link in an email to log on to Net Banking. Type the URL directly into your browser's address bar to ensure that you are accessing correct web page;
- DO NOT open e-mail attachments from unverified/unexpected sources or instant message download links. Delete such suspicious e-mail messages immediately;
- DO NOT access Net Banking or make payments from shared or unprotected computers in public places and/ or cyber cafes;
- Setup either email and/or SMS ALERTS on your Net Banking for all transactions on your account(s);
- Create a STRONG password using a combination of alphabets (lowercase and UPPERCASE), numbers and special characters;
- Ensure that you proactively and immediately notify to the Bank, in cases where your employees who had access to Net Banking have left your organization and/or the employee no longer requires Net Banking access rights. It is recommended that this practice be embedded with the exit/transfer formalities of your employees.
- Ensure that you have installed the latest anti-virus/anti spyware/personal firewall/security patches on the systems used for accessing Net Banking;
- Choose a Net Banking password that is easy to remember but difficult for others to crack; always have a separate password for Account(s) and your personal email account and social networking sites;
- Do not store your Net Banking password on your mobile phone or computer.

**TERMS AND CONDITIONS**

I/ We, the undersigned, being customer of RBL BANK LIMITED (hereinafter referred to as "Bank") hereby confirm that I/We have read, understood and agree to abide and be bound by all the provisions of the terms & conditions including the Most Important Terms & Conditions (as stated hereinafter) and as displayed on the website: [www.rblbank.com](http://www.rblbank.com) which govern, all of my/ our accounts, present and future, maintained/ opened/ to be maintained/ to be opened with the Bank from time to time and also the provisions of the various services/ facilities provided at present/ that may be provided in future. I/ We understand that the Bank may at its sole discretion, at any time and from time to time, without prior or post intimation to me/ us, add, alter or modify any of the said terms and conditions and that I/ We hereby agree to abide and be bound by all such changes as if they form part of the terms and conditions and that any transaction in my/ our account(s) with the Bank and/ or usage of any services by me/ us subsequent to such change shall be deemed and tantamount to my/ our acceptance of all such changes. I/We have read, understood and agree on the file formats shared by the Bank for purpose of initiating bulk payments.

Name of Authorised Signatory(ies)	Signature and Stamp

## MOST IMPORTANT TERMS AND CONDITIONS

- These Terms shall be applicable on both the Customer and the Users and shall form the contract between the User/Customer and the Bank for availing services on the portal provided by the Bank (hereinafter referred to as "RBL TradeX").
  - For the purpose of availing RBL TradeX, the Customer/User needs to have legal and valid access to the Internet.
  - The Customer confirms that they have assessed the security features of RBL TradeX and have determined that they are adequate to protect each of the Customer's/ User's interests.
  - The Customer/User would be allotted a Customer-ID/User ID and a secret Password/PIN by the Bank in the first instance. The Customer/User will be required to change the Password/PIN assigned by the Bank on accessing RBL TradeX for the first time. As a safety measure, the Customer/User shall change the Password/PIN as frequently thereafter as possible. In addition to Customer-ID/ User ID and Password/ PIN, the Bank may, at its discretion advise the Customer to adopt additional authentication as an additional security measure.
  - The Customer/User hereby grants express authority to the Bank for carrying out transactions and instructions authenticated by such Password/PIN and/or any additional authentication, if any.
  - The Customer agrees and acknowledges that the Bank shall in no way be held responsible or liable to the Customer, in the event the Customer incurs any loss as a result of the Bank processing the instruction/s received through RBL TradeX by providing the correct Customer ID/User ID/Password/PIN.
  - The Bank shall be entitled to assume that any Customer Instruction(s) received by the Bank from the Customer/ User through RBL TradeX is/are given/ authorised by the Customer/User and agrees that the Bank shall not be liable if such instructions are later found out to be fraudulent, unauthorised, duplicate or erroneous, in any manner whatsoever.
  - Access to RBL TradeX shall be deactivated, at the Bank's sole discretion for safety purposes, if RBL TradeX is not accessed for a period of 3 months. The Customer may reactivate the same by providing a written request to the nearest branch.
- As a safe banking security measure, the Bank also reserves its right to suitably modify /deactivate all or any of the features offered under RBL TradeX, at its sole discretion, with or without providing any prior intimation to the Customer/User. The Customer/User may have the features reinstated/re-activated by providing a written request to the nearest branch through its authorised signatory/ies.
- For the Customer's benefit and convenience, the Bank suggests that the Customer installs /add such additional security features as recommended by the Bank from time to time.
  - The Customer agrees that all RBL TradeX transactions initiated and/or conducted by the authorised signatories, both present and past, are/were duly authorised and ratified by the Customer and the Bank shall in no way be held responsible or liable for the transactions initiated or conducted by and/or the actions of the signatories/Inputter/Viewer.
  - The Customer agrees and confirms that the Inputter and the Viewer are authorised in accordance with this Registration Form to have full and complete access to the financial and banking details, data, information and documents pertaining to the Customer. If there is any change in the authorised officials, the Customer hereby undertake to forthwith intimate the Bank in writing about such change and provide the new details in this regard, filing which the Customer shall be liable to indemnify the Bank against such claims, losses, damages etc. incurred by the Bank in this regard,
  - The Customer agrees that a transaction being carried on RBL TradeX may not always be simultaneous with a Customer Instruction. The processing of the Customer Instruction may take time and may only be processed during normal banking hours even though RBL TradeX is available and accessible beyond such hours.
  - **Cyber Crime:** The Internet per se is susceptible and vulnerable to risks arising out of various cyber-crimes like phishing, vishing (voice phishing), SMSing (phishing through SMS), compromise of Customer's/User's system security etc., that could affect Customer Instructions/other instructions to the Bank. Whilst the Bank shall endeavour to protect the interest of the Customers, there cannot be any guarantee/ protection from such cyber-crimes and other actions that could affect Customer Instructions/other instructions to the Bank including but not limited to delay or failure in processing the Customer Instructions. The Customer/User shall separately evaluate all such risks and the Bank shall not be held responsible for the losses arising out of such cyber-crimes. The Customer/User understand that doing RBL TradeX transaction at a cyber cafe/shared computer terminal/ public place is risky and shall avoid using the services of a cybercafe/ shared computer terminal to do any RBL TradeX transactions.
  - **Unauthorised Access:** The Customer shall take all necessary precautions to prevent unauthorised and illegal use of RBL TradeX and unauthorised access to the Accounts through RBL TradeX. The Bank shall take all commercially reasonable care to prevent unauthorised access to RBL TradeX at its end using reasonable technology.
  - The Bank shall not be required to verify or judge the correctness of any Customer Instructions received by it, so long as it satisfies itself of the correctness of the Password/PIN used for providing such Customer Instruction. The Customer acknowledges that any instruction so received by the Bank shall be irrevocable. Should any instruction issued by the Customer, be capable of being executed by the Bank in more ways than one, the Bank may execute the said instruction in any one of the said ways at the Bank's sole discretion.
  - In the event of any alleged fraudulent use of the Account /RBL TradeX through the Internet, the Customer/User agrees that the Customer/User shall be solely and exclusively responsible for all loss caused thereby and shall not hold the Bank liable for any loss caused thereby. Further, the Bank shall in no way be liable for any loss or damage that may occur due to hacking of the Account(s)/ RBL TradeX by any person which can be termed as 'cyber-crime' under Indian or foreign laws.
  - All instructions, requests, directives, orders, directions, entered by the Customer/ User, either electronically or otherwise, are based upon the Customer's decisions or are the sole responsibility of the Customer. The Customer/ User understands that entering an instruction, direction, order, and request with the Bank, either electronically or otherwise, does not guarantee execution of such instruction, direction, order, request. The Bank shall not be deemed to have received any instruction, direction, order, request electronically transmitted by the Customer until it confirms the receipt of such instruction, direction, order, request.
  - Neither the Bank nor the Affiliates shall be liable to the Customer for any unauthorised transactions occurring through RBL TradeX.

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## MOST IMPORTANT TERMS AND CONDITIONS

- The Bank shall under no circumstance be held liable to the Customer if RBL TradeX is not available in the desired manner due to any maintenance activity or for reasons including but not limited to natural calamities, legal restraints, faults in the telecommunication network or network failure, or suspension or act of god for any other reason beyond the control of the Bank. Under no circumstances the Bank shall be liable for any damages whatsoever whether such damages are direct, indirect, incidental, consequential and irrespective of whether any claim is based on loss of revenue, interruption of business or any loss of any character or nature whatsoever and whether sustained by the Customer or by any other person. Illegal or improper use of RBL TradeX shall render the Customer liable for payment of financial charges as decided by the Bank or will result in suspension of the operations through RBL TradeX.
- The Bank shall not be liable if any transaction does not fructify or may not be completed or for any failure on part of the Bank to perform any of its obligations under these Terms and Conditions or those applicable specifically to its services/facilities if performance is prevented, hindered or delayed by a Force Majeure event (defined below) and in such case its obligations shall be suspended for so long as the Force Majeure event continues. "Force Majeure Event" means any event due to any cause beyond the reasonable control of the Bank, including without limitations, unavailability of any communication systems, breach, or virus in the processes or payment or delivery mechanism, sabotage, fire, flood, explosion, earthquakes, natural calamity, other acts of god, civil commotion, strikes or industrial action of any kind, riots, insurrection, war, acts of government, lockdowns, epidemics, pandemics, computer hacking, unauthorised access to computer data and storage devices, computer crashes, malfunctioning in the computer terminal or the systems getting affected by any malicious, destructive or corrupting code or program, mechanical or technical errors/failures or power shut down, faults or failures in telecommunication etc.
- **Disclaimer of Warranties:** The Customer/ User expressly agrees that use of RBL TradeX is at its sole risk. The same is provided on an "as is" and "as available" basis.
- **Indemnity:** In consideration of the Bank providing the Customer RBL TradeX, the Customer shall, at his own expense, indemnify and hold the Bank, its directors and employees, representatives, agents and/or the Affiliates, as the case may be, indemnified against all losses, claims, costs, damages and expenses (of any nature whatsoever) on full indemnity basis which the Bank may incur, sustain, suffer or is likely to suffer in connection with the Bank or Affiliates' execution of the Customer's Instructions and against all actions, claims, demands, proceedings, losses, damages, costs, charges and expenses as a consequence or by reason of providing a service through RBL TradeX for any action taken or omitted to be taken by the Bank and /or the Affiliates, its officers, employees or agents, on Customer Instructions. The Customer will pay the Bank and /or the Affiliates such amount as may be determined by the Bank and/or the Affiliates to be sufficient to indemnify it against any such, loss or expenses even though they may not have arisen or are contingent in nature.
- The Bank may, without any liability, suspend/ withdraw/ terminate any/ all service/s provided to the Customer under RBL TradeX with/ without any notice if the Bank considers it necessary or advisable to do so, for instance, to protect the interest of the Customer in case of a suspected security breach. Further, the Bank may withdraw or terminate RBL TradeX anytime either entirely or with reference to a specific service for routine, non-routine or emergency maintenance and/or in case of breach of Terms by the Customer without a prior notice as stated aforesaid; or if it learns of the death, bankruptcy or lack of legal capacity of the Customer.
- Capitalized terms used but not defined herein shall have the meaning assigned to it on the Terms & Conditions as displayed on the website: [www.rblbank.com](http://www.rblbank.com).
- This facility is subject to the standard Terms and Conditions uploaded in our website [www.rblbank.com](http://www.rblbank.com). By availing this facility, you agree that the aforesaid Standard terms and conditions shall automatically be treated as forming part and parcel of this agreement.

Name of Authorised Signatory(ies)	Signature and Stamp

**FOR BANK USE ONLY**

Trade TBG	Dept. / Branch	Signature	E-mail ID
Relationship Manager	Dept. / Branch	Signature	E-mail ID
Corporate Service Desk - Branch Name	Branch Address	Corporate Service Desk E-mail ID	

**Note for Trade Finance Services**

- RM/PSM E-mail ID and Branch E-mail ID is mandatory for alerts purpose
- The signatory(s) affixing their signature(s) in this setup sheet on behalf of the Corporate should be as per the signatory(s) authorised in the Board Resolution provided by the Corporate for Trade Finance transactions to be processed via RBL TradeX.
- The authorised signatory of the Corporate in this setup sheet should match with the signature(s) as in the Bank records as per the specimen signature shared/ uploaded in FCR for performing trade transactions.



**RBL Bank Limited**

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