



RTGS / NEFT Transaction Request Form

Instructions

- Please fill the form in BLOCK letters and in BLACK INK only.
- All fields marked * are mandatory.
- Account facility shall be at sole discretion of National Australia Bank, Mumbai Branch.
- Please attach the relevant documents.

National Australia Bank Limited, Mumbai Branch
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 Version date: June 2014

For office use only

Please quote this reference number for any future communication.

Please select (✓) one option (mandatory)

- RTGS NEFT

Date

We hereby request you to kindly make the transfer as per the details given below:

* Amount to be remitted (Rs. in figures)

* Amount to be remitted (Rs. in words)

Beneficiary details*

Beneficiary name

Beneficiary credit account number

Beneficiary bank IFSC code (mandatory 11 character field)

Beneficiary bank name

Branch name

Branch address

Is the destination account an NRE account? Yes No

Applicant (Remitter) details*

Account title / name

Debit account number

Details / purpose of payments (maximum 140 characters)

Please tick (✓) (mandatory)

- * I am / We are aware of the RTGS / NEFT system launched by the Reserve Bank of India
- * I / We have read and understood the conditions printed overleaf / updated on the Bank's website www.nabasia.in and agree to be bound by the same

Stamp and signature(s) of authorised signatory

For bank use only

Signatures verified

Fax indemnity received

Agreement exists

CBID code

Definitions

For the purposes of these terms and conditions:

- 'Bank' shall mean National Australia Bank
- 'REFT' means the RTGS / NEFT Funds Transfer
- 'RTGS' means the Real Time Gross Settlement of Reserve Bank of India (RBI)
- 'NEFT' means the electronic funds transfer facility through the RBI National Electronic Funds Transfer system

Rights and obligations of the customer

For the purposes of these terms and conditions:

- The customer shall be entitled, subject to the terms and conditions in this agreement, to issue an RTGS / NEFT request for execution by the Bank.
- The REFT request shall be issued by the customer with complete particulars provided and within the time lines specified by the Bank from time to time. The customer shall be responsible for accuracy of the particulars given in the RTGS / NEFT request and shall be liable to compensate the Bank for any loss arising on account of any error in the RTGS / NEFT request.
- The customer shall be bound by the RTGS / NEFT request executed by the Bank if the Bank had executed the RTGS / NEFT in good faith and in compliance with the security procedure.
- The customer shall ensure availability of funds or available limits in the account properly applicable to the RTGS / NEFT request before submitting the request to the Bank. However, if the Bank executes the RTGS / NEFT without proper applicable funds being available in the customer's account, the customer shall be bound to pay the Bank, the customer's account for which the RTGS / NEFT was executed by the Bank amount debited to pursuant to customer's RTGS / NEFT request together with the charges including interest payable to the Bank.
- The customer hereby authorises the Bank to debit customer's account for any liability incurred by the Bank for and due to the execution of any RTGS / NEFT request issued by the customer to the Bank.
- In case the customer requests the Bank to cancel or modify any RTGS / NEFT request for whatever reason after submission of the RTGS / NEFT request to the Bank, the Bank will make all reasonable efforts to comply with the customer's request on a best-efforts basis. However, the Bank is not liable for any failure to cancel or modify the RTGS / NEFT request, if such request is received at a time or under circumstances that renders the Bank unable to comply with the customer's request. The customer agrees that the RTGS / NEFT request shall become irrevocable when it is executed by the Bank.
- Customer agrees that the Bank is not bound by any notice of revocation, unless it is non-compliance with the security procedure.
- Customer agrees not to make any claim against any party in the RBI RTGS or NEFT system except the Bank.
- Customer agrees that in the event of any loss suffered by the customer on account of:
 - delay on the Bank's part in the execution of the RTGS / NEFT pursuant to a RTGS / NEFT request submitted as per the security procedure, where such delay has arisen due to negligence or fraud on the part of any employee of the Bank, the Bank's liability shall be limited to the extent of payment of interest at the Bank rate for any period of delay.
 - error in the execution of the RTGS / NEFT, pursuant to a RTGS / NEFT request submitted as per the security procedure, where such error has occurred due to negligence or fraud on the part of any employee of the Bank, the Bank's liability shall be limited to the extent of refund of the principal amount together with interest at the Bank rate up to the date of refund.
- Under no circumstances, shall the customer be entitled to claim any compensation in excess of that which is provided in clause (i) for any breach of contract or otherwise.

- Customer agrees that no special conditions shall be attached to any RTGS / NEFT request under this agreement.
- The customer agrees to indemnify the Bank and shall keep the Bank indemnified from time to time and at all times hereafter from any loss, claim, damage, cost, charge and expenses howsoever caused or arising out of or in connection with the services offered by the Bank in terms of this agreement, save and except that caused through the Bank's own error, gross negligence or misconduct.
- Customer shall ensure that the NRE accounts of beneficiaries, if any, will be included in the RTGS / NEFT request after ensuring compliance with the rules / regulations issued by Reserve Bank of India (Foreign Exchange Department) from time to time.
- The customer will ensure the security procedure established by the Bank for the purpose of verifying that the payment order or communication is that of the customer or for detecting error in the transmission for the content of the funds transfer request or communication. A security procedure may require the use of algorithms or other codes identifying words or numbers, encryption mode, call back procedures or similar security devices. A security procedure once established shall remain valid until amended by the Bank.

Rights and obligation of the Bank

- The Bank shall execute the RTGS / NEFT request issued by the customer duly authenticated by the customer as verified by the security procedure, unless:
 - The funds available in the account of the customer are not adequate or properly applicable to comply with the RTGS/NEFT request and the customer has not made any other arrangement to meet the payment obligation,
 - The RTGS / NEFT request is incomplete or it is not issued in the agreed form,
 - The RTGS / NEFT request is attached with notice of any special conditions,
 - The Bank has reason to believe that the RTGS / NEFT request is issued to carry out an unlawful transaction,
 - The RTGS / NEFT request cannot be executed under the RBI's RTGS, and / or NEFT system.
 - Cut-off timings for RTGS – 9.00am to 3.30pm on weekdays. 9.00am to 12.30pm on Saturdays.
 - Cut-off timings for NEFT – 9.00am to 4.30pm on weekdays. 9.00am to 3.00pm on Saturdays.
- No RTGS / NEFT request issued by the customer shall be binding on the Bank until the Bank has accepted it. The Bank will make all reasonable efforts to comply with the customer's request, however, we are not liable for any failure to execute the RTGS/NEFT request, if such request is received at a time or under circumstances that render us unable to comply with your request.
- The Bank shall, upon execution of every RTGS / NEFT request executed by it, be entitled to debit the designated account of the customer, the amount of the funds transferred together with charges payable there on, whether or not the account has sufficient balance.

Force majeure

- Neither party (i.e. Bank or customer) will be liable for any delay in performing or failure to perform any obligations here under due to any cause beyond its reasonable control, provided that where performance by one party is dependent upon performance by the other party and such performance is delayed or fails in such circumstances, the other party shall not be obliged to perform (or shall be given such extended time to perform as is necessary in the circumstances) such obligations.

Governing law

- These terms and conditions shall be governed by the laws of India.
- Please refer to the latest Guide to Fees and Charges copy in www.nabasia.in

No bank charges for NEFT / RTGS transactions.