

**TERMS AND CONDITIONS OF SUBSCRIPTION AND ACCESS TO INTERNET BANKING AND BIZCHANNEL@CIMB MOBILE APP**

Important Notice

Please read and understand the Terms before subscribing and/or accessing the Internet Banking and/or BizChannel@CIMB Mobile App. The Customer's subscription and/or access of the Internet Banking and/or BizChannel@CIMB Mobile App shall be subject to the Terms hereto.

**1. Definitions and Interpretation**

1.1 Definitions:

"Designated Account(s)" means the account(s) designated by the Customer in the Internet Banking application form for access to the Internet Banking and/or BizChannel@CIMB Mobile App.

"Authorised User(s)" means the person(s) authorised by the Customer to access the Internet Banking and/or BizChannel@CIMB Mobile App.

"Bank" means CIMB Bank PLC.

"Business Day" means any day in which the Bank is opened for banking business.

"CIMB Group" means CIMB Group Holdings Berhad and all its related companies.

"Fees and Charges" means all fees, commission, charges, costs and expenses required to be paid under the Terms by the Customer to the Bank from time to time.

"Internet Banking" means the online internet banking services provided by the Bank from time to time which may be accessed by the Authorised Users and any other electronic means approved by the Bank.

"BizChannel@CIMB Mobile App" means the mobile banking application which may be downloaded to mobile device that runs on iOS, Android or other supported operating system as may be determined by the Bank.

"Customer" means a person whose application for access of the Internet Banking and/or BizChannel@CIMB Mobile App has been approved by the Bank which expression shall include the Authorised Users.

"Debiting Account" means account referred to in the Internet Banking application form duly signed by the Customer for the purpose of debiting Fees and Charges.

"Instructions" means any requests, authorisations, instructions, or communications, in whatever form or manner including but not limited to facsimile, letter and emails given or transmitted to the Bank via Internet Banking and/or BizChannel@CIMB Mobile App or otherwise.

"Loss" means all or any direct or indirect loss or damage (financial or otherwise) of whatever nature, type and extent (including without limitation, any direct, indirect, special, incidental or consequential damages, loss of profits or loss opportunity).

"Linked Account" means all accounts of the Customer and any such account designated by the Customer in Internet Banking application form or later adding for access to Internet Banking and/or BizChannel@CIMB Mobile App.

"Registration ID" means the unique identification code(s) assigned by the Bank for the Customer for

the purposes of accessing the Internet Banking and/or BizChannel@CIMB Mobile App.

"Property Rights" means any graphics, text, scripts, music, sound, photographs, images, art, video and other multimedia work or any combination thereof which is available on Internet Banking website and BizChannel@CIMB Mobile App and are at all times protected by copyright, trademarks, service marks, patents and any other applicable intellectual property or proprietary rights.

"Push Notification(s)" means notifications and other types of messages that may be sent to the mobile device where BizChannel@CIMB Mobile App has been installed.

"Regional Account Linking" means a feature available under BizChannel@CIMB Mobile App where the Authorised User(s) may link and view any account(s) opened and maintained within CIMB Group outside Cambodia.

"Security Codes" means the Registration ID, OTP, User Password, User ID and/or such other security codes to the access of the Internet Banking and/or BizChannel@CIMB Mobile App.

"Signatory" means a person authorised by the Customer (whether alone or jointly with any other person) to give any Instructions and/or sign any document or agreement in respect of the Internet Banking and/or BizChannel@CIMB Mobile App.

"Terms" means the terms and conditions of subscription and access of the Internet Banking and/or BizChannel@CIMB Mobile App including any amendments, variations or modifications from time to time imposed by the Bank.

"OTP" means a One Time Password that is generated by SMS (for approver) or sent via SMS (for enquiry and maker).

"Unauthorised Contents" means any materials, data, communication and/or information which is/are illegal, unlawful or contrary to public or the Bank's interests including any abusive, defamatory, infringement of rights, criminal offence or civil liabilities, racism, promotion of hatred, pornography or paedophilia, or contains any viruses or deleterious files.

"User ID" means the unique identification code(s) assigned by the Bank for the respective Authorised Users of the Internet Banking and/or BizChannel@CIMB Mobile App.

"User Password" means the unique code(s), word(s), depiction(s) or other identification (electronic or otherwise) assigned to the Authorised Users and includes any change thereof from time to time by the Authorised Users.

## 1.2 Interpretation

In the interpretation of these Terms:

(a) words importing the singular shall include the plural and vice versa and words importing any gender shall include every gender.

(b) the subtitle headings and the division of provisions into sections and clauses in these Terms are for ease of reference only and shall not be considered in the interpretation of the substantive provisions of these Terms.

(c) where a word or phrase is given a particular meaning, other parts of speech and grammatical forms of that word or phrase shall have the corresponding meanings.

(d) any reference to a party in these Terms shall include a reference to his successors in subtitle and permitted assigns.

## **2. Access**

2.1 The Customer shall solely be responsible to ensure that only the Authorised Users access the Internet Banking and/or BizChannel@CIMB Mobile App and comply with the Terms.

## **3. BIZCHANNEL@CIMB MOBILE APP**

3.1 The Customer acknowledges that the download and use of BizChannel@CIMB Mobile App by the Authorised Users shall be on a non-exclusive, non-sublicensable, non-transferrable, personal and license basis and is subject to the following:

(a) Purpose: BizChannel@CIMB Mobile App shall only be used for the purpose of accessing and/or performing selected banking services as determined by the Bank.

(b) Mobile Device: The download and access of BizChannel@CIMB Mobile App on the mobile device is subject to any applicable terms and conditions of the mobile device manufacturer. Each of the Authorised User may download BizChannel@CIMB Mobile App on multiple mobile devices but simultaneous login on multiple mobile devices is not allowed.

(c) Security: The Authorised Users shall keep the mobile devices safe and not to download or install BizChannel@CIMB Mobile App on any mobile devices that such Authorised Users do not own or have exclusive control or mobile devices which have been jail-broken or rooted. The Bank strongly cautions against installing BizChannel@CIMB Mobile App on such mobile devices as they are unsecured and are vulnerable to fraudulent attacks. For the purpose of the Terms, 'jail-breaking' or 'rooting' refers to unauthorised modifications to or hacking of any mobile device operating system to bypass security features.

(d) No Alterations or Modifications: The Customer and/or the Authorised Users shall not, or permit anyone to, alter or modify, reverse engineer, decompile, reverse input or disassemble BizChannel@CIMB Mobile App.

(e) Mobile Device(s) Compatibility: BizChannel@CIMB Mobile App currently works on certain compatible mobile devices as determined by the Bank. The Bank does not warrant that BizChannel@CIMB Mobile App is compatible with all mobile devices and the Bank reserves the right to change the version of the operating system that works with BizChannel@CIMB Mobile App at any time.

(f) Push Notification(s): Push Notification(s) will be sent to all mobile devices which the Authorised Users have logged onto previously unless such Authorised Users has disconnected the mobile devices from BizChannel@CIMB Mobile App.

(g) Regional Account Linking: Upon the Customer's request and subject to the fulfillment of all requirements imposed by the Bank for the purpose of Regional Account Linking, the Authorised User may view other account(s) opened and maintained within CIMB Group outside Cambodia ("**Other**

Accounts”) provided always the view and access of such Other Accounts shall be subject to the applicable terms and conditions of the Other Accounts.

#### **4. Unauthorised Contents**

4.1 The Customer shall not, at any time attempt or assist, whether directly or otherwise, any person to transmit any Unauthorised Contents. If at any time the Customer is aware or suspect the occurrence of any of the aforesaid activities, the Customer shall notify the Bank immediately.

4.2 The Bank may but are not obliged to monitor, supervise or review the Customer's access of the Internet Banking and/or BizChannel@CIMB Mobile App. The Bank reserves the absolute right to edit or delete any Unauthorised Contents which violate any of the provisions in these Terms without notice and without any liability whatsoever to the Customer for doing so.

4.3 The Customer agrees that access of the Internet Banking and/or BizChannel@CIMB Mobile App shall at all times be in accordance with all legislations, laws and regulations governing the same.

#### **5. Property Rights**

5.1 The Customer hereby agrees that all the Property Rights in respect of the Internet Banking and/or BizChannel@CIMB Mobile App shall at all times be owned exclusively by the Bank or the relevant third party vendors, advertisers, affiliates or any other third persons, where applicable.

5.2 The Customer agrees that it shall not reproduce, copy, transmit, publish, perform, broadcast, adapt, store, distribute, disseminate, communicate, display, license, modify, edit, censor, alter, hyper link or use in whole or in part in any manner the Property Rights without the Bank's prior express written consent or that of the relevant third party vendors, advertisers, affiliates or other third persons, where applicable, to the same. Further thereto, the Customer shall not insert a hyperlink on the Internet Banking website and/or BizChannel@CIMB Mobile App.

#### **6. Fees and Charges**

6.1 The Customer agrees to pay the Bank all Fees and Charges at such rates and on such terms as the Bank may stipulate from time to time in respect of the access of the Internet Banking and/or BizChannel@CIMB Mobile App.

6.2 The Customer agrees that such Fees and Charges may be deducted by the Bank from the Debiting Account and in the event that there are insufficient moneys in the Debiting Account, from any of the Accounts.

6.3 All payments payable to the Bank shall be made in US Dollar or equivalent to the lawful currency of Cambodia.

6.4 The Bank reserves the right to impose the Fees and Charges in respect of the Internet Banking and/or BizChannel@CIMB Mobile App which the Bank have previously waived.

6.5 The Bank may review the Fees and Charges from time to time and reserve the rights to change at Bank's discretion by giving notice not less than thirty (30) days prior to the Customer. All notices and communications sent by the Bank shall be deemed to have been received by the following means:

- Send notification directly to you via e-mail when dispatched;
- Publicize on newspapers, upon such publication being made;

- Display at the Bank branches and offices, upon such display being made;
- Display on the Bank's website upon such display being made; or
- Display on the Bank's social media channel upon such display being made.

## **7. Hyperlinks to Third Parties**

7.1 The Customer agrees that the Internet Banking website and/or BizChannel@CIMB Mobile App may contain hyperlinks to third parties' websites, which are not under the control of the Bank. These hyperlinks are provided for the Customer reference only and do not represent in any way our endorsement, recommendation or sanction of the same. Accordingly, the Bank shall not be responsible or liable for the Customer's access of the same or any information or materials available therein. The Bank shall also not be responsible for any form of transmission or communication between the Customer and the said third parties or the Customer's participation or use of their information, materials, services or promotions. For this purpose, the Customer agrees to be solely responsible for the same or any portion thereof. Accordingly, the Customer is therefore advised to obtain independent professional advice at all times.

## **8. Disclaimer**

8.1 All contents and information which are available on the Internet Banking website and/or BizChannel@CIMB Mobile App are provided on an "as is" and "as available" basis and not to be taken as investment, financial, commercial or business advice or recommendations. Such information and materials are provided for general information only and the Customer should seek professional advice at all times and obtain independent verification of the information and materials contained before making any decision based on any such information or materials.

8.2 The Bank do not give any kind of warranty, whether express, implied or statutory, including but not limited to warranties of merchantability, fitness for a particular purpose, non-infringement or freedom from viruses. The Bank also do not warrant that the Internet Banking website and/or BizChannel@CIMB Mobile App will meet the Customer's requirements, be uninterrupted, timely or secure. The Customer agrees that the Customer's access shall be at all times at the Customer's sole risk.

8.3 The Bank shall not, at any time whatsoever, be liable to the Customer or any other person for any loss or damage arising from any interruption or unavailability of the Internet Banking website and/or BizChannel@CIMB Mobile App or the access of the Internet Banking and/or BizChannel@CIMB Mobile App for whatever reason other than due to the Bank's own willful default.

8.4 While the Bank shall make reasonable efforts to ensure that the information (including the product information, pricing and rates on their website) are accurate and current, there may be instances where inaccurate or incomplete information, pricing or rate is inadvertently displayed. In the event such information, pricing or rate is incorrect or incomplete, the Bank shall have the right at their sole and absolute discretion, to refuse avoid nullify and/or cancel any orders placed, services or any transaction effected under Internet Banking and/or BizChannel@CIMB Mobile App and any other transactions effected due to, arising from or as a consequence of the inaccurate or incomplete information. The Bank assume no responsibility for any error or omission in the content of the said website, and expressly disclaim liability for any losses incurred due to such errors, inaccuracy misstatements or omissions.

## **9. Instructions**

9.1 The Bank may treat and accept any or all Instructions received by us as Instructions properly authorised by the Customer. The Bank shall not be liable for any unauthorised or fraudulent Instructions received by the Bank. The Bank shall be under no obligation to check the authenticity of the Instructions or the authority of the person or persons giving them.

9.2 Where the Bank has reason to believe that an Instruction purporting to come from the Customer has not been properly authorised by the Customer or that a breach of security has occurred in relation to the Customer's access of Internet Banking and/or BizChannel@CIMB Mobile App, the Bank reserves the right not to act, or to delay acting on the Instructions without being liable to the Customer for any Loss for so doing.

9.3 The Customer is responsible for the accuracy, correctness, authenticity and completeness of the Instructions. The Bank is not liable for any Loss or delay resulting from any breach, non-compliance or non-observance of the foregoing.

9.4 Any Instructions given will be dealt with in the normal course of business. If Instructions are given at a time after the deadline set by the Bank for transactions for any particular day, the said Instructions may not be carried out until the next Business Day.

9.5 Any instructions or requests for change or variation of any particulars in the Application Form shall be in writing and in such manner as may be prescribed or agreed to by the Bank from time to time and shall be served on the Bank at least seven [ 7 ] working days.

## **10. Cancellation or Change of Instructions**

10.1 The Bank shall not be obliged to cancel or change any Instructions after the same have been transmitted to the Bank. The Bank shall use all reasonable efforts to act on such cancellation or change prior to the Bank's execution of such Instructions, but the Bank shall have no liability whatsoever if such cancellation, or change is not effected in time or could not be made. In the event that the Bank attempts to cancel or change any Instructions at the Customer's request, the Customer shall be liable to pay any and all costs and expenses which may be incurred by the Bank. For the avoidance of doubt, the Bank shall not be taken to have received or to have notice of any cancellation or change until the Bank actually receives the notice of cancellation or change.

## **11. Exclusion of Liability**

11.1 The Bank shall not be liable for any Loss incurred or suffered by the Customer or any third party by reason or arising from:-

11.1.1 the Customer's inability to perform any of the transactions due to limits set by the Bank from time to time;

11.1.2 any error, alteration, destruction of the Instructions, data or information to or from the Bank or during the course of transmission through the Internet Banking and/or BizChannel@CIMB Mobile App;

11.1.3 any intrusion or attack by any person or party on any data, hardware, software or system used in relation to the Internet Banking and/or BizChannel@CIMB Mobile App or during the course of



transmission, including but not limited to viruses, Trojan Horses, worms and/or macros or other harmful components or disabling devices that may suspend, disrupt or disable the Internet Banking and/or BizChannel@CIMB Mobile App or any part thereof or hijacking the data or any spoofing attack;

11.1.4 any restriction or prohibition on the access of the Internet Banking and/or BizChannel@CIMB Mobile App by any laws or regulations of any country from where the Customer access the Internet Banking and/or BizChannel@CIMB Mobile App;

11.1.5 the insufficiency of funds in any of the Customer's Account;

11.1.6 any default caused by internet browser providers or by internet service providers or their agents or sub-contractors;

11.1.7 any breakdown or malfunction of any equipment, system or software used in connection with the Internet Banking and/or BizChannel@CIMB Mobile App, whether belonging to the Bank or otherwise, including but not limited to any electronic terminal, server or system, telecommunication device, connection, electricity, power supply, telecommunications or other communications network or system or any part of the electronic fund transfer system;

11.1.8 any use, misuse, purported use or misuse, loss, the theft or unauthorised use of any of the Security Codes and/or the purported use or misuse of the Internet banking and/or BizChannel@CIMB Mobile App;

11.1.9 the Customer's failure to comply with the latest instructions, procedures and directions for access of the Internet Banking and/or BizChannel@CIMB Mobile App;

11.1.10 the corruption or loss of any data or instruction in the course of transmission thereof through the Internet Banking and/or BizChannel@CIMB Mobile App;

11.1.11 the funds in any of the Accounts are not available for utilization because it has been earmarked or provided to the Bank as security or the Bank is exercising its lien over the funds in the Accounts, or pursuant to the Bank's rights under the Bank's various standard terms and conditions governing various banking facilities and services prevailing from time to time;

11.1.12 any fraud, criminal act, offence or violation of any law or regulation has been or will be committed; or

11.1.13 any failure of performance, system, server or connection failure, error, omission, interruption, breach of security, computer virus, malicious code, corruption, delay in operation or transmission, transmission error or unavailability of access in connection with the Customer's accessing the Internet Banking website and/or BizChannel@CIMB Mobile App even if the Bank had been advised as to the possibility.

11.1.14 any delay or failure by third party service or system integration with Internet Banking and/or BizChannel@CIMB Mobile App; and/or

11.1.15 any action taken by the Bank pursuant to the Terms deemed as appropriate by the Bank at its discretion.

11.2 Notwithstanding anything to the contrary, the Bank and/or any of its officers and employees shall not be liable for any indirect, incidental, consequential and/or secondary loss or damage, including any loss of profits or income, savings, opportunity loss, expectation loss, reliance loss or pure

economic loss and any exemplary or punitive damages which may be suffered or incurred by the Customer or any third party directly or indirectly, even if the Bank has been notified of the possible damages or any claim against the Customer or the third party.

## **12. General Indemnity**

12.1 In addition and without prejudice to any of the other rights or remedies of the Bank, the Customer undertakes to indemnify and hold the Bank harmless from and against any and all Loss suffered or incurred by the Bank, as a result of any of the following:-

12.1.1 any failure by the Customer to comply with the Terms; and/or

12.1.2 the Bank acting in accordance with any Instructions or in any manner permitted under the Terms.

12.2 The Customer hereby agrees and acknowledges that the Customer's undertaking to indemnify the Bank shall survive any termination hereof.

## **13. Termination**

13.1 The Customer agrees and acknowledges that the Bank reserves the sole right and discretion to suspend, terminate, withdraw or restrict, without any liability whatsoever, the access to all or any part of the Internet Banking and/or BizChannel@CIMB Mobile App without having to attribute any reasons by giving not less than Thirty (30) days prior notice to the Customer.

13.2 Notwithstanding Clause 13.1, the Bank may immediately terminate, suspend or restrict the Customer's access to the Internet Banking and/or BizChannel@CIMB Mobile App if:-

13.2.1 the Customer breaches or fails to observe any provision of the Terms or where the provision of the Internet Banking and/or BizChannel@CIMB Mobile App shall be contrary or prohibited by law or regulatory authority or body;

13.2.2 the Customer's fails to pay any Fees and Charges when due;

13.2.3 the Customer has provided the Bank with false or incomplete information;

13.2.4 the Customer becomes or threatens to become or is in jeopardy of becoming subject to any form of insolvency administration;

13.2.5 in Bank's opinion, it is in the public interest to do so; or

13.2.6 there are any directions or instructions from National Bank of Cambodia or any other relevant authorities to the Bank to discontinue the Internet Banking or the Customer's access to the Internet Banking and/or BizChannel@CIMB Mobile App.

13.3 Notwithstanding any provisions in this Clause 13, the Customer acknowledges and agrees that the Bank is entitled to terminate or suspend the Customer's use and access to the Internet Banking and/or BizChannel@CIMB Mobile App without further notice to the Customer in the event that the Customer fails to use or access the Internet banking and/or BizChannel@CIMB Mobile App for a consecutive period of 60 days or such other period as may be stipulated and notified by the Bank.

13.4 The Customer may terminate its access to the Internet Banking and/or BizChannel@CIMB Mobile App without assigning any reasons whatsoever by giving the Bank at least thirty (30) days prior written notice. The termination will not be effective until the Bank has received from the Signatory or the Customer a notice of termination.



13.5 The Customer agrees and acknowledges that the termination does not affect the Customer's liability or obligation in respect of the Instructions received by the Bank prior to such termination that have been processed or are being processed by the Bank.

13.6 The Customer further agrees and acknowledges that where an Instruction has been received by the Bank prior to such notice of termination but has not been processed, and the Customer's access to the Internet Banking and/or BizChannel@CIMB Mobile App is thereafter terminated, the Bank shall not be responsible nor liable for any failure to process the said Instruction.

13.7 Any rights and obligations under the Terms, which by their terms would survive the termination, shall continue to be in full force and effect.

#### **14. Variation**

14.1 The Bank reserves the right to change, modify, delete, amend, add or vary the Terms which shall be binding on the Customer.

#### **15. Notices**

15.1 Unless otherwise specified, all notices and communications by the Bank in relation to the Internet Banking and/or BizChannel@CIMB Mobile App may be given in any one of the following manners:

15.1.1 by ordinary post to the Customer's last address in our records and deemed received forty eight (48) hours after posting;

15.1.2 by facsimile, email or other forms of instantaneous communication to the Customer's last known contact number or email address in the Bank's records and deemed received twenty four (24) hours after sending;

15.1.3 by display at the Bank's premises, including our branches and deemed effective upon the display being made; and/or

15.1.4 by display on the screen upon access to the Internet Banking website and/or BizChannel@CIMB Mobile App and deemed effective upon the display being made.

15.2 Unless otherwise specified, all notices and communications to the Bank shall be in writing and signed by the Customer and sent to the Bank's address as may be notified to the Customer from time to time and all notices from the Customer shall take effect only upon the Bank receiving the same.

#### **16. International Use**

16.1 The Customer agrees and acknowledges that the access to the Internet Banking and/or BizChannel@CIMB Mobile App from outside of Cambodia may be subject to, among others:

16.1.1 exchange control regulations of Nation Bank of Cambodia;

16.1.2 other fiscal or exchange control requirements of the country where the transaction is effected or requested; or

16.1.3 other relevant laws and regulations of Cambodia and the country where the transaction is effected or requested.

#### **17. Disclosure and Confidentiality**

17.1 The Customer agrees that the Bank may, without further consent from the Customer, disclose any information in respect of the Customer, the Instructions and the Customer's subscription and

access to the Internet Banking and/or BizChannel@CIMB Mobile App:

17.1.1 to any of the Bank's related corporations, including but not limited to companies within the group of the Bank as well as companies within the group of CIMB Group Holdings Berhad, the Bank's ultimate holding company ("CIMB Group"), branches, affiliates, business partners and/or any of other persons, whether such Companies are residing, situated, carrying on business, incorporated or constituted within or outside Cambodia, where the Bank deem disclosure necessary to give effect, complete, verify or restrict a transaction or Instruction;

17.1.2 to National Bank of Cambodia or other regulatory authorities in or outside Cambodia including court orders and requests;

17.1.3 to protect and/or defend our rights and the Bank's property;

17.1.4 to protect the interests of the public including but not limited to the detection of crimes and the apprehension of criminals; or

17.1.5 where disclosure is required or permitted by laws.

17.2 Due to the nature of access via internet, the Customer agrees and acknowledges that the Bank does not guarantee or ensure and does not make any representations or warranties in respect of the confidentiality of the information and the Customer hereby agrees to accept the risk associated with the use of the internet media including but not limited to the risk that all information transmitted through the Internet Banking and/or BizChannel@CIMB Mobile App may be accessed by unauthorised third parties and accordingly, the Customer agrees not to hold the Bank responsible or liable for any such unauthorised access,

## **18. Software and Hardware Upgrade**

18.1 If new or enhanced versions of any of the Security Codes necessary for the operation of the Internet Banking and/or BizChannel@CIMB Mobile App are available or developed, the Bank reserves the right not to continue with the use of the previous Security Codes. In the event that the Customer fails to upgrade or use the enhanced version of the Security Codes as required by the Bank, the Bank may, at its sole and absolute discretion, reject the Customer's Instructions and forthwith terminate the Customer's access to the Internet Banking and/or BizChannel@CIMB Mobile App without being liable to the Customer.

18.2 The Bank hereby reserves the right to change the type or versions or specifications of any of the Security Codes, hardware or equipment that the Customer may be required to access the Internet Banking and/or BizChannel@CIMB Mobile App and in the event that the Customer is not able to meet such requirements, the Bank may reject the Customer's Instructions and forthwith terminate the Customer's access to the Internet Banking and/or BizChannel@CIMB Mobile App without being liable to the Customer.

## **19. Force Majeure**

19.1 In the event that the Bank is unable to observe or perform the Terms, whether in whole or in part, by reason of causes beyond its control including (but not limited to) equipment, system or transmission link malfunction or failure, fire, flood, explosion, acts of God, acts of terrorism, war (declared or undeclared), accidents, epidemics, strikes, floods, sanctions, lockouts, power blackouts or failure, labour disputes, acts, demands or requirements of the Cambodian Government or as a result of any international or supranational sanctions, or by any other causes which it cannot reasonably be expected to avoid, the performance of the Bank's obligations under the Terms as they are affected by such causes shall be excused for the duration of the abovementioned disabling events.

Further, the Bank shall not be liable for any Loss or delay or inconvenience whatsoever and howsoever caused or arising from or in connection with any of the abovementioned disabling events.

## **20. Evidence**

20.1 The Customer agrees not to dispute the validity, accuracy or authenticity of any evidence of the Instructions and communications transmitted electronically between the parties, including such evidence in the form of the Bank's computer records or transaction logs, magnetic tapes, cartridges, computer printouts, copies of any communication, or any other form of information storage.

20.2 Except in the event of manifest error or fraud, the Customer agrees to refer to and to treat all such records or transaction logs, magnetic tapes, cartridges, computer printouts, copies or other form of information storage as conclusive evidence of all of the Instructions and other communications received or sent by the Bank. The Customer further agrees that all such records shall be binding upon the Customer and that the Customer will not be entitled to dispute the validity or authenticity of the same.

20.3 All such Instructions and communications that meet the operating standards and requirements of the Bank shall be deemed to be as good as, and given the same effect as, written and/or signed documentary communications.

## **21. Security Codes**

21.1 The Bank hereby reserves the right to issue any combination of characters and/or numerals for any of the Security Codes as the Bank thinks fit. The Security Codes once issued shall not be subject to any change by the Customer unless agreed to by the Bank.

21.2 The Customer shall solely be responsible for keeping the confidentiality of all the Security Codes which have been issued to the Customer in order to enable the Customer to access the Internet Banking and/or BizChannel@CIMB Mobile App and the Customer shall be solely responsible for all Instructions effected (whether authorised or otherwise) through the use of such Security Codes.

21.3 The Customer shall ensure that the Signatory and the Authorised Users take all precautions necessary to safeguard the Security Codes. The Customer shall not disclose the aforesaid to any unauthorised person(s) or the staff of the Bank and shall keep it confidential at all times. The Customer shall change the relevant Security Codes regularly and in particular, if the same has been disclosed to or discovered by any party. The Customer shall ensure that the Signatory and the Authorised Users memorize the Security Codes promptly upon receipt and thereafter destroying the document(s). The Customer shall inform the Bank immediately if there is any suspicion that any unauthorised person(s) has knowledge of the Security Codes, so as to prevent the fraudulent or unauthorised use of the Accounts and/or the Internet Banking and/or BizChannel@CIMB Mobile App.

21.4 The Bank shall be entitled at its sole and absolute discretion, to de-activate or revoke the Security Codes without assigning any reason and/or without prior notice to the Customer.

21.5 The Customer will continue to be liable for any and all unauthorised Instructions and shall not dispute them until the Bank has taken the necessary steps, in accordance with its prevailing practice to prevent any Instructions from being effected through the use of such Security Codes.

21.6 The Customer shall be solely responsible for the maintenance and operation of the Security Codes as all other equipment or other software necessary for accessing the Internet banking and/or BizChannel@CIMB Mobile App. The Bank makes no warranties, whether express or implied, that any or all of the Security Codes is merchantable or will be suitable for the Customers computer system and/or software or is fit for any other purpose whatsoever or is free of errors.

21.7 The Customer agrees to take all necessary precautions to prevent the loss, theft or unauthorised use of the Security Codes and not to part possession with it.

21.8 The Bank shall, at its sole and absolute discretion, be entitled to de-activate or revoke the use of the Security Codes or deactivate the Internet Banking and/or BizChannel@CIMB Mobile App in relation to the Customer, the Authorised Users and/or any Signatory at any time without assigning any reason whatsoever and without prior notice. The Bank may recall any of the Security Codes at any time and may (but shall not be obliged to) re-issue a new Security Codes without assigning any reason and without any liability on the Bank for any loss whatsoever.

21.9 The Bank may send any of the Security Codes at its sole and absolute discretion deem fit. For the avoidance of doubt, the Customer shall not hold the Bank responsible or liable in the event that the Security Codes fails to reach the Customer, the Authorised Users and/or the Signatory after despatch or if the same is lost, delayed whilst in transit.

21.10 The Bank reserves the right to impose Fees and Charges for any issuance and/or replacement of the Security Codes.

21.11 The Customer hereby agrees to indemnify the Bank in full from and against any claims, demands, actions and proceedings which may be made against the Bank and any damage, liability, loss and expense including legal cost on a full indemnity basis which the Bank may incur or suffer directly or indirectly arising from or in connection with the use of the Security Codes with or without the Customer's authority or as a result of negligence, misconduct or breach by the Customer, the Authorised Users and/or the Signatory.

21.12 The Bank may issue to any Signatory one (1) or more Security Codes whether in respect of any Accounts and/or for the purposes of enabling the Customer to utilize the Internet banking and/or BizChannel@CIMB Mobile App. The Security Codes shall remain the sole and exclusive property of the Bank and shall be returned to the Bank on demand.

21.13 The Security Codes may be used as the Bank thinks fit to initiate, effect, perform and/or dispatch:

21.13.1 any deposit, payment, withdrawal, transfer or other transaction on any Accounts;

21.13.2 any communication with the Bank or such other persons as may be acceptable to the Bank or such other persons;

21.13.3 any of the Instructions;

21.13.4 access and obtain information as may be permitted by the Bank (whether relating to the Accounts or the Internet Banking and/or BizChannel@CIMB Mobile App; and

21.13.5 to effect any transaction with the Bank as the Bank may allow subject to the terms and conditions herein and to such other restrictions and limitations as the Bank, in its sole and absolute discretion, deem fit.

## **22. Rates**

22.1 Foreign exchange rates and such other rates and information, including but not limited to news and reports on such rates or information made available under the Internet Banking and/or BizChannel@CIMB Mobile App are only indicative of the actual rates, quotes or information and are subject to change without prior notice.

22.2 The Customer hereby agrees that the Customer will bear sole responsibility for any and all loss

and damage arising from or in relation to the Customer's reliance on such news and reports in making decisions to undertake any transactions through the Internet Banking and/or BizChannel@CIMB Mobile App.

### **23. Currency Exchange Indemnity**

23.1 The Customer hereby agrees that any conversion from one currency into another in connection with the Internet Banking and/or BizChannel@CIMB Mobile App shall be effected in such manner as the Bank may at its sole and absolute discretion deem fit and at the Bank's then prevailing rate of exchange. The Customer further agrees that any loss, cost, charge and risk resulting from the conversion of one currency into another in connection with the Internet Banking and/or BizChannel@CIMB Mobile App shall be borne solely by the Customer and the Customer hereby authorises the Bank to debit any such loss, cost or charge to any of the Customer's accounts (whether linked to Internet Banking and/or BizChannel@CIMB Mobile App with the Bank or not).

23.2 In the event that the Accounts does not have sufficient funds to pay for any transactions in full, the Bank reserves the right to liquidate any of the Customer's foreign exchange positions and cancel the transaction and the Customer shall be liable for any and all losses (including but not limited to foreign exchange loss), damages, Fees and Charges (including replacement fees) which may be incurred thereby.

23.3 Any amount received or recovered by the Bank in respect of any sum due to it from the Customer under this Terms in a currency ("Foreign Currency") other than the specified Currency ("Contractual Currency") for any transaction shall only constitute a discharge to the Customer to the extent of the amount in the Contractual Currency which the Bank is able, in accordance with its usual practice, to purchase with the amount so received or recovered in the Foreign Currency on the date of such receipt or recovery (or, if it is not practicable to make such purchase on such date, on the first date on which it is practicable to do so). If that amount in the Foreign Currency is less than the amount in the Contractual Currency due to the Bank under this Terms, the Customer shall indemnify the Bank from and against any and all loss that may be sustained by the Bank.

### **24. Miscellaneous**

24.1 If any provision contained in the Terms is held to be illegal, invalid or unenforceable under present or future laws, such provision shall be fully severable and the Terms shall be construed and enforced as if such illegal, invalid or unenforceable provision had never comprised a part hereof and the remaining provision shall remain in full force and effect and shall not be affected by the illegal, invalid or unenforceable provision or by its severance.

24.2 The Bank's rights under the Terms (a) may be exercised as often as necessary, (b) are cumulative and not exclusive of any other rights under any applicable law, and (c) may be waived only in writing and specifically. Any delay in the exercise or non-exercise of any such right is not a waiver of that right.

24.3 In the event that the Bank fails or neglects to enforce any provision or remedy under the Terms for whatever reason(s), the Bank shall neither be construed as having waived our rights to enforce the same nor as having waived our rights to any continuing, succeeding or subsequent breach of the same or any other provision in the Terms.

24.4 The Customer may not assign any right or benefit under the Terms without the Bank's prior written consent.

### **25. Privacy Clause**

25.1 In the event the Customer provides the Bank personal data of any individuals (“**Relevant**

Persons”), the Customer confirms that it has duly obtained the consent and authority of such Relevant Persons for the Bank to:

25.1.1 process the personal data in accordance with all legislations, laws and regulations governing banking services and Internet banking and/or BizChannel@CIMB Mobile App;

25.1.2 provide the said Relevant Persons with information on the Bank’s products, services and/or offers which may be of interest and/or financial benefit to them.

25.2 The Customer agrees to notify the Relevant Persons and shall update the Bank in writing should there be any change to the personal information relating to the said Relevant Persons and any revocation of such consent. Should the consent and/or authority be subsequently revoked by any of the Relevant Persons, the Bank shall have the right to terminate Internet banking and/or BizChannel@CIMB Mobile App.

25.3 This Clause 25 shall be without prejudice to any other clause in the Terms which provides for the disclosure of information.

## **26. Third Party System Integration with Internet banking and/or BizChannel@CIMB Mobile App**

26.1 The Bank or its officers shall not be liable or responsible for any loss or damage in relation to any error or default of any third party system integration with Internet Banking and/or BizChannel@CIMB Mobile App as subscribed by the Customer including but not limited to any error or default on the part of the third party or in connectivity or data accuracy, completeness or authenticity. In the event any of the banking services cannot be carried out or performed via Internet Banking and/or BizChannel@CIMB Mobile App due to the aforesaid, the Bank is not under any obligation to rectify or perform or provide alternative modes or channel in respect of the aforesaid banking services. The Bank is under no obligation to ensure that any third-party system integration is free from viruses or defects.

## **27. Tax**

27.1 If the Bank is required to make any payment on account of tax or otherwise in relation to any amount paid, transferred or received, or payable, transferable or receivable, pursuant to the banking services or any liability in respect of any such payment is asserted, imposed, levied or assessed against the Bank, the Customer shall, to the extent that such payment or liability or a part thereof is in the Bank’s opinion referable to the Customer, promptly indemnify the Bank against such payment or liability, together with any late payment charges, penalty, cost or expense payable or incurred in connection therewith.

27.2 The Customer shall furnish the Bank, with such documents and other information as the Bank may require concerning the tax consequences of the banking services (including, without limitation, whether there may or will be any withholding of tax) or for the purpose of complying with tax laws in any applicable jurisdictions.

27.3 The Customer shall continue to be bound by the provisions of this Clause 27 despite the termination of the banking services.

27.4 If any payment to be made under this Terms is subject to the deduction or withholding of tax, the sum payable by the Customer shall be increased to the extent necessary to ensure that, after the making of the required deduction or withholding, the Bank receives and retains a net sum equal to the sum which it would have received and so retained had no such deduction or withholding been made or required to be made.



## **28. Governing Law & Jurisdiction**

28.1 The Customer agrees that the Terms shall, at all times, be governed by and construed in accordance with the laws of Cambodia. Further, the Customer agrees to submit and be bound by the non-exclusive jurisdiction of the Courts of Cambodia.

28.2 The Bank are entitled to act in accordance with the laws, regulations or directives of authorities operating in various jurisdictions including but not limited to foreign exchange restrictions, prevention of money laundering, terrorist financing and/or imposition of sanctions on any persons or entities (and/or the beneficiaries) to whom financial and/or other services are provided [irrespective of whether the said laws, regulations and/or directives have any legal and binding effect on the Bank].

28.3 The Bank may in its discretion take any action which it considers appropriate in the light of all such laws, regulations or directives. Such action may include but is not limited to:

28.3.1 the interception and investigation of any payment messages and other information or instructions sent to or by the Customer or on its behalf via the Bank's systems; and

28.3.2 making further enquiries or requesting supporting document(s) from the Customer and/or any other persons or sources including for verification of compliance with foreign exchange restrictions or as to whether the imposition of sanctions on any named entities or persons is actually or indeed applicable or referable to the Customer, payee, beneficiaries and/or any other persons connected to or involved in the relevant transaction effected via the Bank.

28.4 The Bank reserves the right to reject suspend and/or withhold any transaction or funds at any point in time for the purpose of or in connection with the compliance of any laws, regulations or directives of authorities in any jurisdictions including but not limited to compliance with foreign exchange restrictions, prevention of money laundering, terrorist financing and/or imposition of sanctions on any persons or entities. The Bank shall not be liable for any loss and damage suffered by the Customer and/or any other party arising out of the said rejection suspension and/or withholding.

28.5 The Customer shall ensure that it duly complies with the laws, regulations or directions of authorities operating in various jurisdictions which are applicable to it.