

Application for the Ahli United Bank (UK) PLC MyE-Bank Internet Banking Service

Full Name	
Mobile Number <i>Required</i>	
Email Address <i>Required</i>	

Account Number									
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I hereby request and authorise Ahli United Bank (UK) PLC to enroll me in the MyE-Bank Internet Banking Service.

Please tick this box if you do not wish to be issued with a transaction password. A transaction password is required if you wish to make payments or transfers using the Internet Banking Service	
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My instructions for dispatch of my Username and Passwords is indicated below (please tick the required option)

Please hold for collection at Ahli United Bank (UK) PLC	
Please post to the address you hold on file for me	
Please arrange for me to collect from Ahli United Bank Kuwait	
Please arrange for me to collect from Ahli United Bank Bahrain	
Please arrange for me to collect from the following Ahli United Bank office (please specify):	

I confirm that I have been provided with a copy of the attached Terms & Conditions applicable to the service and agree and acknowledge that the Internet Banking Service will be provided to me subject to these Terms and Conditions

Signature		Date	
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Bank Use

Equation id or Basic Number	
Name of completing RM	
Signature of completing RM Authorising Application and confirmation that customer has been given T&C copy	
Username Allocated by Retail Admin	
Copy Given to Retail Ops/Cashiers by Retail Admin	
Spreadsheet Updated by Retail Admin	

Standard Terms and Conditions (*bank copy*)

Disclaimer and Legal Notice

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- The Customer agrees to keep any access identification codes and passwords secret and not to divulge them to anybody either knowingly or accidentally. The Customer shall take all precautions necessary to prevent unauthorised use thereof or unauthorised access to the electronic platform accessible via the Internet (the "Platform"). The Customer undertakes to change the passwords frequently and to notify the Bank immediately by telephone and confirm in writing, delivered via e-mail, registered post or courier, in the event that the Customer knows or suspects:
 - i) that such access identification code and/or passwords have become known to any unauthorised person; or
 - ii) any unauthorised use or misuse of the Platform or Service.
- The Bank will refund you the amount of any transaction carried out using the identification code and password where such codes have been used without your authority, however you will be responsible for all losses (including the amount of any transaction carried out without your authority) if you have acted without reasonable care or you have acted fraudulently. Acting without reasonable care shall be deemed to include your failure to observe any of your duties under these terms.
- The Bank shall be entitled to rely on any instructions which the Bank believes to be genuine and to have been received from the Customer even if the instructions were not authorised by the Customer. The Bank is authorised to accept the Customer's instructions and duly execute them.
- Any instruction issued by the Customer to the Bank through this Service shall only be cancelled by delivery of a cancellation notice from the Customer addressed to, and received by the Bank prior to the execution of such instructions.
- The Bank may in its absolute discretion, and without incurring any liability refuse to implement any instruction/transaction for any reason and will immediately notify the Customer of its refusal.
- The Customer understands that the Bank shall process instructions received on any business day on which the Bank is open for business but subject to the respective currency cut-off times detailed in our General Terms and Conditions Governing Accounts.
- The Customer acknowledges that the Bank or its affiliates are the owners of all rights in and to the website and the Platform and each component thereof and all intellectual property with respect thereto.
- Information displayed on the screen or printed by the Customer while using the Service only represents a record of their accessing the internet and shall not be construed as being the Bank's records with regard to that transaction.
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- The Customer acknowledges that in the event that there are insufficient funds available on their account to cover a transfer/payment on a repeated date, the Bank shall not be liable to effect the missed transfer/payment on the next repeated date even if funds in the Customer's account are sufficient to cover both transfers/payments.
- The Bank may from time to time change these terms and conditions by updating this posting. If the change is to your disadvantage we will also notify you giving at least 60 days notice of the change by means of a message delivered by the Internet Banking System or otherwise in writing as we decide. Your continued use of or access to the site will mean that you agree to any changes. If you terminate the Service during the notice period you will not have to pay any increased charges.
- The Bank may in its absolute discretion suspend or discontinue the Customer's e-account relating to the Service for any reason whatsoever without prior notification to the Customer.
- The Bank may publish on the Service site notices of a general nature which are applicable to all Service customers. Such notices shall have the same legal effect as if they had been sent directly to the Customer.
- Should the Customer wish to suspend the Service, he/she must inform the Bank by giving fifteen (15) days prior written notice and the Customer shall be responsible for all transactions that take place during such period.
- The Customer is aware that the Bank shall not issue any automated notice or printed confirmation regarding any transaction executed through the Service, though any completed transaction shall be listed on the Customer's statement of account and will be confirmed in the normal way.

- The terms and conditions listed herein pertain only to the provision of this Service. All customer account related terms and conditions and the General Terms and Conditions Governing Accounts shall continue to apply. In the event of any inconsistency between such terms, these terms and conditions shall apply.
- The Customer is responsible for informing the Bank if its personal details have changed.
- By applying for the Internet Banking Service, the Customer shall be deemed to have accepted and agreed to be bound by these terms and conditions.
- These terms and conditions shall be governed by and construed in accordance with the laws of England and Wales

Trademarks, Logos and Service Marks

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Use of Information and Materials

The information and materials contained in these pages and the terms, conditions, and descriptions that appear are subject to change from time to time. Not all products and services are available through this delivery channel. Your eligibility for particular products and services is subject to final determination and acceptance by Ahli United Bank (UK) PLC.

Exclusion of liability

The Customer understands and agrees that neither the Bank nor its affiliates or its or their employees shall be liable for any losses, damages or expenses whether direct, indirect, actual or consequential suffered by the Customer in respect of or in connection with the Service or the Platform including but not limited to:

- i) Any malfunction, errors, omission, delay in operation or transmission, break-down, interruption in, improper operation of, inaccuracies in the operations of the Service; and/or
- ii) Any computer virus or line or system failure or the non-availability of the Internet or the Platform or the inability of any party to access the site; and/or
- iii) Any loss, damage or destruction caused to the Customer's hardware, software or other data processing system as a result of using the Service; and/or
- iv) The Customer's use of e-mail or any other insecure means of communication in dispatching instructions to the Bank; and/or
- v) Any breach of confidentiality resulting directly or indirectly from the Customer's use of the Service or the Platform; and/or
- vi) Any interruption or delay caused by any update or replacement performed on the Platform; and/or
- vii) Any inaccurate or erroneous information provided by the Customer; and/or
- viii) Any matter arising from causes beyond the Bank's control.

No Warranty

The following clauses limit or exclude our legal liability for this site. We do not, however, exclude or restrict our liabilities to you under the Financial Services and Markets Act (2000) or the rules of the Financial Services Authority for the conduct of business. All information and material available on the website is provided without any warranty of accuracy, security, freedom from virus attacks and non-infringement of any kind express or implicit. Neither Ahli United Bank BSC nor Ahli United Bank (UK) PLC (together "AUB") warrants that the services and products offered through its internet banking service will be uninterrupted or error free. There may be delays, omissions, interruptions and inaccuracies in the products, services, information or other materials beyond the control of AUB in the availability of the internet banking site or links attached thereto.

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Any hyperlink to other Internet sites is for your information purposes only and is used at your own risk. The contents of any such site and the accuracy of opinions expressed therein are not verified, monitored or endorsed by AUB. in any way or manner.

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- Any data, information or message; or
- The transmission or delivery of any such data, information, or message.

AUB shall not be liable for any loss or damage howsoever arising from or occasioned by any such inaccuracy, error, delay or non-performance.

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This website uses cookies. Cookies are pieces of information that a website transfers to your computer. Cookies enable you to navigate around this website and enable us to tailor the content of the site to suit the needs of Customers.

Privacy Policy

Ahli United Bank (UK) PLC (the "Bank") has its registered office at 35 Portman Square, London W1H 6LR. The Bank is authorised and regulated by the Financial Services Authority under register number 131818. The Bank recognises the importance of protecting your personal information and financial transactions. We understand that our relationship is built on trust and good faith and that we need to safeguard sensitive information that you have entrusted to us. This is why we are committed to the Ahli United Bank (UK) PLC Privacy Policy for Customers as follows:

Any personal information that we seek from you would only be aimed at providing a superior service and would always be kept confidential. Keeping customer information secure and using it only as our Customers would want us to, is a top priority for all of us at the Bank. We may however be required to disclose your personal information to Government, judicial bodies and/or our regulators to whom the Bank is under an obligation to make disclosures under the requirements of any applicable law binding on the Bank or any of its branches, when the situation so demands. Here then, is our promise to each of our individual Customers:

- We will safeguard, in accordance with strict standards of security and confidentiality, any information our customers provide and share with us.
- We will limit the collection and use of customer information to marketing purposes only in order for us to deliver a superior service to our customers, which includes advising our customers about our products, services and other opportunities, and to administer our business.
- We will permit only authorised employees, who are trained in the proper handling of customer information, to have access to such sensitive information.
- We will not reveal customer information to any external organisation or third parties, other than companies who provide a service to us or to you, unless we have previously expressly informed the Customer in disclosures or agreements and have been expressly authorised to do so by the Customer, or are required to do so by applicable law.
- We will always maintain control over the confidentiality of our Customer information.
- Whenever we employ other organisations to provide support services, we will procure their conformity to our privacy standards and will conduct constant and regular audits to ensure their compliance.
- We will continuously assess ourselves to ensure that Customer privacy is maintained and respected at all times.
- We will conduct our business in accordance with our Privacy Policy in as many jurisdictions as we conduct our business and operate.

Important information about compensation arrangements

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations. Most depositors – including most individuals and small businesses – are covered by the scheme. In respect of deposits, an eligible depositor is entitled to claim up to £85,000. For joint accounts each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, the maximum amount that could be claimed would be £85,000 each (making a total of £170,000). The £85,000 limit relates to the **combined** amount in all the eligible depositor's accounts with the Bank, including their share of any joint account, and not to each separate account. For further information about the **compensation provided by the FSCS** scheme (including the amounts covered and eligibility to claim) please call us on +44 (0)20 7487 6500, contact your Relationship Manager, ask at our branch, refer to the FSCS website www.FSCS.org.uk or call **the FSCS on** +44 20 7741 4100 or if you are in the UK 0800 678 1100.

Please note only compensation related queries should be directed to the FSCS.

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