

IMPORTANT: Customer is required to read these Terms and Conditions before completing the Application Form

alrajhicasbiz@24seven

In consideration of Al Rajhi Bank ("Bank", which term shall include its successors-in-title and assigns) extending to the applicant ("Customer") the cash management services known as alrajhicasbiz@24seven, the Customer agrees to be bound by these Terms and Conditions governing alrajhicasbiz@24seven.

The applicable Shariah contract governing alrajhicasbiz@24seven shall be the contract of Ijarah and Ijarah 'ala al 'Amal respectively whereby the Bank will be paid the agreed fees for the services rendered to the Customer via alrajhicasbiz@24seven.

PART A - GENERAL TERMS AND CONDITIONS

1. DEFINITIONS

"Account(s)" means the account(s) of a Customer(s) with the Bank designated for alrajhicasbiz@24seven and shall include any other new account(s) which may be opened from time to time;

"alrajhicasbiz@24seven" means the cash management services provided by the Bank. The services offered includes account management, payment solution, collection services, liquidity management, information management and other services as may be provided by the Bank from time to time;

"Appointed Time" means the cut-off time for receipt of instructions for any transaction via alrajhicasbiz@24seven;

"Business Day" means a day on which the Bank is open for business (excluding bank, state and public holidays) on which transactions of the nature contemplated for the Account(s) may be carried out;

"Inter-bank GIRO or IBG" means an inter bank fund transfer system integrated with Payments Network Malaysia Sdn Bhd (PayNet) that facilities payments and collections via the exchange of digitalized Transactions between banks.

"JomPAY" means a national initiative, supported by Banks, to enable online bill payments across Malaysia. Payments Network Malaysia Sdn Bhd (PayNet) operates JomPAY.

"Password" means a string of numbers generated from the Token in accordance with the Bank's procedures, which a User will use to authorise any transaction.

"RENTAS" means Real-Time Electronic Transfer of Funds and Securities System (RENTAS) provides multi-currency real time gross settlement of interbank funds transfer integrated with Paynet.

"Token" means an electronic device or soft token which is a mobile application issued by the bank that can be downloaded into smart device for purposes of generating

the password. The soft token must be registered with the bank.

"Transactions" means the transactions made available through alrajhicasbiz@24seven which includes but is not limited to funds transfer, IBG, RENTAS, foreign telegraphic transfer, instant transfer and such other transactions as determined by AlRajhi Bank in its absolute discretion at any time and from time to time.

"Software" means alrajhicasbiz@24seven software provided to the Customer, including the tokens, computer programs, CD ROMS or other media and includes any subsequent corrections, enhancements, modifications or updates thereof. The Software may include the Bank's or any third party's software.

"Materials" means the alrajhicasbiz@24seven user guides, manuals, data, processes and other documentation provided by the Bank from time to time;

2. OPERATIONS OF alrajhicasbiz@24seven

2.1 Authority

The Bank shall be entitled to rely on the authority of each person designated by the Customer to give instructions on the Customer's behalf until the Bank has received a written notice or other notice acceptable to it of any change of mandate. The Bank shall be given reasonable time to act on the notice.

2.2 Instructions

2.2.1 The Bank shall process the instructions in accordance with its business practices, procedures and policies which shall include the use of verification codes, encryption, passwords, digital signatures and other security devices, systems and software.

2.2.2 The Customer shall be solely responsible for the completeness and accuracy of the instructions. Customer's instruction shall be deemed irrevocable, valid and binding on the Customer. The Bank may in good faith regard any Customer's instructions received by it in the prescribed manner as authentic and duly authorised and shall be under no obligation to investigate the authenticity or authority of persons sending or purporting to send the instructions or verify the accuracy and completeness thereof.

2.2.3 The Customer shall comply with the Appointed Time with respect to transactions to be undertaken and acknowledges that the consequence of not complying with the Appointed Time may lead to instructions not being processed or executed on expected time or transaction failure. The Customer shall be solely responsible and liable for all such consequences. The Bank may at its discretion at any time, amend the Appointed Time with prior notice to the Customer.

2.2.4 If the Customer informs the Bank that it wishes to recall, cancel or amend an instruction after it has been received by the Bank, the Bank may at its discretion and on reasonable effort assist the Customer to do so but shall not be liable for any loss, cost or expenses suffered by the Customer whether or not the Bank does or is able to amend, cancel or recall that instruction. The Customer hereby agrees to indemnify

- the Bank against any loss, liability, claim or expense (including legal fees) it may incur in connection with assisting the Customer to recall, cancel or amend an instruction.
- 2.2.5 The Bank shall be under no obligation to effect any of the Customer's instructions if:
- (a) funds in the Account(s) are insufficient to meet future dated payments or to pay for any fees, cost and expenses;
 - (b) the Account(s) is/are frozen or closed or a new or existing account which the Bank has not been activated for alrajhicashbiz@24seven;
 - (c) the execution of the Customer's instructions will exceed the available balance in the Account(s);
 - (d) the Bank knows or has reason to believe that a breach of security, fraud, criminal act, offence or violation of any law or regulation has been or will be committed; or
 - (e) any other reasons beyond the control of the Bank;
- 2.2.6 The Bank is authorised to use any communications, processing or transaction system(s), intermediary bank and/or any third party (ies) facilities ("Third Party Participants") it reasonably selects when executing the Customer's instructions. The processing of any instruction and provisions of any services shall also be subject to the terms and conditions, procedures, approval, action and co-operation of these Third Party Participants and the Bank shall not assume any liability or responsibility towards the Customer for the terms and conditions, procedures and/or approval, action, co-operation, omission, timeliness, as applicable, of a Third Party Participant.
- 2.3 License, Equipment, Ownership**
- 2.3.1 Where applicable, the Bank hereby grants to the Customer a personal, non-exclusive, non-transferable license to use the Software and/or Materials. The Customer acknowledges that the Software and Materials are not designed or intended for use in or for any equipment, machines or purposes incompatible with those Software and/or Materials. Except as expressly set forth in these Terms and Conditions, the Customer has no right to use, make, sub-license, modify, transfer, lease, distribute or copy any of the Software and/or Materials or to allow or caused anyone else to do so.
- 2.3.2 The Customer is solely responsible for the security, proper use and maintenance of any equipment (including hardware and security devices) operated by the Customer and to ensure the same is virus- free.
- 2.3.3 The Customer acknowledges that the Software and/or Materials and all intellectual property rights of the Software and/or Materials are and shall remain the sole and exclusive property of the Bank and where applicable, the Bank's suppliers. These Terms and Conditions provide the Customer with the limited rights as expressly set forth herein and do not convey title or ownership.

2.3.4 The Customer will upgrade the Software or use the enhanced version of Software as required by the Bank to access to alrajhicasbiz@24seven.

2.3.5 The Bank reserves the right to change the types, versions or specifications of any hardware or equipment that the Customer is required to use for alrajhicasbiz@24seven subject to prior notice to the Customer. The Customer may opt to discontinue alrajhicasbiz@24seven in the event the Customer is not able to or is not willing to upgrade its application to comply with the Bank's requirements.

2.4 Responsibility

2.4.1 The Bank does not guarantee or warrant availability of access to any communications, processing or transaction system and accepts no liability to the Customer for unavailability or disruption in any such communication or for any delays in respect of alrajhicasbiz@24seven. The Bank reserves the right to vary, add or withdraw any feature of alrajhicasbiz@24seven and the operating hours at any time subject to prior notice to the Customer. The Bank shall at any time, at its discretion be entitled to temporarily suspend the operations of alrajhicasbiz@24seven for updating, maintenance and upgrading purposes or any other purposes whatsoever as the Bank deems fit, without incurring liability to anyone for any loss, cost, expense, delay, inconvenience or otherwise that may be incurred, suffered or sustained thereby.

2.4.2 The Bank:-

- (i) does not warrant the accuracy or completeness of any third party information. Market information made available under alrajhicasbiz@24seven is only indicative of the actual rates, quotes or information and are subject to change without prior notice;
- (ii) and other service or information providers do not have the authority to make any express or implied warranties relating to alrajhicasbiz@24seven, its efficiency or error free unless disclaiming such warranties which is prohibited by law.
- (iii) shall use reasonable endeavour to prevent unauthorised access by third parties, but does not warrant the security or confidentiality of any information transmitted through any electronic media including the internet, network system or such other related system in respect of alrajhicasbiz@24seven. The Customer agrees not to hold the Bank responsible for any loss or damage suffered arising from any access by third parties where the Bank has taken practical steps to protect the information from any loss, misuse, modification, unauthorized or accidental access or disclosure, alteration or destruction.

2.5 Confidentiality of Passwords and Login-IDs

- (i) The Customer shall keep confidential and take precautions to safeguard all passwords, login-IDs, security devices (including tokens) and other codes issued by the Bank or by any security software providers authorised by the

Bank. The Customer shall be responsible for all instructions effected (whether authorised or not) through the use of such passwords, login-IDs, security devices and codes.

- (ii) The Bank shall at its discretion be entitled to de-activate or revoke the use of any passwords, login-IDs, security devices and codes without prior notice to the Customer if the Bank suspect fraud or misuse of alrajhicasbiz@24seven or if the Bank has any security concerns or if the Bank is required to comply with the law. The Bank may also de-activate or revoke the Customer's use of alrajhicasbiz@24seven in the event of unsuccessful attempts to access alrajhicasbiz@24seven using the Customer's login- ID and an invalid password beyond a number determined by the Bank. In such event(s) the Bank will refund the pro-rated monthly subscription to the Customer.
- (iii) The Customer shall bear all liabilities on the instructions effected whether with or without the Customer's authority through the use of any passwords, login-IDs, security devices, and/or codes.
- (vi) The passwords, login-IDs, security devices and codes are system generated and shall be automatically forwarded to the Customer via e-mail notification. The Bank shall not be liable to Customer if the same fail to reach the Customer or is intercepted during transmission unless it is proven that such events are due to the Bank's negligence, fraud or misconduct.

2.6 Tenure of Contract

The duration of the contract for alrajhicasbiz@24seven shall be on monthly basis and shall automatically be renewed until terminated by either party in accordance with Clause 5 hereof.

2.7 Business Days & Hours, Reliability of Information

- 2.7.1 The Business Days, hours of the Bank and the availability of alrajhicasbiz@24seven may be extended, varied or otherwise revised in accordance with the Bank's business and operational requirements without notification to any person or organisation.
- 2.7.2 Information such as rates quoted in alrajhicasbiz@24seven is for indicative purposes only. The actual rate applicable for a particular transaction can only be determined at the time the transaction is entered into.

3. FEES AND CHARGES

- 3.1 The Bank will inform the Customer the relevant charges for alrajhicasbiz@24seven as per the Appendix I.

All charges when due shall be debited from the Customer's Account(s). The Bank may change the charges from time to time by giving the Customer a 21 days' notice in advance. If the Customer does not agree with the

changes, the Customer may at any time within twenty one (21) days from the date of the notice of change, the Customer may unsubscribe to alrajhicasbiz@24seven. Otherwise, the Bank shall deem that the Customer has agreed with the changes if the Customer does not revert or unsubscribe to alrajhicasbiz@24seven within twenty one (21) days from the date of the notice.

- 3.2 The Customer shall pay the relevant taxes, levies or charges as imposed by law or required to be paid in respect of any services or transaction under alrajhicasbiz@24seven and where applicable, the Customer shall indemnify the Bank for any payment of such taxes made by the Bank on the Customer's behalf.

4. BANK'S RIGHT OF SET OFF

The Customer agrees that the Bank may at any time without notice recover from the Customer by way of set-off any monies owing to the Bank as a result of or incidental to the transactions under alrajhicasbiz@24seven.

5. TERMINATION

- 5.1 The Bank is entitled to terminate or de-activate the Customer's access to alrajhicasbiz@24seven should the Customer cease to maintain the Account(s).
- 5.2 Either party may terminate alrajhicasbiz@24seven by giving prior thirty (30) days written notice to the other party. Termination shall take effect upon expiry of the notice period. The Customer hereby agrees not to use alrajhicasbiz@24seven with effect from the date of the termination notice and further agrees that the Bank shall not be obliged to effect any of the Customer's instructions received on any day falling after the receipt of the notice of termination.
- 5.3 Notwithstanding Clause 5.2 above, the Bank shall have the right to terminate and/or suspend the Customer's access to alrajhicasbiz@24seven without notice in the event the Bank fails to debit the Customer's Account(s) for three (3) consecutive attempts for the payment of charges due to the Bank at any time.
- 5.4 The Customer acknowledges that termination will not affect the Customer's liability or obligations in respect of instructions already processed and/or effected by the Bank on the Customer's behalf.
- 5.5 The Customer's obligation to pay all fees, costs, charges, expenses and amounts accrued up to the date of termination shall survive the termination of these Terms and Conditions or the deactivation of alrajhicasbiz@24seven.

- 5.6 Upon termination of alrajhicashtbiz@24seven, the Customer shall upon request from the Bank, return to the Bank all related confidential information, Software, Materials and other related items or documents, within five (5) Business Days.
- 6. FORCE MAJEURE**
- 6.1 In the event that the Bank is rendered wholly or partially unable to perform these Terms and Conditions by reason of causes beyond its control including (but not limited to) equipment, system or transmission link malfunction, failure or sabotage, fire, flood, explosion, acts of elements, accidents, epidemics, strikes, lockouts, power blackouts or failure, labour disputes, acts, demands or requirements of any Government or regulator of competent jurisdiction, or by any other causes which it cannot reasonably be expected to avoid, the performance of the obligations of the Bank as they are affected by such causes shall be excused for the continuance of such causes.
- 6.2 The Bank shall not be liable for any delay, loss, damage or inconvenience whatsoever caused by or arising from or in connection with any one or more of the above-mentioned causes.

7. DISCLOSURE OF INFORMATION

- 7.1 The Customer hereby consents to and authorises the Bank and its officers to disclose the Customer's company profile, financial condition, details of the Customer's accounts, account relationship with the Bank including credit balances to Bank Negara Malaysia, Central Credit Bureau, Dishonoured Cheques Information System (DCHEQS), Central Credit Reference Information System (CCRIS) or any other governmental or regulatory authority in Malaysia or elsewhere.
- 7.2 Subject to the Customer's express instruction restricting disclosure, the Customer hereby consents to and authorises the Bank and its officers to disclose the Customer's information and where relevant, details of the Customer's profile, financial conditions and accounts to the companies related to the Bank, any associate company of the Bank or its parent company (collectively "Al Rajhi Bank Group"), its agents, sub-agents, suppliers, marketing agents or service companies providing or intending to provide support or services to the Customer. The Customer may write in to the Bank if it does not agree to the Bank revealing such information.
- 7.3 Whilst the Bank is committed to take reasonable care and use its best endeavours to ensure that information transmitted and received is secured, the Customer acknowledges the risks involved in using the internet and that the Bank cannot guarantee the security of the said information and that it may not be accessed by unauthorized third parties. The Customer agrees not to hold the Bank responsible for any loss or damage suffered arising from the disclosures as specified herein.
- 7.4 The Customer agrees that the Bank shall not be liable to the Customer for the disclosure to any person of any information whatsoever regarding the Customer, the Account(s) arising in any way as a result of or from or in connection with the Customer's neglect or failure to keep the password, login-ID and confidential.

8. INDEMNITY BY CUSTOMER

- 8.1 The Customer shall indemnify the Bank for all and any loss, damage, expense, liability, claim or cost (including all legal cost on an indemnity basis) to which the Bank may be subjected in relation to alrajhicashbiz@24seven and including but not limited to:
- (a) any unauthorized, inaccurate, garbled or incomplete Customer's instructions;
 - (b) the recovery of or attempt to recover by the Bank from the Customer any monies due to the Bank or the enforcement by the Bank of these Terms and Conditions;
 - (c) any breach by the Customer of any of the Customer's obligations under these Terms and Conditions.
- 8.2 The Customer agrees that any gain, loss, cost, charge and risk resulting from the conversion of one currency into another shall be borne by the Customer. For avoidance of doubt, for any Customer instruction which involves dealings in foreign

currency transactions, the Bank will act on behalf of the Customer as his representative to execute such instructions and shall utilize the available balance in the Customer's account to facilitate the currency conversion thereof.

9. EXCLUSION OF LIABILITY

9.1 Save and except if the loss is due to the Bank negligence, fraud or misconduct, the Bank shall not be liable for any loss or damage caused on the part of any person whether or not arising from or in connection with and including but not limited to the following:

- (a) any loss or damage caused by equipment, software, Internet browser providers or by the Internet service providers or their agents or sub-contractors;
- (b) any computer or system virus interferences that may interfere with alrajhicasbiz@24seven, the web browser or the Bank's, the Customer's or the Internet service provider's computer system;
- (c) any breakdown or malfunction of any of the software or equipment used in connection with alrajhicasbiz@24seven, whether belonging to the Bank or not, including but not limited to any electronic terminal, telecommunication device or any part of the electronic funds transfer system;
- (d) any loss, theft, or use (whether actual, purported, authorised or unauthorised) of the password and login-ID or the Software;
- (e) any destruction or alteration or error in transmission of Customer's instructions, data or information;
- (f) any inaccurate, garbled or incomplete Customer's instructions;
- (g) any failure by the Customer to follow the latest instructions, procedures and directions for using alrajhicasbiz@24seven;
- (h) any delay in delivery or non-delivery of any documents or materials under these Terms and Conditions beyond the reasonable control of the Bank;
- (i) any delay or refusal to execute Customer's instructions with valid reasons; or
- (j) any direct, indirect or consequential loss or damage (whether foreseeable by the Bank or not) arising out of or related to the use of alrajhicasbiz@24seven.

10. Goods and Services Tax

Where Goods and Service Tax ("GST") is applicable to any taxable supply (within the meaning of the Goods and Services Tax Act 2014, ("GST Act")) provided by the Bank under or in relation to any financing, banking services or provision of account, the Customer hereby acknowledges, agrees and covenants that:-

- (a) unless otherwise specified by the Bank in writing, the price quoted by the Bank for any taxable supply to be made by the Bank is inclusive of GST and the Bank is entitled to charge GST on the payment of the taxable supply;
- (b) the Customer shall pay to the Bank the GST prior to any disbursement or utilization of such financing or prior to any services or provision of account rendered, as the case may be;
- (c) in the event the taxable supply has been made and consideration charged but the applicable GST has not been charged, the increase in the consideration to include the GST shall be paid by the Customer upon the provision of a tax invoice by the Bank to the Customer in accordance with the GST Act;
- (d) where requested by the Customer, the Bank will provide such information and documents as may reasonably be required to enable the Customer to claim input tax credit under the GST Act;
- (e) Where costs incurred by one party are to be reimbursed by another, the amount to be reimbursed shall be calculated net of any GST input tax credits that the party seeking reimbursement is entitled to in respect of the cost incurred; and
- (f) in the event the Customer fails to pay to the Bank the GST, the Bank is hereby authorised at any time to deduct from any of the Customer's account maintained with the Bank towards payment of the said GST subject to written notification to the Customer.

11. MISCELLANEOUS

- 11.1 The Bank may provide any communication or notice to the Customer through any mode of communication as the Bank deems suitable including but without limitation by post, notification in the mass media, by posting the notice in the Bank's branches, by inserting the notice into the periodic statements of account, by electronic transmission or by posting at the Bank's website at www.alrajhibank.com.my or at the ATM or other terminals under the control of the Bank.
- 11.2 Notice to the Bank can be sent to Bank or branches or by way of contacting the Customer Care Consultant at **1 300 82 6000**. The Customer may also send his queries via email to cmssupport@alrajhibank.com.my
- 11.3 The Bank reserves the right to vary, amend or supplement any of the terms and conditions herein by way of notice in such manner as deemed suitable by the Bank from time to time. If the Customer is not agreeable to the variation or amendment to such terms and conditions, the Customer is advised to immediately discontinue using

- alrajhicashbiz@24seven by giving a written notice in accordance with Clause 11.2 hereof.
- 11.4 Notice of variations, amendments or changes to these Terms and Conditions shall be deemed to have been given to the Customer by post, notification in the mass media, by posting the notice in the Bank's branches, by inserting the notice into the periodic statements of account, by electronic transmission or by posting at the Bank's website at www.alrajhibank.com.my or at the ATM or other terminals under the control of the Bank.
- 11.5 The Customer shall be bound by any variations, amendments or changes to these Terms and Conditions from the date determined by the Bank or in the event no date is specified, from the date of such display, publication, advertisement, broadcast, posting or transmission.
- 11.6 These Terms and Conditions are supplemental to the terms and conditions governing the Account(s). In the event of any inconsistency thereof, these Terms and Conditions shall prevail in respect of alrajhicashbiz@24seven provided herein.
- 11.7 If any of these Terms and Conditions herein becomes invalid, illegal or unenforceable pursuant to any law, then the validity, legality and unenforceability of the remaining provisions shall not in any way be affected or impaired.
- 11.8 For all intents and purposes, these Terms and Conditions is intended to be a Shariah compliant document in accordance with the relevant Shariah contract and shall be construed in accordance with the Shariah principles.

Each Party has independently made its own assessment as to the Shariah compliance of these Terms and Conditions. The Parties confirm that they do not have any objection as to the Shariah compliance of these Terms and Conditions and they irrevocably and unconditionally agree that they will not raise any claim, objection as to matters of Shariah non-compliance in respect of or otherwise in relation to any of the provisions of these Terms and Conditions.

So far as it does not contradict the above, these Terms and Conditions shall be governed by the Malaysian law and the Parties will submit to the non-exclusive jurisdiction of courts of Malaysia.

- 11.9 The Customer acknowledges that riba' (interest) regardless in any form, is prohibited in Islam and that the Bank does not condone any remittance or transfer to riba' based account(s) such as conventional loan or deposit account which involves riba'.

PART B – SERVICES

Services offered by alrajhicasbiz@24seven

(i) Account Management

The Account Management Service offers the Customer access on the consolidated account profile, view account balances, account movement and transactions history, account statements and any other relevant information in respect to the Account(s);

(ii) Payment

(a) The Payment Service(s) offers the Customer with the fund transfer services for Internal Fund Transfer, Inter-bank Transfer via RENTAS, SWIFT, inter-bank GIRO ("IBG"), instant transfer and payment with JomPAY or other modes of payment channel as prescribed by the Bank and bulk payments. The Customer may access to alrajhicasbiz@24seven for Payment Service(s) via various channels as offered by the Bank from time to time.

(b) Where the Customer authorises the Bank to make payments to the account of any person in accordance with the Customer's instruction and to debit the Customer's account through alrajhicasbiz@24seven, the Bank shall be entitled to process such instructions. The Customer shall ensure that the Account(s) has sufficient funds and that the beneficiary's account is capable of receiving such payment.

(c) Any Customer's instructions to make payments through alrajhicasbiz@24seven:-

(i) if so required, shall be accompanied with detail information including without limitation to those relating to the beneficiary such as name, account number, financial institution at which the account is maintained and amount to be paid thereto and purpose. If the Bank agrees, the Customer's instructions may be sent to the Bank by the Customer in the form of compact disk(s) ("CD") or such other mode as the Bank may determine from time to time. The Customer shall ensure that the Customer's instructions are in the proper format capable of being uploaded by the Bank unto the Bank's system.

(ii) is subject to the maximum limit as prescribed by the Bank from time to time and subject to the Account(s) being satisfactorily conducted. It is the Customer's responsibility to ensure that the Account(s) has sufficient funds to make full payment to the beneficiaries in accordance with the Customer's instructions. The Bank will decline all or any part of a Customer's instruction if the Account(s) has or is likely to have insufficient funds to fully execute any instructions.

(iii) shall be in the manner and form as may be prescribed by the Bank from time to time. The processing of instructions will also

be subject to the terms and conditions and/or approval of the participating financial institutions with which the beneficiary's account is maintained with or RENTAS or SWIFT or IBG or instant transfer and payment with JomPAY or other modes of payment channel as prescribed by the Bank.

(iv) must be received by the Bank before the Appointed Time. Where the Customer's instructions are received after the Appointed Time, the instructions will be processed on the next Business Day or such other day as the Bank may determine. The processing of Customer's instructions will also be subject to the terms and conditions and/or the approval of the other financial institution(s) with which the beneficiary's account is maintained with.

(d) The customer may obtain information on any debits and/or credits effected and rejection via the Account Management Service.

(e) As the payment systems are developed, operated and managed by third party(ies) and the Bank's role is limited to only that of an intermediary which processes the Customer's instructions on an "as is" basis received from the Customer via alrajhicasbiz@24seven and to make payments accordingly, the Bank shall not be liable for any loss or damage to the Customer (including without limitation to loss of income, opportunity, goodwill, direct or indirect, punitive or otherwise) or as a result of delay, omission or error in the electronic transmission or receipt of data or failure in providing alrajhicasbiz@24seven. Without prejudice to these Terms and Conditions herein, the Bank has no control over the actions, omissions or timelines of other participating financial institutions and shall not be liable to the Customer or any person for any reason whatsoever.

(iii) Liquidity Management

(a) The auto sweep services are available for the Customer to transfer funds automatically for accounts designated under the Auto Sweep Services. Auto Sweep Services allows the Customer to transfer funds between his various accounts to a designated main account on daily basis.

(b) The daily maximum limit for automatic transfer of funds shall be set by the Bank and may be changed from time to time. Automatic transfers of funds will only be made when sufficient funds are available in the designated accounts and such transfer shall be subject to the Bank's transfer of funds procedures.

(iv) Collection – Direct Debit

(a) The Collection Services offer the Customer with retail and wholesale payment collection services. The Customer authorises the Bank to collect

payment from the account of any person ("Payer") in accordance with the proper instructions given by the Customer and to credit the Account(s) through alrajhicasbiz@24seven.

(b) Any Customer's instructions to collect payments through alrajhicasbiz@24seven:-

- (i) if so required, shall be accompanied with detail information including without limitation to those relating to the Payer such as name, account number and amount to be collected. If the Bank agrees, the Customer's instructions may be sent to the Bank by the Customer in the form of compact disk(s) ("CD") or uploaded onto the alrajhicasbiz@24seven or such other mode as the Bank may determine from time to time. The Customer shall ensure that the Customer's instructions are in the proper format capable of being processed by the Bank.
- (ii) is subject to the maximum limit as prescribed by the Bank from time to time and subject to the Account(s) being satisfactorily conducted.
- (iii) shall be in the manner and form as may be prescribed by the Bank from time to time. The Customer's instructions must be received before the Appointed Time. Where the Customer's instructions are received after the Appointed Time, the instructions will be processed on the next Business Day or such other day as the Bank may determine.

(v) Events Notification

- (a) The Customer may receive from time to time Short Messaging Service (SMS) or e-mail alerts from the Bank for certain types of transactions as the Bank may determine ("Alerts"). The Customer acknowledges that Alerts are provided only as and when available or practicable and the Bank shall not be responsible for any losses incurred by the Customer resulting from the non-receipt of any Alerts.
- (b) The availability and proper functioning of Alerts is dependent on many variable circumstances, including location, mobile network availability and proper functioning of the Customer's mobile network operators. The Bank will not be liable for any unavailability or improper functioning of Alerts.

APPENDIX I
List of Fees and Charges

Description	SME	Corporate
Monthly Subscription Fee (per month)	Waived	RM 50.00
Security tools for authoriser(s) only		
- Soft token	Free of charge	Free of charge
On-Site Training	Waived for first on-site training Thereafter: RM 50.00 per visit (West Malaysia) RM 300.00 per visit (East Malaysia)	RM50.00 per visit (West Malaysia) RM300.00 per visit (East Malaysia)
Description	SME	Corporate
Local Payments		
- Intrabank Transaction	Free of charge	Free of charge
- Inter-bank GIRO (IBG) (Payment to IBG members bank for a maximum of RM500,000 per transaction)	RM 0.10 per transaction	RM 0.10 per transaction
- Interbank RENTAS (Payment to RENTAS member bank for minimum amount of RM10,000/transaction)	RM 2.00 per transaction	RM 4.00 per transaction

* The Bank may vary the charges from time to time by giving the Customer twenty one (21) days' notice in advance. Should the Customer does not agree with the changes, it may at any time within 21 days from the date of the notice of change, unsubscribe to alrajhicasbiz@24seven. The Bank shall deem that the Customer has agreed with the changes if the Customer does not revert or unsubscribe from alrajhicasbiz@24seven within 21 days from the date of the notice.