

## **E-Statement Terms and Conditions**

Al Salam Bank Bahrain B.S.C (c) (hereinafter referred to as the “Bank”) may, at the written request of the accountholder (the “Accountholder”), issue a Statement of Account to the Accountholder at an email address (the “Service”) specified by the Accountholder (“E-Statement”) on the terms and conditions stipulated herein.

Terms defined in the General Terms and Conditions governing operation of Accounts shall, unless otherwise defined herein, have the same meanings when used hereunder.

1. The E-Statements shall be sent by the Bank at the same frequency as paper statements and the Accountholder accepts and agrees that the Statement of Account shall not be sent to him separately by post or in physical form and all the accounts held by the Accountholder shall be enrolled under this Service.
2. The E-Statements received by the Accountholder shall contain all normal disclosures, which would normally accompany the Statement of Account. In case of any disputes about the contents or any entry in the Account, the records of the Bank shall be conclusive evidence of the correctness of all debits and credits and balances of the Account.
3. Any changes to the e-mail address should be communicated by the Accountholder in writing by filing up a form for the same.
4. Any objection as to the contents of the E-Statement shall be made by the Accountholder within 15 days from the date of the E-Statement; in the absence of which the E-Statement shall be deemed to be correct. No claim whatsoever about the incorrectness of any entry in the E-Statement shall be entertained after this 15 day period.
5. E-Statements sent by the Bank carry the risk of electronically transmitted messages and such transmission shall be at the entire and sole risk of the Accountholder. The Bank shall not be liable in any manner for any disruption, unavailability of the service, communication, electrical or network failure that may result in the E-Statements being incomplete, unavailable or delayed in transmission. The Accountholder acknowledges that the use of and the transmission of information via email or internet may not be guaranteed to be secure and the information transmitted may be liable to viruses, errors, delay, interception, modification or amendment by unauthorized persons and hence the transmission may be disrupted, interrupted, incorrect or delayed.
6. Notwithstanding the obligation of confidentiality imposed of the Account holder confidential, the Bank shall not be responsible or liable in any manner in the event the E-Statements are received or assessed by any third party due to the same being sent over Internet and the Accountholder agrees to indemnify and hold the Bank harmless in respect of the same.
7. The E-Statement Service provided by the Bank is at its sole discretion, and may be modified, withdrawn, cancelled, discontinued or suspended by the Bank at any time. In the event of such modification, withdrawal, cancellation, discontinuance or suspension of the Service, the Bank shall notify the Accountholder and shall revert

thereafter to sending the Statement of Account in paper format to the last mailing address appearing in the Bank's records.

8. The Accountholder undertakes not to disclose the internet banking password to any person and shall be responsible for the use, confidentiality and protection of such a password, as well as all information changes using the password and shall comply with such guidelines, instructions or terms as the Bank may prescribe from time to time.
9. The Accountholder shall terminate this Service at any time by completing the cancellation form available at the Bank's branch and consequently upon such termination, the Bank will revert to sending the Statement of Account in the paper format to the last mailing address appearing in the Bank's records.
10. The abovementioned terms and conditions are in addition to and not in substitution of the Bank's General Terms and Conditions governing the operation of Accounts. In the event of a conflict between the terms and conditions of E-Statements and any other relevant terms and conditions, the terms and conditions stipulated herein shall prevail to the extent of such conflict. The use of this Service and receipt of these terms and conditions as well as the Accountholder's acknowledgment on the inherent risks in the transmission of E-Statement via email will constitute the Accountholder's agreement.
11. The Account holder acknowledges and agrees that the Bank shall have the right to amend any of the terms and conditions stipulated above by giving such notice in writing to the Accountholder, in any form as the Bank deems fit or by displaying on the Bank's website or branches.