

**DBS CASHLINE TERMS & CONDITIONS**

This document sets out the Terms and Conditions applicable to your Cashline Account. We may amend, supplement, delete and/or revise any part of these Terms and Conditions at any time with notice, and such changes shall take effect on the date specified in the notice.

These Terms and Conditions are governed by Singapore law and you agree to submit to the non-exclusive jurisdiction of the Singapore Courts.

**1. Definitions**

1.1 In these Terms and Conditions, "we", "our", "us" or "Bank" means DBS Bank Ltd. and its successors and assigns and "you" and "your" means the person(s) (including any personal representatives, successors or assigns of such person) in whose name the Facilities (as defined hereunder) are maintained by us.

1.2 The following words when used have the following meanings respectively set out below:-

- i. "Business Day" means a day that is not a Saturday, Sunday or a public or bank holiday in Singapore;
- ii. "Card" means any card (including any credit or charge card) or any other electronic computerised token, device or gadget, whether issued at your request by us or any Participant to you or any other person nominated and authorised by you from time to time and acceptable to us, used to access Electronic Services, including any replacement or renewed Card;
- iii. "Cashline account" means the account opened and/or maintained with us in connection with the operation and/or provision of the Facilities;
- iv. "Cashline outstanding balance" means all amounts, transaction costs, interest, fees, charges and liabilities (whether present or future, actual or contingent) due and payable to us in respect of or in connection with the Cashline account and/or these Terms and Conditions;
- v. "Cashline statement" means a statement of account issued by us in respect of your Cashline account reflecting the Cashline outstanding balance and transactions for the period specified in the statement;
- vi. "Electronic Services" means any banking and other services or facilities which we and/or any Participant may make available to you from time to time and offered via electronic means, including any card, electronic computerised or telecommunication devices or modes of operating accounts in or outside Singapore, and, where the context requires, also means any PIN and/or Card used to access Electronic Services, and shall include any of the Facilities offered via electronic means;
- vii. "Facilities" means the credit and banking facilities, other financial accommodation and services provided to you by us from time to time pursuant to these Terms and Conditions;
- viii. "GST" means any goods and services tax payable under the Goods and Services Tax Act 1993 or any other taxes, levies or charges whatsoever of a similar nature which may be substituted for or levied in addition to any such tax, by whatever name called;



- ix. "Participant" means any person, firm, company or organization in Singapore or otherwise which, from time to time, participates or is involved, directly or indirectly, in providing Electronic Services;
- x. "PIN" means any personal identification number and/or password and/or any other form of electronic [or digital] identification or signature, whether issued at your request by us or any other Participant to you or any other person nominated and authorized by you from time to time and acceptable to us, used to access Electronic Services; and
- xi. "Singapore Dollar(s)" and the sign "\$S\$" mean the lawful currency of Singapore.

1.3 Unless the context requires otherwise:

- i. the singular number shall include the plural and vice versa; and
- ii. references to persons shall include entities, firms and corporations.

1.4 Headings of clauses are for guidance only and do not form any part of these Terms and Conditions or be taken into consideration in the interpretation of these Terms and Conditions.

1.5 All references to statutes and our terms and conditions are references to such statutes and terms and conditions as amended, modified, substituted or supplemented from time to time.

1.6 Any reference to a cheque in these Terms and Conditions shall include and apply to an image return document (as such term is defined in the Bills of Exchange Act 1949) of such cheque, where the context requires.

## **2. Additional Terms**

In addition to these Terms and Conditions, our Terms and Conditions Governing Accounts, our Terms and Conditions Governing Electronic Services and our other terms and conditions (all as may be amended or supplemented from time to time) intended or expressed to govern the use of the Cashline account or any of the Facilities or products or services accessed through or linked to the Cashline account or any of the Facilities shall also apply to the Cashline account and the Facilities and are incorporated by reference in these Terms and Conditions as if they have been specifically set out in these Terms and Conditions. You are deemed to have read and/or understood such terms and conditions and will abide and be bound by them accordingly. In the event of any inconsistency, these Terms and Conditions shall prevail.

## **3. Operating Your Cashline Account**

3.1 You may draw on your Cashline account through any applicable electronic means made available by us or in such manner as we may permit from time to time. The reference to "electronic means" shall include, without limitation to, the use of your Card to make withdrawals, telephone banking or interbank transfers via GIRO, as the case may be.

3.2 You are liable for all transactions made in relation to the Cashline account. You shall also be liable to pay such fees, interests and charges as are provided for in these Terms and Conditions in respect of any Cashline outstanding balance.

3.3 We shall set a credit limit in relation to your Cashline account. Unless approved otherwise by us, you shall not carry out or allowed to be carried out any transaction which would result in the Cashline outstanding balance exceeding the credit limit.



3.4 We reserve the right to either honour or decline any Cashline transaction or cheque, regardless of whether it exceeds your credit limit or not. We will not be liable for any loss, damage, expense or cost incurred by you in connection with the honouring and dishonouring of such cheques or the approval and disapproval of such transactions.

3.5 We reserve the right to adjust the credit limit assigned to your Cashline account and to modify, supplement, suspend, revoke, or terminate any of the services or electronic facilities provided to you, at any time and without prior notice. By using our services, you acknowledge and accept that we shall not be responsible or liable for any losses, damages, expenses, or costs that you may incur as a result of such modifications, supplements, suspensions, revocations, or terminations.

#### **4. Deposits and Withdrawals**

4.1 Deposits and withdrawals in respect of the Cashline account shall be carried out in such manner as we may prescribe from time to time. Any reference to deposits in these Terms and Conditions shall include and apply to payments made to the Cashline account, where appropriate.

4.2 All withdrawals shall be carried out at any of our branches or DBS/POSB ATMs in Singapore or such other branch or place in Singapore or elsewhere as we may permit, up to the limits specified by us.

4.3 Any deposit howsoever made shall not be credited to your Cashline account or available for withdrawal (whether or not such deposit is shown as credited to the Cashline account) until we have received actual payment of the funds in respect of such deposit.

4.4 Any withdrawal or debit from the Cashline account shall be deemed as a drawing on the Cashline account and shall accordingly increase the Cashline outstanding balance except where there is a credit balance with clear funds reflected in the Cashline account, the withdrawal or debit shall first be drawn from such credit balance.

4.5 Notwithstanding clause 4.4 and any other provision of these Terms and Conditions, we reserve the right, at our sole discretion and without notice to you, to determine the order of priority in effecting your instructions for any withdrawal, debit, funds transfer and/or other existing direct debit or other arrangements (e.g., cheques and GIRO deductions etc.) you made with us on the specified transfer date.

4.6 Cash deposits which are not verified immediately are subject to a cash count by us. In the event that the amount on the deposit ticket or receipt ticket differs from that of our cash count, our cash count shall be final and conclusive.

4.7 We are not obliged to return any dishonoured or returned cheques to you. We may, at our discretion, send an Image Return Document ("IRD") if we are unable to process the cheques for any stated reason in the IRD.

4.8 We shall be entitled to refuse to accept any cheque for issuance or deposit. We act solely as a collection agent and assume no liability for the payment of these cheques. Pending our verification of any cash deposit, we shall be entitled not to permit you to withdraw such amount.

#### **5. Your Liability**

5.1 You shall pay us, on demand, any liabilities outstanding and owing to us, including but not limited to, all fees and charges charged to your Cashline account in accordance with this Terms and Conditions.



5.2 You must keep all Cards in a safe and secure place and ensure that any PIN is not disclosed to any third party. You must take all steps and precautions to prevent any forgery, fraud, loss or theft in respect of all Cards.

5.3 If any Card is lost, stolen, mislaid or used by any other person or your PIN is disclosed to or used by any unauthorised person, you shall immediately notify us by calling our Customer Service Hotline at 1800 111 1111 or in writing or through any other means as may be specified by us from time to time.

5.4 You shall remain liable for all transactions, whether authorized or otherwise incurred on your Cashline account and fully indemnify us for all losses and damages which may arise as a result of the loss, theft or unauthorised use of any Cashline cheque, Cashline chequebook and/or Card or disclosure of the PIN unless and until we receive the notification of such loss, theft, unauthorised use or disclosure.

5.5 You shall not be liable for any transaction carried out on your Cashline account after we have been notified of such loss, theft or unauthorized use provided that:

- i. you notify us of such loss, theft or unauthorized disclosure promptly and without any delay on your part;
- ii. you assist us, to the best of your endeavours, in the recovery of any unauthorized charges on the Cashline account;
- iii. you make a formal police report upon the occurrence of such an event, and furnish us with the police report and a written confirmation of such loss, theft or unauthorized use and any other information which we may require; and
- iv. we are satisfied that such loss, theft or unauthorized disclosure did not arise out of or in relation to your negligence or default.

5.6 We have the sole discretion to issue a PIN, Card and/or Cashline chequebook and may charge a replacement fee.

## **6. GIRO**

6.1 You may use the GIRO facility or direct debit banking system which we may make available to you in connection with the Cashline account to transfer funds from and/or into the Cashline account and all instructions, and any variation or amendment of such instructions, to us for the transfer of funds from and/or into the Cashline account ("Direct Debit Instructions") shall be on our prescribed forms and/or in such other manner as we may from time to time permit. The transfer of funds under such facility or system will only take effect on such date as we may determine.

6.2 For the transfer of funds out of the Cashline account, we shall not be obliged in any way to ascertain whether or not such sum or any part thereof is payable (and whether by you or otherwise) to the intended recipient.

6.3 You may vary, amend, cancel or terminate your Direct Debit Instructions in respect of any funds transfer facility or arrangement by giving us not less than [1 month's] notice in writing before the next deduction or transfer date.

6.4 We shall be entitled at our discretion at any time to suspend all or any of your Direct Debit instructions or funds transfer facility or arrangement for such duration as we deem fit.



6.5 We will not be liable for any loss, damage, expense or cost, including indirect losses, suffered or incurred by you as a result of us suspending or terminating any or all of your Direct Debit Instructions or funds transfer facility or arrangement under these Terms and Conditions.

6.6 We may charge a handling fee for each Direct Debit Instructions or GIRO or direct debit or funds transfer transaction or facility or arrangement and we may debit the Cashline account accordingly, whether or not you have received notice of the same.

6.7 You shall indemnify us against any loss, damage, liability, cost and expense which we may incur or suffer (including legal costs on a full indemnity basis) as a result of or arising out of or in connection with us acting upon any instructions you may give in relation to any of your Direct Debit Instructions or funds transfer facility or arrangement provided that the said loss, damage, liability, cost and expense is not caused by our own gross negligence or wilful default.

## **7. Cashline Statement and Payment**

7.1 We shall send you a Cashline statement every month or at such other intervals as we may determine.

7.2 You shall inspect and examine your Cashline statement and inform us in writing of any inaccurate entries, omission, or irregularity in the Cashline statement. Unless we receive your written notice of any inaccuracies or irregularity within 10 Business Days from the date of the Cashline statement, the Cashline statement shall be conclusive and binding on you and we will be free from all claims in respect of any and every entry shown in the Cashline statement, except where (and only to the extent that) you have conclusively established in the Courts of Singapore that a manifest error has been made by us. Notwithstanding the foregoing, we shall be entitled at all times to correct any errors or omissions in such Cashline statements and to debit or credit your Cashline account, as the case may be.

7.3 Without prejudice to the other provisions of these Terms and Conditions, you shall pay us the entire outstanding balance or the monthly minimum payment amount specified in any Cashline statement by the payment due date specified in the relevant Cashline statement. The monthly minimum payment amount applicable is the higher of (i) the amount equal to 2.5% of the Cashline outstanding balance specified in your Cashline statement or (ii) S\$50/-. Any changes to the monthly minimum payment amount from time to time shall be notified or announced by us in such manner as we consider fit.

7.4 In addition to the monthly minimum payment amount, you shall also pay us: -

7.4.1 the amount by which your Cashline outstanding balance exceeds your credit limit set by us from time to time; and

7.4.2 any outstanding balance due and unpaid under or pursuant to any previous Cashline statements specified in any Cashline statement by the payment due date specified in the relevant Cashline statement.

7.5 Payment(s) made to your Cashline account shall be applied to settle the billed outstanding balances attracting the highest interest first, in the order of interest, fees and followed by principal. We shall be entitled to apply and appropriate all payments and deposits received by us in such manner or order as we consider fit.

7.6 All payments due to us shall be made in Singapore Dollars, in full without any deduction or withholding (whether in respect of set-off, counterclaim, taxes, charges or otherwise).



7.7 Notwithstanding and without prejudice to any other provision of these Terms and Conditions or any other terms, all or any part of the Cashline outstanding balance is payable by you to us on demand.

## **8. Failure to Pay**

8.1 If we do not receive the entire outstanding balance by the payment due date, interest on the Facilities shall accrue on a daily basis, subject to a minimum interest charge of S\$10.00. All interest accrued on the Facilities must be paid by you to us without demand.

8.2 Normal interest on the Facilities shall be charged and payable at the Prevailing Interest Rate up to the date of full payment of the amounts due or the due date of such amounts, whichever is later.

8.3 The "Prevailing Interest Rate" refers to an effective interest rate as stated on the account statement or such other rate(s) as we may determine from time to time and notified and announced by us in such manner as we may consider fit.

8.4 If you fail to make the minimum payment by the payment due date specified in your Cashline account statement, the interest rate applicable to your Cashline account will be increased by an additional 8% p.a. on top of the Prevailing Interest Rate ("Additional Interest Rate"). Such Additional Interest Rate shall be applied to your Cashline account's outstanding balance and the computation of finance charges from the first working day after the date of the subsequent Cashline account statement following your next Cashline account statement.

8.5 The Additional Interest Rate will continue to be applied to your Cashline account unless and until the minimum payments for your Cashline account are made in full for four (4) consecutive months on or before their respective payment due dates as specified in your monthly Cashline statements, upon which the Additional Interest Rate shall be reinstated to the Prevailing Interest Rate with effect from the first working day after the next Cashline statement date.

8.6 You are responsible for paying all accrued interests on the Facilities to us without demand. We reserve the right to amend the Additional Interest Rate to such other rate(s) at our sole discretion from time to time, as notified by us in such manner as we deem necessary.

## **9. Fees and Charges**

9.1 We may charge and debit from your account from time to time, all fees and charges applicable to your Cashline account, including but not limited to, service fee for the maintenance of your account and/or in relation to any other service request, administrative fee for replacement and/or production of documents, cancellation fee in connection with any reversal of service request or non-fulfilment of merchant reservations, transaction fee for foreign currency transactions and transactions processed outside Singapore and/or ATM cash withdrawals, and/or goods and services tax imposed on or payable in respect of any goods and services.

9.2 We reserve the right to debit such fees and charges from your Cashline account even if such debiting results in your Cashline account being overdrawn. You may refer to DBS Cashline Fees & Charges (or such other page as we may notify you) for specific fees and charges.

9.3 We may amend any of the above fees or charges, or the basis on which the fees and charges are determined at any time by giving you at least 30 days' notice before such variation takes effect.

9.4 For the full list of fees and charges for Cashline, please refer to the fee table on the DBS website.

## **10. Prohibited Use**

You shall not use the Facilities to pay the daily interest due or any other moneys owing in respect of any of the Facilities, any credit or charge cards issued by us or any other loans, advances, credit and banking facilities granted by us.

## **11. Right to Debit Accounts**

We shall have the right at any time and without prior notice to you to debit your Cashline account or any of your accounts with us for all withdrawals, payments, transactions, fees, charges and moneys due and owing from you to us under or in connection with the Facilities. If such debiting causes your account to be overdrawn or further overdrawn, interest shall be payable on the amount overdrawn or further overdrawn at the Prescribed Rate and you shall be further liable to us for any monthly late payment fees in relation to such overdrawn or further overdrawn amount or such amount as may be specified by us from time to time.

## **12. RIGHT OF SET-OFF AND CONSOLIDATION**

In addition to any other rights which we may have, we shall be entitled at any time and without notice to you to combine or consolidate all or any of your accounts and liabilities with or to us (in Singapore or elsewhere) or setoff or transfer any sum(s) standing to the credit of one or more of such accounts in or towards the satisfaction of any of your liabilities to us on any other account(s) (in Singapore or elsewhere) or in any other respect whether such liabilities are actual or contingent, primary or collateral, several or joint, or such accounts are held by you singly or jointly with any other persons. If the credit balances on such accounts and the liabilities on any other accounts are not expressed in the same currency, we shall be entitled to effect any necessary conversions at our own rate of exchange then prevailing.

## **13. RULING-OFF OF ACCOUNT**

In addition and without prejudice to any other rights we may have, we may for any reason which we deem justifiable, open a new or separate account (hereinafter called the "new account") for you in our books and credit (notwithstanding any legal or equitable rule of presumption to the contrary) or any payments made to us by you or on your behalf to the new account so that such payments shall not reduce the amount owing by you to us in relation to the Cashline account. For the avoidance of doubt, such new account shall be subject to our rights of set-off and consolidation under these Terms and Conditions or otherwise.

## **14. CLOSURE OF ACCOUNT**

14.1 You may close or suspend the Cashline account at any time by giving us notice.

14.2 We may at any time:-

14.2.1 terminate our banking relationship with you, cancel all or any of the Facilities or Electronic Services made available to you and/or demand immediate repayment of all or any debts of any nature owed by you to us (including the whole or part of the Cashline outstanding balance) without notice and/or providing any reason;

14.2.2 without prejudice to the generality of clause 15.2.1, close the Cashline account and discharge all of our liabilities to you (if any) with respect to the Cashline account by giving you 7 days' notice in writing of such closure; or

14.2.3 suspend the Cashline account if any of the account holder(s) [(whether main or joint)] is under a Debt Consolidation Plan or Repayment Assistance Scheme Loan, without notice and/or providing any reason.





14.3 Where there is a cash balance equal or exceeding S\$5.00, or such other amount as we may determine from time to time and notified and announced by us in such manner as we may deem fit ("the minimum amount") standing to the credit of the Cashline account at the time of the closure of the Cashline account, we shall return the credit balance to any of your DBS/POSB accounts with us in our records or through any other means as we may deem fit (or in the absence of such accounts, by sending a cheque payable to you to your last known address in our records). The return of the credit balance by us through any means as we may deem fit shall constitute a full and final discharge of our liabilities to you (if any) with respect to the Cashline account, whether or not such amount is received by you. Where the cash balance is below the minimum amount, you agree to waive the return of the cash balance.

14.4 Upon the closure of the Cashline account (whether by you, us or otherwise), your obligations under these Terms and Conditions will however continue and all outstanding balances (which shall include such charges and liabilities you may have incurred but which have not been debited to the Cashline account) on the Cashline account shall become payable at once. Interest shall be payable on any outstanding balances which remain unpaid at the time of closure of the Cashline account at the Prescribed Rate up to the date of full payment of such outstanding balances and/or any judgement obtained in respect thereof. You shall be further liable to us for any monthly late payment fees incurred due to such outstanding balances.

## **15. How We Use Information About You**

15.1 You give us your consent to collect, use, disclose and process your personal data for the purposes of the account in accordance with this Terms and Conditions and our data privacy policy available at [www.dbs.com/privacy](http://www.dbs.com/privacy) as may be amended, supplemented and/or substituted from time to time ("Data Privacy Policy").

15.2 If you provide us with the personal data of any individual, you represent and warrant that you have obtained such individual's prior consent to the collection, use, disclosure and processing of his/her personal data by us in accordance with this Terms and Conditions and our Data Privacy Policy and that the personal data that you provide to us is true, accurate and complete.

15.3 You also consent to us collecting, using and disclosing your personal data for marketing and promotional purposes and acknowledge that your marketing preferences can be managed at any time (via the digibank mobile app or other mode(s) as the Bank may provide).

## **16. Parties to Whom Disclosure May Be Made**

16.1 By signing the account application form (which expression shall include any form to add you as a holder of the account) or any other form(s) or document(s) which signifies your agreement to be bound by these Terms and Conditions, you consent to us, our officials, employees, agents and any other persons who by reason of their capacity or office have access to our records, registers or any correspondence or material with regard to you or any of your accounts with us, to disclose any information relating to and any particulars of your accounts and affairs:-

- i. to any Participant or other person or organisation participating in the provision of electronic or, without limitation, other services in connection with banking services utilised by you, whether in Singapore or outside Singapore for the purpose of the operation of such services, including but not limited to investigating discrepancies, errors or claims, and any person or organisation providing services to any of them;
- ii. to any person or organisation to whom we outsource certain functions or activities or who provide administrative, telecommunication, computer, payment, collection, security, clearing, credit reference or checking, or other services or





facilities to us relating to operation of our business, and any person or organisation providing services to any of them;

- iii. any party involved in facilitating, processing or providing any service or facility in connection with your Card, Cashline account, and/or any Card transaction, and any person or organisation providing services to any of them;
- iv. to the police or any public officer conducting an investigation in connection with any offence;
- v. to any bank, credit or charge card companies or merchants, for the purposes of any credit, debit or charge card enquiries or other enquiry in connection with your Cashline account;
- vi. to any outsourced agent appointed by us (including but not limited to any provider of microfilm service or any electronic storage, archival or recording facility) for the purpose of making, printing, mailing, storage, microfilming and/or filing personalised cheques, statements of accounts, passbooks, cards, labels, mailers or any other documents or items on which your name and/or other particulars appear, or any data or records or any documents whatsoever, and/or otherwise to provide a service to you, and any person or organisation providing services to any of them;
- vii. any partnering merchant or third party which has a legitimate business purpose for obtaining such information, including offering you products or services in connection with or otherwise to facilitate your use of electronic or other services, and any person or organisation providing services to any of them;
- viii. to any information gathering or processing organisation, department or consultant for the purposes of conducting survey(s) or analysis, or developing system application on our behalf, and any person or organisation providing services to any of them;
- ix. (to the extent and for such purposes as any such information may be permitted to be disclosed under or pursuant to the Banking Act 1970) to any credit bureau recognised as such by the Monetary Authority of Singapore under or pursuant to the Banking Act of which we are a member or subscriber for information sharing services and (through any such credit bureau) to any fellow member or subscriber as may be so recognised by the Monetary Authority of Singapore;
- x. to any person or organisation for the purpose of enabling us to conduct any credit checks on you and/or to obtain and verify any information relating to you or any of your account(s) with us, and any person or organisation providing services to any of them;
- xi. to any person or organisation for the purpose of or in connection with the marketing or promotion of any services or products or investigating any complaint or dealing with any query relating to the marketing or promotion of any services or products, and any person or organisation providing services to any of them;
- xii. to any government agency or authority or tribunal or courts of the jurisdiction (or equivalent) where any of our overseas branches are situated, in compliance with the order, notice or request of such agency, authority, tribunal or court, and/or in compliance with applicable laws and/or for commencing, defending or otherwise participating in any legal or administrative proceedings or inquiry before any court, tribunal or other agency or authority;

- xiii. to any person or organisation for the purpose of collecting and/or recovering for and on our behalf any sums of money owing to us from you, and any person or organisation providing services to any of them;
- xiv. to any of our related corporations (as such term is defined in the Companies Act 1967) for risk management purposes, for monitoring credit exposures across the DBS Group or the credit exposure of any DBS Group company to you and for cross-selling purposes. "DBS Group" means any of our subsidiaries, our holding company and any subsidiaries of our holding company;
- xv. Any person or organisation involved in the sending or delivering of any communication to your last known address on our records or the prior preparation of such delivery or communication, and any person or organisation providing services to any of them. For the purposes of this clause, communication shall include all forms of direct mailers and advertisements (including messages printed on envelopes with our name and logo);
- xvi. to any person or third party in connection with any assignment or transfer, or proposed assignment or transfer, by us of any of the Facilities and/or the Cashline account or any of our rights and obligations under or relating to the Facilities and/or the Cashline account for any purposes connected with such assignment or transfer or proposed assignment or transfer;
- xvii. any person or organisation to clarify or correct any wrongful or erroneous belief, representation or allegation to any third party, whether made by you or on your behalf, both in public and in private, regarding any of the Bank's dealings with you or otherwise in relation to the Bank's products, processes or policies, regardless of the form of media or platform which may include but is not limited to, published articles, posts, complaints or petitions;
- xviii. any person or organisation to whom such disclosure is necessary to complete any transaction; and
- xix. any person or organisation whom we (in good faith) deem it reasonable to make such disclosure in connection with this Terms and Conditions or the offering or operation of the Card and/or Cashline account.

Our authority to disclose such information shall survive the termination of these Terms and Conditions.

16.2 Our rights and abilities under this shall be in addition and without prejudice to our other rights of disclosure under and pursuant to the Banking Act 1970 or any other statutory provisions and in law and nothing herein is to be construed as limiting any of those other rights.

16.3 We shall not be liable for any acts and omissions of any person or organization to whom we disclose any particulars of and/or otherwise relating to your Account as set out in Clause 16.

## **17. Communication**

### **Notice to you**

17.1 We will send all notices or communications to you:



- i. by post or leave such notices or communications at your last known address, and these will be deemed received by you on the day following such posting if sent by post in Singapore or on the day when it was left at your said address; and/or
- ii. on print or electronic media (including but not limited to, SMS, push notification, email or website) that we may choose at our sole discretion, and these will be deemed notified to you on the date of our sending to your last known mobile number or contact information, our publication and/or broadcast.

You shall promptly notify us in writing of any changes in your contact information or any other information we have on our records, including your postal address, email address, contact details or place of business. You acknowledge that we will require some time to update our records, after which such updated information will apply. If we cannot process the requested change, we will notify you as soon as we can. We may request you to provide supporting documents to verify any changes notified to us, and you undertake to provide such information to facilitate the changes required by you.

### **Instructions from you**

You shall send us a request or an instruction in writing and sign it. If you choose to give us an instruction by any other medium of communication, including but not limited to, facsimile transmission, telephone, email or scanned instruction in email, or such other electronic channels, we may, but shall not be obliged to, accept and act on it.

We shall not be liable for any loss incurred in connection with our acting on or acceding to (or our refusal to act on) any instruction or request from (or purportedly from) you, and you will indemnify us against any and all losses, claims and costs incurred by us arising out of or in connection with any request or instruction from (or purportedly from) you.

We may at our sole discretion perform a call back to you to verify or confirm any instruction from (or purportedly from) you, and you agree to assist us with such call back verification as we deem necessary. In such an event, you consent to us recording your telephone conversations with us to provide evidence of instructions and other verbal communications and agree to be bound by such recording and that we may at any time in your discretion erase such recordings.

We may refuse to act on any instructions given by you if such instructions are inconsistent with any applicable law, rule or other regulatory requirement.

We may require you to give written instructions (and any other documentary evidence of authority) in the case where the proceeds of any transactions or any funds in the account are to be credited or remitted to any account not in your name or to another bank account.

## **17.2 Electronic Signature Instruction Service**

17.2.1 You acknowledge that we may in our discretion agree to make available the Electronic Signature Instruction service to you when you give instructions to us in person.

17.2.2 Where we, at your request, make available the Electronic Signature Instruction service to you, you will give instructions to us in electronic form in a manner which complies with our internal processes and requirements (each such instruction an "Electronic Instruction").

17.2.3 You acknowledge and agree that we shall be entitled to require you to sign such Electronic Instruction, and in this connection you authorize and consent to us to collect and



link your signature with the relevant Electronic Instruction in electronic form, using an electronic signature pad or other electronic device capable of collecting, recording and/or storing information and signatures in electronic form in a manner which complies with our internal processes and requirements. The Electronic Instruction, together with your signature so collected and linked, are collectively the "Electronic Signature Instruction".

17.2.4 You agree that such signature of yours collected, received and/or stored in such electronic form shall be deemed to be equivalent to your signature in hard copy for all purposes provided each such signature is collected electronically from you in person by our officer or representative and such officer or representative verifies (whether before or after such signature is taken) your identity in a manner which complies with our internal requirements.

17.2.5 You agree that electronic data or images of any form, document, instruction or communication, other electronic documents, instruction or communication and all records in electronic form (collectively, "Electronic Records") maintained by us or on our behalf where any signature(s) in electronic form has/have been affixed or appended (including, but not limited to, each Electronic Signature Instruction), which fulfil our internal processes and requirements, shall be deemed to be valid, accurate and authentic, and given the same effect as if such Electronic Records in electronic form were written and signed between you and us in hard copy.

17.2.6 You acknowledge and agree that such Electronic Records can be used as evidence in any court proceedings as proof of their contents. You further agree that you shall not dispute the validity, accuracy or authenticity of the contents of any such Electronic Records (including any Electronic Signature Instruction), including evidence in the form of activity or transaction logs, computer or electronic records, magnetic tapes, cartridges, computer printouts, copies, or any other form of computer or electronic data or information storage or system, and that such Electronic Records shall be final and conclusive of the information and your instruction and agreement of any matter set out in the associated Electronic Signature Instruction, save in the case of our manifest or clerical error. You further agree that the security procedure applied or to be applied to verify that the Electronic Signature Instruction is commercially reasonable and secure, pursuant to the Electronic Transactions Act (Cap 88).

17.2.7 You acknowledge and agree that Electronic Records shall be stored for as long as the law and the standards and practices of the banking industry say we must. After this time, we may destroy them.

17.2.8 You shall not hold us liable for acting in good faith or omitting in good faith to act on your instructions given to us in accordance with our prescribed verification procedure prevailing at the time via the Electronic Signature Instruction service or in any Electronic Instruction forwarded to us.

## **18. Information**

18.1 You are required to supply to us immediately upon request all statements, information, materials and explanations (except information of a proprietary nature) regarding your operations and finances as may be reasonably required by us from time to time.

18.2 You authorise us and give us consent to conduct credit checks on you (including but not limited to checks with any credit bureau recognized as such by the Monetary Authority of Singapore) and/or obtain and verify any information relating to you and/or any of your account(s) with us from or with any other person or organisation from time to time and without notice and liability to you. This authorisation shall survive the termination of the Facilities, the Cashline account and these Terms and Conditions.

## **19. Change of Signature, Address or Other Particulars**

19.1 You are required to promptly notify us in writing of any variation in your signature, the authorised manner of signing or the signature requirements in respect of Cashline cheques and the operation of the Cashline account, and any change in your address or other relevant particulars. We shall be entitled a period of not less than 14 Business Days after receipt of your notice to process and update the change(s).

19.2 Any change in your address to a post office box address or an address outside of Singapore will not be accepted or processed by us.

## **20. Statement of Indebtedness**

A statement or certificate signed by any of our authorised officers as to the moneys and liabilities for the time being due to or incurred by us shall, except for clerical mistakes appearing on the face of the statement or certificate, be final and conclusive and be binding on you.

## **21. Notices**

We may serve you with a writ of summons, statement of claim or any other legal process or document requiring personal service by delivering it personally, sending it by ordinary post or by leaving it at your last known address (whether a post office address or private residence or business residence or otherwise). You will be considered to have been properly served on the date of delivery if we deliver such process personally to you, or served on the next date after the date of posting if such process is posted to you. In addition to these methods of service, we may serve you in any other method permitted by law.

## **22. Amendment to Terms and Conditions**

22.1 We may vary any of these Terms and Conditions at any time but will, give you at least 30 days' notice of any variation which relates to fees and charges and your liabilities and obligations before such variation takes effect.

22.2 All variations shall take effect and bind you from the date specified in our notice. The advance notice may be given to you by exhibiting the variations or a set of the revised Terms and Conditions at our branches or via publication through any media. Upon such exhibition or publication, you shall be deemed to have notice of such variations or amended Terms and Conditions.

22.3 If you do not accept any variation to these Terms and Conditions, you may cease to operate and close the Cashline account. If you continue to operate the Cashline account after such notification, you shall be deemed to have agreed to the variation without reservation.

## **23. Indulgence of Bank**

Notwithstanding that we may have delayed or failed or omitted to exercise any right, power, privilege, claim or remedy available to us upon any default by you or that we may have accepted payment for any moneys outstanding under the Facilities after such default, we shall not be held to have waived or condoned or acquiesced in such default and may at any time exercise all or any of the remedies available to us. Any delay or indulgence on our part in taking steps to enforce any rights or remedies conferred on or available to us shall not be held to prejudice or be a waiver of our rights of action in respect thereof.

## **24. Exclusion of Liability and Indemnity**



24.1 We shall not be responsible for or liable to you for any loss or damage (including any indirect or consequential loss) which may be suffered by you or any other person in any way in relation to any services provided pursuant to these Terms and Conditions or transaction contemplated under these Terms and Conditions, howsoever caused, except for any such loss or damage which is due to our gross negligence or willful default.

24.2 You shall indemnify us against any loss, damage, liability, cost and expense which we may incur or suffer (including legal costs on a full indemnity basis) as a result of or arising out of or in connection with the provision or maintenance of the Cashline account, the Facilities or the Electronic Services or in relation to these Terms and Conditions or any change in any law, regulation or official directive which has an effect on the provision or maintenance of the Cashline account, the Facilities, the Electronic Services or these Terms and Conditions Provided That the said loss, damage, liability, cost and expense is not caused by our own gross negligence or willful default.

## **25. Assignment**

25.1 We may assign or transfer to any third party (including, without limitation, to any other corporation within the DBS Group) any of our rights benefits and obligations under the Facilities granted to you and/or the Cashline account without your consent or the need to provide you with any prior notice of such assignment or transfer and you irrevocably consent to any such assignment or transfer by us.

25.2 You may not assign, transfer or otherwise dispose of any of your rights, benefits or obligations under the Facilities and/or the Cashline account.

## **26. Severability**

If any of the provisions in these Terms and Conditions are changed by applicable law or declared invalid, unlawful or unenforceable in any respect by order of a court or under any law, the validity, legality and enforceability of the remaining provisions in these Terms and Conditions will not be affected but these Terms and Conditions will be interpreted as if the invalid, unlawful or unenforceable provision had never been contained in these Terms and Conditions.

## **27. Contracts (Rights of Third Parties) Act 2001**

Unless expressly provided to the contrary in these Terms and Conditions, a person who is not a party to these Terms and Conditions has no rights under the Contracts (Rights of Third Parties) Act 2001 to enforce or enjoy the benefit of any term in these Terms and Conditions. Notwithstanding any term in these Terms and Conditions, the consent of any third party is not required to vary (including to release or compromise any liability) or terminate any of these Terms and Conditions.

## **28. Governing Law**

These Terms and Conditions and all matters relating to the Facilities and/or the Cashline account are governed by the laws of Singapore and you agree to submit to the non-exclusive jurisdiction of the Courts in Singapore.