

Offline Application form for enabling TSB ONLINE
(To be filled up by the account holder)

To
The District / Sub Treasury Officer

Sir,

I wish to register as a user of TSB ONLINE. Kindly enable TSB ONLINE facility to my below mentioned savings bank accounts.

Personal Details

Name (In BLOCK LETTERS) :

AADHAAR NUMBER :

Mobile Number (10 Digit) :

e-Mail ID (Optional) :

Permanent Account Number (PAN) :

Savings Bank Account Details

15 Digit Savings Bank Account Number														Name of Treasury			

Preferred Username

(Subject to availability)

(User ID can be alphanumeric or alphabets only, Length should be min. 4 characters and max. of 15 characters and is case sensitive)

- ✓ I agree to receive OTP / Text alerts to the above mentioned mobile number and assure that I am the account holder of that mobile number.
- ✓ I agree that the transactions executed over TSB ONLINE under my username and password will be binding on me.

Date:

Signature of account holder

Note: Please produce TSB Passbook, AADHAAR in original and KYC (If not submitted before) along with this application form to the concerned Treasury officer (Parent Treasury) for verification purpose.

For Office Use

Verified by Signature with date Name of Accountant PEN	Confirmed by Signature with date Name of SBPO PEN
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TSB ONLINE TERMS AND CONDITIONS

This agreement is a contract which establishes the rules covering electronic access to your accounts at Department of Treasuries Kerala ("Treasury") through TSB ONLINE. By using TSB ONLINE, you accept all the terms and conditions of this Agreement. Please read it carefully.

This Agreement between you and Department of Treasuries (also referred to as Treasury herein) governs the use of our TSB ONLINE service. This service permits Treasury Savings Bank customers to perform a number of functions on accounts linked to the service through the use of a personal computer or a mobile device.

Definitions

As used in this Agreement, the words "You" and "your" refer to the Treasury Savings Bank customer that has enrolled in TSB ONLINE. "We," "us" and "our" refer to Department of Treasuries. "Account" or "Accounts" means your accounts at Treasury. "Electronic funds transfers" means transfers from your Savings Bank accounts using TSB ONLINE. "TSB ONLINE Services" means the services provided pursuant to this Agreement. "Working days" means Monday through Saturday. Holidays are not included.

Access to TSB ONLINE

To use TSB ONLINE, you must have at least one account at Treasury, access to Internet service and the appropriate hardware/software systems. Once we have received your online request / signed *Application for enabling TSB ONLINE* and verified your account information, we will send you a temporary password to the registered mobile number. TSB ONLINE can be used to access only Savings accounts Fixed deposits, which you have designated for access. You can add or delete any of your accounts from this Agreement by contacting Treasury. Access to your accounts through TSB ONLINE will be based upon the identification of users specified by you in your application. We undertake no obligation to monitor transactions through TSB ONLINE to determine that they are made on behalf of the account holder.

TSB ONLINE Services

You can use TSB ONLINE to check the balance of your accounts, view account statements, Manage Beneficiaries, transfer funds to Bank and Treasury savings accounts and make standing instructions.

Access Hours

You can use TSB ONLINE 7 days a week, 24 hours a day, although some or all TSB ONLINE services may not be available occasionally due to emergency or scheduled system maintenance.

TSB ONLINE Password

For security purposes, you are required to change your password upon your initial login to TSB ONLINE. You determine what password you will use and the identity of your password is not communicated to us. You agree that we are authorized to act on instructions received under your password. You accept responsibility for the confidentiality and security of your password and agree to change your password regularly. Upon three unsuccessful attempts to use your password, your access to TSB ONLINE will be revoked. To re-establish your authorization to use TSB ONLINE, you must contact us to have your password reset.

We recommend that you create a password that utilizes both upper and lower case alpha and numeric characters for purposes of security. Your password should not be associated with any commonly known personal identification, such as Mobile number, address, date of birth, names of children, and should be memorized rather than written down.

One-Time Passcode (OTP) / Text alerts

The One-Time Passcode service provides a level of security by requiring you to authorize certain transactions. You will need to provide a cell phone number in order to get OTP / text alerts. Once you have enrolled in TSB ONLINE, you will receive unique text messages (OTP / text alerts) to the cell phone number you provided each time you initiate specific transactions. You will then be required to enter this unique code (OTP) to confirm the transaction.

Message and data rates may apply. Please check your mobile service agreement for details on applicable fees. By providing your cell phone number when you enrol in the TSB ONLINE service, we may use an auto dialler to send you OTP / text message alerts and you agree that you agree to receive autodialed text messages to that number and agree/confirm that you are the account holder of that number. SMS text message delivery is not always predictable and text message notifications may be delayed or not received during periods of high messaging traffic.

Confidentiality & Security

You understand the importance of your role in preventing misuse of your accounts through TSB ONLINE. You agree to protect the confidentiality of your account and account number, and your personal identification information, such as AADHAAR number. You understand that personal identification information by itself, or together with information related to your account, may allow unauthorized access to your account. Your password and login ID are intended to provide security against unauthorized entry and access to your accounts. Data transferred via TSB ONLINE is encrypted in an effort to provide transmission security. Notwithstanding our efforts to insure that the TSB ONLINE system is secure, you acknowledge that the Internet is inherently insecure and that all data transfers, including electronic mail, occur openly on the Internet and potentially can be monitored and read by others. We cannot and do not warrant that all data transfers utilizing TSB ONLINE will not be monitored or read by others.

Transfers credits

Transfers initiated through TSB ONLINE on a regular working day made prior to night time processing (approximately 6:00 p.m.) will be credited to the bank / TSB account on the same day. Transfers completed after night time processing, Saturday, Sunday or public / banking holiday, will be posted on the next working day. TSB ONLINE identifies transfers based upon the login ID of the user who made the electronic transfer.

Transfer limits and Frequency of Transactions

There is no limit for the number of transfers and amounts which may be transferred from Treasury accounts.

Changes in Terms

We may change any term of this Agreement at any time. We will post any required notice of the change in terms on the TSB ONLINE / Treasury web site or notify you by SMS. If advance notice of

the change is not required, and disclosure does not jeopardize the security of the account or our electronic fund transfer system, we will notify you of the change in terms within 30 days after the change becomes effective. Your continued use of any or all the subject TSB ONLINE services indicates your acceptance of the change in terms.

Errors or Questions about TSB ONLINE fund Transfers

Contact us as soon as you can if you think your account statement is wrong, or if you need more information about a transfer listed on your statement.

If you contact us by telephone or by email, we may require that you send us your complaint or question in the form of paper writing by postal mail or in person. If we ask you to put your complaint or question in writing and we do not receive it in the form of paper writing, we may not consider that complaint.

Liability for Transaction Failure

1. If we do not complete a transfer from your account on time or in the correct amount, according to our agreement with you when you have properly instructed us to do so, we will be liable to you for your losses or damages caused as a result. However, there are some exceptions. We will NOT be liable, for instance:
 - If, through no fault of ours, you do not have enough money in your account to make a transfer.
 - If a legal order directs us to prohibit withdrawals from the account.
 - If your account is closed, or if it has been frozen.
 - If the transfer would cause your balance to fall below the minimum balance.
 - If you, or anyone authorized by you, commits any fraud or violates any law or regulation.
 - If any electronic terminal, telecommunications device, or any part of the TSB ONLINE electronic fund transfer system was not working properly when you attempted to initiate the transfer and you reasonably suspected that there was a problem or that your transfer might not have been initiated, but you failed to notify us.
 - If you have not properly followed the on-screen instructions for using ONLINE TSB or you fail to receive a transaction confirmation screen.
 - If circumstances beyond our control (such as fire, flood, interruption in Internet service or other communication lines) prevent the transfer, despite reasonable precautions that we have taken.
2. CONTACT US IMMEDIATELY if you believe your password has been lost, stolen, used without your authorization, or otherwise compromised, or if someone has transferred or may transfer money from your accounts without your permission. An immediate telephone call to us is the best way to reduce any possible losses. Also, if your statement shows transfers that you did not make, contact us immediately.

Warranty and Limitations of Liability

We make no warranty of any kind, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, in connection with the TSB ONLINE services provided to you under this Agreement. We do not and cannot warranty that TSB ONLINE will operate without errors, or that any or all TSB ONLINE services will be available and operational at all times. Except as specifically provided in this Agreement, or otherwise required by law, you agree that our officers, employees are not liable for any indirect, incidental, special or consequential damages under or by reason of any services or products provided under this Agreement or by reason of your use of or access to TSB ONLINE.

Right to Terminate

- o You may cancel your TSB ONLINE service at any time by providing us with written request. Your access to TSB ONLINE will be suspended within 3 working days of our receipt of your request to cancel the service.
- o You agree that from time to time we may limit access to TSB ONLINE services to perform routine hardware or software maintenance and for similar purposes or:
 - Without prior notice, if you have insufficient funds in any one of your savings accounts. TSB ONLINE service may be reinstated, in our sole discretion, once sufficient funds are available to cover any fees, pending transfers, and debits.
 - Upon reasonable notice, for any other reason in our sole discretion.

ACCEPTING THE AGREEMENT

When you use TSB ONLINE, you agree to this terms and conditions.

Communication between Treasury and You

Unless this Agreement provides otherwise, you can communicate with us in one of the following ways:

e-Mail

You can contact us by e-mail at tsbonline.tsr@kerala.gov.in (Note: email sent over the internet is not sent in a secure form. Do not disclose user Id, Password and other sensitive informations via e-Mail)

Telephone:

(0471) 2322533 / 2323963 / 2322712

Fax

(2471) 2324229

Mail / In person

Manager, TSB ONLINE

Directorate of Treasuries, "Krishna"

Thycaud.P.O, Thiruvananthapuram

Kerala – 695014

I have read and agree to the above term and conditions.

Date:

Signature of Applicant

SB FORM No. 1 (a)
 GOVERNMENT OF KERALA
 Treasury Savings Bank
Know Your Customer (KYC) Form for Individual
(To be filled up by the customer)
[Rule 67(a) of KTC Vol. II]

Customer ID

(To be assigned by the Treasury)

Passport size
photo

Branch Treasury

Customer Details (to be filled in capital letters)

First Name

Middle Name *

Last Name

Date of birth*

dd	mm	yyyy

Gender*

Male

Female

Transgender

Nationality

Single

Married

Name of
Father/Spouse

Identification Details (Furnish a copy of one valid ID)*

AADHAR

PAN

Voter ID

Driving Licence

ID issued by
Govt. Dept.

Other Details

Occupation	State Govt.	Central Govt.	Business	Professional	Self Employed	Others
If State Govt. Employee	PEN		Department			
Qualification	Below SSLC	SSLC	Under Graduation	Graduation	Post-graduation	Professional

Present Address (To be filled up in capital letters)

House Name*			
Street/Locality*			
City*			
Name of Post Office*			
State*			
District*			
Pin Code*			
Phone		Mobile	
	<i>STD Code</i>	<i>Phone No.</i>	
E-mail ID			

Permanent Address (To be filled up in capital letters)

House Name*			
Street/Locality*			
City*			
Name of Post Office*			
State*			
District*			
Pin Code*			
Phone		Mobile	
	<i>STD Code</i>	<i>Phone No.</i>	

Nominee Details

<i>Sl. No.</i>	<i>Name</i>	<i>Date of Birth</i>	<i>Relationship</i>	<i>Address of the Nominee</i>
1				
2				
3				
4				

Ido hereby declare that the information furnished above is true to the best of my knowledge and belief.

Place :

Date :

Signature of the customer

Note.—Columns marked* are mandatory.