

Most Important Terms and Conditions

- For the purpose of availing Internet Banking, the Customer would need to have legal and valid access to the Internet.
- The Customer hereby acknowledges that he/it is availing the Internet Banking facility at his/its own risk.
- Internet Banking Access: The Customer would be allotted an Internet Banking Customer-ID/User id and a secret Password/PIN by YES BANK in the first instance. The Customer will be required to change the Password/PIN assigned by YES BANK on accessing Internet Banking Website for the first time.
- The Customer grants express authority to YES BANK for carrying out transactions and instructions authenticated by such Password/PIN.
- The Customer agrees and acknowledges that YES BANK shall in no way be held responsible or liable if the Customer incurs any loss as a result of information being disclosed by YES BANK regarding his Account(s) or carrying the instruction of the Customer pursuant to the access of the Internet Banking by providing the correct Customer ID and Password/PIN and the Customer shall fully indemnify and hold harmless YES BANK and the affiliates in respect of the same.
- Internet banking facility shall be deactivated, at YES Bank's sole discretion for safety purposes, if the same is not accessed for a period of 3 months or more. The Customer may reactivate the same by providing a written request to the nearest branch.
- As a safe banking security measure, the Bank also reserves its right to suitably modify /deactivate all or any of the features offered under its Internet Banking Services, at its sole discretion, with or without providing any prior intimation to the Customer. The Customer may have the features reinstated/re-activated by providing a written request to the nearest branch through its authorized signatory/ies.
- For the Customer's benefit and convenience, YES Bank suggests that the Customer install /add such additional security features as recommended by YES Bank from time to time.
- Cyber Crime: The Internet per se is susceptible to various cyber crimes like phishing, vishing (voice phishing), SMSing (phishing through SMS), compromise of User's system security etc., that could affect payment instructions / other instructions to the Bank. Whilst the Bank shall endeavor to protect the interest of the customers, there cannot be any guarantee from such cyber crimes and other actions that could affect Payment Instructions / other instructions to the Bank including but not limited to delay or failure in processing the instructions. The User shall separately evaluate all such risks and the Bank shall not be held responsible for the losses arising out of such cyber crimes. The User understand that doing a Internet Banking transaction at a cybercafe/shared computer terminal is risky and shall avoid using the services of a cybercafe/shared computer terminal to do any Internet Banking transactions.
- Unauthorised Access: The Customer shall take all necessary precautions to prevent unauthorized and illegal use of Internet Banking and unauthorized access to the Accounts provided by Internet Banking. YES BANK shall take all commercially reasonable care to, ensure the security of and to prevent unauthorised access to the Internet Banking using reasonable technology
- In the event of any alleged fraudulent use of the Account through the internet, the Customer agrees that the Customer shall be solely and exclusively responsible for all loss caused thereby and shall not hold the Bank liable for any loss caused thereby. Further, the Bank shall in no way be liable for any loss or damage that may occur due to hacking of the Account(s) by any person which can be termed as 'cyber crime' under Indian or foreign laws.
- Instructions: All instructions, requests, directives, orders, directions, entered by the Customer, either electronically or otherwise, are based upon the Customer's decisions or are the sole responsibility of the Customer. The Customer understands that entering an instruction, direction, order, and request with YES BANK, either electronically or otherwise, does not guarantee execution of such instruction, direction, order, request. YES BANK shall not be deemed to have received any instruction, direction, order, request electronically transmitted by
- Liability of the Customer and YES BANK: Neither YES BANK nor the Affiliates shall be liable for any unauthorized transactions occurring through the Internet Banking and the Customer hereby fully indemnifies and holds YES BANK and the Affiliates harmless against any action, suit, proceeding initiated against it or any loss, cost or damage incurred by it as a result thereof. YES BANK shall under no circumstance be held liable to the Customer if the Internet Banking is not available in the desired manner for reasons including but not limited to natural calamities, legal restraints, faults in the telecommunication network or network failure, or any other reason beyond the control of YES BANK. Under no circumstances shall YES BANK be liable for any damages whatsoever whether such damages are direct, indirect, incidental, consequential and irrespective of whether any claim is based on loss of revenue, interruption of business or any loss of any character or nature whatsoever and whether sustained by the Customer or by any other person. Illegal or improper use of the Internet Banking shall render the Customer liable for payment of financial charges as decided by YES Bank or will result in suspension of the operations through the Internet Banking.
- Disclaimer of Warranties: The Customer expressly agrees that use of the Website is at its sole risk. The Website is provided on an "as is" and "as available" basis.
- Indemnity: In consideration of YES BANK providing the Customer the Internet Banking, the Customer shall, at his own expense, indemnify and hold YES BANK, its directors and employees, representatives, agents and/or the Affiliates, as the case may be, indemnified against all losses and expenses on full indemnity basis which YES BANK may incur, sustain, suffer or is likely to suffer in connection with YES BANK or Affiliates' execution of the Customer's instructions and against all actions, claims, demands, proceedings, losses, damages, costs, charges and expenses as a consequence or by reason of providing a service through Internet Banking for any action taken or omitted to be taken by YES BANK and /or the Affiliates, its officers, employees or agents, on the instructions of the Customer. The Customer will pay YES BANK and /or the Affiliates such amount as may be determined by YES BANK and/or the Affiliates to be sufficient to indemnify it against any such, loss or expenses even though they may not have arisen or are contingent in nature.
- Termination of Internet Banking: YES BANK may withdraw or terminate the Internet Banking anytime either entirely or with reference to a specific service or in case of breach of Terms by the Customer without a prior notice; or if it learns of the death, bankruptcy or lack of legal capacity of the Customer.
- Capitalized terms used but not defined herein shall have the meaning assigned to it on the terms & conditions as displayed on the website: www.yesbank.in