

## SMS ALERT SERVICE APPLICATION FORM.

**IMPORTANT:** Please read the Terms and Conditions of Service Agreement to operate Future Bank SMS service.

**Note:** Please sign in the appropriate space after reading carefully the mandate and agreement, which forms an integral part of the application. All fields marked by a (\*) are mandatory.

New Application

Modification request (Will overwrite your previous settings)

Dear Sir, I request you to provide me Future Bank's SMS service, subject to the terms and conditions.

**SERVICE REQUIRED**

**PUSH**

**PULL**

### ABOUT MYSELF

\* First Name

Last Name

Account Title

\* Account 1

Account 2

Account 3

Account 4

\* Mobile No:

Tel.:

Email

FAX

CPR No.

### DECLARATION

I confirm that the above mobile phone belongs to me and the information given above by me is correct. I undertake to notify the bank in writing immediately if any changes to the above information occur to protect the interest of all parties. I have read and fully understand the Future Bank SMS terms and conditions and agree to its contents.

\_\_\_\_\_  
Date and Signature of the customer

### For Bank use only

Date of registration : \_\_\_\_\_

\_\_\_\_\_  
Signature Verified

\_\_\_\_\_  
Approved by

## SMS REQUEST CODES

### Pull Service

This is a self-service function where the account holder requests information about his/ her own account using specific codes listed against each function below. A prompt message will be sent back to the customer from Future Bank with the relevant information.

Follow the steps below:

#### Step 1

Key in your 13 digit account number and relevant SMS command into your mobile

#### Step 2

Dial 4116 send (Batelco Customers) send

### 1. Book Balance (Command BL)

This function will enable you to view the present book balance of any available account.

Send SMS: XXXXXXXXXXXXXBL (The XXXXXXXXXXXXX stands for the 13 digits of your account number)

### 2. Mini Statement (Command TR)

This function will enable you to view the last 4 transactions of your account, displaying the date, description, amount.

Send SMS: XXXXXXXXXXXXXTR (The XXXXXXXXXXXXX stands for the 13 digits of your account number)

### 3. Cancel SMS service (Command RM)

This function will cancel the already subscribed Future Bank SMS (Push/Pull) service to this telephone number.

Send SMS: RM – Will cancel SMS Push and Pull service.

Send SMS: RMPush – Will cancel SMS Push service.

Send SMS: RMPull – Will cancel SMS Pull service.

### 4. SMS service Help (Command HP)

This function will return Future Bank SMS service commands to the customer's mobile number.

### Push Service

This function is an automated service set by Future Bank upon customers request. Messages will be sent to the registered Mobile phone for all the transactions as and when it effected.

## TERMS AND CONDITIONS

The following terms and conditions shall apply to all Future Bank SMS customers of Bahrain.

- Definition of SMS Alert Service:  
Customer : The applicant of this service is hereunder referred as "customer"  
Bank : Future Bank B.S.C.(C) is herein after referred as "Bank"
- The customer shall abide and be bound by the instruction and/or procedures of the bank.
- While Future bank will take the due care to make this services at all time but In the unlikely event of any reasons which is beyond bank's control including but not limited to any technical difficulty arises which results in outage of the services and or loss of any Transmission of Messages/ Garbage of message happens then Future Bank is not responsible.
- The customer hereby irrevocably agrees to hold free and harmless the bank and indemnify the bank against all actions, claims, demands, liabilities, losses, damages, costs and expenses of whatever nature that may result due to the bank agreeing to provide the services.
- The Bank will transmit the Future Bank SMS alerts data on time to the Service provider but the delivery of the data to the Subscriber's equipment depends on the Service Provider locally and abroad and the bank cannot be held responsible for non receipt or erroneous data received or receiving the messages at odd times and the consequences arising there from including but not restricted to return of cheques etc.
- The Bank is not liable for any breach of confidentiality of any data/information sent to the subscriber's equipment. The Customer acknowledges that he/she is solely responsible for protecting his/her mobile phone/device and privacy.
- In case of change/disconnection / Loss of Customer's mobile phone number(s) or equipment, the Customer undertakes to notify the bank in writing immediately of such instance to protect the interest of all parties. The Subscriber shall indemnify the Bank for all loss or damage on account of Customer's failure to notify the bank of the change/disconnection of Subscriber's mobile phone number(s).
- The Customer agrees that the Bank has the right to withdraw any or all of the facilities under the service, without assigning any reason, at anytime after serving a notice to the Subscriber by ordinary post or via message to the Customer's equipment.
- Currently it is introduced as a free service in case it is decided to charge the customer to cover the cost of this service then the bank holds the right to introduce such service charges subject to inform the customer and giving one month notice prior to introducing such charges.

The terms and conditions contained herein shall be governed and interpreted in accordance with the laws of the Kingdom of Bahrain.

**I have read and understand the Future Bank SMS terms and conditions and agree to its contents.**

\_\_\_\_\_  
Signature of customer