

Terms and Conditions for the Automatic Bill Settlement (ABS) Facility

The following Terms and Conditions govern the use of the Automatic Bill Settlement (ABS) facility provided by National Development Bank PLC (the “Bank”) for its customers (the “Customer”). By registering for this facility, the Customer agrees to the following:

1. General

- 1.1 The ABS facility is available for all primary and supplementary NDB Credit Cards and Current Account/Savings Account (CASA) holders fulfilling the Bank’s eligibility criteria.
- 1.2 The Bank/Merchant reserves the rights to approve, reject, or terminate any ABS registration at its sole discretion, with notice to the Customer.
- 1.3 The Customer shall continue to settle bills manually until confirmation of ABS registration from the Bank is received.
- 1.4 The ABS facility is subject to the standard terms and conditions agreed between respective billing companies and the Bank.

2. Registration and Payments

- 2.1 Customers shall register for the ABS facility via the Bank’s designated channels, providing accurate and complete details, including their account/credit card number and the billing company information.
- 2.2 Before registering for the ABS facility, Customers are advised to contact the respective service provider and settle all outstanding bills in full, ensuring a zero balance on their billing account.
- 2.3 The Customer authorizes the Bank to deduct the bill amount as presented by the billing company, either partially or in full, based on the funds/credit limit available in the Customer’s account or credit card.
- 2.4 The Customer is responsible for ensuring sufficient funds/credit limits are available for processing the payment.

3. Notifications and Failed Transactions

- 3.1 The Customers registered for the Bank’s SMS alert service will receive notifications for each successful or failed transaction.
- 3.2 In the event of a failed transaction due to insufficient funds, credit limit, or delinquency, the Customer is responsible for settling the bill directly with the billing company before the due date to avoid disconnection or late fees.

3.3 Neither the Bank nor the billing company shall be liable for any service disruptions due to failed or delayed payments.

4. Replacement or Cancellation of Cards/Accounts

4.1 The ABS facility shall remain active even in the case of card replacement, upgrades or renewals unless explicitly terminated by the Customer in writing.

5. Liability

5.1 The Bank shall not be liable for:

- The quality of goods or services provided by the billing company.
- Errors, delays, or failures in billing details provided by the billing company.
- Disconnection or discontinuation of services by the billing company for any reason.

5.2 The Customer agrees to indemnify and hold the Bank harmless from any claims arising due to errors, omissions, or inaccuracies in the information provided by the billing company or the Customer.

6. Amendments and Termination

6.1 The Bank reserves the right to amend these Terms and Conditions at any time. Any updates to the Terms and Conditions will be duly published on the Bank's official website.

6.2 Either the Bank or the billing company may terminate the ABS facility by providing written notice to the Customer. Termination shall not affect any pending obligations under the ABS facility.

6.3 Any request by a Customer for cancellation of the Facility must be made to the Bank in writing/any digital channel offered by the bank/ by calling the NDB Call centre and shall only become effective on the Bank's confirmation of cancellation to the Customer via SMS/E-mail.

7. Miscellaneous

7.1 The Bank reserves the right to reject any payments under the ABS facility in the event of insufficient funds, inactive status, or delinquency of the Customer's account/credit card.

7.2 NDB credit card of the Customer must be in active status at the time of enrollment in the ABS facility.

8. Governing Law and dispute resolution

These Terms and Conditions are governed by the laws of Sri Lanka and any disputes shall be subject to the exclusive jurisdiction of the courts of Colombo.

I hereby confirm and agree that I have read, understood and agree to be bound by the above Terms and Conditions.

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Date

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Signature