

QUICK RESPONSE (QR) CODE REQUEST FORM
(ALL THE PARTICULARS ARE MANDATORY)

Date: ____ / ____ / ____

The Branch Manager,

Sir/Madam,

I/we would like to avail Quick Response (QR) code for my/our account to enable me/us to accept QR-based payment from domestic mobile/wallet banking applications including the Unified Payment Interface (iUPI) enabled Apps and UnionPay International (UPI) mobile banking Apps. The following are the details:

Account Number: _____

Account Type (Current/Overdraft/Savings): _____

Mode of Operation (Single/EorS/AUS/Joint): _____

Account Holder Name: _____

Citizenship ID/ License No: _____

Mobile Number: 975 _____

Email Address: _____

Business Location: _____ Dzongkhag: _____

Merchant Category: _____ (Handicraft & Gift/Antique Shop/Bakery/Airline/Fuel Station/Garments/Grocery/Hotel & Restaurant/Medical/Motor Repair/Books & Stationary/Taxi service/Hardware/ Furniture/ Electronics/Bar & Clubs) Or if others, specify: _____

QR REQUEST TYPE: New ☐ Replacement ☐

SUB-MERCHANT: (Audio notification for QR payments only):

Main Merchant Account No. _____ Main Merchant Name: _____

Sub Merchant Type: ☐ mBoB User

☐ Non- mBoB User

Name: _____

Name: _____

Mobile Number: _____

Mobile Number: _____

mBoB USER ID: _____

CID: _____

Having read and understood the Terms & Conditions set forth overleaf, I/we hereby agree to abide by:

Applicant Signature (s):

(Signature should match with Bank record)

For use by Bank official:

Created by:

(Name & Signature)

Authorized by:

(Name & signature)

Employee ID:

Employee ID:

Date:/...../.....

Date:/...../.....

DECLARATION/TERMS & CONDITIONS

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Bank of Bhutan Limited, Post Box No.102, Thimphu, Bhutan, PABX: +975-2-334333 https://www.bob.bt Toll free contact centre at 1095		

I/we declare, confirm and agree to the following:

1. All the particulars and information given in this application form are true, correct, complete and up to date in all respects and I/we have not withheld or suppressed any information. I/we agree and undertake to provide any further information that Bank of Bhutan/its branches may require from time to time in relation to the service availed.
2. I/we are aware that Bank of Bhutan has the right to reject my/our application without assigning any reason or intimidation. I/we agree and understand that Bank of Bhutan/its branches have the right to retain the application forms, and the documents provided herewith and shall not be returned to me.
3. I/we understand that the iUPI transactions are the transactions initiated using the iUPI enabled mobile banking/wallet Apps of India while UnionPay transactions are transactions initiated using the UnionPay International, which is the largest payment network in China.
4. I/we agree and wilfully accept the following per transaction fees on the amount for any transactions received using Unified Payment Interface (iUPI) and UnionPay International enabled mobile Apps. I/we are aware that any changes to the terms and conditions and on fees & charges shall not be individually communicated but shall be available on <https://www.bob.bt> only and hereby agree to keep myself/ourselves updated from time to time and be bounded by the same.

Transaction Amount	Per Transaction Fees on amount	Transaction Type
≤ Nu. 2,000	0.90% on the amount	iUPI
> Nu. 2,000	1.2% on the amount	
≤ USD 140* or Daily MCC**	0.60% on the amount	UnionPay International
> USD 140* or Non-Daily MCC	1.20% on the amount	

* Based on the transaction amount in Ngultrum equivalent to USD 140 at the prevailing exchange rate.

**MCC refers to the Merchant Category Code, a four-digit number used to classify businesses based on the type of goods or services they provide, as per the International Organization for Standardization (ISO). Daily MCC refer to MCCs associated with goods or services that people commonly spend money on daily or frequently. While non-daily MCC codes refer to MCCs associated with less frequent or discretionary spending.

5. To inform Bank of Bhutan/its branches immediately regarding change in any of the information/detail provided in this application form and to provide any further information or documents that Bank of Bhutan may require from time to time.
6. I/we authorize Bank of Bhutan/its branches to share all the information, data or documents relating to my/our application with other Agencies/Statutory/Regulatory authorities or any

other person/s, as Bank of Bhutan in its discretion may deem necessary or appropriate.

7. I/we agree to maintain sufficient balance in the account & authorize Bank of Bhutan, unconditionally and irrevocably, to debit the applicable fees and charges stipulated by Bank of Bhutan from the funds available in my mentioned account or any account maintained in my/our name.

TERMS AND CONDITIONS

1. I/we hereby agree to the per transaction fees & charges as stipulated under point 3 of the declaration. The fees & charges are subject to change, at the discretion of Bank of Bhutan from time to time in the future.
2. I/we agree and confirm that, Bank of Bhutan shall not be responsible for any physical damage to the Quick Response (QR) code or be held liable in any manner if, the QR is not functional/ not readable and therefore, I/we shall be solely responsible for any such damage/request for replacement of the QR code.
3. I/we agree and confirm that, Bank of Bhutan shall have the right & authority in its sole discretion to flag & blacklist the account, if I/we fails to hold it safe or if used as mule account, fails to comply with transaction acceptance procedures or fails to maintain sufficient balance for the deduction of applicable fees & charges or fails to comply with the terms & conditions stipulated herein.
4. The Bank of Bhutan shall, at its sole discretion, reserves the right to modify, alter all or any of the terms & conditions, without prior notice or assigning any reason whatsoever. The QR Code may be used for the purpose of accepting payments from customers as may be required towards selling of goods and/or services.
5. On termination/suspension of the QR Code Service or account by Bank of Bhutan for any reason, the total fees & charges outstanding shall become forthwith due and payable to the Bank of Bhutan.
6. I/we agree to inform Bank of Bhutan in writing within 10 days, if any irregularity or discrepancy exists in the transaction/fees & charges so credited/debited to/from the account, beyond which any complaints shall be declined by the Bank of Bhutan.
7. I/we agree to use QR code generated through mBoB App or QR code issued & exclusively printed through Bank of Bhutan Branch offices. The Bank shall be indemnified against the losses arising out of use of QR code(s) printed from any 3rd party outlets/establishments.
8. The Audio (sound) alerts for QR payments are subject to completing the required set-ups & permissions in the phone and are designed to complement but shall not be a substitute for diligent review and confirmation of receipts. Also, i/we agree that receipt of alert is also dependent on its activation, phone's internet, notification volume etc. I/we agree to indemnify the Bank of Bhutan from any claims, losses, or liabilities resulting from my full reliance on or use of these alerts or any transaction screenshots.

Signature:

Name: _____

Date: ____/____/____