



Registration for Online Gold Loan disbursement through Muthoot Online (<https://online.muthootfinance.com>) & iMuthoot Mobile App (for Android & iOS Smart Phones)

TERMS & CONDITIONS

Basics :

1. Access to Online Gold Loan facility through Muthoot Online / iMuthoot Mobile App will be provided only after completing this registration process at the branch, where the gold ornaments will be deposited, and after valid authorization from Muthoot Finance Limited.
2. Any discrepancy in the online account should be immediately brought to the notice of Muthoot Finance Limited either by E-mail to muthootonline@muthootgroup.com / cc.imuthoot@muthootgroup.com or by calling our customer care numbers provided on Muthoot Online / iMuthoot or through a complaint letter at the nearest branch.
3. All payments will be credited only to the Bank Account furnished by the customer at the time of registration.
4. All online transactions on Muthoot Online / iMuthoot will be confirmed through OTP sent to the registered mobile number.
5. Each time a fresh OGL is availed, the existing loan against the same gold ornament (s) will be closed and new loan will be created.

Obligations of Muthoot Finance Limited :

1. Muthoot Online / iMuthoot is GEOTRUST / SSL certified. It means that the two-way communication is secured with 128-bit EVSSL encryption technology, which ensures the confidentiality of the data during transmission. Reasonable use of available technology will be made to ensure security and to prevent unauthorized access.
2. Muthoot Online / iMuthoot can be accessed from anywhere any time provided internet/data connection is available with reasonable coverage/speed to access data.
3. Password can be reset using "forget password" option only by the registered user after OTP confirmation.
4. Online service requests received from customer will be eligible for fulfillment from the time of completion of registration at the branch.
5. Rules and regulations applicable to normal banking transactions including RTGS/NEFT/IMPS (Immediate Payment Service) regulations in India will be applicable for the transactions executed through this Muthoot Online / iMuthoot.
6. Muthoot Finance Limited reserves the right to change/modify the services offered or the Terms of Service on Muthoot Online / iMuthoot at its discretion at any time without any notice. A notification to that effect will be updated on Muthoot Online / iMuthoot for the customer.
7. Maintenance & up gradation of software/OS/hardware etc., used by the customer will be the whole & sole responsibility of the customer alone and Muthoot Finance Limited will have no obligation whatsoever to support them in any manner. However an update from time to time may be provided to customer regarding Internet software such as browsers, which are required for using Muthoot Online / iMuthoot.
8. Muthoot Finance Limited, at its sole discretion, shall have the liberty to modify/amend/withdraw the services of Muthoot Online / iMuthoot without any prior intimation to the customers.
9. Valid token and terms and conditions are sent to the customer's Email ID registered with Muthoot Finance Limited at the time of creation of user ID and Password. All communications shall be made by Muthoot Finance Limited in the said Email ID.

Obligations of Customer :

1. Maintaining the secrecy of the user credentials of the customer with regard to Username and Password, registered on Muthoot Online / iMuthoot is the whole and sole responsibility of the customer. Muthoot Finance Limited presumes that any login on Muthoot Online / iMuthoot using valid Username and Password is a valid session initiated by none other than the customer and will be binding on the customer.
2. Any change in customer's registered mobile number should be informed and captured in the Muthoot Finance Limited records, as all online transactions on Muthoot Online / iMuthoot will be processed through OTP confirmation sent to the registered mobile number of the customer.
3. Any change in customer's bank account details should also be informed and captured in the Muthoot Finance Limited records, as all payments related to online transactions on Muthoot Online / iMuthoot will be processed only to the registered bank account of the customer.
4. The customer undertakes to confirm that he/she will not access Muthoot Online / iMuthoot through any illegal means or use it /allow others to use it for any illegal activities, forbidden by law.
5. Copies of the documents executed by the customer including the terms and conditions are sent to the customer's Email ID registered with Muthoot Finance Limited at the time of creation of user ID and Password. All communications shall be made by Muthoot Finance Limited to the said Email ID.
6. Any intimations/notices sent by Muthoot Finance Limited to the registered mobile number or Email ID shall be deemed to have been received by the customer even in the absence of any acknowledgement from the customer.

Liability & Indemnity :

1. The customer alone shall be liable for any loss from unauthorized transactions in his account/s if he has breached the terms or contributed or caused the loss by negligent actions on his part such as: - Keeping a written or electronic record of Muthoot Finance Limited Muthoot Online / iMuthoot Password
- Disclosing or failing to take all reasonable steps to prevent disclosure of Muthoot Finance Limited Muthoot Online / iMuthoot Password to anyone including any minor, company staff and/or failing to advise the company of such disclosure within 24 hours.
2. Muthoot Finance Limited will be completely absolved of all liabilities in case the customer fails to inform/complaint to Muthoot Finance Limited within 24 hours about any unauthorized access to or erroneous transactions on Muthoot Online / iMuthoot. After receiving the customer complaint Muthoot Finance Limited will disable the Muthoot Online / iMuthoot access credentials of that customer. In such cases if fund transfer has not been already initiated, then Muthoot Finance Limited will stop the transfer and inform the customer. In case the transfer has already been initiated before receiving the customer complaint then Muthoot Finance Limited will share all the transfer/transaction details with the customer to enable the customer to take up the matter with the concerned authorities.
3. Muthoot Finance Limited shall, in no circumstances, be held liable by the Customer if Muthoot Online / iMuthoot access is not available in the desired manner for reasons including but not limited to natural calamity, floods, fire and other natural disasters of any kind, legal restraints, faults in the telecommunication network or internet or network failure, power breakdown or UPS breakdown, software or hardware failure and or error or any other reason beyond the reasonable control of Muthoot Finance Limited. Muthoot Finance Limited shall in no way be liable for any loss or damage that may occur due to hacking of the account by any persons other than the User, which fits in the definitions of a Cyber Related Crime' as accepted internationally. Muthoot Finance Limited shall, under no circumstances, 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, investment, production, goodwill, profit, interruption of business or any other loss of any character or nature whatsoever and whether sustained by the User or any other person.
4. The Customer shall indemnify and hold Muthoot Finance Limited harmless against all actions, claims, demands, proceedings, losses, damages, costs, charges and expenses whatsoever which Muthoot Finance Limited may at any time incur, sustain, suffer or be put to as a consequence of or by reason of arising out of providing Muthoot Finance Limited Muthoot Online / iMuthoot or by reason of Muthoot Finance Limited in good faith taking or refusing to take or omitting to take action on any instruction given by the Customer.

Governing Law & Jurisdiction :

Any claim, dispute or controversy with respect to, in connection with or arising out of this Agreement shall be subject to and decided by arbitration exclusively within jurisdiction of Emakulum, Kerala State. The arbitration proceeding shall be conducted in accordance with the Indian Arbitration and Conciliation Act 1996.

BANK ACCOUNT DETAILS :

Name of Bank & Branch:	Bank Account Number:	IFSC Code:
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CUSTOMER ID:

I have received, read and fully understood the aforesaid terms and conditions and/or have independently had the aforesaid terms and conditions translated accurately in my vernacular language and has completely and fully understood the same to my satisfaction and hereby accept the same..

Customer's Name

Customer's Signature

Date